



# Public Safety & Security Training Series: Planning Safe & Inclusive Concert Series Events

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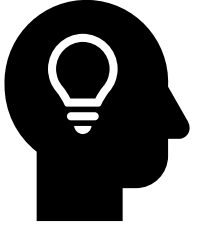
LEVITT NETWORK SAFETY & SECURITY CONSULTANT

October 1, 2024

# Session Overview

- Introduction
- Recap of Session# 5 - Essential First Aid: Responding to Medical Incidents
- Event Risk Management: reflections on event security related risks
- Break-out room focused discussion
- Group discussion
- Tips for inclusive and safe events
- Situational Crime Prevention: a risk-based approach to safer events
- Q&A
- Upcoming Levitt Network Trainings and Sessions

# Learning Outcomes



The aim of training session # 6 is to enhance awareness and understanding of risk based non-traditional, low-cost, soft security measures for safe and inclusive concert series events.

At the end of the session, participants will be able to:

- 1) Demonstrate a deeper understanding of event risk management and related security risks to their concert series event environment.
- 2) Demonstrate an understanding of how non-traditional, low-cost, soft security measures can support the delivery of safe and inclusive concert series events.





# Recap Session #5 - Essential First Aid: Responding to Medical Incidents

...talking about risks is not risk management. Nor does it mean that you have properly and adequately managed risk if you have a certificate of insurance.

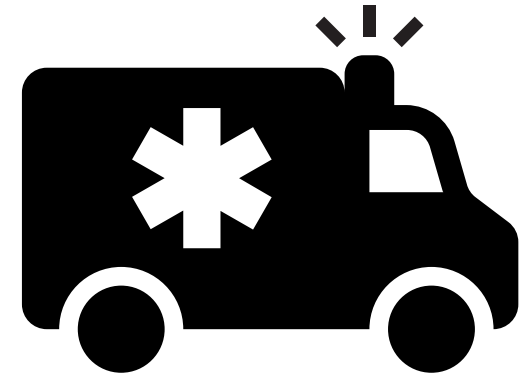
Berlonghi, 1990

Berlonghi, A. (1990) *The Special Event Risk Management Manual*. Dana Point, CA: Alexander Berlonghi

# First Aid & Medical Planning for your Concert Series events

## Topics and Themes

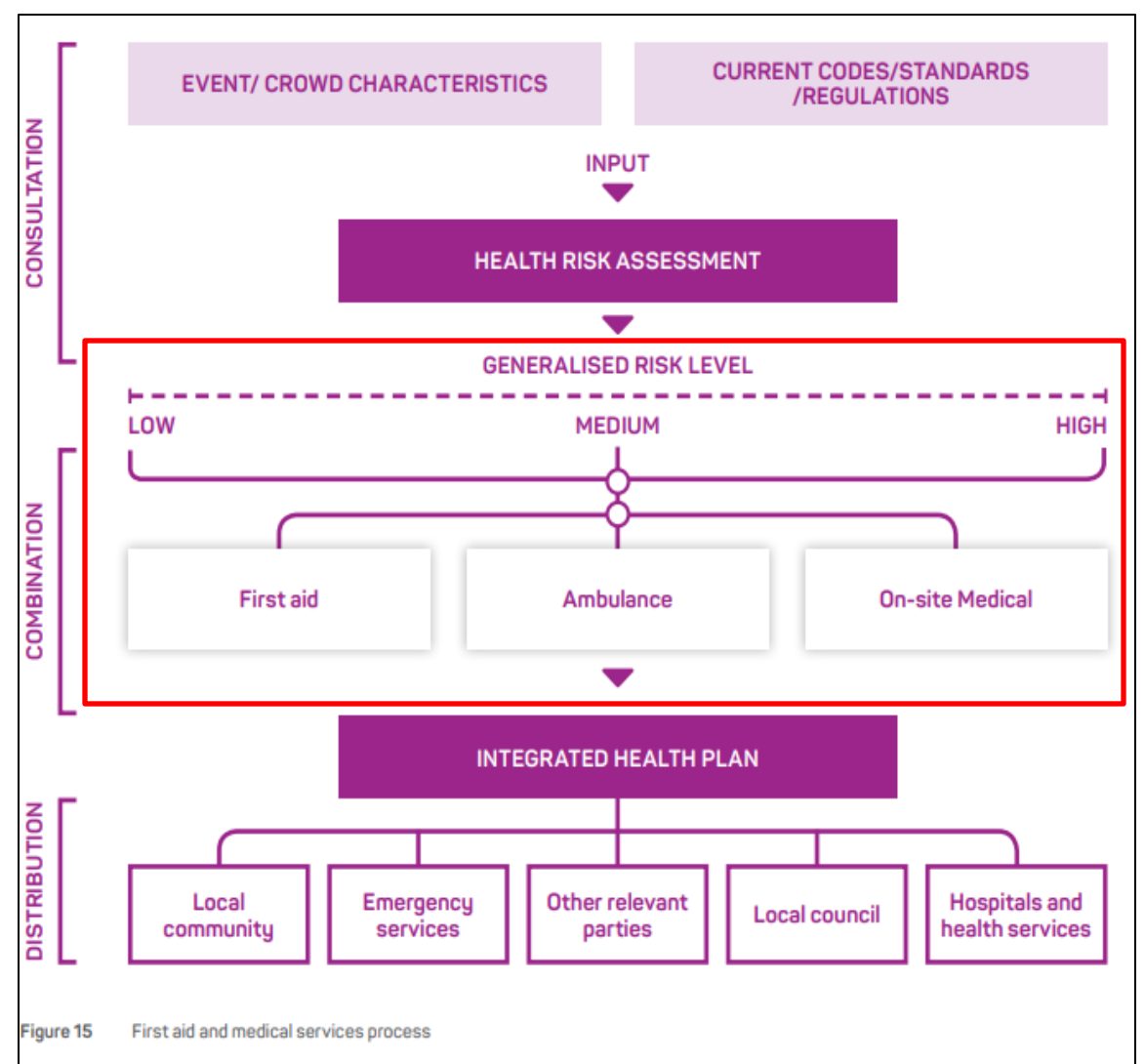
- Event Medical/First Aid Resourcing Analysis/Assessment
- Venue design and layout considerations for enhancing a coordinated response to medical incidents
- Event C3: Command, Control & Coordination
- Medical Incident/ Emergency Response Checklist
- Emergency Response Procedure
- Incident Reporting
- Stop the Bleed



# Event Medical/First Aid Resourcing Analysis/Assessment

The following are a list of factors to consider when assessing your event medical/first aid resourcing needs assessment:

- Risk analysis & historical incident data
- Concert crowd capacity / expected attendance
- Duration of the event
- Weather
- Concert music genre
- Demographics of attendees
- Alcohol & drugs
- Number of event staff with first aid qualifications & training
- Onsite private security/police – training & equipment
- Local EMS (911) response time
- Distance to nearest hospital/ ER
- Local regulations / guidelines for minimum medical resources at 'special events':
  - AED (>500)
  - First aid station with EMT
  - Advance life support (ALS) ambulance



Source: Australian Institute for Disaster Resilience.(2018) *Handbook 15: Safe and Healthy Places*. pp.69-76. Available at: [crowded-places-handbook.pdf \(aidr.org.au\)](https://aidr.org.au/crowded-places-handbook.pdf)

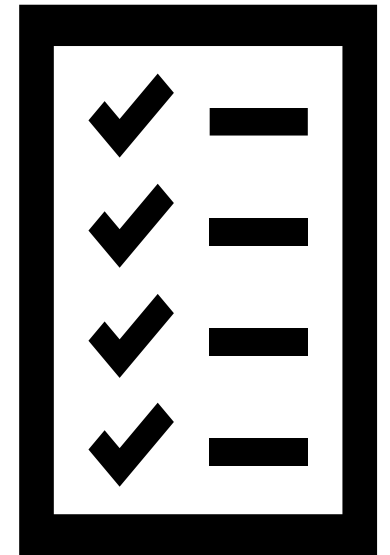
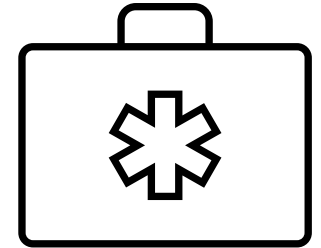
# Medical Incident/ Emergency Response Checklist

*The following is an example of a step-by-step checklist for training and briefing event staff and volunteers in the event of a medical incident.*

1. Assess the situation (observe and orientate)
2. Ensure it's safe for you to approach the injured patient; if assisting the patient/s, exposes you to unsafe hazards, do not proceed
3. Seek immediate assistance – call 911 / contact your event staff / ops lead via radio
4. Administer first aid, if trained to do so
5. Reassure the patient that help is on the way
6. Stay with the patient, provide necessary assistance until arrival of EMS/medical professionals

## **Other supporting tasks:**

- *Event Manager assigns staff/volunteer to meet incoming EMS and direct to them to the incident location / patient*
- *Maintain a privacy 'cordon' around the patient; move bystanders away*



# Stop the Bleed

The purpose of 'stop the bleed' training is to equip individuals/event staff with the knowledge and skills to control life-threatening bleeding in emergency situations before the arrival/response of first responders (Fire & EMS).

## Supplies

<https://www.bleedingkits.org/all-products.html>

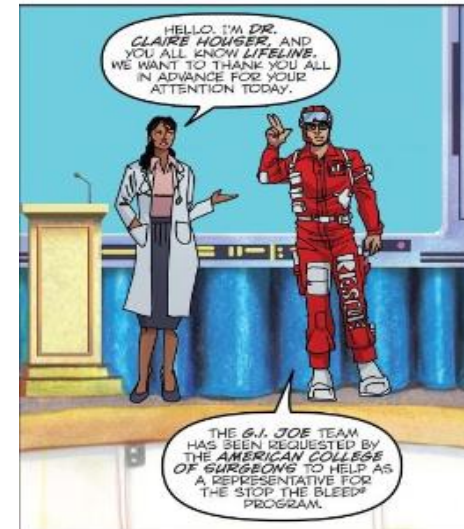
## Online resources

<https://www.stopthebleed.org/training/online-course/>

[Common questions when treating a severe bleed \(youtube.com\)](https://www.youtube.com/watch?v=...)



The American College of Surgeons and Hasbro present G.I. Joe in





# Risk Management: reflections on event security related risks



# What security related incidents did you experience at your concerts in 2024?

10 responses

dealing with homeless ppl

1 near fight

lost kids

weather

alcohol

lost child

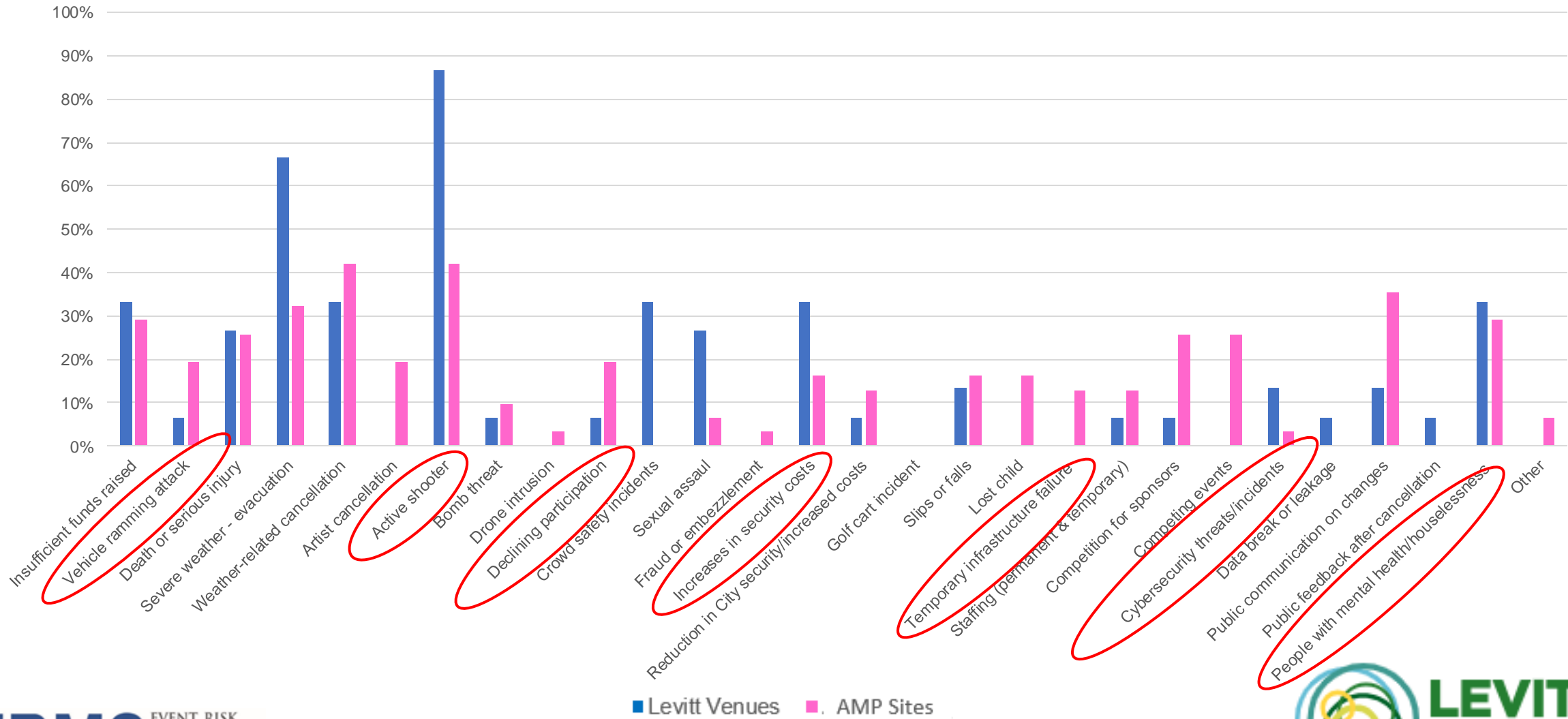
domestic violence

yelling

panhandling



# 2023 Levitt Network Survey: Event Security Related Risks



# What is the # 1 security risk that keeps you up at night?

12 responses

site caused injuries

fight

shooting

weather

active shooter

theft

severe weather

violence

medical emergency

kids zone issues



# Reflections: Event Risk Management

- 1) What could happen (**go wrong**)?
- 2) What would **cause** it to happen?
- 3) How **likely** is it to occur?
- 4) What are the potential **consequences/impact** ?
- 5) How can we **reduce the likelihood** of the **risk** & if it occurs , how can we **reduce the severity** of impact/harm (consequences)?



**What is risk management ?** ...the identification, assessment, and prioritization of risks, followed by the coordinated and economical application of resources, to minimize, monitor, and control the probability and/or impact of unfortunate events.

US Dept. Homeland Security (2011)  
Risk Fundamentals

Kaplan, S. and Garrick, B. (1981) 'On the Quantitative Definition of Risk', *Risk Analysis*, 1, pp.11-27.

# Safe & Inclusive Concert Series Events



# Breakout group discussion



Dagmar will allocate you to a break-out room (approx. 4 – 6 people) based on event capacity: (1) up to 500; (2) 500 – 1,000; (3) 1,000+.

- In your break-out rooms, you have 15 mins with your group to discuss:
  - What security measures and protocols you implemented for your 2024 concert series?
  - Which of these security measures & protocols most effectively contributed to delivering a safe, secure and inclusive environment?
  - Were there any constraints/ factors which impacted safety and security for your concert series?
- Designate a group spokesperson to present the summary of your group's discussion /findings



# Summary of Key Discussion Points from the 2 Break Rooms

The following points are the key points discussed pertaining to enhancing safety and security at FOL and AMP grantee concert series in 2024:

- Pre-concert team briefings
- Use of radios to enhance communications; requirement for noise-cancelling radio 'ear buds'
- Clear C3 chain of command
- Documenting incident reports
- Volunteer training – safety and security awareness, protocols and procedures
- Understanding the 'risk profile' headliners and artists
- Advice from police during special event permit process





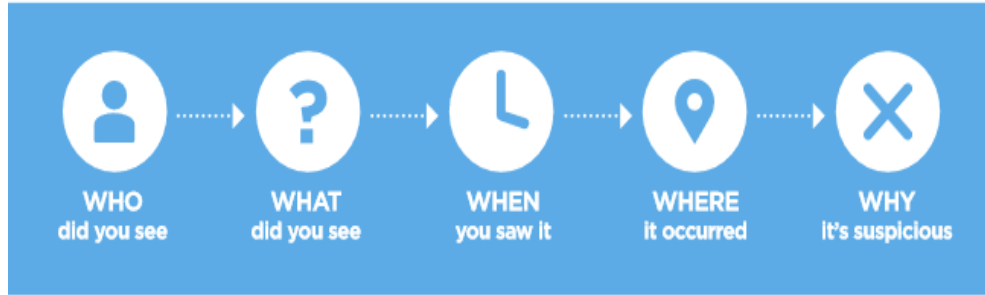


# Tips for enhancing safe & inclusive event environments

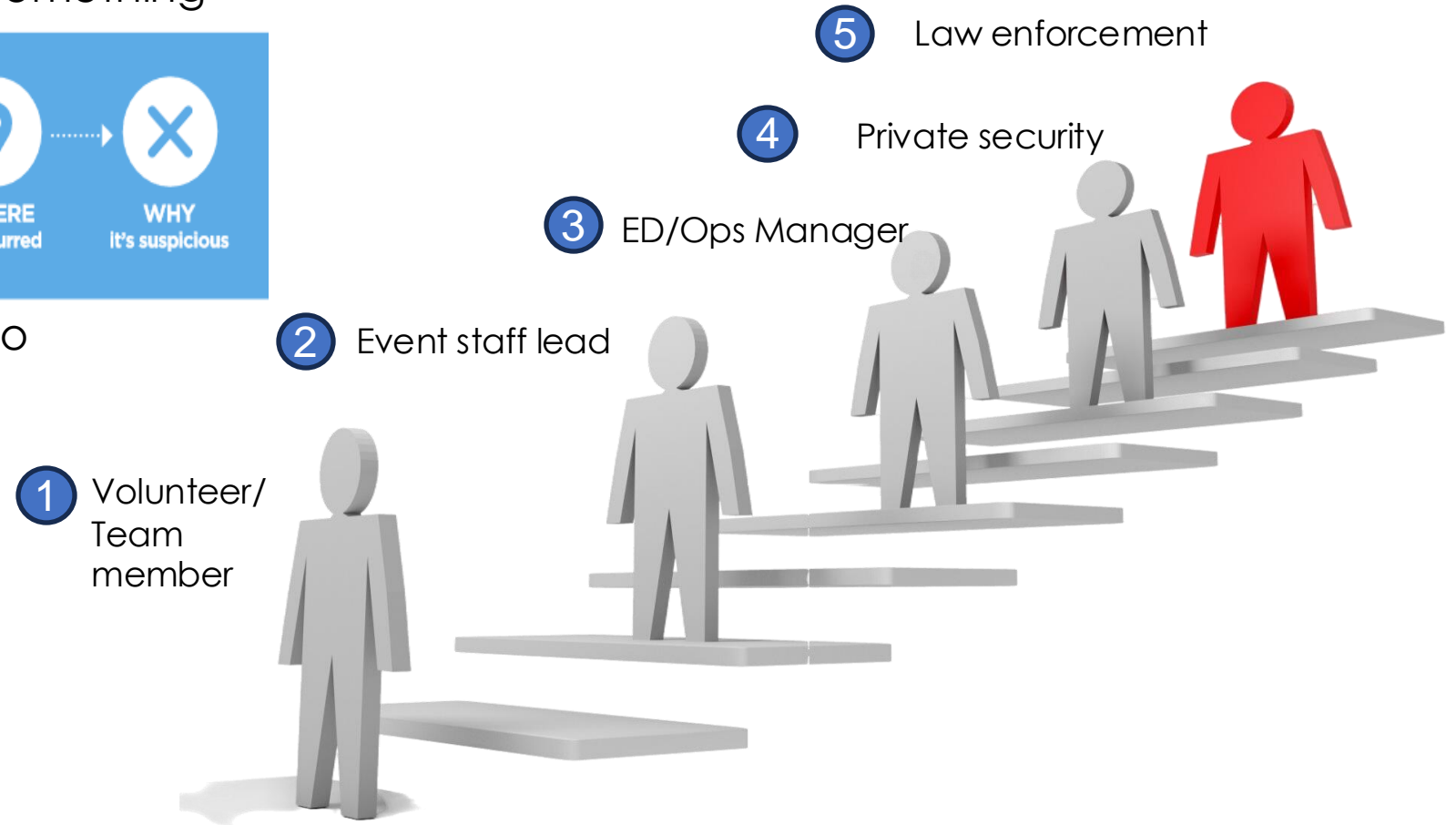
- Build and foster close relationships with local law enforcement, fire & EMS, public safety and emergency management agencies
- Build relationships with stakeholders around your venue site – whole of community approach
- Utilize the power of hello to support a safer, more welcoming and inclusive environment
- ‘Soften’ the traditional black look of security uniforms
- Team briefs and communication / escalation protocols
- Situational crime prevention techniques (next section)

# Event Team Communications & Escalation

If You 'See Something, Say Something'

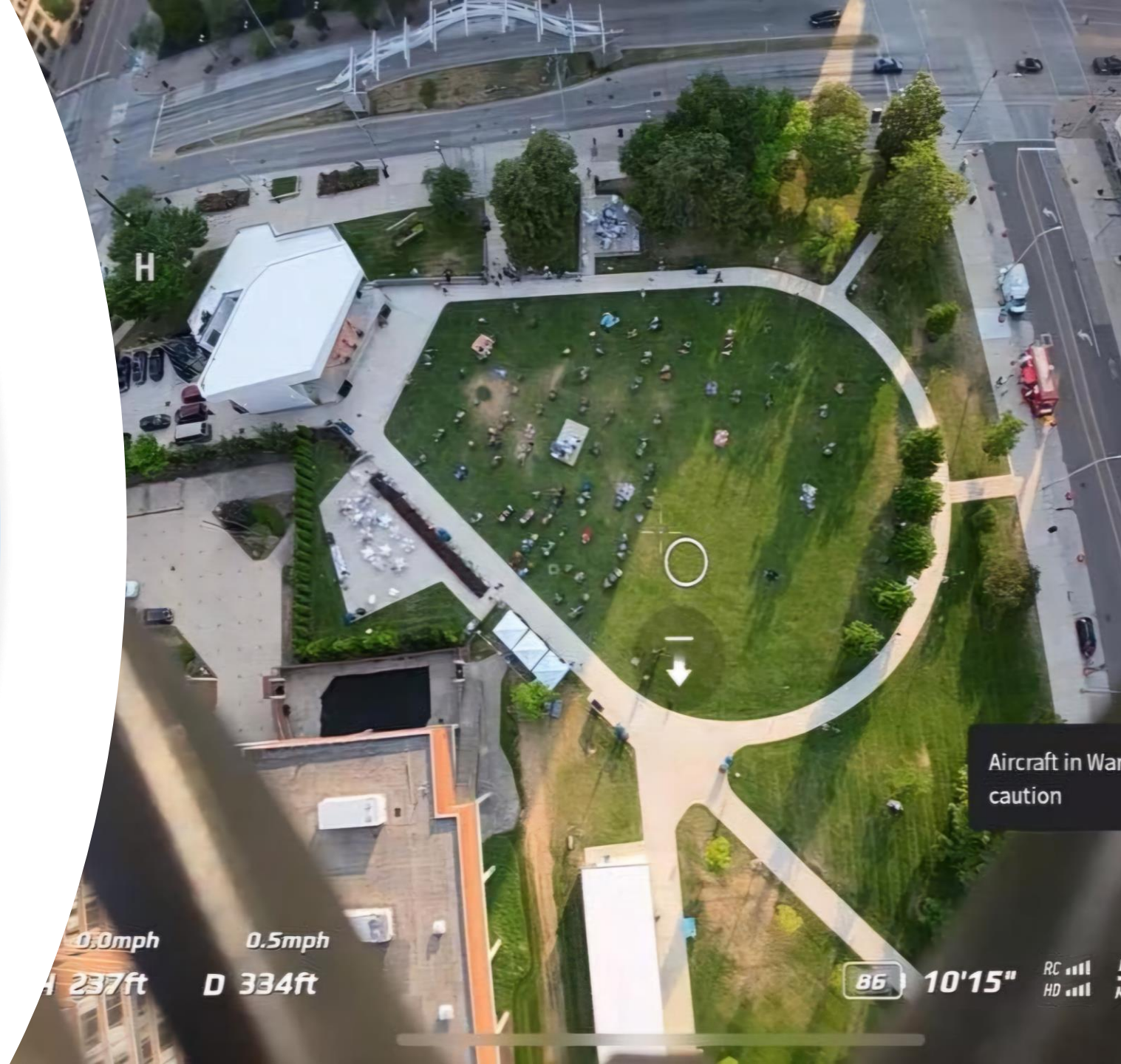


The Power of Hello



# Situational Crime Prevention (SCP): a risk-based approach to safer events

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H

Aircraft in War  
caution

0.0mph 0.5mph  
H 237ft D 334ft

86 10'15" RC HD A

# Situational Crime Prevention (SCP)

- SCP – evidenced based environmental criminology approach, adopted within ‘problem-oriented policing’ strategies.
- An approach designed to adversely influence a threat actors / criminals decision making and risk calculus through reducing environmental opportunities to commit crime or terrorism.
- 5 pillars and 25 tactics/ protocols which also contribute to safer events:
  - 1) Increase the **Effort**
  - 2) Increase the **Risk**
  - 3) Reduce the **Rewards**
  - 4) Reduce **Provocations**
  - 5) Remove **Excuses**

# 1. Increase the Effort

- **Target Hardening** – perimeter fencing, access control points, vehicle security barriers *[partially applicable]*
- **Control Access to the Venue** – position event staff at ingress points
- **Screen Entry and Exits** – guests & staff *[not directly applicable]*
- **Deflect Offenders** – random law enforcement patrols, visible security, street closures, parking restrictions,
- **Control Tools & Weapons** – terms and conditions of entry, security screening, 'subject to search' policy



## 2. Increase the Risks

- **Extend Guardianship** – whole of community effort, engage with your neighbors and surrounding business
- **Reduce Anonymity** – ‘the power of hello’, credentials, access control
- **Utilize Place Managers** – assign responsible space owners (event staff)
- **Enhance Natural Surveillance** – design, people, lighting, sight lines
- **Utilize security technologies** – video surveillance, intrusion detection systems  
*[more applicable to FOL venues as opposed to AMP grantees]*



# 3. Reduce the Rewards

- **Conceal Targets** from view – high value /attractive items
- **Remove Targets** – secure high value / attractive items, if not directly supervised or observed
- **Identify Property-** mark organizational high value items with distinctive, non-removable marking
- **Disrupt Markets** – response to ambush/guerilla marketing, policing strategies to disrupt movement/sale of stolen items *[not directly applicable]*
- **Deny Benefits** – enforcement of policies (criminal trespass) removal of graffiti



# 4. Reduce Provocations

- **Reduce Frustrations and Stress** –efficient queues managed by event staff (e.g food and beverage), provide timely and accurate information to attendees
- **Avoid Disputes** – utilize escalation protocols (trained event staff) and verbal judo training,
- **Reduce Emotional Arousal** – fan separation, designated family zones
- **Neutralize Peer Pressure** – alcohol and behavior, proactively engage with attendees
- **Discourage Imitation (copycats)** –timely removal of graffiti, repair of vandalism





# 5. Reduce Excuses

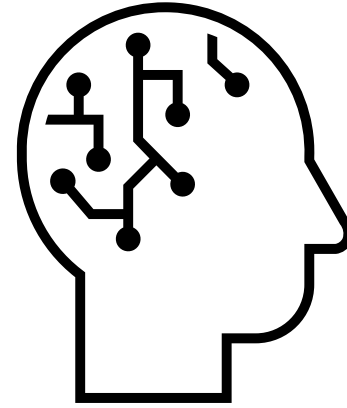
- **Set Rules** – policies, terms and conditions for entry, attendee code of conduct
- **Post Instructions** – social media, website, venue signage and pre-concert announcements for prohibited items and ‘code of conduct’
- **Alert Conscience** –share values and culture (Levitt Foundation)
- **Assist Compliance** through active event staff engagement with attendees
- **Control Alcohol & Drugs** – responsible service of alcohol (staff training & certification), active monitoring during the concert



# Key Take-aways

- Review your security related incidents for the concert series and update event risk register for 2025 – consider what maybe need to be engaged
- Implement and or/ enhance additional 'soft security measures' (as appropriate)
- Review your event team communications protocols (team briefs and escalation pathways)
- Consider how you can apply SCP techniques / tactics for your concert series





Questions ?

# Upcoming Levitt Network Trainings and Sessions

## PUBLIC SAFETY & SECURITY TRAINING

**TUESDAY, OCTOBER 15 | 1PM ET / 10AM PT**

Mitigating Crowd Safety Risks

**TUESDAY, OCTOBER 29 | 1PM ET / 10AM PT**

Event Readiness

## IN CONVERSATION: ARTIST ROSTERS AND BOOKING Q&A

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

Marking Up an Artist Contract with Anne Sturm

## EDI SPEAKER SERIES

**TUESDAY, NOVEMBER 19 | 1PM ET / 10AM PT**

Spinning Straw into Gold, Part II: Responding to Microaggressions

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





**Thank you for  
joining us!**