

BEST PRACTICES FOR NCAA CHAMPIONSHIPS COMPETITION VENUE SAFETY AND SECURITY

1. **Non-Event Day Security Operations.** (NOTE: It is recommended that these practices commence a minimum of thirty days prior to the start of the Championship and also apply to move-in, move-out and other times during the Championship when the competition venue is not open to teams, media or guests).

- a. Establish a secure inner perimeter around the competition venue (normally, this will be the walls of the competition venue structure) with limited and controlled vehicle and people access points into the facility;
- b. Utilize internal and external digital cameras (with pan, tilt and zoom, and monitoring capabilities) as appropriate, covering the seating bowl, concourses, perimeter and all other vulnerable areas. Monitor the system twenty-four hours a day, seven days a week. Maintain sufficient video storage capacity to retain images for a reasonable period of time;
- c. Provide sufficient security staff twenty-four hours a day, seven days a week;
- d. Limit deliveries as appropriate:

Limit daily or weekly delivery times;

Inform vendors that all delivery vehicles may be subject to search to include undercarriage, interior, exterior, storage area, etc. Searches should be performed at a location away from the loading dock;

Accept deliveries by appointment only and/or authorized by the appropriate competition venue supervisor;

Reserve the right to inspect any delivery;

All check-ins and deliveries should be received by the person or department to which it is addressed;

Do not leave deliveries unattended on the loading dock.

- e. Keep a record of each vehicle, driver and helper(s) entering and leaving the secured area by use of a log or permit system. Identify driver and helper(s) by photo identification;
- f. Issue badges with photographs for regular employees, staff and subcontractors. Identify, log-in/out and issue self-expiring day passes to all authorized visitors. Escort visitors into and out of the competition venue with appropriate departmental staff;
- g. Inspect large items brought into the competition venue;
- h. Provide detailed training on inspection procedures to all security staff;

- i. Secure and protect with locks and/or tamper proof seals on all HVAC, mechanical, gas, and fuel systems. Test backup systems in compliance with local codes to ensure they are properly maintained and functional. Secure flammables and combustibles in an approved secure area;
- j. Be aware of chemicals, fertilizers and propane cylinders stored in the facility area that could be used as a component in an explosive device. Ensure proper storage of all combustibles and gases. Store and handle in compliance with state regulations;
- k. Patrol the competition venue to ensure there are no unauthorized vehicles or personnel on the grounds. Do not allow unauthorized vehicles to remain and limit public access to the greatest extent possible. Be alert for any suspicious activities and work with police in conducting periodic unscheduled police patrols around the competition venue;
- l. Keep competition venue clear of clutter and debris. Store equipment and materials in an orderly manner. Check and empty dumpsters and trash receptacles regularly. Do not place dumpsters under structural supports when and where possible.

2. **Event Days Security Operations.** (NOTE: This includes days and times when teams, media, and/or guests are permitted in the competition venue. Event Day security operations should be an extension and enhancement of security procedures already in place during non-Event Day security operations.)

- a. Inside the Competition Venue Walls (inner perimeter).

Ensure a complete and thorough inspection of the competition venue is conducted. Secure gates and remove all unauthorized vehicles and personnel, creating a secure inner perimeter. Identify inspected remaining vehicles with a visible permit or decal. Ensure the facility works with local law enforcement agencies to determine the times to conduct sweeps of the facility with trained dogs prior to the event;

ALL HVAC, mechanical and gas/fuel systems and other critical systems should be inspected and protected with locks and/or tamper proof seals. Security should be assigned to guard vulnerable systems, including air intakes. If local fire codes allow, consider installing a central emergency shut-off switch for the HVAC system;

Ensure food dispensing and handling procedures are reasonably secure to prevent tampering and contamination;

Establish access control gates for all vehicles, employees, event staff, police, media and all others credentialed by the NCAA. Ensure those authorized go through a pat-down procedure and identities verified;

Provide adequate private security and uniformed police officers staffing inside the inner perimeter, to include all concourses throughout the seating bowl, in and around the playing court, and all NCAA related back-of-house space;

Accept only authorized, scheduled and identified emergency or highly perishable deliveries on event days. To the extent practical, consider not allowing any deliveries within two hours prior to the opening of the admission gates for the event. Inform vendors that all delivery vehicles may be subject to search to include undercarriage, interior, exterior, storage area, etc. Searches should be performed at a location away from the loading dock;

Only ticketed guests, individuals with proper credentials/badges/wristbands or players in uniform shall be allowed inside the competition venue walls. All must undergo a security inspection.

b. Hardened 100-foot Perimeter.

Establish a secure hardened vehicular perimeter area around the competition venue at least 100-feet from the walls of the competition venue to the maximum extent possible. Protect areas on the perimeter vulnerable to forced vehicle entry with substantial barricades. Include the use of Jersey barriers, reinforced concrete decorative planters, bollards and/or large trucks or buses. Configure the barriers in such a manner as to prevent any type of forced vehicle entry. Close roads and streets adjacent to the competition venue, where feasible. Inspect and label all vehicles allowed inside the 100-foot perimeter.

c. Credential Procedure.

The NCAA will maintain a record of persons issued credentials for control purposes and provide the list to the appropriate competition venue point of contact;

To the extent practical, all personnel submitted for credentialing should undergo a criminal background check prior to submittal for credentialing.

Any supplemental wristbands or other non-ticket admission devices must be submitted to the NCAA for approval. All proposed devices shall be of a design and color code substantially different from any other event;

Require that all credentials be worn at all times and clearly displayed. All members of the official travel party, bands and cheerleaders must wear a credential or other authorized device, except for uniformed players of the competing teams. To assist with access control, display credential boards at all access control points;

Train access control personnel in credential recognition and access. Provide credential boards to key staff and post in critical locations.

d. Gate Access and Management.

i. Public Gates.

Post uniformed police officers at each public entrance gate trained to observe for suspicious behavior (i.e. surveillance by individuals who may be looking for weak security; clothing inconsistent with weather) and to backup inspections; maintain law enforcement presence around the gates and the perimeter of the facility throughout the event;

Establish security patrols (security vehicles, bicycles, roving personnel, etc) in the parking lots and perimeter of the facility;

Prohibit coolers, large backpacks, large bags, explosives and weapons. See Appendix 1 for detailed list of items and sample language. Consider the use of templates at each public access gate to show allowable package size. Inspect all items prior to being permitted into the competition venue. Use search sticks or pen lights to assist in the inspections;

Pat-downs must be done by like gender security personnel, lightly touching/patting the full circumference of the waist – at the belt line. The center of the back from the belt line to the collar line must also be patted down;

Ensure adequate staff, trained in conducting bag searches, pat-downs, recognition of suspicious behavior and other critical activities, is available at public gates to handle security checks efficiently;

Publicize the policy concerning inspections and identify prohibited items (Note: Signage, notices and announcements should inform patrons that they will be subject to inspection as a condition of entry into the competition venue);

Send press releases to the media and notices of policy to mass transit system operators, participating hotels and taxi operators;

Post signage and distribute leaflets in the competition venue and satellite parking lots, and at logical transit sites;

Use loop announcements and staff at key locations to provide information concerning allowable/prohibited items.

Open all public gates at the same time;

Keep ticket taker responsibilities separate and distinct from those having security responsibilities;

Personnel that are properly trained and equipped constitute the primary element of a successful security program. Schedule frequent periodic training for security personnel, maintain a record of training; including gate staff, in what to look for and proper inspection procedure;

Provide periodic security awareness training for non-security staff such as ushers, food service personnel and others. Maintain a record of training.

ii. Media and Staff Gates.

Conduct visual inspections and pat-downs of all guests, employees, vendors and game production personnel after lockdown of the competition venue on event days. At a minimum, the same inspection criteria applied to guests should be consistently applied to all other individuals entering the competition venue on event days including employees, staff, contractors, vendors and media. Competition venue management should be prepared to implement additional security and screening measures should the Department of Homeland Security elevate the alert level;

Use search sticks and pen lights to assist in the bag inspections. After being inspected, apply color coded tags to all media and staff bags allowed into the competition venue.

e. Integrated Operations Center (IOC).

To facilitate decision making, the IOC should have a direct view or video monitoring capabilities of the seating bowl and playing court. NOTE: As part of the NIMS Incident Command System, a multi-agency Forward Command Post may be established which will serve the function of Incident Operations Center;

Staff IOC with the following: police, fire, EMT, competition venue management, NCAA representative, private security, and other key individuals such as public works, department of transportation, FAA, etc. The competition venue should designate an experienced employee as the security director/incident commander to lead and coordinate all emergency related activities until the situation can be turned over to the appropriate public safety commander;

The IOC should include a Public Information Officer (PIO). The PIO advises the incident command on all public information matters relating to management of the incident. The PIO handles inquiries from the media, the public, and elected officials; emergency public information and warnings; rumor monitoring and response; media monitoring; and other functions required to gather, verify, coordinate, and disseminate accurate, accessible, and timely information related to the incident.

Provide a secure incident room designated for decision-makers. Monitors in the IOC with feeds to monitors in the incident room are beneficial;

Designate a backup IOC in the event the primary IOC has to be evacuated. Locate the backup outside the competition venue with good communications and sufficient staff/equipment to serve as an IOC. A mobile police command vehicle may be considered;

Ensure reliable communications with backup systems are in place and tested. Include outside lines, competition venue extension phones, police, fire, and EMT

radios, ring downs and contact with NCAA and its public relations designee. There must be reliable communications between the IOC and the PA/videoboard staff in order for the IOC to authorize and direct the broadcast of emergency scripts and messages. Issue satellite phones to key competition venue and emergency personnel;

Prepare and maintain an integrated event day incident log.

3. Threat Assessment and Emergency Plans.

- a. Protocols for threat assessment including (but not limited to) bombs, persons with firearms, chemical/biological threats, threats against specific persons, severe weather/natural disasters:

Document the conduct of any Joint Terrorism Taskforce (JTTF) Threat Assessment and any additional competition venue threat analysis, vulnerability assessments, consequence analysis and security audits. This information should assist in the development of the competition venue security and emergency plan;

Establish protocols for both Event Day and Non-Event Day situations;

Conduct at least one discussion-based exercise 30 days before the NCAA license period and record the results, findings, recommendations and agreements. This exercise should validate and assess all key personnel's understanding of the following:

Review the competition venue's emergency procedures and protocols;

Coordination between the IOC and the Unified Command Center during an emergency incident and a non emergency situation;

Flow of communication between the NCAA personnel, facility management and the first responders (police, fire, EMS, EMA and public works);

Management and decision making processes for emergency situations and Event-Day related incidents (command and control);

Review all Crisis Management Team (CMT) members' roles and responsibilities.

Provide checklists and training for phone operators in the case of phone threats. Install caller identification and/or coordinate phone call trap capability with the phone company for publicly accessible numbers;

Specify persons to be notified and order of notification (NOTE: the notification list should be updated within thirty days prior to the beginning of the Championships Period. Provide critical management personnel with written and electronic copies of the updated list.);

Clearly establish protocols for investigating and reporting a given threat or suspicious package. All threats should be considered serious and will be forwarded to the appropriate law enforcement agencies;

Establish a “Major Incident Briefing” prior to each of the designated rounds of competition hosted at the venue. (See Appendix D).

b. Emergency Plans.

The NCAA strongly recommends that the regional, state, county and local agencies having jurisdiction at the competition venue adopt NIMS in planning and managing their activities related to the Championships. Five major components make up this systems approach: Preparedness, Communications and Information Management, Resource Management, Command and Management, and Ongoing Management and Maintenance.

The competition venue, in conjunction with the Department of Homeland Security (DHS), JTTF, other federal, state and local officials shall submit a coordinated plan for emergency preparedness and response, including all aspects of public safety including but not limited to: traffic control, threat assessment, emergency preparedness, command and control, and communication. The competition venue shall be required to integrate the activities of law enforcement, public health, public safety, emergency medical services (EMS), emergency management organizations and health care organizations. This plan shall be consistent with national standards, industry best practices, takeaways for similar events and observation/evaluation of previous championships in the respective sport;

Identify the CMT and alternates and designate their authority and responsibility;

Establish a clear Chain-of-Command Authority for both normal operations and particularly in case of an emergency;

Ensure that the agencies having jurisdiction over the competition venue has established and equipped a Unified Command Post (UCP) using NIMS protocol. Designate an alternate operations center for continuity of operation should the competition venue become unusable;

Establish a system for rapid emergency notification of essential personnel. Include contact numbers for personnel identified above and give sequence of notifications. This information may be provided in an appendix to the plan and updated when changes are made but no later than thirty days prior to the Championships Period. This contact information should be distributed to the NCAA, LOC and other essential personnel;

Develop an emergency communications plan designating how information will flow both internally and externally. Establish primary and backup communications systems;

Develop procedures for emergency public information and media management, including pre-scripted media and public address announcements for anticipated incidents, to include, but not limited to natural disasters, weather, bomb threats and other potential disasters. Establish a remote media briefing area and adhere to NIMS protocol in media relations;

Include detailed disaster plan and establish protocols in advance for game delays, cancellations, bomb threats, partial and full evacuations, shelter in place and other emergencies;

Prepare an evacuation video including specific instructions and evacuation routes for all patrons. Display the video on the competition venue video at the time designated by the NCAA;

Subscribe to private local site-specific weather forecast service and consider obtaining a NOAA weather warning radio;

Include an emergency medical plan or write a separate plan. Include clear procedures for a catastrophic event, requiring primary and secondary triage. Designate triage and transport sites. Identify and secure emergency routes in and out of the competition venue (in the context of local area emergency plan);

Conduct at least one emergency drill within the quarter preceding the Championships Period. Include incident management training for CMT members and UCP personnel. Key NCAA staff should be included in the drills. Prior to the drill, key parties should familiarize themselves with the procedures and communications protocols;

All emergency equipment should be tested for operability prior to the exercise. The emergency equipment includes but is not limited to: PA systems, alarm systems, emergency announcements, alternate command sites, back-up communication and any other emergency assets;

c. After Event Review (Lessons Learned).

The NCAA Championships *Best Practices* guide is an evolving document. Based on changes in technology and practices we recommend an After Event Review report to be completed no later than 30 days after the commencement of the NCAA license period. This report should include: copy of the incident log for the entirety of the event, detailed security concerns and actions (ejections, arrests, scalping, fraudulent tickets and any other security breaches) and medical emergencies. Most importantly, included in this report should be lessons learned and any suggested best practices that could assist a future Championships competition venue.

4. **Special Considerations.**

a. Seating Bowl and Spectator Areas.

Where applicable:

Ensure ushers are trained to maintain constant vigilance on their area of responsibility or “zone” at all times;

Ensure a system is in place where an usher can summon assistance (medical, security, cleaning, etc.) without leaving their area of responsibility;

Encourage guests to remain on their assigned levels of the competition venue;

Utilize PA announcement/video board to reinforce restrictions on ticket resale;

Ensure that ushers are staffed at each seating section entrance, especially those seating sections with direct access to the competition area;

Utilize cameras and observers to manage guests and identify incidents;

Any non-essential staff and equipment should be removed from aisles and concourses;

b. Competition Area.

The Competition Area should be protected from unauthorized access by a combination of physical barriers, security guards, ushers and law enforcement officers. A plan appropriate to the competition and the venue should be developed and submitted to the NCAA no later than 30 days prior to the commencement of the Championship.

c. Competition Area Altercation.

- i. During any altercation in the competition area, the game officials are responsible for determining if the assistance of security is required. The venue's security supervisor must identify him or herself to the game officials and indicate his or her normal location in the competition venue.
- ii. During a competition area altercation, the assigned security supervisor should move to a designated location that is nearest the incident to facilitate communication with the game officials, if necessary.
- iii. Implement necessary security if a participant leaves the competition area and attempts to engage a fan. In recognition that each competition venue is aware of its own capabilities and applicable law, the competition venue must develop its own best practices for implementing “necessary security” in these circumstances. Necessary security may include a combination of internal security, retained external security, local police, or any combination thereof.

d. Locker Rooms.

- i. A minimum of one competition venue security person must be positioned at each access point to the participating institutions' and officials' locker rooms

before and during the game, and until all participating institution personnel and game officials have departed the competition venue.

- ii. Each security staff member positioned at the door to the officials' locker room must be directed to permit access to the locker room to **only** the following individuals: a) the game officials working the game; 2) NCAA personnel (after the presentation of an NCAA photo credential); and 3) the individuals on the officials' locker room access list.
 - iii. No one else is allowed to enter the officials' dressing room. Unauthorized individuals attempting to enter the locker room must be told that they cannot enter the locker room because they are not authorized to have access.
 - iv. If an individual insists that he or she needs access to the officials' locker room, the security staff member should locate the NCAA in the competition venue and explain the situation to him or her. The NCAA will make the final decision as to whether the individual should be provided access to the locker room.
 - v. Provide a procedure (e.g., dedicated safe, secured locker) to facilitate safeguarding the valuables owned by the participating institution student-athletes while at the competition venue. This procedure must be such that the valuables are only accessible to the participating institution and the competition venue security director and his/her designee. The details of this procedure must be reported to the NCAA.
 - vi. Consideration should be given to conducting an electronic sweep of the locker room areas to insure there are no audios listening devices or cameras located in these areas.
- e. Fans in the Competition Area.

Should a fan enter or attempt to enter the competition area, venue security must immediately take the necessary means to remove the fan from the court and the competition venue consistent with the competition venue's Court Intrusion Plan.

f. Dignitary Movement.

- i. Identify and maintain a list of all dignitaries with their arrival times and seat locations. National protectees and elected officials with security details attending the event should be contacted in advance to review the NCAA admissions policies, the venue's requirements and any special requests;
- ii. Consideration must be given to the movement of dignitaries to and from their designated seating location to any special recognition locations, as determined and approved by the NCAA;
- iii. Movement of such dignitaries must be scheduled and planned in advance in consultation with the NCAA.

g. Pre- and Post Game Ceremonies.

There may be several activities which require special security, crowd and transportation management. These include but are not limited to the Anthem talent, Hall of Fame inductees, special service recognition, MVP presentations and entertainment presented by the competing institutions. When practical, rehearsals for these activities should occur and include the security personnel assigned to these events.

h. Fan Behavior Notification.

Utilize a text messaging system to receive, manage and track complaints from fans reporting violations of the Code of Conduct (see Appendix 4). Static signage inside the stadium seating area that clearly describes how to send a message requesting assistance should be employed.

**NCAA CHAMPIONSHIPS SAFETY AND SECURITY TEAM
CONTACT INFORMATION ([Click here to complete](#))**

Championship(s): _____ **Division:** _____

**Host Institution/
Conference:** _____

Facility Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

SAFETY AND SECURITY TEAM

	Position	Cell	Home
	NCAA Championship Manager		
	NCAA Secondary Championship Manager		
	NCAA Site Representative		
	Tournament Director		
	NCAA Media Coordinator (if applicable)		
	Sports Information Director (SID)		
	Athletic Trainer		
	Tournament Physician		
	Facility Manager		

LOCAL EMERGENCY NUMBERS

Local Police Department	
Local Fire Department	
Local EMS	
State Police	
State Health Official	<u>Name</u> <u>Cell</u> <u>E-mail</u>
County Health Official	<u>Name</u> <u>Cell</u> <u>E-mail</u>
Poison Control Center	800/222-1222

LOCAL HOSPITALS

Name	Address	Phone Number

2010 NCAA® Final Four® Security Policies



For the safety of all guests, the following security measures will be in effect during the 2010 NCAA Final Four:

- Unlicensed sale of tickets will result in expulsion
- Everyone, regardless of age, must have an event ticket
- There will be no re-entry (on game days)
- No bottles, cans, liquid containers or coolers (except for guests with medical or dietary needs).
- No food or beverages not dispensed by Lucas Oil Stadium Concessionaire
- No video recorders, or still cameras with lenses longer than 4 inches (on game days)
- No large bags, backpacks or large purses
- No weapons of any kind
- No missile-like objects
- No laser pointers
- No artificial noisemakers
- No poles or sticks of any kind
- No objects that obstruct other guests' view
- No promotional items with commercial slogans or identification
- All guest's and items (purses, small hand bags, etc...) are subject to physical inspection by security personnel
- Any item deemed dangerous or inappropriate by management will not be allowed in Lucas Oil Stadium
- Confiscated items will be destroyed, not returned
- Items left in vehicles should be stored out of sight

EVENT	DATE	DOORS OPEN	EVENT TIME
OPEN PRACTICE	FRIDAY, APRIL 2	11 a.m.	Noon - 4 p.m.
ALL- STAR GAME	FRIDAY, APRIL 2	11 a.m.	4:35 p.m. TIPOFF
NATIONAL SEMIFINALS	SATURDAY, APRIL 3	4 p.m.	6:07 p.m. TIPOFF
NATIONAL CHAMPIONSHIP	MONDAY, APRIL 5	7 p.m.	9:21 p.m. TIPOFF

All times are local and subject to change. Consult local media.

NCAA Championships Fan Code of Conduct

The National Collegiate Athletic Association (NCAA), the host institution and the host venue are committed to creating a safe, comfortable, and enjoyable sports and entertainment experience. Fans have a right to expect an environment where:

- Student-athletes respect and appreciate each and every fan.
- Guests will be treated in a consistent, professional and courteous manner by all venue and NCAA personnel.
- Guests will enjoy the sporting experience free from disruptive behavior and will be treated with dignity and respect by other spectators attending the game. Obscene or indecent messages including foul, sexist, racial, obscene or abusive language or gesture on signs or clothing will not be permitted.
- Guests will sit only in their ticketed seats and show their tickets when requested.
- Guests who engage in behavior that is reckless, dangerous, disruptive, or illegal in nature, including but not limited to fighting, throwing objects or attempting to enter the court will be immediately ejected from the arena.
- Guests will comply with requests from the facility staff regarding venue operations and emergency response procedures.

The venue staff has been trained to intervene when necessary to help ensure that the above expectations are met, and guests are encouraged to report any inappropriate behavior to the nearest usher, security guard, or guest services staff member. Guests who choose not to adhere to these provisions will be subject to ejection without refund, and may also be in violation of local ordinances resulting in possible arrest and prosecution.

The NCAA, the host institution and the host venue thank you for adhering to the provisions of the Championships Fan Code of Conduct.

Definitions

Major Incident Briefing: A security briefing should be conducted before the semi-final and final games. The briefing should include the sport committee representative; NCAA staff; tournament manager; table crew; timeout coordinator; game official; security representative(s); representatives from each participating team; broadcasting network representative; medical support,; and other personnel deemed appropriate. The purpose of the briefing is to provide information on facility procedures for evacuating student athletes, coaches and officials from the court in the event of an emergency. General emergency procedures should also be discussed. A clear method to communicate an emergency should be established between the designated facility representative and the referee. These briefing(s) may be included as part of other game-day scheduled meetings or be held no later than the start of each game.

Event Day: The times the NCAA conducts events in the competition venue and is open to teams, media and/or guests.

Championships Period: The time period that the competition venue is under the control of the NCAA.

Joint Terrorism Taskforce (JTTF): Small cells of highly trained, locally based, committed investigators, analysts, linguists, SWAT experts, and other specialists from dozens of U.S. law enforcement and intelligence agencies. The JTTF is a multi-agency effort led by the Justice Department and FBI designed to combine the resources of federal, state, and local law enforcement.

Lockdown Period: The time period in which credentials are needed to access the competition venue.

National Incident Management System (NIMS): Provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.

NCAA Security Advisory Group: A group of individuals working in the profession who were selected because of their knowledge and expertise in the areas of facility management, guest services management, security and/or emergency management.

Non-Event Day: Beginning 30 days before the Championships Period during which time the competition venue is not open to teams, media or guests.