



CITY OF KNOXVILLE SPECIAL EVENTS
Crisis Management Emergency Plan

**This Form is to be submitted and approved 45 days in advance of the event unless exception is approved by the City of Knoxville.
Contact the City of Knoxville Special Events Office if you need assistance.**

This Crisis Management Emergency Plan is designed to provide guidelines for a practical communications system that is adaptable for most crisis situations. It is a working document that emphasizes processes required to manage an incident. The objective of this Crisis Management Emergency Plan is to create a coordinated and effective approach to a crisis situation, utilizing the best resources possible, and when practical, allow normal business to continue with minimal interruption. Proactive crisis management planning will increase the likelihood that your special event can survive whatever crisis may occur without long term or significant damage. With proactive preparation you have the greatest chance to weather any crisis.

A comprehensive Crisis Management Emergency Plan is based on the following key principles:

- Timely and accurate threat assessment to assist in balanced judgment
- Coordinated response
- Clearly defined roles and responsibilities
- Reliable communications and reporting procedures
- Preplanned administrative support
- Managing a potential atmosphere of speculation and rumor

It is also recognized that no one plan can prepare for all emergencies.

It is important to be as prepared as possible when an emergency arises at your event. A well thought out Emergency Response Plan is one of the cornerstones of an effective safety program—we owe this to every one of our guests and fellow citizens.

All personnel should stay attentive to hazards, guests who may need assistance, and unsafe actions. Report anything unusual or suspicious to proper personnel.

See Something, Say Something

Pre-Event Briefing – Event Organizers will conduct a briefing just prior to the event with staff and volunteers, along with representatives from City agencies (Police, Fire, Special Event, Public Service), to be sure everyone is aware of the details plans. They will also review policies, clarify roles and responsibilities, confirm communications procedures, and discuss last minute updates. Various types of emergencies will be discussed along with actions to taken if they occur. Examples of emergencies include, but are not limited to:

Severe Weather, Fire, Active Hostile Attack, Missing Person, Medical Emergency,
Communication of a potential Threat of Violence



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Name of Event

Location of Event

Date of Event

Time of Setup

Event Start Time

Event End Time

Organizer On Site During Event Contact Info (Must List 2)

Name / Cell Number

Name / Cell Number

Anticipated attendance number

Location of Required Road Closures

Pre Event Briefing Location and Time

Location of Information Booth/CP

Means of Internal Communication

Means of Public Address

Means of monitoring weather / emergency alerts

Items Attached?:

Site Map YES ___ NO ___

Evacuation Plan YES ___ NO ___

Emergency Message YES ___ NO ___

Known Threats or Controversy

Known Hazards

Lost or missing persons plan

Alcohol Served? # of locations

Food Served? # of locations

Current KPD Point of Contact

Current KFD Point of Contact

Additional information: (attach pages as necessary)

Knoxville Police Department Approval: _____ **Date:** _____

Comments:

Knoxville Fire Department Approval: _____ **Date:** _____

Comments:



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Attach to these forms a Site Plan / Event Map: A universal map for the entire event footprint developed for all attendees and event staff (including public safety personnel) to allow for the rapid identification of event-specific facilities and other locations in an emergency. Include evacuation routes and gathering locations.

Evacuation Plan: Emergencies occur when we least expect them and often people must be moved to shelter for their protection. While City officials may make recommendations, it is the responsibility of the Event Organizers to identify and arrange these evacuation locations. It cannot be assumed that business will be open for shelter. Therefore, the Event Organizers must make contact with these establishments to confirm their availability as a shelter.

If transportation will be needed to move attendees from the event site to shelter locations, the organizers are responsible for making these arrangements and having vehicles readily available.

Evacuation Location: _____

Contact Person: _____

Second Evacuation Location: _____

Contact Person: _____

Script for Emergency Procedures and Evacuation

The organizer must establish a means of a Public-Address which can be heard throughout all areas of the event (stage sound system, bull horns, etc.) by which a pre-approved message, along with crucial instructions during an emergency, can be announced. This pre-approved message will include information on emergency and evacuation procedures.

If the attendees of the event will all arrive at the same time, this message need only be announced once at the beginning of the event. If the event is open, where attendees will be coming and going, the message must be played once an hour.

Message:

Example of Emergency Action Script: *Attention - In the event of an emergency on site requiring an evacuation, please seek shelter in the Market Square Parking Garage located on Wall Avenue. Please use all available entrances, watch for vehicular traffic, and follow any instructions once you have entered the building. Please stay in that location until the warning has been lifted and you receive further direction. -*