

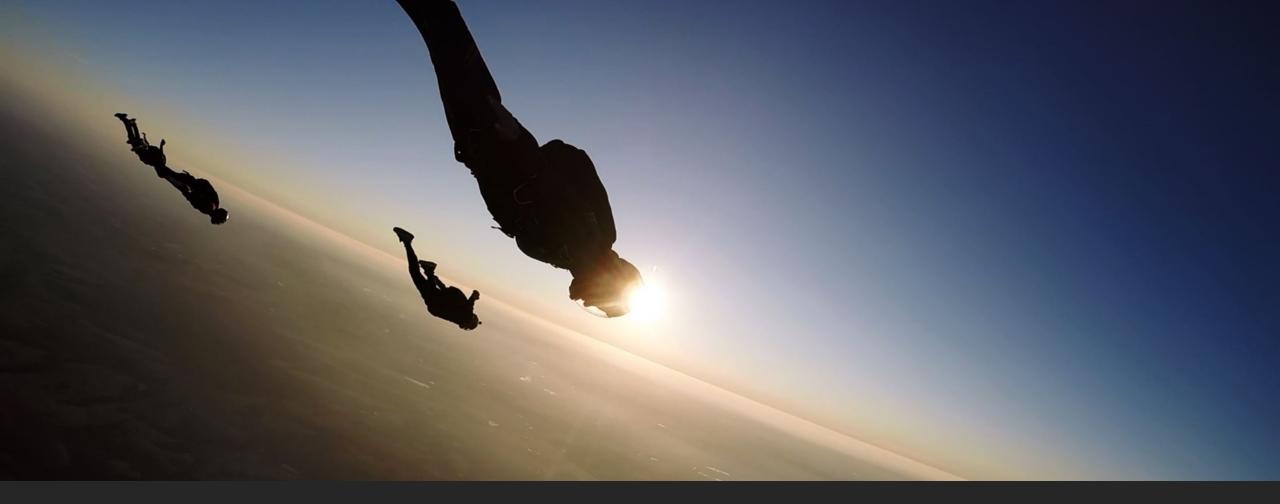
Event Contingency Planning...



How to Expect the Unexpected

The best way to begin a contingency plan is to brainstorm all potential crises and how they would impact a planned event, what the resolutions are, and how to best communicate the resolution to stakeholders in a timely manner."

~MEDIA GROUP SPORTS AND EVENTS



What If...

> Common What Ifs:

~Weather

~Staffing (arrivals, departures, shortages)

~Guest ingress/egress

~Concourse Lines

~Transportation exterior (guests/teams)

~Power or communication failures, Internet/IT failures (POS Systems go down)

~Fire, plumbing, escalators/elevators lost, structural integrity lost

~Evacuation, protesters, field intrusions

~Medical, life safety

~Exterior Considerations (wind: tents, signage

~Food/beverage

??What is unique to your facility, event, client, attendees

What is in your contingency backpack - how do you fill it?



Paramount is the safety of your guests

Plan for the unexpected

Be prepared 100% for your event to manage the unexpected

If you still managing details of your event during your event, the unexpected will manage you.

- 1. <u>History</u>
 - a) Facility, event, similar event
 - b) Remember, your staff can be a great resource
 - c) Client's history ask what has occurred with past events
- 2. Research
 - a) Follow the news (Houston Concert)
 - b) Industry Trends
 - c) Reach out to your industry/facility contacts
- 3. Enlist the help of an expert if appropriate
 - a) Fire marshal, crisis management
- 4. Have a plan to plan

The Plan – filling your backpack

~Develop the plan in conjunction with the general event planning

~Ask the what ifs – everyone!

~Have the right people at the table to weigh in on the conversation/plans

~Develop an EAP, review often

~Be timely

~Contacts – current with current information

~Table-Top Exercises, include all partners

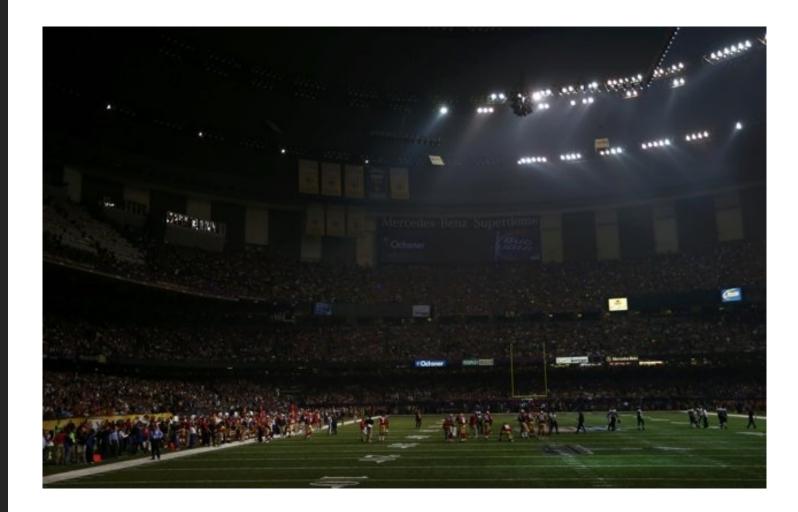
~Document events (pictures can be key) after action meetings, history

~Share the plan!



Super Bowl 47 New Orleans 2013

Lights Out!



<u>ABC Local Coverage</u> https://www.youtube.com/watch?v=PM3j9QvE1ME

CBS Documentary https://www.youtube.com/watch?v=2NisA-AT60A

Be prepared for the WHAT IFs



Questions