



# 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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Crisis Management Emergency Plan

**Name of Event**

**Date of Event**

**Time of Setup**

**Event Start Time**

**Event End Time**

**Organizer On Site During Event Contact Info (Must List 2 Names with Cell Numbers)**

**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?:**

**New Event YES \_\_\_ NO \_\_\_**

**Recurring Event 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/EMS 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 at Evacuation Location:

Second Evacuation Location: \_\_\_\_\_

Contact Person at Evacuation Location:

### **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. -*