

# Westchester County Center

## Emergency Evacuation Procedures

In case of an emergency where crowd safety and well-being is jeopardized, a meeting will be held in the manager's office in order to determine what course of action should be taken. The following individuals should be involved in this decision: Parks Senior Management if on site, General Manager, Operations Manager, Westchester County Police, Promoter, chief usher and any external safety officials.

There may come a time when immediate evacuation of The Westchester County Center is necessary. Only if guests are in any physical danger would this be done. The role of all Westchester County Center employees is crucial in conducting an orderly evacuation.

The type of emergency will dictate which evacuation procedure will be followed. However, in all evacuations we will direct the guests out the nearest exit. Under the best conditions, we may have the chance to use the public address system and turn on the house lights, but neither of these factors can be assumed. There are many ways an evacuation may develop. One thing is certain: All staff members cannot expect any previous warning.

It is hoped that during an emergency evacuation, there will be enough warning for the facility staff to create the "Ideal Conditions" but in the event of a spontaneous evacuation, we must depend on immediate judgment and previous training of our employees.

The following will serve as a basis for this training.

# EMERGENCY EVACUATION PROCEDURES

## STAFF RESPONSIBILITIES

Once the emergency on-site staff has determined that the Westchester County Center has to be evacuated the following should take place:

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### OPERATIONS DEPARTMENT

- Point Person: Operations Manager
  - The head operations staff member on duty is stationed at the fire panel will find the alarm location and dispatch another operations member to investigate the alarm.
  - The highest ranking Event Services staff member will immediately report to the main office to have a script read over the public address system or instruct the public address announcer of the event on what to say in the arena.
  - An operations staff member in charge of sound and lights will remain in control of the house lights and sound until a complete arena evacuation has been affected or is required.
  - If necessary an operations staff member will go to the mechanical room for further directions.
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#### Emergency Phone Numbers

Emergency Number: 911

County Police: 914-864-7700

Peter Tartaglia, First Deputy Commissioner: 914-714-9048

Veronica Snyder, General Manager: 914- 879-2459

William Schoenberg, Operations Manager: 914-497-2347

Shop Phone: 914-760-4949

# EVENT SERVICES

## BEFORE ARENA DOORS:

If an evacuation is necessary before arena doors are opened to the public, all nonessential building personnel must exit the building and direct guests into the parking lot areas.

## AFTER ARENA DOORS:

If evacuation is necessary after the arena doors have been opened, and guests/performers are in the arena:

- All staff members must remember to keep the guests calm.
- All performers and their associates will be evacuated out the building through the Exits off the stage. These exits may also be used in extreme emergencies for guests. However, this is not ideal as they lead directly into the parking lot behind the building.
- All guests in the Main Hall and balcony areas will use all available Exits and proceed to the parking lot areas.

## TICKET TAKERS

Ticket takers should clear all entrances of ticket boxes, tables, garbage cans, open brass gates, prop open doors and not allow additional guests to enter. They should stand by the doors in order to offer any assistance possible on egress of guests.

## USHERS

Ushers near exits will immediately go to the nearest exit and hold or prop open doors for exiting guests.

Ushers that are not by exits will immediately go to areas between the exit doors and inform guests of the nearest exit. (See Map)

Balcony ushers are to remain in the balcony until all guests have evacuated the balcony.

Main floor ushers will direct all guests up the aisle and to the nearest exit.

Ushers in the handicapped area will escort disabled guests to the area of safe refuge and away from the facility.

After the Main Hall is cleared, all ushers will vacate the arena and help direct people away from the arena and into the parking areas.

## **ELEVATOR**

Atrium ushers are to inform all guests that the elevator is not to be used for any reason. An usher will be assigned to stay in front of the elevator at all 3 levels (If necessary) in order to direct guests to the nearest exit.

## **Matrons**

Matrons will check the restrooms for guests and inform them of the nearest exit. A matron will remain in front of the restroom to direct guests to the nearest exit.

## **Operations**

Operations will assign small groups of laborers to search office areas for total evacuation.

## **CONCESSIONS & CATERING**

Concessions & Catering will see that their areas are searched, locked and secured in all regards. No staff should remain in the building. This includes kitchen staff.

## **FLOODING**

If flooding should occur, parking lot gates must be opened immediately to avoid trapping motorists.

In the event the Bronx River floods above its banks, county center staff will assemble sand bags, place at exits on the Bx. River side of the art workshop and will evacuate the college if necessary.

## **ELECTRICAL OUTAGE**

In the event of an electrical outage, the facility emergency power plan will be activated immediately and remain in effect until all power is restored. Guests and employees will be kept informed by use of the public address system. Keep the guests calm until the Chief of Operations or the highest ranking facility representative determines whether or not to continue the event. The Evacuation Plan will then be followed if the event is not completed and/or must be ended early.

The public address announcement will include any ticket refund information.

# Emergency Evacuation Script

“In the event of an emergency situation where the County Center would need to be evacuated, instructions will be announced via the public address system and County Center staff will assist you in exiting the venue safely. If such circumstances arise, please remain calm, use common sense and follow instructions as they are announced.”

## **PUBLIC ADDRESS ANNOUNCEMENT INFORMATION:**

County Center Staff operates a public address system which broadcasts throughout the venue. This will be used to convey announcements. If other exterior areas need to be notified or if the PA system fails, bullhorns will be used. If re-entry is to be allowed, no announcement will be made to that effect until it is confirmed that all employees are back in position and the gates are ready to be opened.

### **1. POWER FAILURE**

MAY I HAVE YOUR ATTENTION PLEASE? MAY I HAVE YOUR ATTENTION PLEASE? WE ARE EXPERIENCING A TEMPORARY POWER OUTAGE. PLEASE REMAIN IN YOUR SEATS AS WE HOPE TO RESOLVE IT AS SOON AS POSSIBLE AND CONTINUE THE EVENT. PLEASE REMAIN IN YOUR SEATS. WE APOLOGIZE FOR THIS INCONVENIENCE.

### **2. TO ALERT PATRONS THAT EMERGENCY/PROBLEMS EXIST AND TO REMAIN SEATED**

MAY I HAVE YOUR ATTENTION PLEASE? MAY I HAVE YOUR ATTENTION PLEASE? THE COUNTY CENTER IS EXPERIENCING SOME TEMPORARY DIFFICULTIES. WE ARE ATTEMPTING TO RESOLVE THEM. PLEASE REMAIN IN YOUR SEATS. WE WILL UPDATE YOU ON THE SITUATION AS SOON AS POSSIBLE.

### **3. FOR TOTAL EVACUATION WITH NO RE-ENTRY/EVENT TERMINATED**

MAY I HAVE YOUR ATTENTION PLEASE? MAY I HAVE YOUR ATTENTION PLEASE? DUE TO DIFFICULTIES WITHIN THE FACILITY, WE REGRET THAT THE ARENA MUST BE CLEARED. THE EVENT HAS BEEN CANCELED. FOR YOUR SAFETY, PLEASE PROCEED TO THE NEAREST EXIT IN AN ORDERLY MANNER AND LEAVE THE AREA. YOUR TICKET STUB IS YOUR RECEIPT. WE APOLOGIZE FOR THE INCONVENIENCE AND THANK YOU FOR YOUR COOPERATION.

#### **4. FOR TOTAL EVACUATION WITH RE-ENTRY POSSIBLE/ANTICIPATED**

MAY I HAVE YOUR ATTENTION PLEASE? MAY I HAVE YOUR ATTENTION PLEASE? DUE TO DIFFICULTIES IN THE FACILITY WE REGRET THAT THE ARENA MUST BE TEMPORARILY CLEARED. FOR YOUR SAFETY, PLEASE PROCEED TO THE NEAREST EXIT IN AN ORDERLY MANNER AND LEAVE THE AREA. PLEASE REMAIN OUTSIDE THE FACILITY UNTIL FURTHER NOTICE. WE HOPE TO REOPEN THE FACILITY SOON AND CONTINUE THIS EVENT. WE APOLOGIZE FOR THE INCONVENIENCE AND ARE THANKFUL FOR YOUR COOPERATION.