# Don't Be a Hero. Just Be Prepared: Emergency Planning



Alan Kleinfeld
Arrive Conference Solutions
February 5, 2020
GICC Arena at Gateway Center





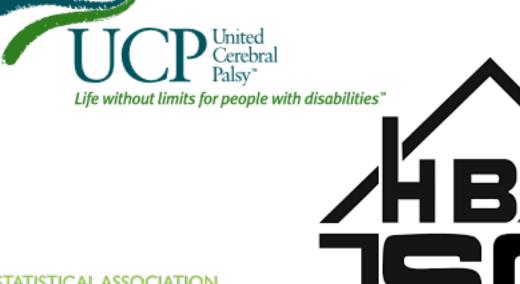
#### About Me











### About Me













# This Session

# **Emergency Response Planning**

- Safety vs. Security
- The Science of Fear
- Obligation & Liability
- Emergency Response
- Active Shooter

### Safety vs. Security

#### Do you Know the Difference?

Feeling Free from Harm

Measures to Prevent Harm



#### Definition -

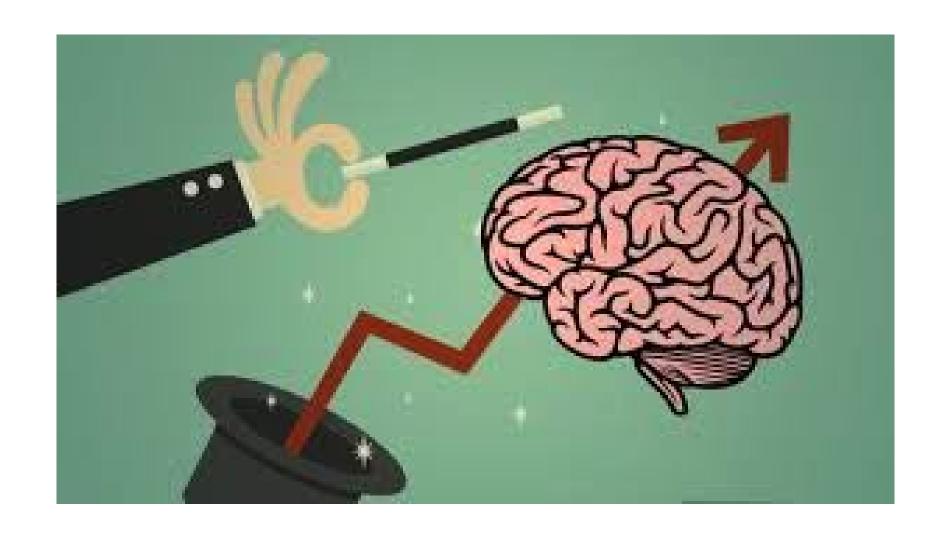
#### **Emergency Plan**

The **purpose** is to establish an organizational structure and procedures for response to an **emergency**.



#### Make it Part of the Plan!





## The Brain and Safety

#### **Studies and Research**

"[The brain] evolved so that when we came across something threatening, regardless of whether it's real or not, it reacts."

Joanne Cantor
Professor
Wisconsin University

## The Brain and Safety

#### Is there a real threat?

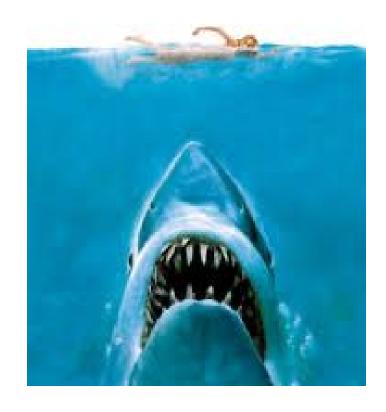


The only thing we have to fear is fear itself... & spiders.

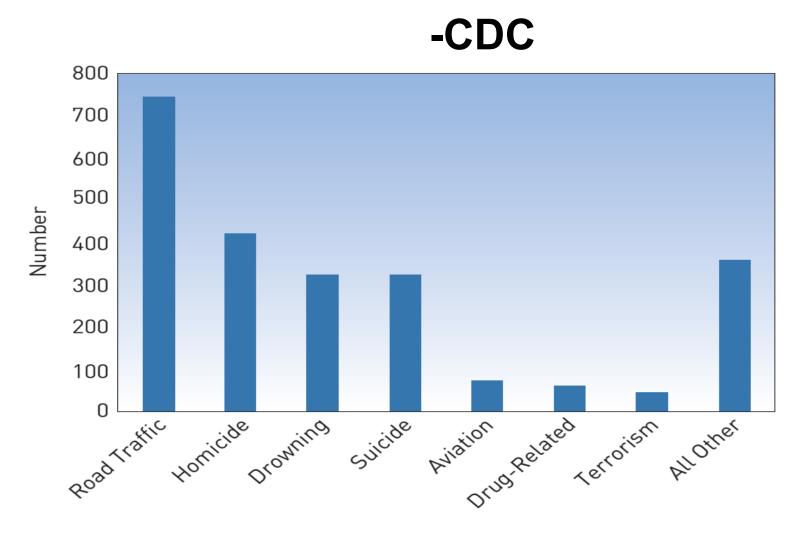
"... People who had an adverse reaction to Jaws not only find themselves scared of going into the ocean, but also find themselves afraid to go into lakes and pools, even though they know there's no possibility of finding a shark in either."

> Joanne Cantor Professor Wisconsin University





# Leading Causes of Death of U.S. Travelers in Foreign Countries



#### The Brain and Safety







## The Brain and Planning

#### **Action over Fear**

- •ID it
- Understand it
- Reduce Distraction
- Take action.

# Obligation



- Do What is Reasonable?
- AED?
- Band-aid?
- Asprin?
- Insurance? Liability?

### Types and Varieties

- Crisis Communication
- Cyber Security
- Reputational/Public Relations
- Emergency Planning
- Environmental
- Physical Space









## Prevention & Mitigation!







# Don't Cheap Out!



## **Emergency Preparedness**





## One Size Doesn't Fit All

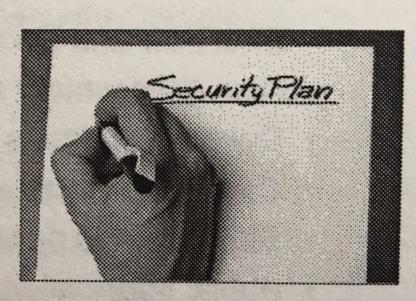




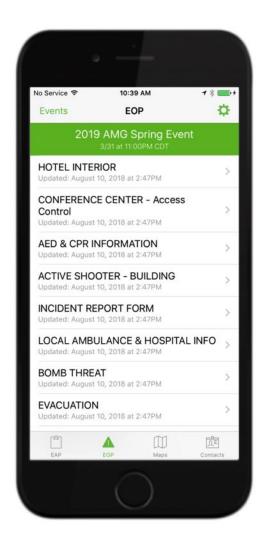


#### Why a Written Security Plan?

- Accountability
- Responsibility
- Coordination
- Operations Handbook
- Historical Record
- Evidence



### Mobile – PlayBook





#### Mobile – Event Aware





#### Weather Emergency

#### Severe Weather and Natural Disasters

Quick References: <u>Hurricane/Tornado</u>, <u>Winter Storms/Extreme</u>
<u>Cold</u>, <u>Earthquake</u>

#### Listen to local news and weather reports from sources like:

- National Oceanic and Atmospheric Administration (NOAA)
- The Weather Channel

#### Hurricane or Tornado

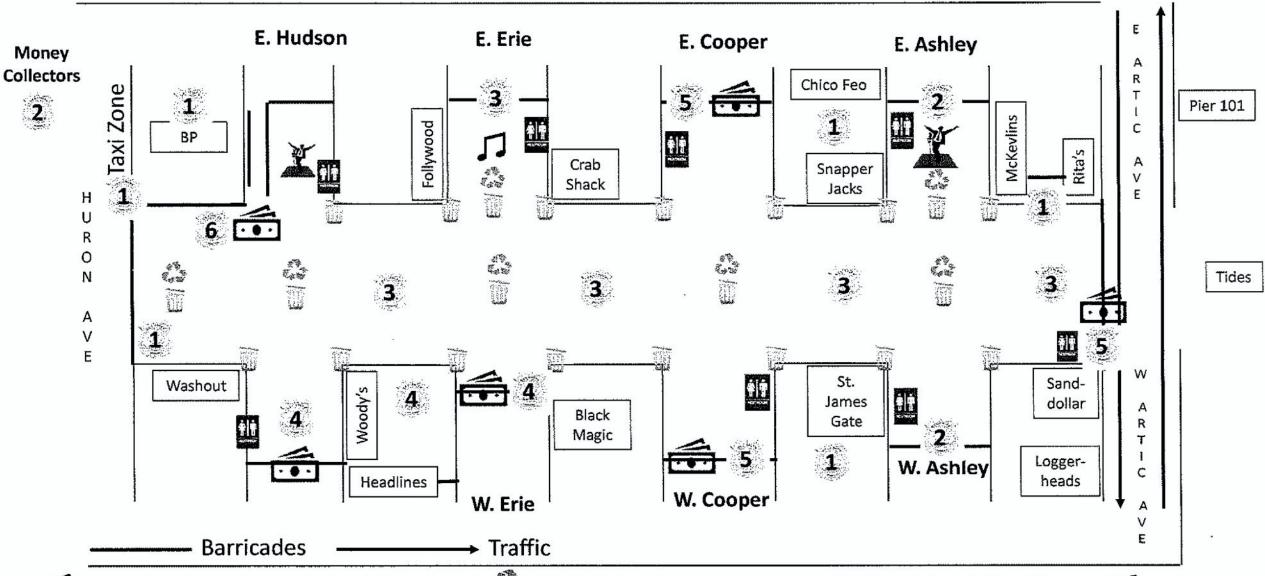
- Move yourself and participants away from open doors and windows.
- Close all interior doors. Keep blinds closed. Do not have a
  false sense of security if the weather calms, it could be the
  eye of the storm and winds can pick up again.
- Move yourself and participants to an interior room or hallway on the lowest level.
- · Do not use elevators.
- In the event of an injury or life-threatening situation, <u>CALL</u>
   911 immediately and notify <u>Venue Security</u>.
- Be prepared to provide the 911 dispatcher with your name, phone number, the address and the room number.
- · Evacuate only if you feel you are in danger.
- · Weather conditions to be monitored.
- · Await further instructions from Venue Security.

CURRORT OR ITOTIVES (ICC 202)

1. Incident Name:	220 100100	2.Operational P	eriod: Date From:	2/16/18		2/17/18
	llygras 2018		Time From	23:00	Time To:	18:30
s. Support Objectiv MANAGEMENT	ve(s) for incidents:					
	Safety and Security of	responders as well	es mavimize the	nmtectio	n of nublic	health and
welfare.	droty and occurry or	responders as well t	is maximize are	protection	or public	noaitri and
Coordinate respo	onse activities with st	akeholders and assis	ting agencies			
CONTROL						
Maintain a secur	THE THE PERSON AND TH					
P. C. S. S. C. C. S.	and security of the are	ea surrounding the e	rent area			
Maintain adequa						
	n Staff for maximum					
	d drinks for the staff d			antife bus		-10
	ion of Parking Restric s or obstructions to e					
uny romoio	o continuonona to o	roin area (to molado	nono rivo notivo	OII EU OI	2) 0000-	20001110
	od Support Emphasis:					
Crowd Control						
Traffic Flow						
1.4 K						
-update *						
General Situational	Awareness:			17.74		
	cially if on traffic deta					
	st: 60 degrees, partly		of Rain. Winds	NW @ 8	mph. 62%	Humidity:
	m and Sunset at 6:07		0.000			
Tide Forecast: 0	9:11 High Tide, 15:02	2 Low Tide, 21:20 Hig	gh Tide			
5. Incident Site Safe	ety Plan Required?	s F.4o				
Approved Site S	afety Plan(s) Located at	:			2004032405	
6. Incident Action P	lan (the items checked be	elow are included in this I				
	F ICS 206		Other Attachm	ents:		
	I ICS 207		Γ"			
F ICS 204	☐ ICS 208		Г			
T ICS 205	ſ <sup>™</sup> Map/Chart		Г		36.5-032	
☐ ICS 205A	☐ Weather Forecas	st/Tides/Currents	Г			
7. Prepared by: Nar	me: _ Gilreath	Position Titl	e: Planning	Signature:	9	)
Anneward by Ann		200 E 200 TO SERVICE STATE				-
. Approved by Age	ncy Administrator: Na	ame: same		Signature:	SAML	
CS 202	IAP Page	ame: same Date/Time: 01/29	2018 1400	Signature:	SAMU	

#### Folly Gras Street Map - Peak Festival Operations

Two Way Traffic on Artic from 2nd East to 2<sup>nd</sup> West





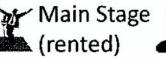




Trash Island: 1 can, 3 recycle



Portable Toilets





Support Incident Briefing (ICS 201)

1. Incident Name:		2. Incident Number:		Time Initiated:	22-00	
	Follygras 2018	Follygras 2018	Date:	02/16/18 Time:	23:00	
Inform and Coordinate Maintain la Stage and Quickly res Maintain le Monitor an Feed Staff Constantly	e Efforts with event staff an w and order within the eve assign Manpower and Equ spond to poor behavior and spal occupancy rating monit d enforce boat landing part (breakfast, and a lunch) pr	sipment in order to efficiently and effective I remove folks who are causing issues, no toring throughout the event. king issues. reviding food and beverage. ering the island and around the event area.	owd. ely to respond to oot allowing proble	calls inside and out eve	nt area.	
Maintain a	ugmented/additional covera	age until at a minimum of 2/18/2018 at 03	300hrs.			
8. Current	and Planned Support Ac	tions and Strategies:				
Time:	Actions:					
22:00	0 2/16/18 - Place cones with attached fliers the state NO PARKING after 0300 to make room for event throughout					
98 7555E	the event area, including Arctic Ave between 2E and 2W. When a spot is cleared, move the cones into the street					
	to physically block the parking.					
	Additionally, notify all busing	nesses along that same area so that they	may post a flier	and notify patrons (incli	uding	
	OFV and the Tides).					
		nours, notification of remaining vehicles.		ey are not removed by	0600hrs.	
6:45	Kickoff Meeting between	n IC, OPS and Event Staff @ Washout	Resturant			
7:00	Traffic Restrictions begin					
	Event Setup to happen between 0700 and 1000hrs. Vendor vehicles out of the area by 0930hrs.					
9:00	Kickoff Meeting with the	oncoming Event staff (constables, au	gmentation, etc	)		
10:00	Event starts					
	Parade Start Time: Route is W. Ashley Ave to W. Hudson Ave.					
11:45	Rotate groups in to eat between 1145 and 1230hrs, so that coverage and traffic posts are maintained.					
15:00	Actively begin clearing streets					
15:00	Vendor Breakdown between 1500-1700hrs					
17:00	Kickoff Meeting with the oncoming Event staff (constables, augmentation, Night Shift)					
17:00	Street Sweeper					
17:30	Remove Traffic Restrictions					
18:00	Maintain Additional and A	ugmented patrol coverage from 1800 on	2/17/18 - 0300 or	2/18/18		
		Position Title: P	lanning Signatur			

Support Incident Briefing (ICS 201)

1. Incident Name: Follygras 2018		2. Incid	2. Incident Number: Follygras 2018		3. Date/Time Initiated: Date: 02/16/18 Time: 23:00		
10. Resources Sur	nmary:	900	V- VI 100-				
Resource	Resource Identifier	Date/Time Ordered	ETA	Arrived	Notes (location/assignment/status)		
Chief Gilreath	1110	2/17/2018 - 06:45		V	IC @ HQ		
Dep. Chief Burke		2/17/2018 - 06:45		V	OPS Chief - Roving		
Det. Sgt. Hlavac	1130	2/17/2018 - 06:45		V	Traffic Control Unit - Team Leader		
PSO Santos-Hern.		2/17/2018 - 09:00	e un la company	V	Crowd Control Unit - (Day OPS)		
PSO Bryan	1140	2/17/2018 - 13:30	Administration	7	Crowd Control Unit - (Swing OPS)		
PSO Boulware	1141	2/17/2018 - 09:00		7	Patrol Coverage during event hours		
Det. Steve Ortiz	0.57%	2/17/2018 - 17:00		7	Crowd Control Unit - (Night OPS)		
Sgt. Browning	1123	2/17/2018 - 18:00		7	Patrol: Night Shift OIC 6p - 6a		
PSO Smith	1145	2/17/2018 - 18:00		<b>V</b>	Patrol: Night Shift 6p - 6a		
PSO Brieghner	1142	2/17/2018 - 06:00		7	Patrol: Day Shift 6a - 6p		
LE3 Kleinfeld	1161	2/17/2018 - 06:45		7	Traffic Control Unit		
Sgt. O'Brien	1122	2/17/2018 - 17:00		Ø	Crowd Control Unit - Team Leader (Night OPS)		
PSO Perales	1146	2/17/2018 - 17:00		7	Crowd Control Unit - (Night OPS)		
Sgt. Upton	1120	2/17/2018 - 06:00		Ø	Crowd Control Team Leader (during event) OIC after		
PSO Isgitt	1144	2/17/2018 - 18:00		1	Patrol: Night Shift 6p - 6a		
LE1/LE3 Shaver	1149	2/17/2018 - 09:00		9	Traffic Control Unit		
LE1/LE3 Jackson	1148	2/17/2018 - 17:00		2	Crowd Control Unit - (Night OPS)		
LE1/LE3 Turner	1162	2/17/2018 - 06:45		Ø	Traffic Control Unit		
LE1/LE3 Abaza	1163	2/17/2018 - 06:45		2	Traffic Control Unit		
Constables	XXXXX	2/17/2018			XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
		2/17/2018 - 06:45		2	Traffic Control Unit		
		2/17/2018 - 06:45		9	Traffic Control Unit		
		2/17/2018 - 06:45		Ø	Traffic Control Unit		
		2/17/2018 - 09:00		<b>9</b>	Crowd Control Unit - (Day OPS)		
		2/17/2018 - 09:00		7	Crowd Control Unit - (Day OPS)		
		2/17/2018 - 09:00		4	Crowd Control Unit - (Day OPS)		
		2/17/2018 - 17:00		4	Crowd Control Unit - (Night OPS)		
Deputies/PPP	XXXXX	2/17/2018			XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
		2/17/2018 - 17:00		7	Crowd Control Unit - (Night OPS)		
		2/17/2018 - 17:00		9	Crowd Control Unit - (Night OPS)		
		2/17/2018 - 17:00		7	Crowd Control Unit - (Night OPS)		
		2/17/2018 - 09:00		V	Crowd Control Unit - (Day OPS)		
		2/17/2018 - 09:00		7	Crowd Control Unit - (Day OPS)		
		2/17/2018 - 09:00		V	Crowd Control Unit - (Day OPS)		
6. Prepared by:	Gilreath		Position Title:	<b>V</b>	Planning Signature:		
ICS 201, Page 3			1/29/18 1150	hrs			



- Risk and Capability Assessment (why we need to plan and for what type of emergency?)
- Practice/Prevention (what action can I take now to prevent future action?)
- Prepping and Planning (how do I plan for an emergency? And what capabilities do I already have)
- Management & Implement (who does what during the plan? how do I put the plan into action?)
- Recovery (time to pay for the plan and make sure we get back to "normal")

## Assess the Problem(s)





#### **MODULE 2: Risk Assessments**

#### Categories of Threats and Hazards

Natural	Technological	Human-Caused		
Resulting from acts of nature	Involves accidents or the failures of systems and structures	Caused by the intentional actions of an adversary		
<ul> <li>Disease Outbreak</li> <li>Earthquake</li> <li>Epidemic</li> <li>Extreme Heat/Cold</li> <li>Fire</li> <li>Flood</li> <li>Landslide</li> <li>Lightning</li> <li>Tornado</li> <li>Tsunami</li> <li>Windstorm</li> <li>Winter Storm</li> </ul>	Airplane Crash     Dam/Levee Failure     Explosion (Fireworks)     Hazardous Materials Release     Power Failure     Radiological Release     Structure Collapse     Traffic Accidents     Train Derailment     Urban Conflagration	Child Abduction Civil Disturbance Criminal Acts: Theft Assaults Vandalism Cyber Incidents Mentally Unstable Attacker Sabotage School Violence Terrorist Acts Extremists Lone Wolf		





# Sources to Identify Threats and Hazards

- General and Location-based sources
  - Past experience
  - · Criminal activity reports
  - Hazard mitigation plan and EOP
  - · Geographical features
  - · Historical and forecasted weather
  - Local and national experts
- Event characteristics and assets
  - Attendees
  - Attractions
  - Facilities

# Two Phases (THIRA)\*



Qualitative

Quantitive

\*Threat/Hazard Identification & Risk Assessment



# Qualitative

- Time/Duration
- Location
- Attendance
- Significance
- Threat Level
- Secondary Threats





# Qualitative

- Summarize threats
- Determine assests
- Prioritize Planning





- Great supplement to Qualitative
- Helps rate/score risk
- Can lead to more efficient prep





- Give context
- Assign ratings
- Assign risk level
- Establish capabilities









Give Threats and Hazards Context

Quantitative Approach

Assigns values to three risk factors:

- Threats/Hazards
- Vulnerabilities
- Impacts/Consequences





Give Threats and Hazards Context

Quantitative Approach (Cont.)

 $R = T/H \times V \times I/C$ 

Threats/Hazards to Assets	Vulnerabilities	Impacts/Consequences to Assets
Protesters Highly Likely	Inadequate Security Measures	Property Damage and Assaults

Risk Levels			
Meaning	Level	Comments	
Severe	36-64	All factors minimally High with at least one Critical	
High	24-35	At least two factors High or Critical with none Low	
Elevated	16-23	Two factors Critical or one Critical with no Low or at least two High with none Low	
Guarded	8-15	All factors Medium/High or at least two High or Critical with one Low	
Low	1-7	At least two factors Low or one Low with no Critical	

	Threats/Hazards	Vulnerabilities	Impacts/Consequences
4 = Critical	Definite threat posed by adversaries (terrorists, criminal insiders, hooligans, protestors) natural disaster, or technological failure.	Multiple weaknesses with no protective measures or countermeasures in place with proven effectiveness.	Grave effects leading to significant loss of life, serious injury, or economic loss including event cancellation.
3 = High	Credible threat posed by adversaries, natural disaster, or technological failure.	Multiple weaknesses with some protective measures or countermeasures in place with proven effectiveness.	Serious effects leading to loss of life, serious injury, or economic loss including event disruption.
2 = Medium	Potential threat posed by adversaries, natural disaster, or technological failure.	Few weaknesses with some protective measures or countermeasures in place with proven effectiveness.	Moderate effects leading to injury or economic loss, including possible event disruption.
1 = Low	Little or no credible threat posed by adversaries, natural disaster, or technological failure.	Few or no weaknesses with multiple layers of protective measures or countermeasures and countermeasures in place with proven effectiveness.	Little or no effects on the event or attendees.

	Threats/Hazards to Assets (T/H)	Vulnerabilities (V)	Impacts/Consequences to Assets (I/C)	Risk (R)
Civil Disturbance	Potential threat posed by rival gangs = 2	Multiple weaknesses with some protective measures in place = 3	Serious effects leading to loss of life, serious injury, or economic loss, including possible event disruption = 3	2x3x3= 18
Explosive Material	Potential threat posed by fireworks = 2	Few weaknesses with some countermeasures in place = 2	Serious effects leading to loss of life, serious injury, or economic loss, including possible event disruption = 3	2×2×3= 12
Terrorism	Credible threat posed by adversaries, especially to local elected officials = 3	Multiple weaknesses with some protective measures in place = 3	Grave effects leading to significant loss of life, serious injury, or economic loss including event cancellation = 4	3x3x4= <b>36</b>
Windstorm	Potential threat posed by winds resulting from severe weather = 2	Multiple weaknesses with no protective measures; structures not reliable = 4	Grave effects leading to significant loss of life, serious injury, or economic loss including event cancellation = 4	2×4×4= 32

SE SHEYELDES REPORTED TOWN IN THE RESERVENCES.

Capabilities	Capabilities Example			
Terrorism	Description: An extremist group plants a homemade pipe bomb beneath the fairground bleachers. This incident destroys vendor properties and puts 250 people in harm's way, including people with access and functional needs.			
Prevention Core Capabilities	Desired Outcomes			
Intelligence & Information Sharing	Ensure that information and intelligence relating to the terrorist threat are effectively collected, analyzed, and disseminated.			
Interdiction & Disruption	Conduct tactical counterterrorism operations around the fairgrounds in compliance with established protocols; and utilize available intelligence and information in preventing terrorist acquisition and dissemination of CBRNE materials.			
Screening, Search & Detection	Screen backpacks, purses, shopping bags, and people associated with potential terrorist attacks upon entry to controlled venues; and conduct CBRNE search/detection operations using canine teams in compliance with established protocols.			
Consultation of the second				

## Assess the Problem(s)



#### Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Federation of Minority Professionals
- To be held March 2020
- Richmond, VA



## Assessment

What are the chances you'll encounter a threat or hazard?

And what will be the impact?



Risk = Threat/Hazard x Vulnerability x Impact/Consequence

Capabilities = ?

## Assessment Example

#### Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Federation of Minority Professionals
- To be held March 2020
- Richmond, VA



## Change Example



#### Scenario:

- Annual Conference of 300
- Thur-Sun pattern
- Fed. of Minority Pros
- To be held March 2020
- Boston, MA

Risk = Weather/Snow Storm

Vulnerability =

Impact =

Capabilities =



Risk = Weather/Snow Storm

Vulnerability = Avg is 8 inches/4 days.



Impact =

Capabilities =

Risk = Weather/Snow Storm

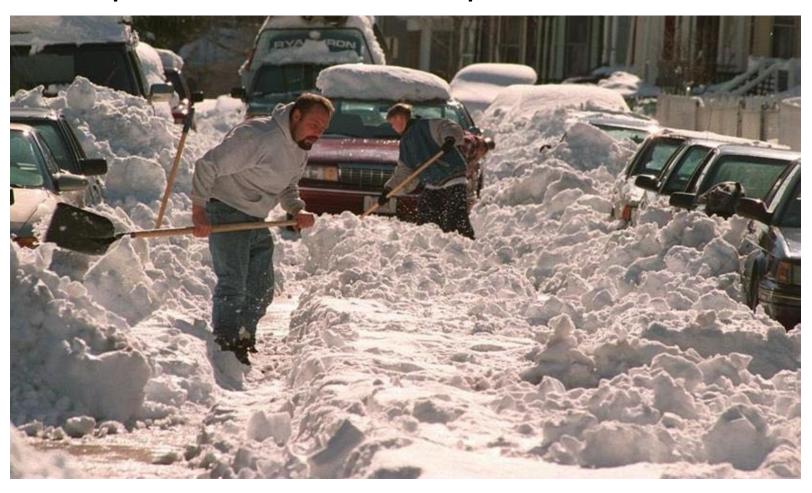
Vulnerability = Avg is 8 inches/4 days.



Impact = Possible traffic and transportation delays. No loss of power. No school or gov't offices closed.

Capabilities = Excellent

# April 1, 1997 – April Fools!



# Boston Blizzard 2015 (Jan)



## Assessment - Emergency Planning

	Mitigation/Prevent	Prepare	Response	Recovery
Snowstorm	Rebook?	Plan info for attendees	Disburse info - smart phone, social media, announcements, hotel rooms	How did plan work?
	Move meeting?	Plan communications with vendors, suppliers	Radios, walkies, smart phones	Did everyone arrive/depart safely?
	Hard to predict	Check news/media	Set up monitors, social media, news	Did communications/info work?
	Forecast ≠ Guarantee	Updates with airline/transport	Provide phone numbers, twitter feeds, set up laptops/phone bank	Did we get back to "normal?"



## Example Capabilities

 Threat	Vulnerability	Impact	Risk	
Potential threat posed	Iseveral protective measures	Minor to no effect on attendees or event disruption	Low Risk	

<b>Core Capabilities</b>	Desired Outcome
Personnel	Well-trained venue staff
Facility	Prepared for power outage and clean water
Locality	Prepared transportation staff and equipment



Risk = Low

Vulnerability = Avg is 8 inches/4 days.

Impact = Possible traffic and transportation delays.

No loss of power.

No school or gov't offices closed.

Capabilities = Excellent



## Problems Original Scenario



#### Scenario:

- Weather?
- Politics?
- Sports?
- Active Shooter?

What else?



## Re-Assess



- Did our plan work?
- Re-assess can be ongoing
- Did we get back to "normal?"

What else?



## Other Situations?



- Where are we now?
- What's happening now?

### Resources

Int'l Association of Venue Managers = Safety Academy

Security and Resiliency Guide Counter-Improvised Explosive Device (C-IED) Annex for Outdoor Events Stakeholders:

https://s3.amazonaws.com/iafe/website/documents/DHS/IEDOutdoor Events.pdf

Active Shooter Page-Resources: <a href="https://www.dhs.gov/active-shooter-preparedness">https://www.dhs.gov/active-shooter-preparedness</a>

Homeland Security Information Network (<a href="https://hsin.dhs.gov">https://hsin.dhs.gov</a>)
Commercial Facilities Specific Agency (<a href="https://www.dhs.gov/commercial-facilities-sector">www.dhs.gov/commercial-facilities-sector</a>)

## Resources Con't

- Hometown Security Initiative (<u>www.dhs.gov/hometown-security</u>)
- Soft Target Resources
   (https://www.dhs.gov/publication/securing-soft-targets-and-crowded-spaces)
- Bombing Prevention (<u>www.dhs.gov/obp</u>)
- Unmanned Aircraft Systems (<a href="https://www.dhs.gov/uas-ci">https://www.dhs.gov/uas-ci</a>)
- Insider Threat (<a href="https://www.dhs.gov/human-resources-or-security-professional">https://www.dhs.gov/human-resources-or-security-professional</a>)
- Natural Disasters and Extreme Weather (https://hsin.dhs.gov).

# **Active Shooter**









# Active Shooter – Jason Bourne Move. Escape. Attack. Avoid. Deny. Defend.





## **Active Shooter**



- Keep them out
- Door stop
- Belt/Purse strap
- Chairs, furniture
- Run, Hide, Fight

## List Possible Solutions



## Active Shooter – How Likely?

- Postpone meeting
- Move meeting
- Train staff
- Know/distribute evac routes
- Add security staff

What else?

#### **HOW TO RESPOND**

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

#### 1. RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

#### 2. HIDE

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

#### 3. FIGHT

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

## CALL 911 WHEN IT IS SAFE TO DO SO

#### **HOW TO RESPOND**

#### WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- · Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

#### **INFORMATION**

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

## Prevention!













## Thank you



Alan Kleinfeld, CMP, LEO Arrive Conference Solutions alan@arrivemanagement.com





