



Public Safety & Security Fall Training Series: Open Forum

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LEVITT NETWORK SAFETY & SECURITY CONSULTANT

November 12, 2024

Session Overview



- Welcome
- The journey to date: the 2024 Levitt network safety & security training series
- Summary of observations & recommendations from 2024 training & concert observations
- Introducing the Levitt network 'Event Safety Pocket Guide' & 'Toolkit'
- Upcoming Levitt network trainings and sessions

The Levitt Network

Event Safety and Security

Training Management Plan

April – November 2024



Overview

Aim

The aim of the Levitt network grantee team capability and professional development program is to deliver a structured program, underpinned by a series of risk management, event safety and security, command, control and communications (C3) modules. The program is designed to enhance the capability and resilience of the Levitt network's teams to adverse events in today's volatile and uncertain world.

Objectives

- To enhance Levitt teams' knowledge of industry-based standards and principles for event safety and security, for a risk-based approach to planning safe and secure events in an inclusive environment at Levitt venues and concert sites
- To enhance Levitt network event planners' decision-making and ability to communicate effectively with various stakeholders during adverse events and emergencies

Phase I. Spring Training Series: 16 April – 11 June 2024

- **16 April: Introduction to Event Risk Management Fundamentals** and data-driven approaches to managing risk: Includes best practices for incident reporting and assessing near misses
- **30 April: Enhancing Your Team's Security Awareness:** Risk mitigation through situational awareness and de-escalation techniques for disorderly guests
- **14 May: Staying Ahead of the Storm Front:** Planning principles for developing and enhancing concert evacuation plans and severe weather decision matrix
- **28 May: Developing your Event C3 (Command, Control, and Communication) Plan:** Internal and public communications, escalation protocols, and decision-making under uncertainty
- **11 June: Part I Levitt Network Safety & Security Forum:** Recap of sessions 1-4, with an opportunity to reflect and ask questions on topics discussed to date

Phase II. Fall Training Series: September – November 2024

- **6 August. The ‘Levitt Safety & Security Forum #2’:** post concert series Levitt network lessons learned & ‘what worked’
- **17 September. Essential Event First Aid** and Responding to a Medical Incident
- **1 October. Safe and secure inclusive concert series events** through ‘soft security’ measures and stronger relationships with Law Enforcement and Private Security
- **15 October. Mitigating crowd safety risks** through design, information and management, tips/techniques for crowd counting
- **29 October. Event Readiness:** preparing your team for the ‘knowns and unknowns’ through ‘what if scenario’ discussion exercises - tabletop exercise (TTX)
- **12 November. Levitt Network Safety & Security Forum # 3**



After Action Report: Levitt Foundation Event Safety and Security Program

Phase 2: April – October 2024

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October 22, 2024

3.0 2024 Training Program Summary of Activities

Phase 1: Spring & Fall Training Series (8 x modules)

- April 16: Session #1 - Introduction to Event Risk Management Fundamentals
- April 30: Session #2 - Enhancing your team's security awareness
- May 15: Session #3 - Staying ahead of the storm
- May 28: Session #4 - Developing your event C3
- September 17: Session #5 - Essential event first aid and responding to medical incidents
- October 1: Session #6 - Planning safe and inclusive concert series events
- October 15: Session #7 - Mitigating crowd safety risks
- October 29: Session #8 - Event readiness

Phase 2: Onsite Concert Safety & Security Reviews

- April 25-26: Arlington
- May 17-18: Denver
- May 30-31: SteelStacks
- June 5-6: Sioux Falls
- June 12-14: Gallup
- June 18-20: Dayton
- June 21-23: Los Angeles
- June 26-27: Colusa
- June 28-29: Carson City

4.1 Phase 2 AAR 'Quick Wins'

AAR 'quick wins' recommendations were provided to FOLs and AMP grantees during the onsite visit program (informally) and as part of the post site visit AAR. Quick wins provided the opportunity for FOL's and AMP grantees to adopt/implement suggested event safety and security enhancements for their concert series which were pragmatic solutions which could be implemented relatively easily with limited impact on budget and staff time.

A summary of quick wins are:

- 1) Explore opportunities for first aid/'stop the bleed' training with local Fire & EMS.
- 2) Conduct all team pre-concert safety and security brief (template provided).
- 3) Add lids with 'donation' slots for donation buckets for additional security.
- 4) Create WhatsApp or text message groups to connect with vendors and other production stakeholders to enhance communications (both routine and emergency) prior to and during the concert.
- 5) Procure/supply 'high vis', branded t-shirts or vest to easily identify event staff and security.
- 6) ED or MC to conduct pre-concert brief, deliver a pre-scripted messages on house rules and event safety protocols.



4.1 Phase 2 AAR 'Quick Wins' (cont.)

- 7) Conduct crowd counting utilizing volunteers and clickers (known arrival routes) to enhance accuracy of crowd size estimates.
- 8) Explore opportunities for first aid/'stop the bleed' training with local Fire & EMS Dept. and /or consider external opportunities for training.



4.2 Phase 2 AAR Near Horizon Recommendations

Long-term recommendations that may require an incremental approach over time:

- 1) Consider procurement of radios to enhance event team communications.
- 2) Develop event C3 matrix – radio allocation by assigned role, location/space and call sign.
- 3) Implement process / procedure for incident reporting
- 4) Develop concert communications and escalation procedure for event safety & security related incidents.
- 5) ‘Memorialize’ institutional memory and knowledge into actionable checklists for event incident/emergency response procedures.
- 6) Transition existing ‘text based’ prohibited items signs to bi-lingual, pictogram signage.
- 7) Continue to deliver first aid and CPR training for all staff and volunteers and explore training opportunities for ‘stop the bleed’ training with local Fire & EMS Dept.
- 8) Develop deeper relationships with local public safety authorities and law enforcement.



4.2 Phase 2 AAR Near Horizon Recommendations (cont.)

- 9) Continue to review and discuss risks and issues in a team setting, document and migrate risks into an event risk register.
- 10) Develop event safety risk mitigation plans for top 10 risks (FOLs) – refer Levitt network 'toolkit' templates.
- 11) Consider implementing a volunteer leadership development program to identify and train designated volunteers for leadership roles.
- 12) Consider budgeting and procurement of AED and stop the bleed kits.
- 13) Review terms and conditions (T&C) for concert entry and aligned with signage to ensure policies for T&Cs policies (code of conduct) are clearly communicated to all guests / attendees on both the website and on-venue signage.





Introduction to the Levitt network Toolkit & Knowledge Library





Introduction

The Levitt network event safety toolkit has been developed to provide an online 'knowledge library' for FOLs and AMP grantees to readily access industry standards and guidelines, templates, and actionable tips to enable the Levitt network to develop event safety and security procedures, checklists and training packages to support the delivery of a safe and inclusive environments for their concert series.

Framework

The Levitt network event safety toolkit is structured into five sections:

- I. Risk Management
- II. C3
- III. Event Safety & Emergency Management
- IV. Event Security
- V. Team Readiness & Training

Each section will include:

- Recorded training sessions from the 2024 training series
- Tools and templates (PowerPoint & Word)
- Industry standards and guidelines
- Other references for further reading
- Online resources & links



LEVITT Network

Event Safety Pocket Reference Guide

Draft 5



Table of Contents

Section I: Risk Management

Risk analysis: identifying & assessing event/concert risks

Section II: Event C3 – Command, Communications & Control

C3 and Stakeholder Analysis

The OODA loop: decision-making model

Emergency communication messaging: the 27-9-3 rule

DEER Model: communicating to attendees during an incident

Event Communications: radio protocols and phonetic alphabet

Section III: Event Safety & Security

Pre-concert readiness checklist

Incident Reporting: safety and security

Escalation pathway and protocol

HOT protocol – assessing unattended & suspicious items

Section III: Event Safety & Security (cont)

The Power of Hello (CISA): identifying & reporting suspicious behavior

Active Shooter

Evacuation response

De-escalation techniques

First aid response checklist

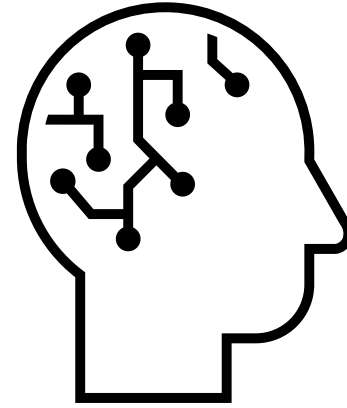
Stop the Bleed

Section IV: Team Readiness and Training

Pre-concert team brief

What-if' scenario team training

Section V: Glossary of Terms



Questions ?



Upcoming Levitt Network Trainings and Sessions

EDI SPEAKER SERIES

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

Spinning Straw into Gold, Part II: Responding to Microaggressions

IN CONVERSATION: ARTIST ROSTERS AND BOOKING Q&A

TUESDAY, DECEMBER 3 | 1PM ET / 10AM PT

The Art of Making an Offer

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



**Thank you for
joining us!**