

Public Safety & Security Training Series: Levitt Safety & Security Forum

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Session Overview

- Introduction
- Reflections: on opportunity for you to what you have learnt, applied and implemented from the Spring training series
- FOL and Amp Grantees onsite training and concert observation: summary of key observations
- The Levitt Network Tool Kit: Tips and Templates
- Q & A





Levitt Network: Team Resilience & Development Program

Overview

The aim of the FOL and AMP grantee team resilience and professional development onsite training program was to deliver targeted training to enhance the Levitt Network resilience and confidence to prepare for, respond to, and recover from potential adverse events. During the period April – June 2024, bespoke training sessions and concert reviews were conducted onsite for 6 FOLs and 3 AMP sites.

- FOLs: Arlington, TX; Denver, CO; SteelStacks, PA; Sioux Falls, SD; Dayton, OH and Los Angeles, CA
- AMP grantees: Gallup, NM; Colusa, CA and Carson City, NV

Onsite training and concert observations

- Pre-visit meetings with FOLs and AMP grantees to tailor onsite training to meet their specific events and needs.
- Concert observations by ERMS to provide feedback to the core events team based on key observations recommendations, both 'quick wins' and 'near horizon'.



A Summary of Key Observations

- 1) Event risk identification and analysis event staff were very aware of their event related risks but formal documentation (risk registers) was 'ad hoc'.
- 2) Medical /EMT response plans varied from 'mature and coordinated' to emerging; requirement for ongoing first aid training for staff and volunteers was identified (CPR and 'stop the bleed').
- 3) Security concerns were reasonably well understood by event teams and in most part addressed through onsite event security; urban development and encroachment around some venues was noted as a concern (high elevation active shooter threat).
- 4) Event C3 plans varied across all FOLs and AMP sites; a mix of communication methods but a lack of good event communications practices was identified.
- 5) Severe weather risks were well understood by core event teams with robust/ response plans in place.
- 6) Escalation response protocols were found to be ad hoc, relying largely on the experience of core event staff.
- 7) FOL emergency response plans (ERPs) were generally good but lacked consistency & alignment to a risk-informed approach.
- 8) The majority of FOLs and AMP grantees did not conduct all-team pre-concert brief.
- 9) Incident reporting processes were found to be ad hoc and largely undocumented.
- 10) Relationships with city/police officials were in the most part not well developed.





Levitt Network Tool Kit: Tips and Templates [a sampler]

- Crowd Counting
- Event Risk ranking and screening 'top 12'
- C3 & Enhancing team communications
 - Radios, Callsigns & groups texts
 - re-concert team brief
- Incident reporting
- Identification of staff & volunteers
- Signage: removing excuses
- Donation bucket security
- Event security: pros & cons





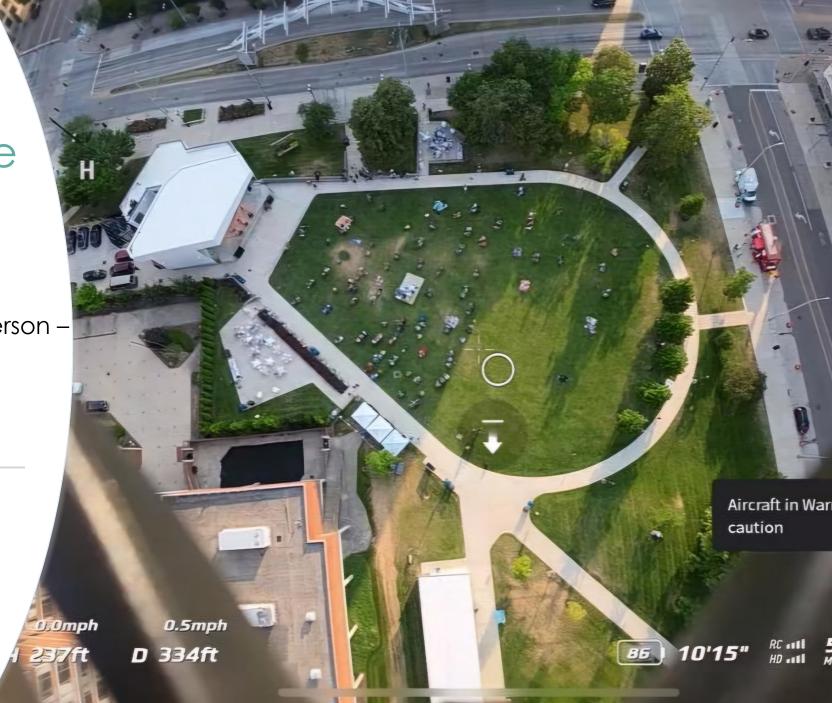
Crowd Counting & Concert Attendance

Best guess estimate

Clicker method

Sqft method (approx. 12sqft / person – sitting)

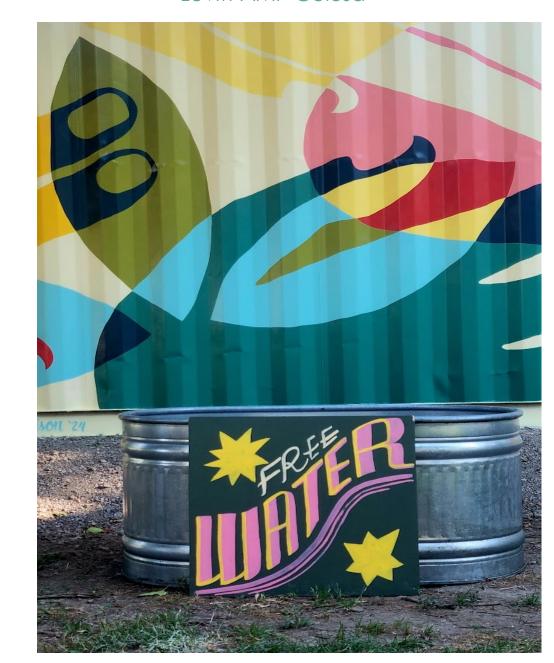
Overhead photography



^{*} Drone photo courtesy of Dayton Police Dept.

Event Risk Management: Risk Screening & Ranking Exercise - Top 12 Risks

Heat related risk mitigation 'free cold water' Levitt AMP Colusa





Event Risk Screening & Ranking Exercise: What's your top 12 Risks

During this exercise, the event management core team were asked to rank their top 12 risks from #1 to #12; 1 being the top risk with the most potential to most negatively impact your concert series 'pillars of success' (sample output).

- 1. Active shooter/assailant inside or in vicinity
- 2. Severe weather forecast triggers decision to interrupt or cancel the concert + evacuation
- 3. Unpredictable interaction with individuals experiencing mental illness or impaired due to alcohol or narcotics risk of self harm or adverse conflict with staff / volunteers
- 4. The ability to attract, recruit and retain high-caliber staff, seasonal contractors and volunteers
- 5. Fundraising and donorship does not reach forecasted targets
- 6. Serious medical incident or death (overdose)

- 7. Overcrowding attendance exceeds safe capacity of the venue
- 8. Ineffective reunification procedure between a separated child with their authorized guardian or parent (missing child)
- Concert attendee with visible open carry firearm on venue
- 10. Production equipment malfunction
- 11. Physical or verbal threats to staff or volunteers
- 12. The concert line-up of artists / programming does not resonate with the audience (negative social media)



Event C3 & Enhancing team communications:
Radio Matrix, Call Signs/Text Groups and Team Briefs







Event Comms Matrix: Radio distribution/call signs or Text Groups

Radio ID	Channel 1 – Operations				
	Role	Callsign (CS)			

Radio ID	Channel 2 – Production/Admin			
	Role	Callsign (CS)		

Radio Count (xx):

Channel 1 – X

Channel 2 - X

How to use the template (customize as required): identify and name event channels e.g. Channel 1 – Production; identify each role/function by name and assign callsign – by personal name or by location e.g. Backstage security. Alternatively assign staff to pre-designated text groups.

Brief as part of pre-show team brief.







Pre-concert team brief

Pre-concert Team Brief Template

The aim of this pre-concert team brief template is to provide a structured approach to briefing your team prior to the concert. These briefing points can be further customized to meet the specific needs of your event / team briefing.

Concert / event overview

- Attendance
- Artists
- Load-in & set-up
- Parking
- Weather forecast
- Assignments, roles & responsibilities
 - Event Director / deputy
 - Event staff (leads)
 - Volunteer coordinator/s
 - Volunteers
- Concert/production key timings
 - Opening act
 - Headliner
 - Volunteer donation bucket walkground
 - End of show
 - Post concert debrief 'hot washup/debrief'

Safety & Security Procedures

- Medical incident
- Escalation protocol / request for assistance
- 'Show stop'
- Disruptive guests
- Call for police /EMS
- Active shooter
- Evacuation

Risks & Issues

- note any specific concerns for the concert
- Communications & Notifications
 - Radio allocation & callsigns / matrix
 - Team group text/messaging e.g. WhatsApp groups)
 - Police, fire & EMS
- Key Reminders
 - A summary of 3 -5 key takeaways for the team

Incident Reporting

The incident report (right) is an example of an incident template developed for Levitt Pavilion Denver. Provides 12 different incident categories which can be further adapted by FOL or AMP grantee.



LEVITT PAVILION ——DENVER——

Incident Report

Incident Category	☐ Medical ☐ Damage / Loss ☐ Health & Safety ☐ Theft	□ 8	ear Miss eourity Incid uest Compl DEA		■ Event	e weather / Evacuation disruption / cancellation ption to Power / Internet
Date		Time		Loca	tion	
Incident Synop	ele:					
individual (s) in	wolved (attach additional for	ms if necess	ary)			
Last Name			First	Name		
Phone #			Company / Dept			
Address						
Witness/es						
Name				Phon	ie #	
Name				Phon	ie #	
Action Taken:						
Name				Position	/Title	
Cell#				Work #		
Signature				Date		

□ Executive Director, Levitt Psyllion Denver	☐ City of Denver, Director Parks & Rec.	Pageof
 Levit Pavilion Denver Board (Executive Leadership) 	□ Other	

ersion 3 Correct as at: May 18, 2022

Identification of Event Staff & Volunteers







Signage: Terms & Conditions of Entry

The photo to the left is existing signage at the Pavilion – difficult to read and not multi-lingual (combination of pictograms and ENG).

The signage to the right provides an illustrative example of the use of pictograms supported by FR and ENG text (Paris 2024)

Use of signage and placement is a situational crime prevention (SCP) tactic for reducing crime through the premise of 'removing excuses – 'I didn't know I couldn't do that'!



Donation Bucket & Volunteer Security

The donation bucket (photo right) highlights the combined practice of 'secured' donations through slot in lid and the option of a QR code donation.

Good practice: have security 'shadow' the volunteer as they move through the crowd.





Event Security: the pros & cons

"The US Olympic and Paralympic Committee community is committed to fostering a safe environment for everyone. Your role is essential to the security ecosystem"

- Makes me safe
- Make me feel uncomfortable
- Cost
- Deterrence & immediate response (police & armed private security)







Upcoming Levitt Network Trainings and Sessions

SINGLE SESSION

WEDNESDAY, AUGUST 14 | 1PM ET / 10AM PT

Embrace AI for Nonprofit Impact

PUBLIC SAFETY & SECURITY TRAINING

TUESDAY, SEPTEMBER 17 | 1PM ET / 10AM PT

Essential Event First Aid & Responding to Medical Incidents

TUESDAY, OCTOBER 1 | 1PM ET / 10AM PT

Planning Safe & Inclusive Concert Series Events

EDI SPEAKER SERIES

WEDNESDAY, SEPTEMBER 25 | 1PM ET / 10AM PT

Spinning Straw into Gold: Microaggressions as Teachable Moments

IN CONVERSATION: ARTIST ROSTERS AND BOOKING Q&A

TUESDAY, OCTOBER 22 | 1PM ET / 10AM PT

Booking Talent Virtual Fireside Chat and Q&A with Anne Sturm

Visit https://www.levitt.org/training for more information.



Thank you for joining us!