



***TIVOLI THEATER FOUNDATION SOLDIERS & SAILORS
MEMORIAL AUDITORIUM & WALKER THEATER
SAFETY/EVACUATION PLAN 2023***

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Soldiers and Sailors Memorial Auditorium & Walker Theater

EMERGENCY PLAN: INTRODUCTION

The Tivoli Theater Foundation takes pride in providing a safe environment for its employees, tours/performing professionals, and patrons. This document outlines protocols, guidelines and specific departmental safety plans covering different emergencies or issues that may arise within the venue.

In the event of an emergency, these protocols/safety plans along with training can be a guide to appropriately respond to any incident.

It is vital to remain calm during an emergency and revert to your training and this plan. If the staff panics the patrons will follow suit.

Remember most accidents or injuries are avoidable. If you see a potential hazard either correct it and/or alert your supervisor. Every employee shall remain diligent in continuously checking their workspace for hazards. Below are examples of common safety issues.

Folded or rippled rugs/carpets

Electrical cords that cross patron ingress/egress points.

Spills on floors, aisles, or stairwells.

Obstructed aisles, railings, stairwells or exits.

Poor lighting.

Potentially dangerous situation or physical altercation developing.

Unsecured exterior doors. DO NOT leave exterior doors open and unguarded. All patrons must go through the security mags. If you see an unsecured exterior door close it and alert your supervisor.



Emergency Phone Numbers

Chattanooga Police:	911 or 423-698-2525
Chattanooga Fire:	911 or 423-266-2753
Chattanooga Bomb Squad:	Sgt. Chambers 423-580-6460
Poison Control:	800-222-1222
James Fire Protection company:	423-206-4338

Staff cell phone numbers

Courtney Keene:	423-596-4928
Anna Roncskevitz:	423-760-7260
Dinson Lee:	423-240-7768
Marc Puglise:	423-280-0837
Alex Dransoff:	423-987-1188
Lora Long:	423-240-0926
Sam Fort:	423-331-0740
James Durham:	423-394-0060



Soldiers and Sailors Memorial Auditorium

BUILDING DESCRIPTION

Address: 399 McCallie Ave. Chattanooga, Tn 37402

The auditorium has a seating capacity of 3920.

Lower floor basement consists of the production office. The first hallway has dressing rooms and a PIT access door. The second or middle hallway has dressing rooms, an AED and double door PIT access. The east side has the laundry room and other storage areas. The west side has the catering hall, kitchen, safe room, elevator room, generator room, utility/electrical rooms, access to the boiler room, elevator to backstage, freight elevator, lower assembly hall, lower green room, security and bar offices, staff entrance as well as large restrooms on both sides. There are 3 emergency exits on the north side of the building (Oak St.) The production door, catering door and roll up door. The emergency exit on the southwest side of the building is the red star door. The emergency exit on the southeast side of the building is the staff door.

Main and upper levels consist of the main entrance including 6 doors. The main lobby on the west side is the box office and staff offices. Restricted stairwell leading to all levels. The east side of the lobby is the 1921 and Walker entrance, staff offices, and a single stall men's handicap restroom. The west side of the inner lobby has stairs leading to all levels, a freight elevator and a bar. The east side of the inner lobby has a stairwell leading to all levels. Men's and women's restrooms. The main level AED is located on the wall next to the men's room.

The east hallway (Lindsay St.) has access to the back of the bars, entrance/exit to house right, emergency exit onto Lindsay St, entrance/exit to lower house right. There is also restricted access to backstage and the lower level.

The west hallway has access to the back of the bars, a storage closet, the smoking deck/loading dock, Entrance/exit to house left and lower house left. Restricted access to backstage and the lower level.

The auditorium has the front orchestra that seats 1363, the rear orchestra that seats 1028, the boxes on both sides that seat 32, The PIT area that can hold 120 standing or 48 seats. The lower balcony seats 1166, the upper balcony sits 331. The upper balcony has access to the spotlight room and emergency exits on both sides closest to the stage. Backstage has the main fire panel, a fire suppression deluge system, and multiple electrical panels. Stage right has an elevator and access to the loading dock with roll up door. Stage left has restricted stairwell access to all levels.

The emergency exits for the main level are the 6 doors in the front, the Lindsay St doors, and loading dock doors. In an uncontrolled evacuation the production and catering doors may be utilized.



Walker Theater

BUILDING DESCRIPTION

First floor 1921 door entrance. 1921 members enter and check in. Patrons will take the elevator or stairs up to the other floors.

The second floor has the women's restroom. 1921 access is through the double doors toward the front of the building. The 1921 lounge is on the south side of the building. The second-floor hallway leads into the Memorial auditorium (lower balcony). The two doors leading into the auditorium are restricted to general patrons. On the west side is the double door access to the Walker green room. There is a restricted access stairwell that leads to backstage and to the main level and basement.

Up the stairs on the third level is the Walker Theater. There is a lobby and bar with two family/unisex restrooms on each side. There is elevator access. The AED is located on the bar wall next to the elevator. There is restricted access to the auditorium on the right side of the lobby. On occasion this door will be used to allow auditorium patrons access to the Walker bar and restrooms. This door has an electronic lock.

Three stairs lead down into the theater with double door access on both sides. The orchestra has seating for 516. There is a soundboard in the center rear of the theater. There are restricted access doors on each side of the stage. These doors are NOT emergency exits and shall always be guarded when the house is open.

Each side of the Walker lobby has a stairwell leading to the fourth-floor balcony. The men's room is located on the left side. Access to the balcony is on both sides. The lower balcony seats 190 and the upper balcony seats 145. There is ADA seating in the walkway separating the lower and upper balcony. Each side seats four wheelchairs for a total of eight. Total theater capacity is 851.

The emergency exits are the main stairwells.



General Evacuation

DETAILED INSTRUCTIONS

In the event a venue evacuation is necessary the order shall be given by the Director of Safety/Emergency management, the Director of security, the COO, or the event director/manager. Instructions are listed below.

1. All supervisory staff will be notified. All radios shall be switched to channel 1. Radio traffic shall be kept to a minimum. The evacuation coordinator shall have a clear channel to provide instructions.
2. Security/ERT, ushers and bar staff will report to their assigned zones.
3. The tour will be notified and will evacuate from backstage to production. Tour shall relocate all buses, trucks and vehicles to the UTC parking lot or Power Alley. The area shall remain clear for emergency vehicles. The event manager shall communicate with the tour and provide detailed instructions.
4. The technical director shall turn on house, work, and panic lights.
5. The fire panel or house PA system can be used to announce the evacuation and instruct patrons when and how to safely exit the building. This announcement shall be calm and informative. Instruct the patrons to follow the evacuation instructions provided by the security/ERT, usher and bar staff.
6. Security, usher, and bar staff will follow their evacuation assignments and calmly and orderly direct the patrons as they exit.
7. Once evacuation is complete all staff shall report to the First Centenary parking lot. All staff shall be accounted for and debriefed.
8. A sweep and assessment of the building will be completed once emergency services grant clearance.



Soldiers and Sailors Memorial Auditorium

EVACUATIONS

Zone 1 evacuation assignments.

Security: Post in center of the main lobby near the doors. Direct patrons to exit the lobby doors and instruct them to immediately go to the parking lots on the east and west side of the building. Speak loudly and be direct. This will prevent congestion of the exit points and provide a clear lane for emergency vehicles. DO NOT allow patrons who have already exited to re-enter the building. The management team will also post in the lobby/outside to assist in instructing exiting patrons and preventing patrons from re-entering and congregating at the exit points.

Zone 2 evacuation assignments:

Security: Post against the wall at both inner lobby bars near the stairs. Direct patrons out of the inner lobby doors (including 1921 doors) Instruct patrons to go to the parking lots on the east and west side of the building and to not congregate in the front. Speak loudly and be direct.

HOUSE RIGHT (Lindsay St. Hallway) Post near the Lindsay St doors and direct patrons exiting lower HR out the Lindsay St doors and down the stairs to the church parking lot. Any patron who is unable to ambulate the stairs shall evacuate via the main lobby. In a controlled evacuation avoid using the production door exit as the tour will be evacuating via this exit point. In an uncontrolled evacuation you may be instructed to use this exit. ERT will evacuate any handicapped. ERT will evacuate handicapped patrons through the 1921 door and down the ramp.

HOUSE LEFT (Loading Dock hallway) Post against the wall near the smoking doors. Direct patrons exiting the lower House Left doors out the 2 sets of doors at the lower loading dock. Instruct patrons to go to the parking lot. DO NOT allow patrons to re-enter the building or to congregate on the loading dock. All patrons exiting the stairs from the lower balcony shall exit via the lobby. In a controlled evacuation avoid using the catering door as an exit as the tour will be evacuating via this exit point. In an uncontrolled evacuation you may be instructed to use this exit. ERT will evacuate handicapped or disabled patrons through the loading dock.

Ushers: HOUSE RIGHT AND LEFT, Post one usher in house by the sound booth to direct patrons to the right or left stairs. Post one usher at the top of stairs in house and direct people down and to their right in house right or their left in house left. Post one usher at the bottom of the stairs in the hallway against the wall to further direct patrons. Stay as close to the wall as possible for your safety. Post one against the wall in the center of the inner lobby to direct patrons and keep them moving towards the exits.

Zone 3, 4 and 5 evacuation assignments: Security: ZONE 3 Post one at in house lower house left. Direct patrons out the door and to their left. Make sure patrons keep moving. Avoid the catering door in



a controlled evacuation. Post one near the stairs to direct patrons down and to their left. If the ushers are still in-house, they will also be posted at these points.

ZONE 4 Post a guard at the two middle exits lower balcony (exits leading into the second-floor hallway). These guards shall direct patrons to the house right and left stairs that lead into the inner lobby. Avoid utilizing the two middle stairwells.

ZONE 5 Post one at in house lower house right. Direct patrons out the door and to their right. Make sure patrons keep moving. Avoid the production door in a controlled evacuation. Post one near the stairs to direct patrons down and to their right. If the ushers are still in-house, they will also be posted at these points.

Zone 6 and 7 evacuation assignments:

Post one guard at the stairs at house right and one at house left. Direct patrons to exit to the inner lobby where they will receive further instruction. In the event only one guard is available for Zone 6 and 7 they shall post in the center and direct patrons to the right and left stairwells. In a controlled evacuation avoid the stairwell in the upper balcony toward the stairs.

Zone 8:

Post a guard on each side next to each restroom. The guards shall direct patrons through the lower assemble hall through the star door. Instruct patrons to go into the parking lot. If that pathway is inaccessible or it is an uncontrolled evacuation the patrons can be evacuated through the production or catering doors. Clear both bathrooms and make sure all patrons have exited safely.

ZONE 9:

The guards at the production door and the catering door are responsible for directing the tour from the dressing rooms and production offices. The tour shall be evacuated through either door and instructed to board the buses and to leave Oak St. The fire department's water hook up is next to the roll up door. This area must remain clear for incoming fire apparatus.

In the event of a potential violent situation developing and the tour cannot evacuate through the production or catering door they shall be escorted through the kitchen and into the safe room.

SECTORS: Sector A consists of inner/outer lobbies and both hallways.

Sector B consists of the main auditorium including the lower balcony.

Sector C consists of the upper balcony.

Controlled evacuation: An evacuation where there is no immediate threat to life or safety. Examples are a bomb threat, power outage or fire alarm with no obvious smoke/fire or danger.



Uncontrolled evacuation: An evacuation with immediate threat to life and safety where patrons will flee to the nearest exit they can find. Most people attempt to find the door they came in. Examples are active shooter situations, fire with heavy smoke, partial building collapse.

It is imperative to remain calm and collected as you safely evacuate our patrons and staff. Always refer to your training.



Walker Theatre

EVACUATIONS

Walker Zone 1 evacuation assignments:

Security: Post on the second floor at the double doors near the women's restroom. Direct patrons down the stairs towards the 1921 doors. The doors into SSMA main lobby shall be open and used as an exit point. DO NOT use the elevator during a fire evacuation. Make sure the women's restroom is clear. The tour will evacuate via the rear stairwell near the Walker greenroom.

Walker Zone 2 evacuation assignments:

Security: Post one guard at each exit door at house right and house left. Direct patrons to exit down the main stairwell. DO NOT use the elevator during a fire evacuation.

Ushers: Post one against the wall at bottom of both staircases leading from balcony to third floor. Direct patrons towards the main stairwell. Post one against the wall on the landing between the third and second floor and the third and fourth floor. Instruct patrons to remain calm. Make sure the patrons keep moving. DO NOT use the elevator during a fire evacuation. Alert the ERT if any disabled patron needs assistance evacuating.

Walker Zone 3 evacuation assignments:

Security: Post against the wall across from the elevator. Direct patrons down the stairs. DO NOT use the elevator in a fire evacuation. Once patrons have exited the fourth floor check the balcony and men's restroom. If both are clear, follow the patrons as they exit to ensure no one re-enters.

Sectors: Walker Sector A consists of Walker floor 1, the 1921 doors and lounge. The Walker green room, and second floor women's restroom.

Walker Sector B consists of the third-floor lobby and theater and balcony.



OPERATIONS & FOUNDATION STAFF

SAFETY PLAN

Fire alarm: In the event of a fire alarm without evidence of smoke or fire exit the building and notify Marc Puglise, Alex Dransoff, Sam Fort, or James Durham. Make sure that all staff and non-staff that may be in the building have exited and are accounted for. Refer to the sign in sheet. Make sure the front and rear of the building is clear of cars, trucks, or buses. Chattanooga Fire Department will need clear emergency lanes and access points. In the event of an active fire or presence of smoke pull down on the nearest pull station. This will activate the fire alarm. If the fire is small and contained to small area use a fire extinguisher and close off the area. Fire extinguisher training can be provided. DO NOT reenter the building until Chattanooga Fire Department gives clearance.

Inclement weather/tornado: In the event of expected inclement weather all staff shall shelter in place. Weather radios have been strategically placed throughout the building. Staff should avoid windows and glass doors. If a tornado watch or warning is broadcasted, all staff shall immediately evacuate to the basement catering area. All doors should be shut to limit debris that may blow through the main level windows. After the storm passes all staff shall remain in the basement until the building has been assessed and a safe exit can be provided. We will more than likely be on limited generator power with only safety lighting. Remember emergency services will be very limited during this time.

Violent intruder/Active shooter: In the event a dangerous or potentially violent situation is developing outside of the building, the exterior doors shall be immediately locked and secured. Office staff shall evacuate to the box office and lock both doors. 911 shall be called with a detailed description of the situation. Staff can evacuate to the basement saferoom if necessary.

In the event a violent intruder has already entered the building, immediately call 911. The main objective in any violent intruder scenario is to first run, then hide, then fight. Create as much space between you and the assailant as possible. If you are unable to run from the assailant, find a place to hide and remain quiet. Silence your phone and other audible devices. Avoid hiding in an office if possible. This ensures no escape if the assailant enters that office. If you are unable to run or hide the only other option is to fight. Arm yourself with anything heavy. A fire extinguisher can be used to spray and blind and/or distract the assailant. Remember just about anything can be used as a weapon in an emergency.

Bomb Threat: In the event of a bomb threat, all staff should evacuate the building to the parking lot across the street. Chattanooga Police bomb squad will clear the building.

SAFE ROOM: The SSMA safe room is located through the kitchen in the room with the exterior door leading to the alley below the loading dock. This room has two locking doors and an exterior exit.



Usher Staff

SAFETY GUIDELINES

1. Make sure the aisles and exits always remain clear of obstructions. This includes patron's wheelchairs or walkers. The onsite medic or a member of the ERT can assist with safe storage of these items.
2. Do NOT block doorways, railings and/or stairways with signs or garbage cans.
3. Do NOT under any circumstance assist a patron in a wheelchair up or downstairs. Request the onsite medic or an ERT member to assist.
4. If you see an open exterior door, close it, and notify the on-duty security supervisor.
5. Notify security immediately if you notice a potentially dangerous situation developing.
6. Assist with venue evacuation. Return to your assigned post/door and follow evacuation assignments.



Bar Staff

SAFETY GUIDELINES

1. Secure all compressed gas tanks (Co2 tanks) inside the provided holders. Compressed gas shall be secured at all times. This includes empty tanks.
2. In the event of an evacuation, immediately break down the line stanchions. The stanchions shall be placed against the bars and out of the way. All exits shall be clear. Stand against the bars and direct patrons to the exits. Assist in maintaining a good flow directing patrons safely out of the building.
3. Do NOT obstruct aisles or exit points with signs, garbage cans or stanchions.



Cleaning Staff

SAFETY GUIDELINES

1. All caustic or acidic cleaning agents shall be stored in enclosed metal cabinets and away from any cleaning agents that may encounter skin.

2. Do NOT block stairwells, railings or doorways with garbage cans or any other obstacles.

3. In the event of a wet spill, clean and dry floor immediately. Place wet floor signs in the area.
 1. Todos los productos de limpieza cáusticos o ácidos se almacenarán en armarios metálicos cerrados y lejos de cualquier agente de limpieza que pueda entrar en contacto con la piel.

 2. 2. NO bloquee escaleras, barandas o puertas con botes de basura o cualquier otro obstáculo.

 3. 3. En caso de derrame húmedo, limpie y seque el piso inmediatamente. Coloque letreros de piso mojado en el área.



Inclement Weather/Tornado

STANDARD OPERATING PROCEDURE

In the event of inclement weather or a tornado the safest procedure is to shelter in place. If a tornado is imminent staff shall immediately direct anyone in the lobby, bathrooms, or hallways inside the auditorium. Once all patrons and staff are inside the auditorium all doors should be shut and secured. If there is enough time and room all balcony patrons shall be moved into the main level of the auditorium. All patrons/staff shall be instructed to take cover between the fixed seating rows and cover their heads.

If an event is in the Walker Theater all patrons will be evacuated to the main auditorium or the basement. If time does not permit safe evacuation to the auditorium or basement, all patrons and staff shall take cover between the pews and cover their heads. As always avoid windows.

Once the storm/tornado has passed instruct all patrons to remain inside the auditorium. Assess for injuries and damage that may cause injury. DO NOT move injured parties unless they are in imminent danger, the ERT will respond to injuries. The structural integrity of the building will need to be assessed as well as safe exit points prior to patrons/staff exiting. More than likely, we will be operating on generator power so lighting will be limited.

Once safe exit points have been established with clear evacuation routes you will be instructed what to do. In many cases it is safer to continue to shelter in place. Emergency services will be extremely limited. We will need to provide essentials like water and food during the duration of the shelter in place.



Bomb Threat

STANDARD OPERATING PROCEDURE

Received via phone:

1. Remain calm. Keep the called on the line for as long as possible.
2. Listen carefully and remain polite and show interest in what the caller is saying.
3. Try and keep the caller talking. Gather as much information as possible. Take notes.
4. If possible, have another quietly notify the on-duty security and/or safety supervisor.
5. Copy the caller's phone number if one is displayed.
6. Complete the provided bomb threat checklist.
7. DO NOT hang up the phone. If the caller hangs up, keep your phone line open. This will help with the investigation.
8. DO NOT announce the threat over the radio. DO NOT call 911.

Suspicious package:

1. DO NOT touch or move the package.
2. Notify the on-duty security and/or safety supervisor. DO NOT announce the threat over the radio. DO NOT call 911.
3. Close off the area where the package is located. Vacate the area of all staff and patrons.

THE DECISION TO EVACUATE WILL BE MADE BY MANAGEMENT AND CPD BOMB SQUAD

Contact list:

Alex Dransoff Director of security:	423-987-1188
Marc Puglise Director of safety:	423-280-0837
Chattanooga police:	423-698-2525
Sgt. Chambers CPD bomb squad:	423-580-6460



Power Outage

STANDARD OPERATING PROCEDURE

In the event of a power outage during regular business hours (staff only in the building) remain at your workstation. Make sure all employees are accounted for. If anyone is stuck between floors in the elevator, Chattanooga Fire Department shall be called and advised of an elevator emergency. Notify facilities management of the situation. The power company shall be contacted to provide an estimated time for return of power.

In the event of a power outage during a show, staff shall keep the patrons calm and instruct them to remain in their seats and await further instruction. The backup generator will only provide emergency exit lighting. Facilities management will attempt to troubleshoot the problem and contact the power company. The decision to evacuate will be made by management after gathering information from facilities management and the power company.

In the event the decision is made to evacuate follow the controlled evacuation procedure.



Water Pipe Break with Flooding

STANDARD OPERATING PROCEDURE

In the event of a water pipe break, notify facilities management immediately. If it is safe to do so, disconnect power to electronics that may be compromised. DO NOT risk electric shock. Clear the area of any staff or patrons. Make sure there are no staff or patrons in the building under the leak that may become trapped by rising water. Management shall notify the Chattanooga Fire department.

Management will decide if a building evacuation is necessary. If the order is to evacuate follow the evacuation procedure. Some evacuation routes may not be accessible due to flooding or other safety issues. Follow the instructions and routes provided by management.



Medical or Traumatic Emergency

STANADRD OPERATING PROCEDURE

In the event of a medical emergency or a traumatic injury the reporting staff member shall call for the on-site medic. The reporting staff member should give a clear but brief description of what type of emergency is in progress, and exactly where the emergency is located. Provide the zone and the area within the zone. Example: Zone 3, lower house left middle aisle. DO NOT MOVE AN INJURED PATRON. On-site medical will determine the mode of extrication.

The onsite medic and the ERT member assigned to that Zone/Sector shall immediately respond. If the AED is needed the ERT member assigned to the location of the AED shall retrieve it and respond. The onsite medic will determine if 911 should be summoned. If so, the onsite law enforcement officer shall summon emergency services.

If the patron's condition allows, he/she shall be extricated to the medical office for further assessment. Patron demographics shall be obtained, and an incident report completed and filed/saved on the computer in the office. If an ambulance is needed, they should respond via Lindsay St near the handicap ramp.

Medical equipment locations: AED's- inner lobby next to the men's room, Walker theater on the bar wall next the elevator, middle hallway in the basement dressing rooms.

Backboards- in the medical office near the 1921 doors.



Extrication of Handicapped Patron

STANDARD OPERATING PROCEDURE

EMERGENCY: In the event a patron requires rapid extrication during an emergency the on-site medic, law enforcement officer and ERT shall respond. The ERT member shall retrieve the extrication chair or a wheelchair. If more than one patron needs assistance additional ERT members shall respond.

Seat the patron in the extrication chair or wheelchair, secure the straps if available. If possible, instruct the patron to interlock their fingers. This will prevent them from grabbing railings or you. If possible three people should be used during each extrication. One at the top of the chair and one at each lower side. In the event multiple patrons require rapid extrication the fireman's carry may be an option as a last resort.

DO NOT use the elevators if fire is present.

NON-EMERGENCY: When descending stairs, always use the extrication chair with three ERT members. Regular wheelchairs can be utilized when stairs are not present.



Smoking Deck

STANDARD OPERATING PROCEDURE

The designated smoking area for patrons is located midway down the left hallway. This set of double doors leads onto the lower loading dock.

Pre-show: Extend barricade across the ramp at the top. Secure barricade to the railings with the provided chains. Extend the second barricade across the upper loading dock near the edge and secure it to the railings on both sides. Make sure garbage cans or cigarette buckets do not obstruct pathways or cause tripping hazards.

Show time/intermission: Security shall continuously assure patrons and staff DO NOT sit or lean on the railings. These are short railings with a 15' fall. Patrons or staff should not stand on the raised landing in front of the railings. Patrons shall not sit on the upper loading dock. All railings and the upper loading dock have multiple "KEEP OFF" signs displayed.

If a patron receives a warning but continues to sit or lean on the railings the on-site law enforcement officer shall be notified immediately.

Keep the door to the smoking deck closed. Cigarette smoke has a way of coming back into the auditorium.

Post-show: The lower deck barricade shall be retracted and stored in the storage closet across the hall. The upper deck barricade shall be retracted and stored inside the rollup door at stage right. If any bike racks are used, they shall be moved to assure the loading dock remains clear.



Fire Watch

STANDARD OPERATING PROCEDURE

In the event of a malfunction of the fire alarm system and/or the sprinkler system a FIRE WATCH will be immediately implemented. This watch will be activated by management. When the Fire Watch is activated the designated members of the Fire Watch team will be notified. All members of the Fire Watch team shall be trained in operating a fire extinguisher, activating the emergency pull stations, and venue evacuation.

The Fire Watch team member shall report to his/her assigned sector and begin patrols. Each team member shall know the location of every fire extinguisher, emergency pull station and all egress points.

Fire Watch team members shall continuously look for potential fire hazards including smoke, the smell of smoke or unusual heat sources.

If a small fire is discovered, the team member shall utilize a fire extinguisher and immediately notify the on-duty supervisor. In the event the fire is not manageable by a fire extinguisher the team member shall activate the nearest pull station and close off the area where the fire is located making sure patrons are not trapped in the affected area.

In the event a pull station is activated the venue evacuation will begin. All employees will report to their assigned areas and assist in the evacuation policy.

In the event of a fire, the escalators shall be immediately turned OFF. The escalators can be utilized as regular stairs.

The elevators **CAN NOT** be used during a fire evacuation. The ERT will be responsible for evacuating all handicapped patrons.

The Fire Watch team members will be responsible for completing the Fire Watch Log provided. This log shall be completed whenever the Fire Watch team is activated. The completed log will be filed with the Director of safety and emergency management.



Violent or Belligerent Patron

STANDARD OPERATING PROCEDURE

In the event a patron becomes belligerent, aggressive, or uncooperative the security staff shall immediately alert the law enforcement officer and the security supervisor.

Do not physically engage the patron unless they are actively harming another patron or staff member. Security staff shall never touch a patron that is not an active threat or danger to staff, patrons, or themselves.

Security shall make every attempt to remove the aggressive patron to an isolated area away from other patrons. Remain calm and use de-escalation techniques to calm the situation until the on-duty law enforcement officer arrives.

Once the situation is diffused, all involved employees will complete incident reports that will be filed in the office of the Directors of security and safety/emergency management.

All necessary police reports will be completed by the on-duty law enforcement officers and filed according to that agency's protocol. The TTF employee will document any correlating police complaint numbers with the associated incident reports.



ALERT

Alert is your first notification of danger. It is recognizing the signs of danger and receiving information about the danger from others.

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LOCKDOWN

If Evacuation is not a safe option,
barricade entry points. Prepare
to Evacuate or Counter if needed.

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INFORM

Communicate real time information on shooter location. Use clear and direct language using any communication means possible.

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COUNTER

As a last resort, create noise, movement, distance and distraction to reduce the shooter's ability to shoot accurately.

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EVACUATE

When safe to do so, run from danger using non-traditional exits if necessary. Rallying point should be predetermined.

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ACTIVE SHOOTER HOW TO RESPOND



October 2008

Emergency Numbers

EMERGENCY SERVICES: 9 -1 -1

LOCAL EMERGENCY INFORMATION LINE: _____

LOCAL POLICE DEPARTMENT: _____

LOCAL FIRE DEPARTMENT: _____

LOCAL HOSPITAL: _____

LOCAL FBI FIELD OFFICE: _____

FACILITY SECURITY: _____

FACILITY ADDRESS: _____

FLOOR: _____ SUITE/ROOM: _____

OFFICE #: _____ EXT. _____

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

**CALL 911
WHEN IT IS SAFE TO DO SO!**

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

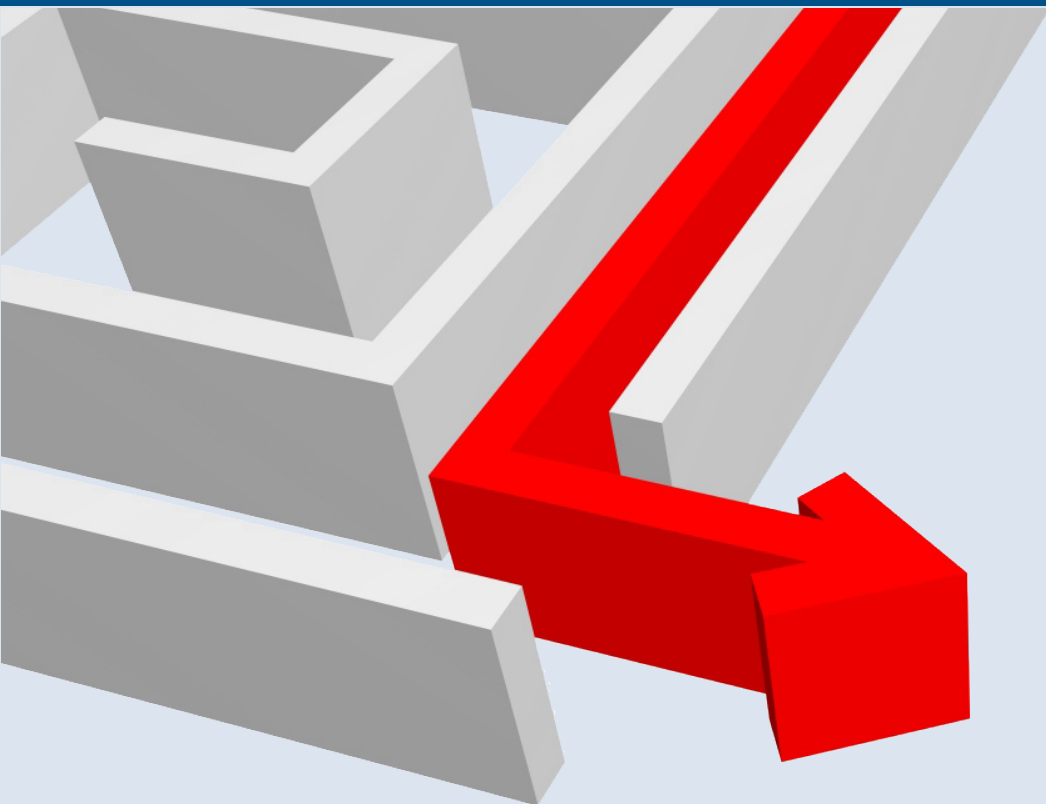
If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions



HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

TRAINING YOUR STAFF FOR AN ACTIVE SHOOTER SITUATION

To best prepare your staff for an active shooter situation, create an Emergency Action Plan (EAP), and conduct training exercises. Together, the EAP and training exercises will prepare your staff to effectively respond and help minimize loss of life.

Components of an Emergency Action Plan (EAP)

Create the EAP with input from several stakeholders including your human resources department, your training department (if one exists), facility owners / operators, your property manager, and local law enforcement and/or emergency responders. An effective EAP includes:

- A preferred method for reporting fires and other emergencies
- An evacuation policy and procedure
- Emergency escape procedures and route assignments (i.e., floor plans, safe areas)
- Contact information for, and responsibilities of individuals to be contacted under the EAP
- Information concerning local area hospitals (i.e., name, telephone number, and distance from your location)
- An emergency notification system to alert various parties of an emergency including:
 - Individuals at remote locations within premises
 - Local law enforcement
 - Local area hospitals

Components of Training Exercises

The most effective way to train your staff to respond to an active shooter situation is to conduct mock active shooter training exercises. Local law enforcement is an excellent resource in designing training exercises.

- Recognizing the sound of gunshots
- Reacting quickly when gunshots are heard and/or when a shooting is witnessed:
 - Evacuating the area
 - Hiding out
 - Acting against the shooter as a last resort
- Calling 911
- Reacting when law enforcement arrives
- Adopting the survival mind set during times of crisis

Additional Ways to Prepare For and Prevent an Active Shooter Situation

- Preparedness
 - Ensure that your facility has at least two evacuation routes
 - Post evacuation routes in conspicuous locations throughout your facility
 - Include local law enforcement and first responders during training exercises
 - Encourage law enforcement, emergency responders, SWAT teams, K-9 teams, and bomb squads to train for an active shooter scenario at your location
- Prevention
 - Foster a respectful workplace
 - Be aware of indications of workplace violence and take remedial actions accordingly

For more information on creating an EAP contact the U.S. Department of Labor, Occupational Health and Safety Administration, www.osha.gov.



PREPARING FOR AND MANAGING AN ACTIVE SHOOTER SITUATION

Your human resources department and facility managers should engage in planning for emergency situations, including an active shooter scenario. Planning for emergency situations will help to mitigate the likelihood of an incident by establishing the mechanisms described below.

Human Resources' Responsibilities

- Conduct effective employee screening and background checks
- Create a system for reporting signs of potentially violent behavior
- Make counseling services available to employees
- Develop an EAP which includes policies and procedures for dealing with an active shooter situation, as well as after action planning

Facility Manager Responsibilities

- Institute access controls (i.e., keys, security system pass codes)
- Distribute critical items to appropriate managers / employees, including:
 - Floor plans
 - Keys
 - Facility personnel lists and telephone numbers
- Coordinate with the facility's security department to ensure the physical security of the location
- Assemble crisis kits containing:
 - radios
 - floor plans
 - staff roster, and staff emergency contact numbers
 - first aid kits
 - flashlights
- Place removable floor plans near entrances and exits for emergency responders
- Activate the emergency notification system when an emergency situation occurs

Reactions of Managers During an Active Shooter Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to:

- Take immediate action
- Remain calm
- Lock and barricade doors
- Evacuate staff and customers via a preplanned evacuation route to a safe area

Assisting Individuals with Special Needs and/or Disabilities

- Ensure that EAPs, evacuation instructions and any other relevant information address to individuals with special needs and/or disabilities
- Your building should be handicap-accessible, in compliance with ADA requirements.



RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence by an Employee

Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression / withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about “putting things in order”
- Behavior which is suspect of paranoia, (“everybody is against me”)
- Increasingly talks of problems at home
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

MANAGING THE CONSEQUENCES OF AN ACTIVE SHOOTER SITUATION

After the active shooter has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active shooter

LESSONS LEARNED

To facilitate effective planning for future emergencies, it is important to analyze the recent active shooter situation and create an after action report. The analysis and reporting contained in this report is useful for:

- Serving as documentation for response activities
- Identifying successes and failures that occurred during the event
- Providing an analysis of the effectiveness of the existing EAP
- Describing and defining a plan for making improvements to the EAP

References






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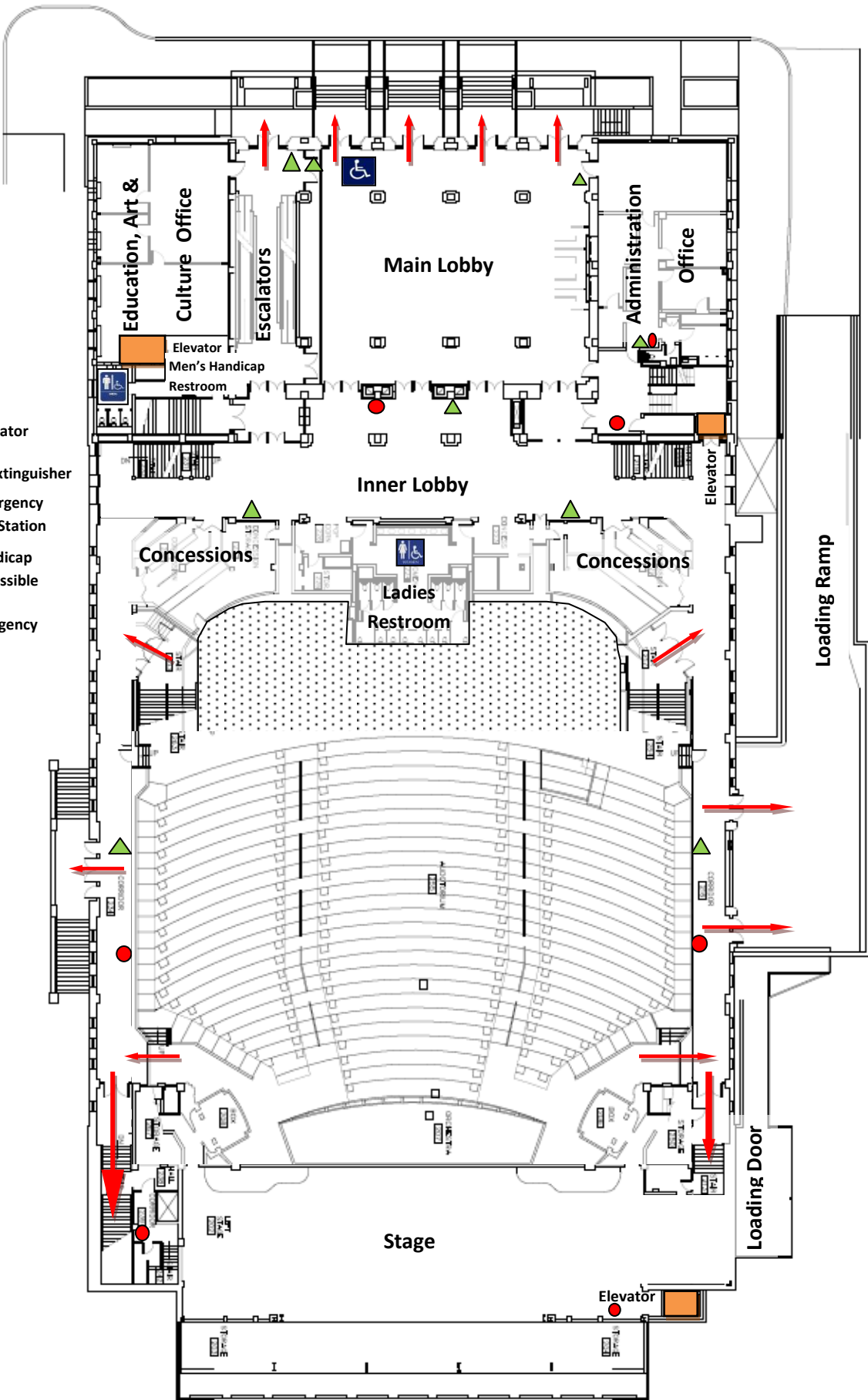
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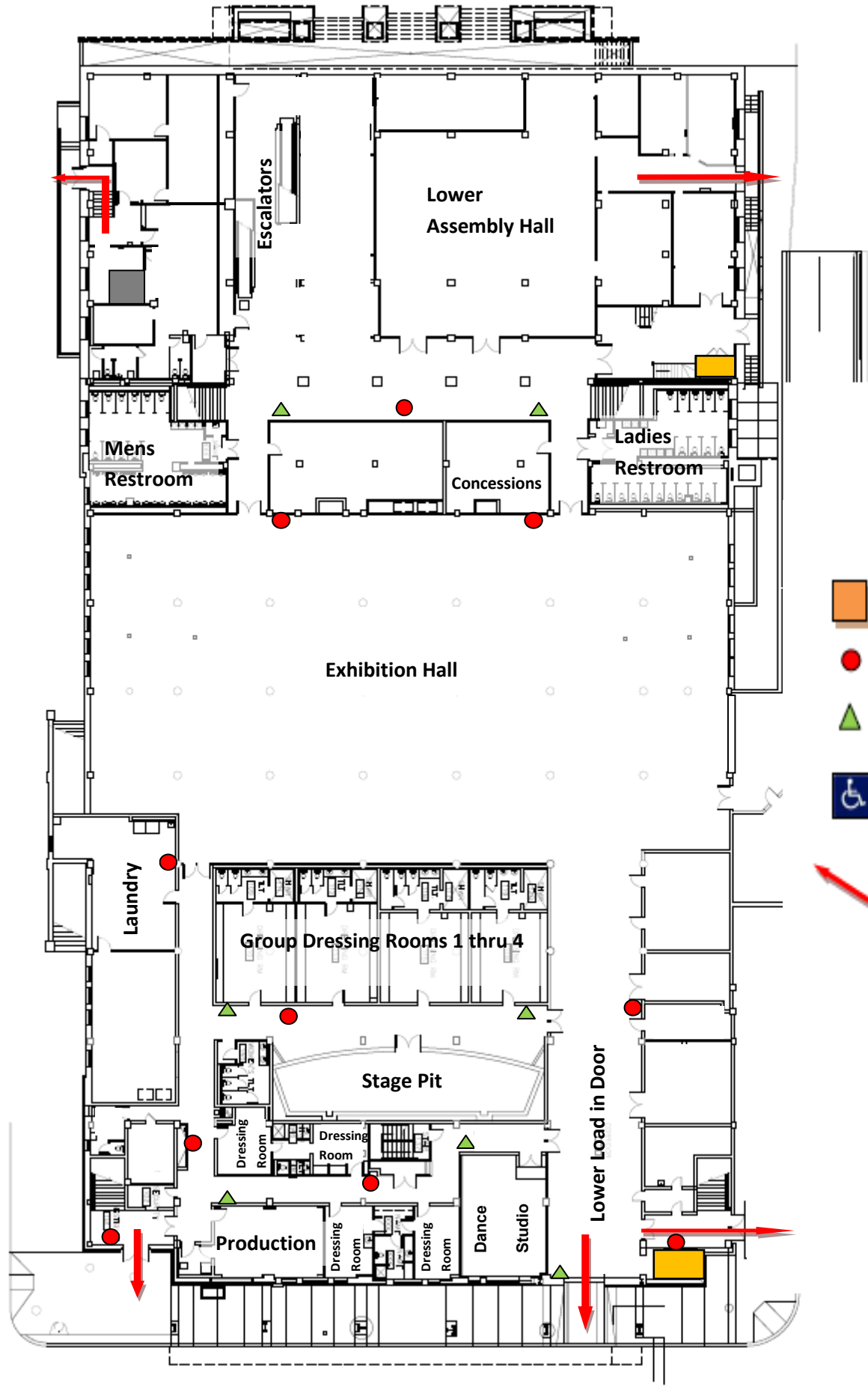
Shots Fired, When Lightning Strikes (DVD), Center for Personal Protection and Safety, 2007.

Workplace Violence Desk Reference, Security Management Group International, www.SMGICorp.com

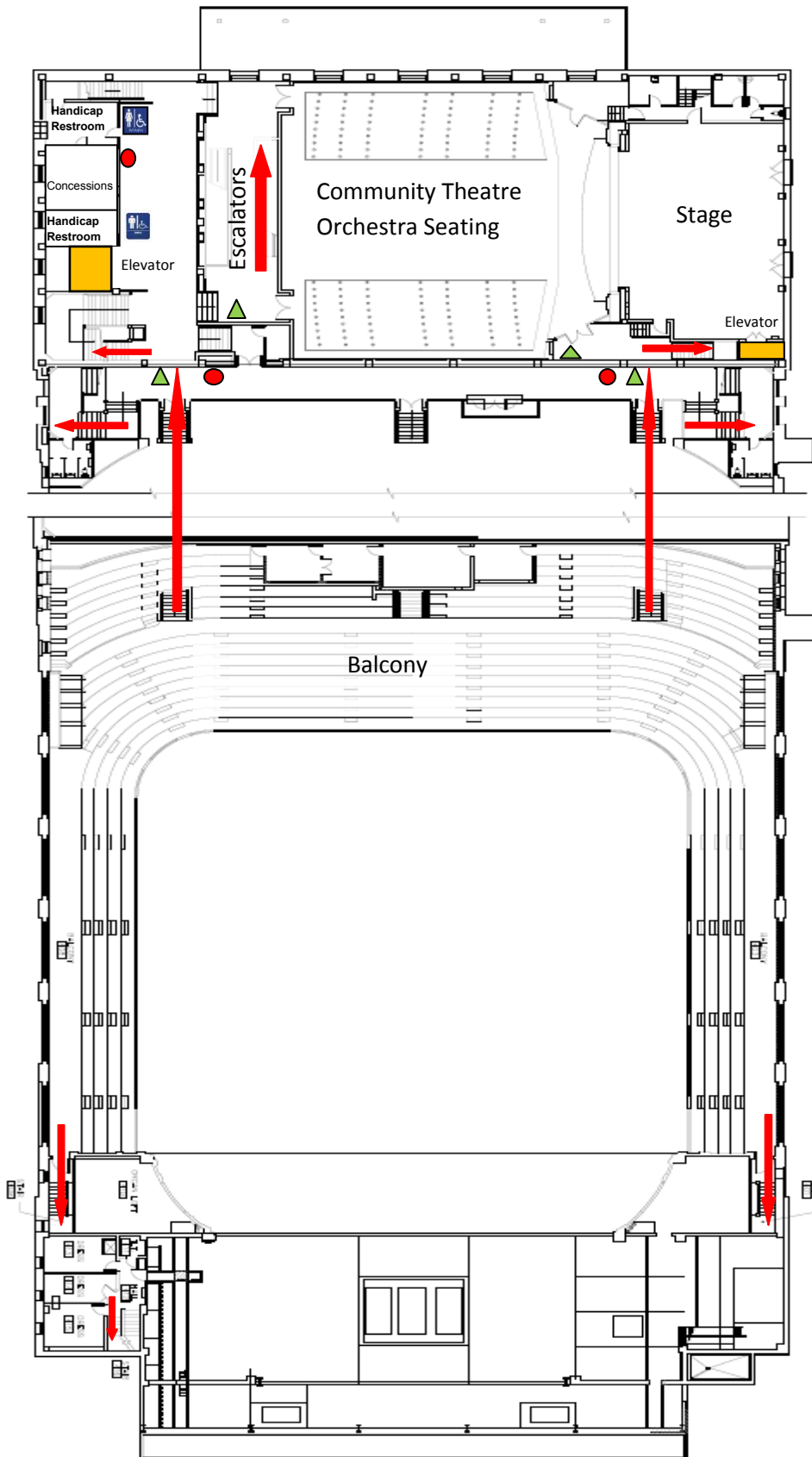
How to Plan for Workplace Emergencies and Evacuations, U.S. Department of Labor, Occupational Health and Safety Administration, OSHA 3088, 2001.

-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
-  Handicap Accessible
-  Emergency Exit

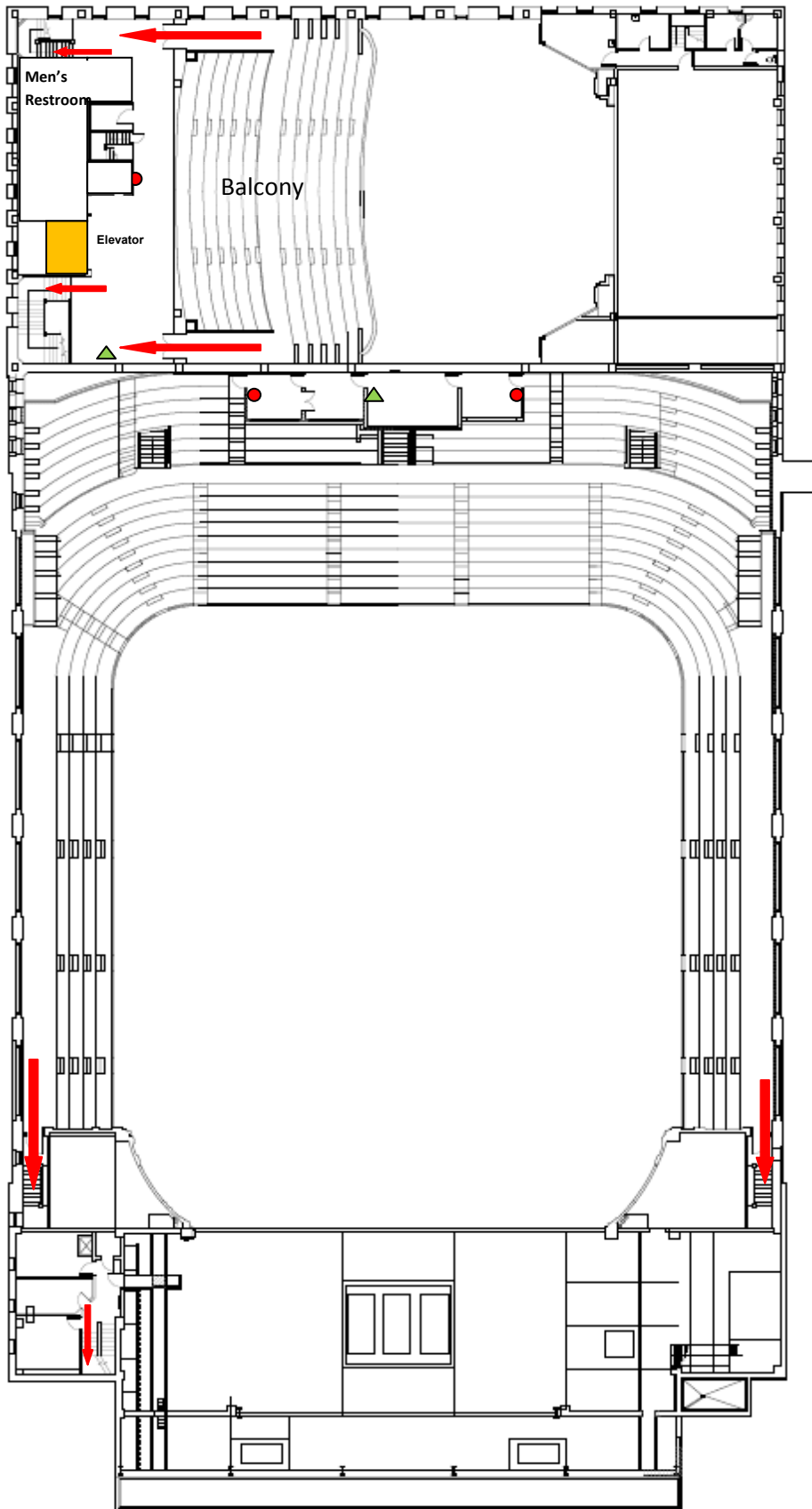




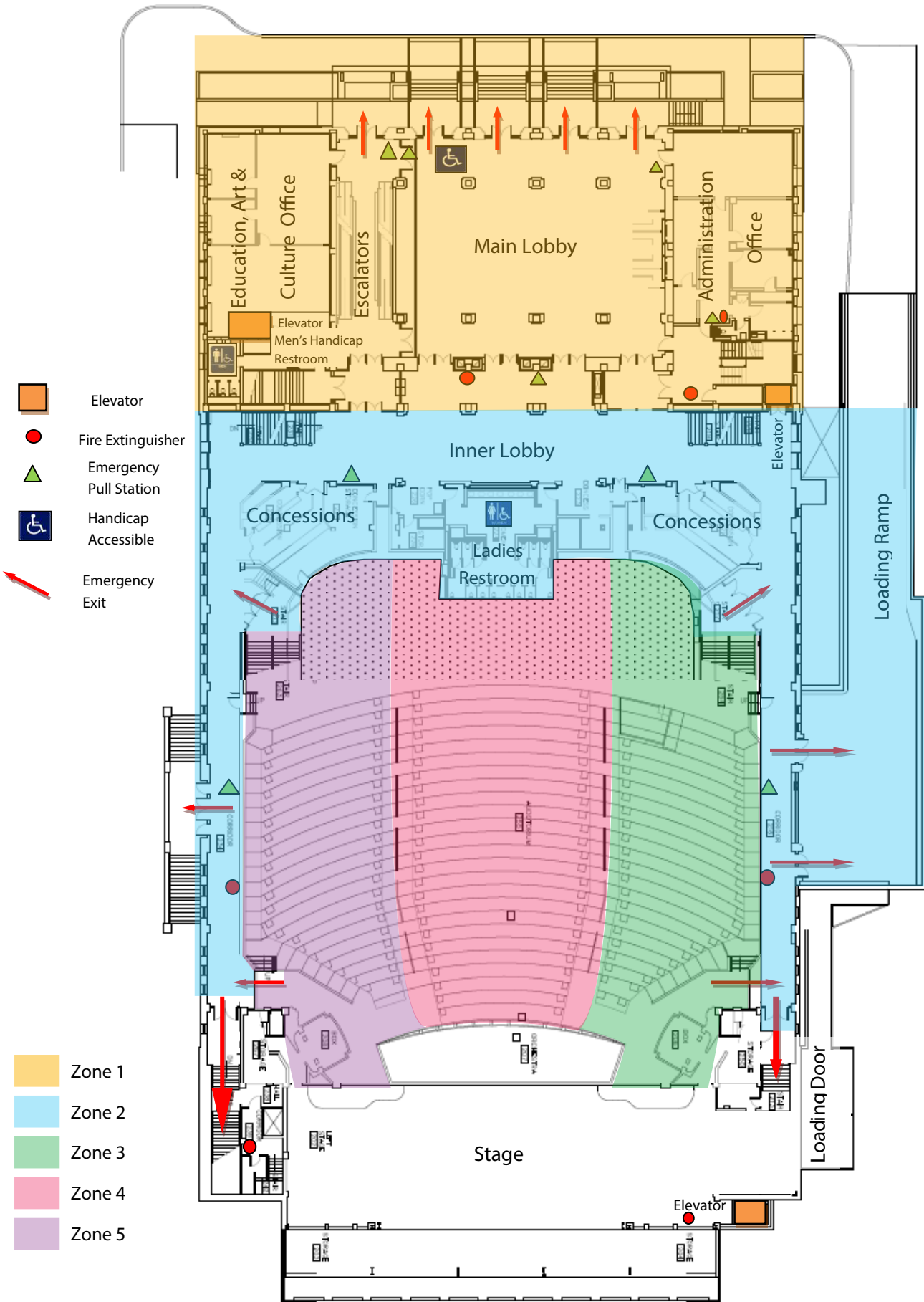
-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
-  Handicap Accessible
-  Emergency Exit



-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
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-  Emergency Exit



-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
-  Handicap Accessible
-  Emergency Exit



Elevator

Fire Extinguisher

Emergency Pull Station

Handicap Accessible

Emergency Exit

Zone 1

Zone 2

Zone 3

Zone 4

Zone 5

Main Lobby

Inner Lobby

Concessions

Ladies Restroom

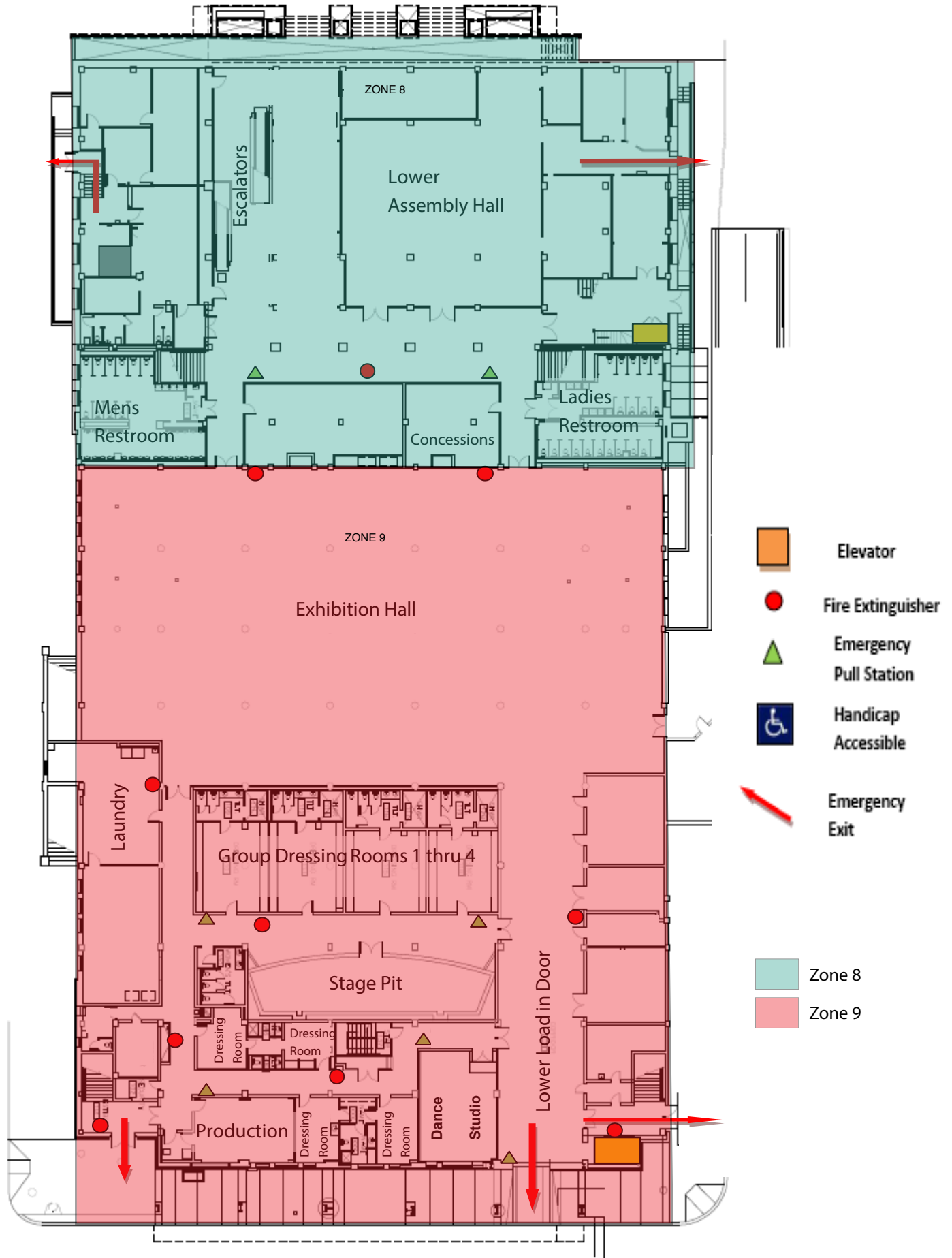
Concessions

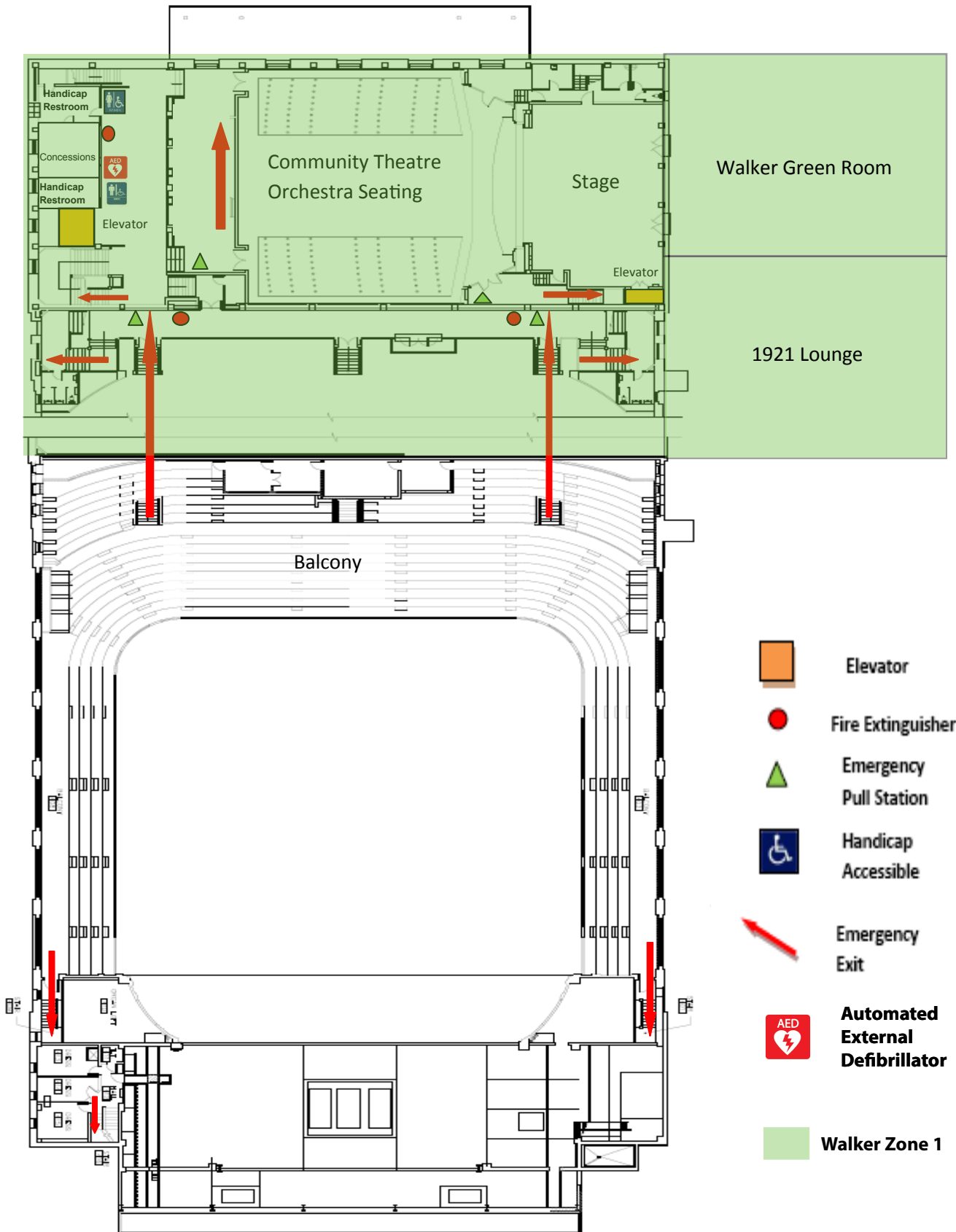
Stage

Loading Ramp

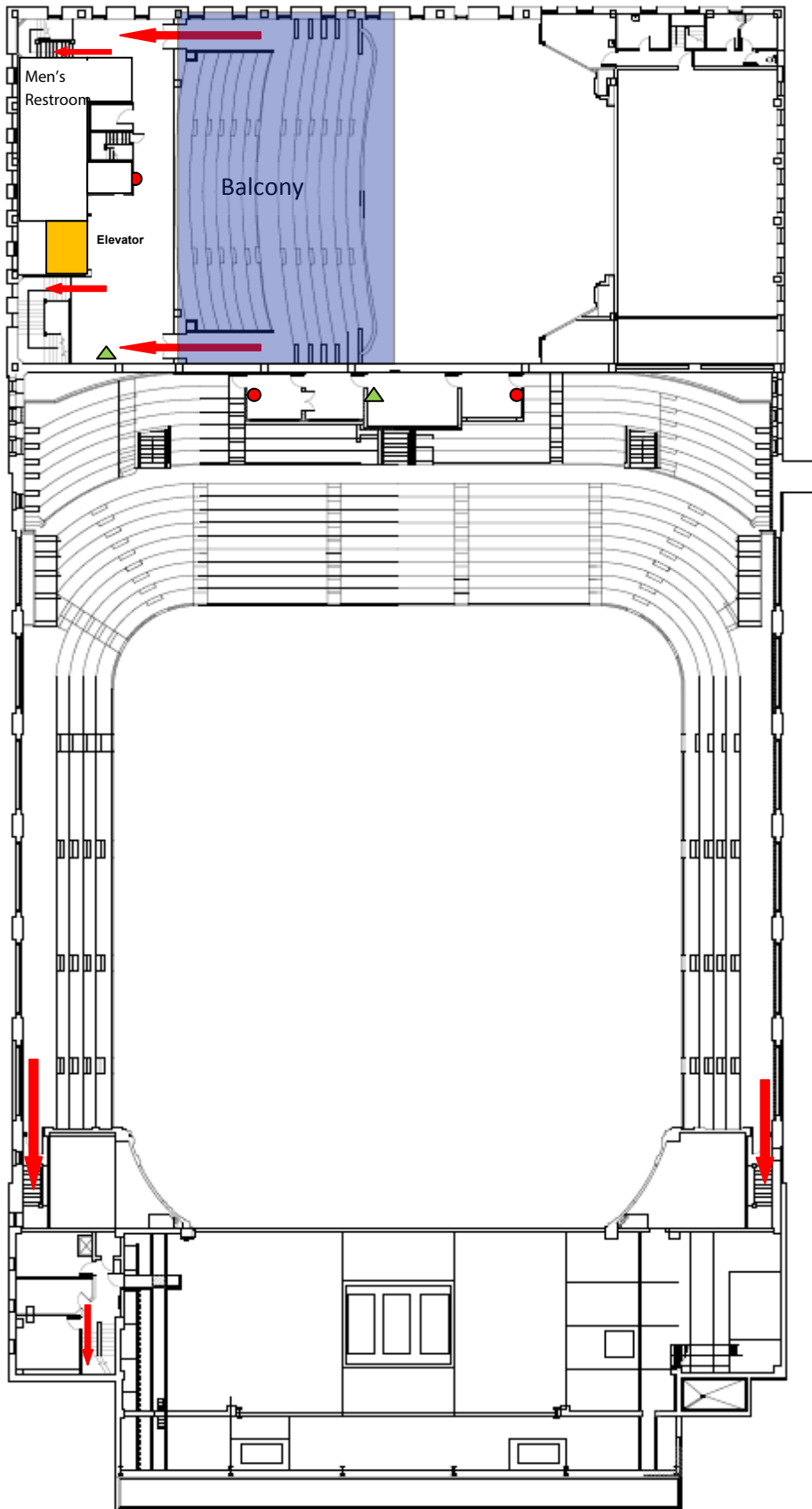
Loading Door

Elevator





-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
-  Handicap Accessible
-  Emergency Exit
-  Automated External Defibrillator
-  Walker Zone 1



-  Elevator
-  Fire Extinguisher
-  Emergency Pull Station
-  Handicap Accessible
-  Emergency Exit
-  Walker Zone 2



TDOT
Department of
Transportation

Interstate Incident Management Plan Region 2



OVERVIEW

In an effort to decrease incident response time during an Interstate roadway closure, TDOT Region 2 has created an Interstate Incident Management Plan (IIMP). The intent of the plan is to provide all Regional staff, especially Maintenance and Incident Management offices, with action plans and pre-established detours based on the location of an incident on our Region's Interstate system, with close coordination of each of the counties local and state response resource agencies.

The Interstate Incident Management Plan is an extension of an earlier plan initiated during the Smart-FIX 40 project in downtown Knoxville. As part of the landmark project, Incident Management Zones were created with color-coding in an effort to simplify the response time during an incident. Once Emergency 911 operators or TDOT's Traffic Management Center is notified of an incident, dispatchers/operators were able to send response operators to the incident, and if needed, re-route traffic onto a secondary corresponding color-coded detour route.

The goals of having an Interstate Incident Management Plan are as follows:

- Decrease response time for Interstate closures
- Pre-planned traffic control for Interstate closures and work zone traffic control
- Have well planned detour and/or alternate routes with signing where feasible
- Keep motorists moving to their destinations and/or places of rest

The plan divides the Interstate system in Region 2 into sections, where if an incident occurs, motorists may either be turned around or provided with a detour or alternate route. Also included are mapping of the sections, and contact information for TDOT, local emergency responders, local and THP law enforcement for the sections.

The intent of the Interstate Incident Management Plan is that each District within the Region will have several copies of the report and will know what measures to put in place without delay. Maintenance staff will keep a current copy of this plan in each vehicle that could be used for a response of this nature. The Interstate Incident Management Plan for all 4 Regions will also be available on line at <http://www.tn.gov/search?keywords=Interstate+Incident+Management+plan> and can be accessed by any hand held device IT or phone device. In conjunction with the Plan, Region 2 is pursuing Work Zone Traffic Control training for maintenance employees to further understand the standards and specifications for placing traffic control on the Interstate system. In addition, where feasible, signing will be placed on detour and/or alternate routes marked so that motorists will have guidance information back onto the Interstate system. The Interstate Incident Management Plan will be a living document and will be updated as changes occur on the Interstate system.

INTERSTATE ROUTES IN REGION 2



INTERSTATE 24: MM-97 to MM-185



INTERSTATE 40: MM-267 to MM-340





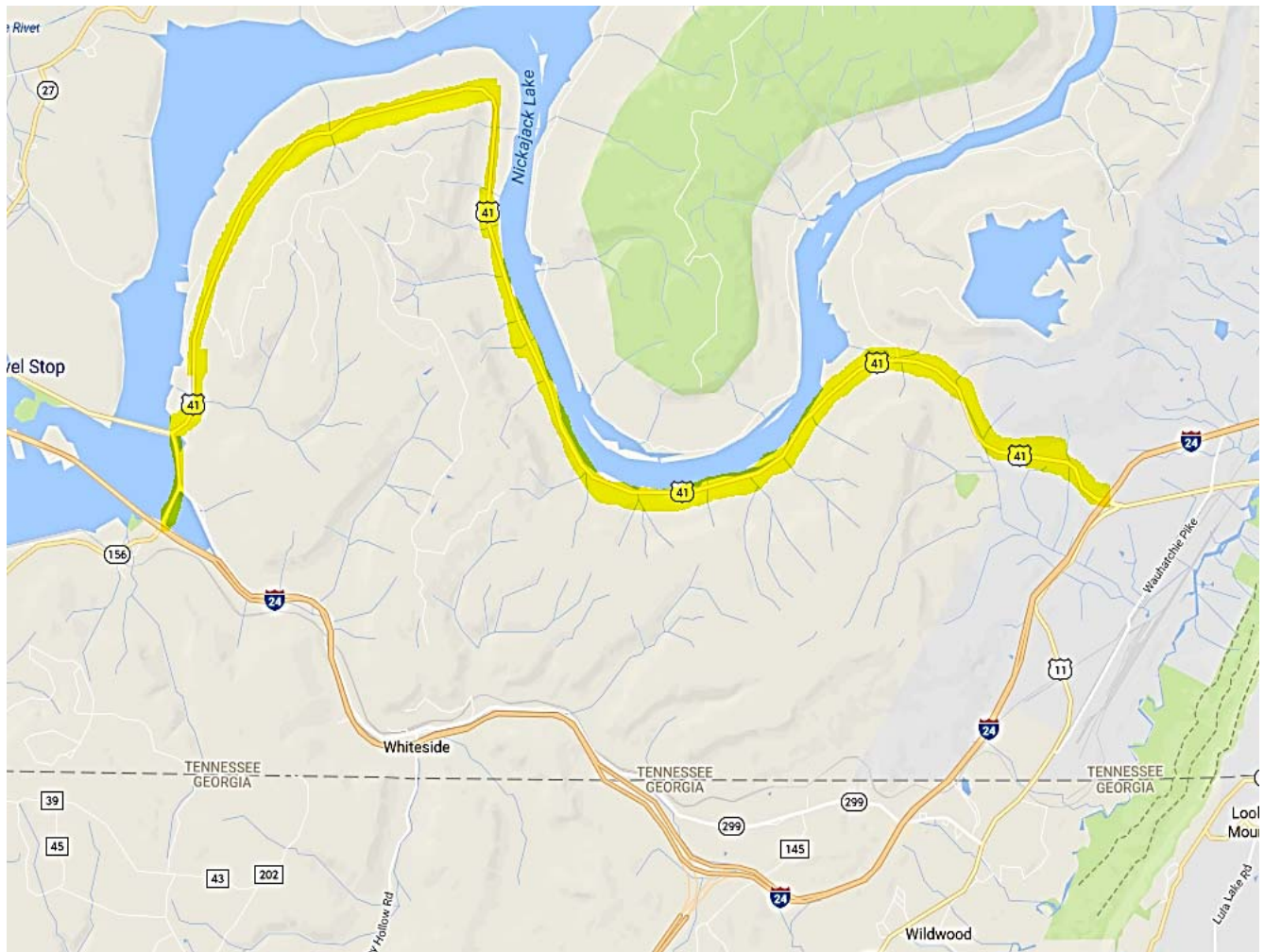
INTERSTATE 75: MM-0.0 to MM-60

HAMILTON COUNTY





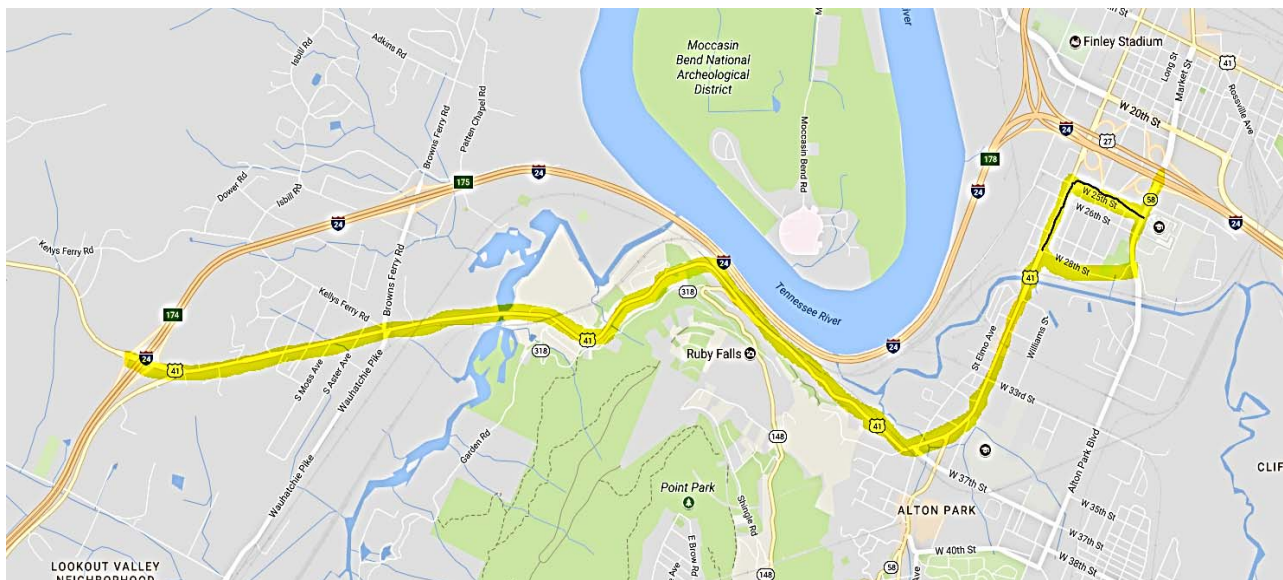
Region 2 – Interstate Incident Management Plan

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 15.1 Miles
 EAST	EXIT 169 to EXIT 174	<ul style="list-style-type: none"> • I-24 East will be closed at Exit 169 • Turn left at the end of the exit ramp onto SR-156 and drive 0.9 miles • Turn right onto Dixie Lee Hwy/US 41/64/72/2 • Drive 14.2 miles to I-24 East on-ramp at mm 174/ Cummings Hwy. • Turn left onto the entrance ramp to I-24 East
 WEST	EXIT 174 to EXIT 161	<ul style="list-style-type: none"> • I-24 West will be closed at Exit 174 • Turn right at the end of the exit ramp onto Dixie Lee Hwy/US /64/72 and drive 14.2 miles • Turn left onto SR-156 and drive 0.9 miles • Turn right onto the I-24 West on-ramp





Exit 174 (Cummings Hwy, US 41/64/72/2) to Exit 175 (Browns Ferry Rd)
 Exit 175 (Browns Ferry Rd) to Exit 178 (SR58, Market St)

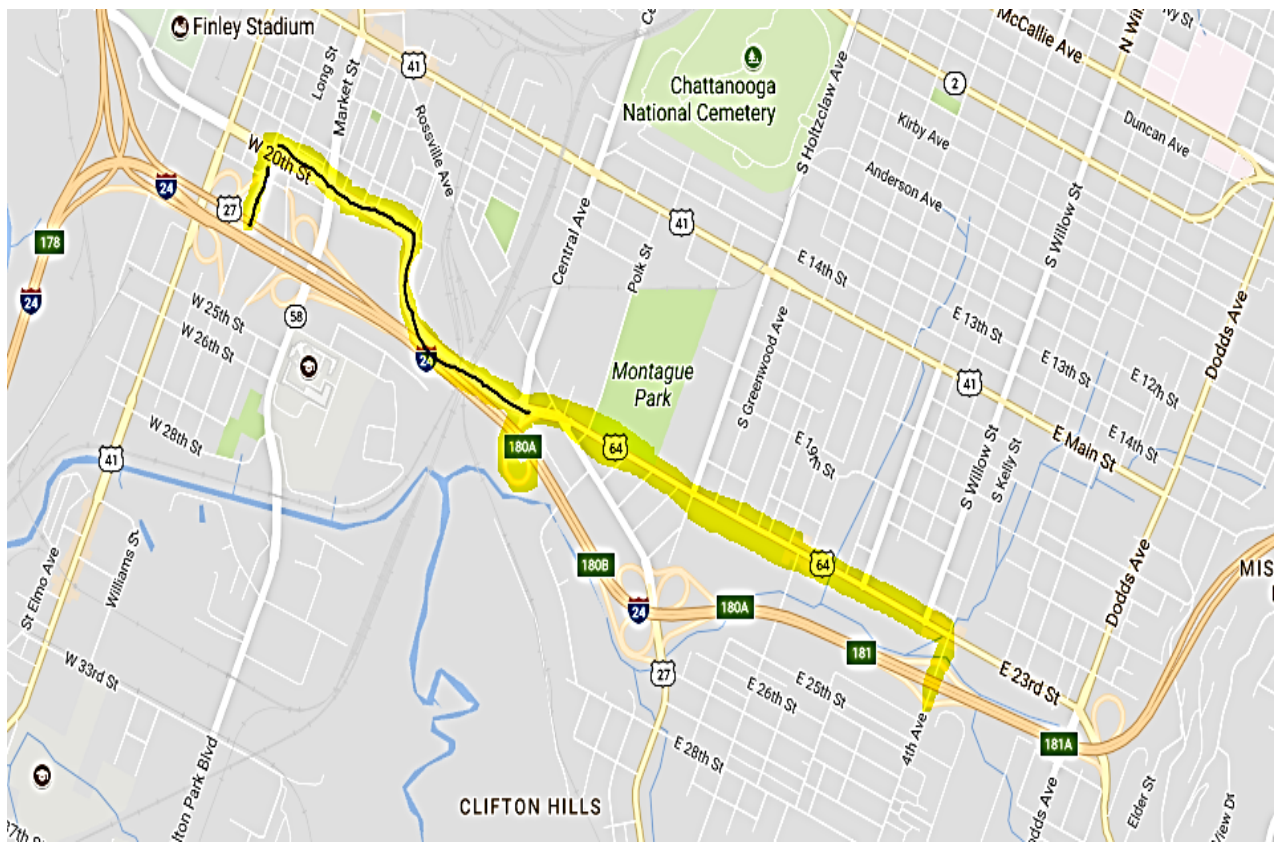
INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 5.4 Miles
 <p>24 EAST</p>	<p>EXIT 174 to EXIT 178</p>	<ul style="list-style-type: none"> • I-24 East will be closed at Exit 174 • Exit right onto Cummings Hwy/SR2/US11/Hwy 64 • Drive 3.5 miles to Broad St. *See Notes Below • Drive 0.9 miles to 28th St., turn right onto 28th St. • Drive 0.4 miles on Market St. and onto I-24 East in 0.3 miles
 <p>24 WEST</p>	<p>EXIT 178 to EXIT 174</p>	<ul style="list-style-type: none"> • I-24 West will be closed at Exit 178 • Exit right onto South Market St. (SR 58) • Keep right and merge onto South Market St. (SR 58) and drive 0.4 miles • Turn right onto 25th St. and drive 0.4 miles • Turn left onto Broad Street (US11/41/64) and drive 0.9 miles • Keep right onto Cummings Highway




***Notes: LOW RAILROAD OVERPASS (13'1") HEIGHT RESTRICTIONS.**

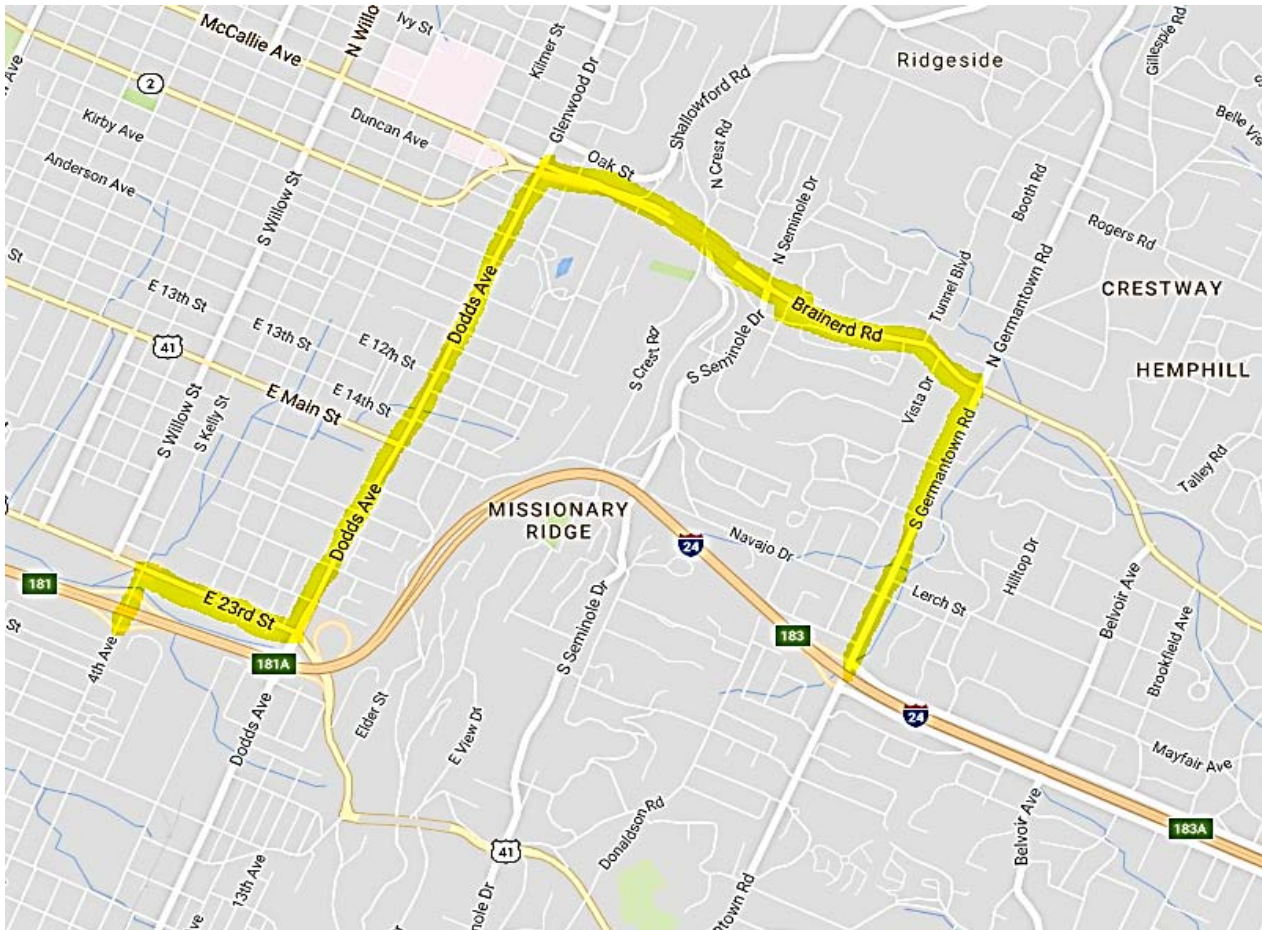
Exit 178 (SR58, Market St) to Exit 180
 Exit 180 to Exit 181(4th Ave)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Eastbound Detour = 1.2 Miles Westbound Detour = 2.3 Miles
 <p>EAST</p>	<p>EXIT 180 to EXIT 181</p>	<ul style="list-style-type: none"> • I-24 East will be closed at Exit 180 • Traffic must exit at 180A, keep right to East 23 Street • Drive 1.1 miles on E. 23 St. and turn right onto 4th Avenue • Drive 0.1 miles and pass under I-24 East • Turn left onto the I-24 East ramp at the traffic light
 <p>WEST</p>	<p>EXIT 180 to EXIT 181</p>	<ul style="list-style-type: none"> • I-24 West will be closed at Exit 181 • Exit onto 4th Ave turning right, drive 200 feet to E. 23rd St. • Turn left onto E. 23rd Street at the traffic light • Drive 1.8 miles on 23rd St./Washington St. and turn left onto East 20th St. • Drive 0.4 miles and turn left onto Williams Street • Drive 0.1 miles and make a slight right turn onto the I-24 West ramp • Merge onto I-24 West




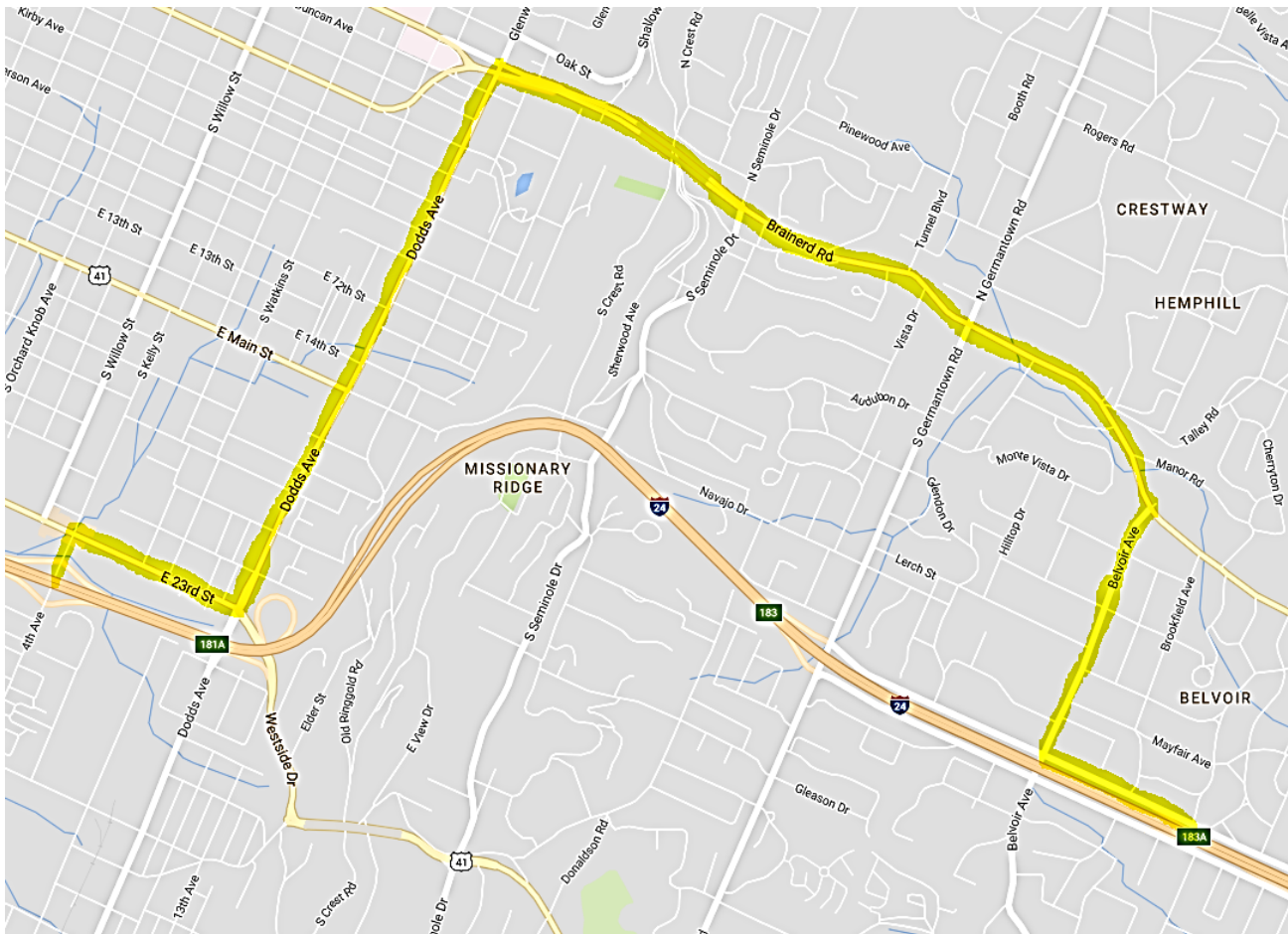
Exit 181 (4th Ave) to Exit 183 (Germantown Rd.)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 4.0 Miles
<p style="text-align: center;">EAST</p> 	<p style="text-align: center;">EXIT 181 to EXIT 183</p>	<ul style="list-style-type: none"> • I-24 East will be closed at Exit 181. • Turn left at the end of the exit ramp and drive 0.1 miles to 4th Avenue • Turn right on E. 23rd St. and drive 0.3 miles turning left onto Dodds Avenue • Drive 1.2 Miles on Dodds Avenue and turn right onto McCallie Avenue • Drive 1.0 miles on McCallie Avenue/Brainerd Road • Turn right onto Germantown Road and drive 0.7 miles • Drive under I-24 turning left onto S. Terrace and drive 0.7 miles • Merge onto I-24 East




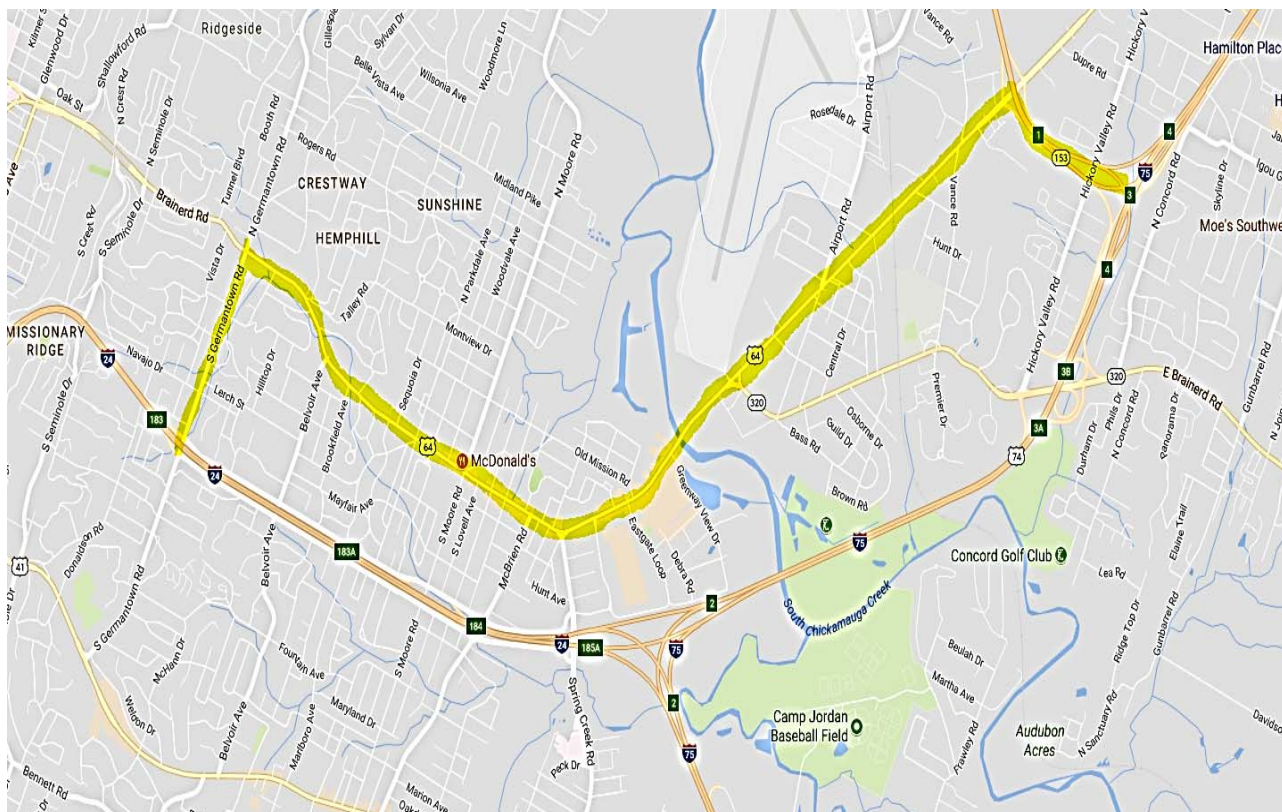
Exit 181 (4th Ave) to Exit 183 (Germantown Rd.)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 3.0 Miles
<p style="text-align: center;">WEST</p> 	<p style="text-align: center;">EXIT 183 to EXIT 181</p>	<ul style="list-style-type: none"> • I-24 West will be closed at Belvoir Avenue Exit 183A • Exit onto N. Terrace/Exit 183A and drive 0.3 miles to Belvoir Avenue • Turn right at the traffic light and drive 0.5 miles to Brainerd Rd. • Turn left at traffic light and drive 0.7 miles to Dodds Avenue • Turn left at traffic light and drive 1.2 miles • Turn right onto 23rd Street • Drive 0.3 miles and turn left at the traffic light onto 4th Avenue • Drive 200ft. turn right onto I-24 West




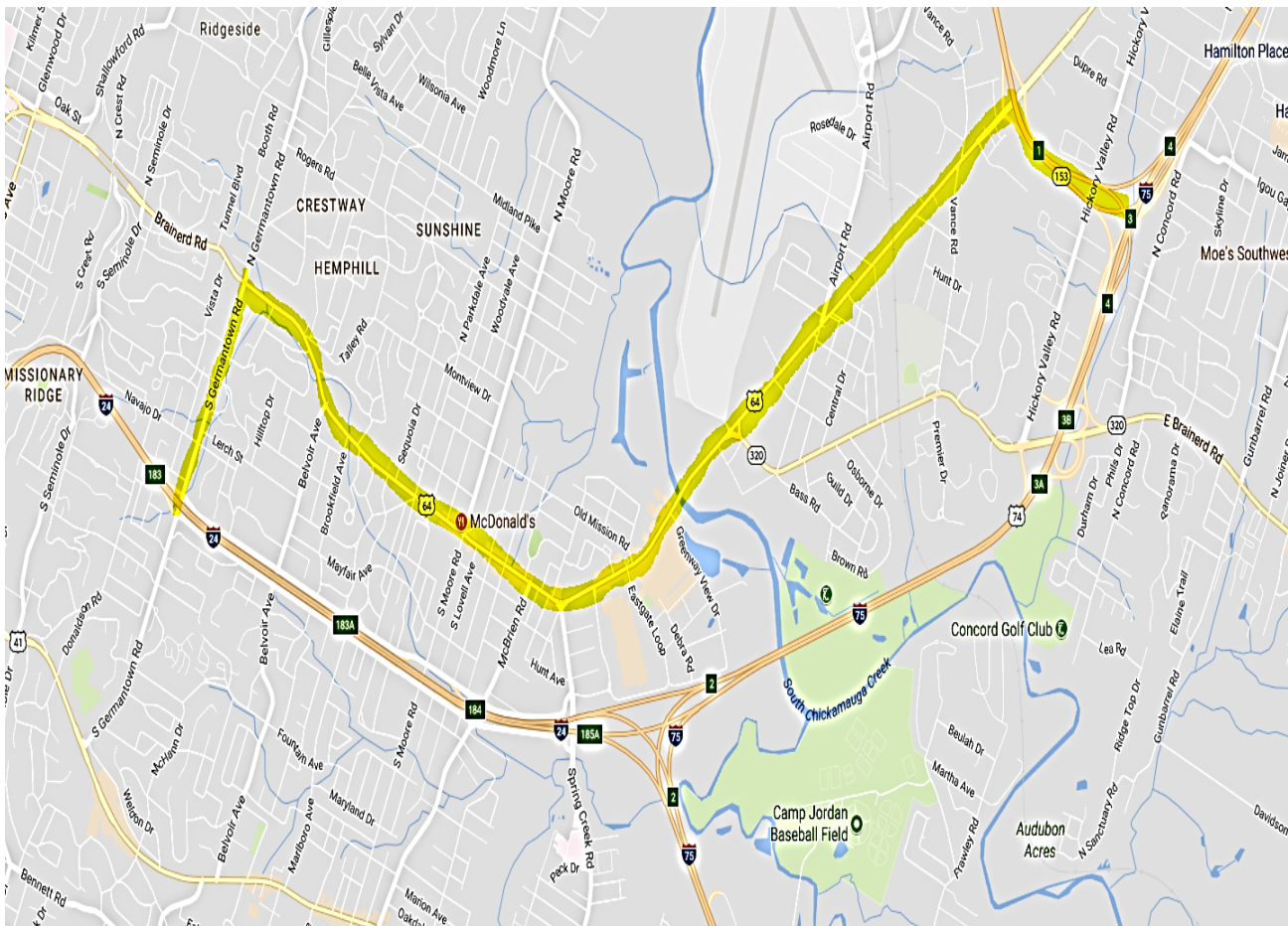
Exit 183 (Germantown Rd) to Interchange I-24/I-75

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 5.1 Miles
	<p>EXIT 183 to I-24/I-75 Interchange</p>	<ul style="list-style-type: none"> • I-24 East will be closed at Exit 183 • Exit and turn left at the traffic light • Drive 0.7 miles to Brainerd Road • Turn right and drive 4.4 miles on Brainerd Rd/Lee Hwy • Turn right onto SR 153 South • * Staying right for I-75 South Merge Point • * Staying left for I-75 North Merge Point



Exit 183 (Germantown Rd) to Interchange I-24/I-75



INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 5.9 Miles
<p style="text-align: center;">WEST</p> 	<p style="text-align: center;">I-24/I-75 Interchange to EXIT 184</p>	<ul style="list-style-type: none"> • I-24 West traffic will be directed to Exit 4 on I-75-N/SR-153 N • Exit and drive 0.8 miles on SR-153N to Lee Hwy, exiting right • Turn left at traffic light and drive 4.5 miles on Lee Hwy/ Brainerd Road • Turn left onto Germantown Road • Drive 0.6 miles and turn onto the I-24 West entrance ramp • Merge onto I-24 West

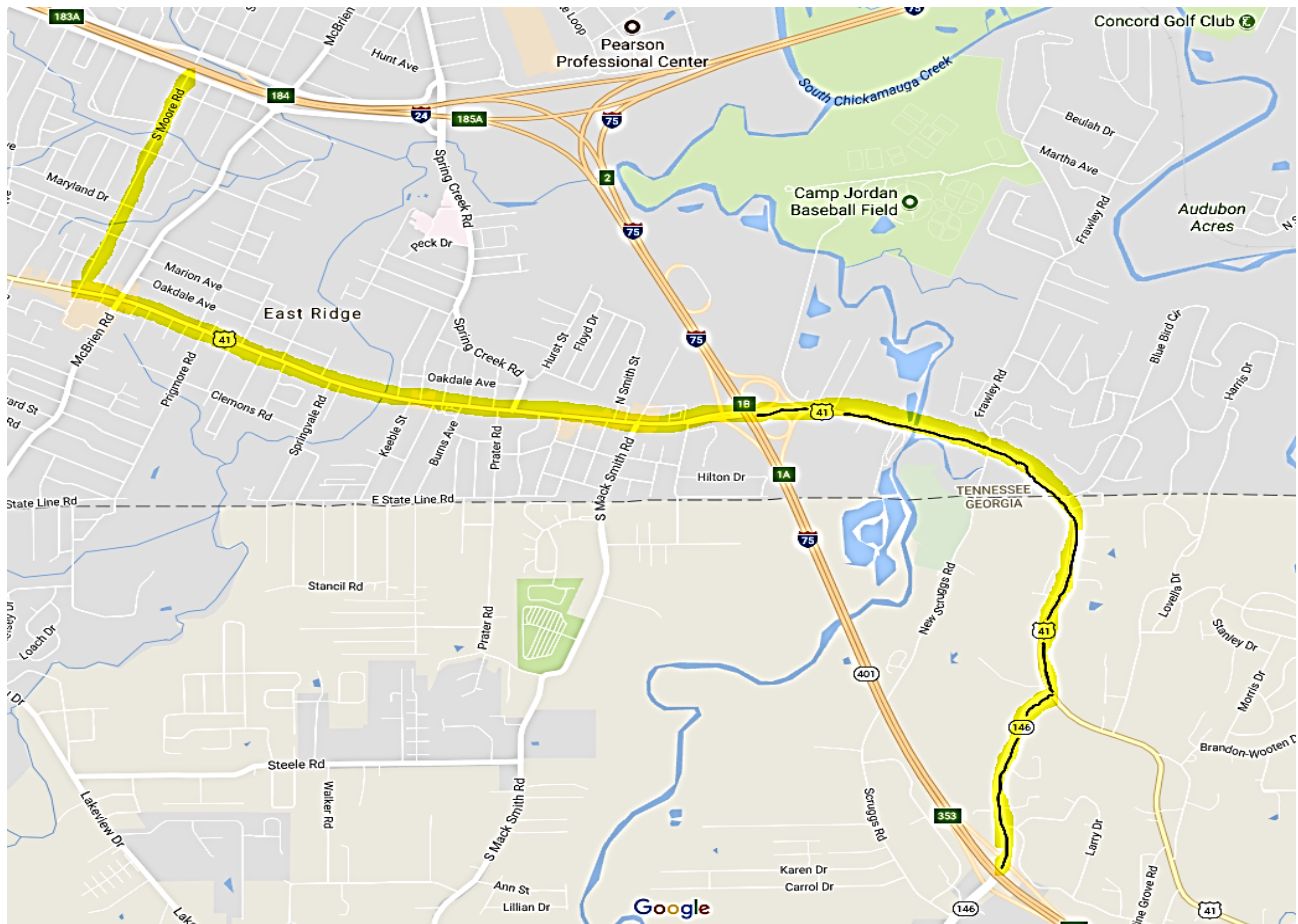


HAMILTON COUNTY




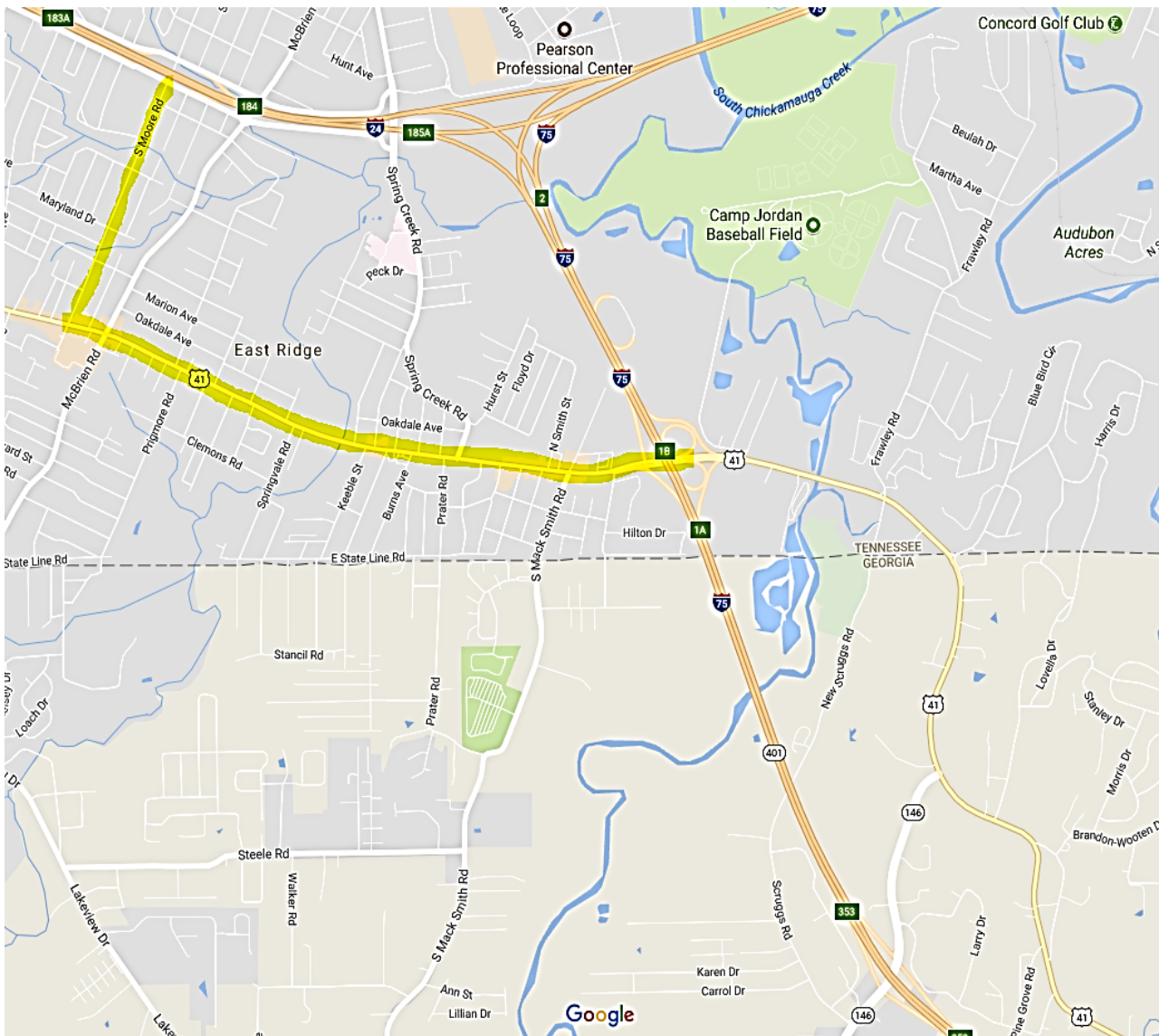
GDOT MM357 to Exit 1

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR NORTH BOUND Detour = 4.8 Miles SOUTH BOUND Detour = 1.2 Miles
 NORTH	GDOT MM 357 to EXIT 1	<ul style="list-style-type: none"> • I-75 North will be closed at GDOT MM 357 • Exit right onto Cloud Springs Road • Turn left onto Old Dixie Hwy/SR 146 and drive 0.6 miles • Drive 3.5 miles on Ringgold Road/Old Dixie Hwy (US41) • Turn right on N. Moore Road and drive 1.0 miles • Turn right onto South Terrace and merge Left onto I-24 West • Merge onto I-75 North
 SOUTH	EXIT 1 to GDOT MM 357	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 1 Ringgold Road. • Exit onto Ringgold Road turning left at the traffic light • onto Dixie Highway • Drive 0.6 miles and turn right onto Cloud Springs Road and drive 0.6 miles • Drive under I-75 South turning left onto the I-75 South ramp. • Merge onto I-75 South




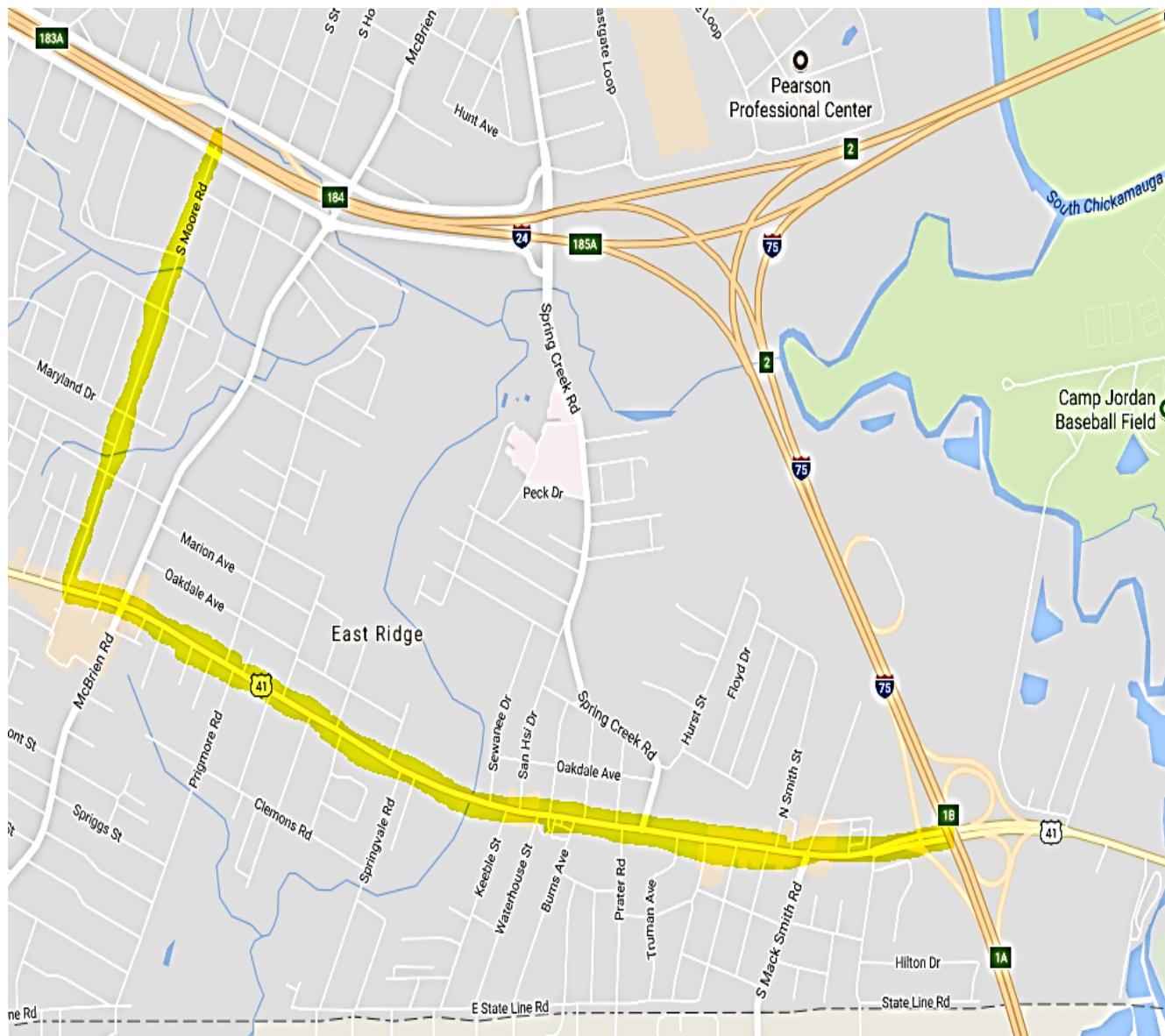
Exit 1 (Ringold Rd. / US41) an I-24/I-75 Interchange (MM 1.7)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 2.7 Miles
	<p>EXIT 1 to MM 1.7</p>	<ul style="list-style-type: none"> • I-75 North will be closed at Ringgold Road - Exit 1 • Exit left onto Ringgold Road (US 41) (Germantown Rd) • Turn right onto N. Moore and drive 0.7 miles • Turn right onto S. Terrace and merge onto I-24 East to I-75 North





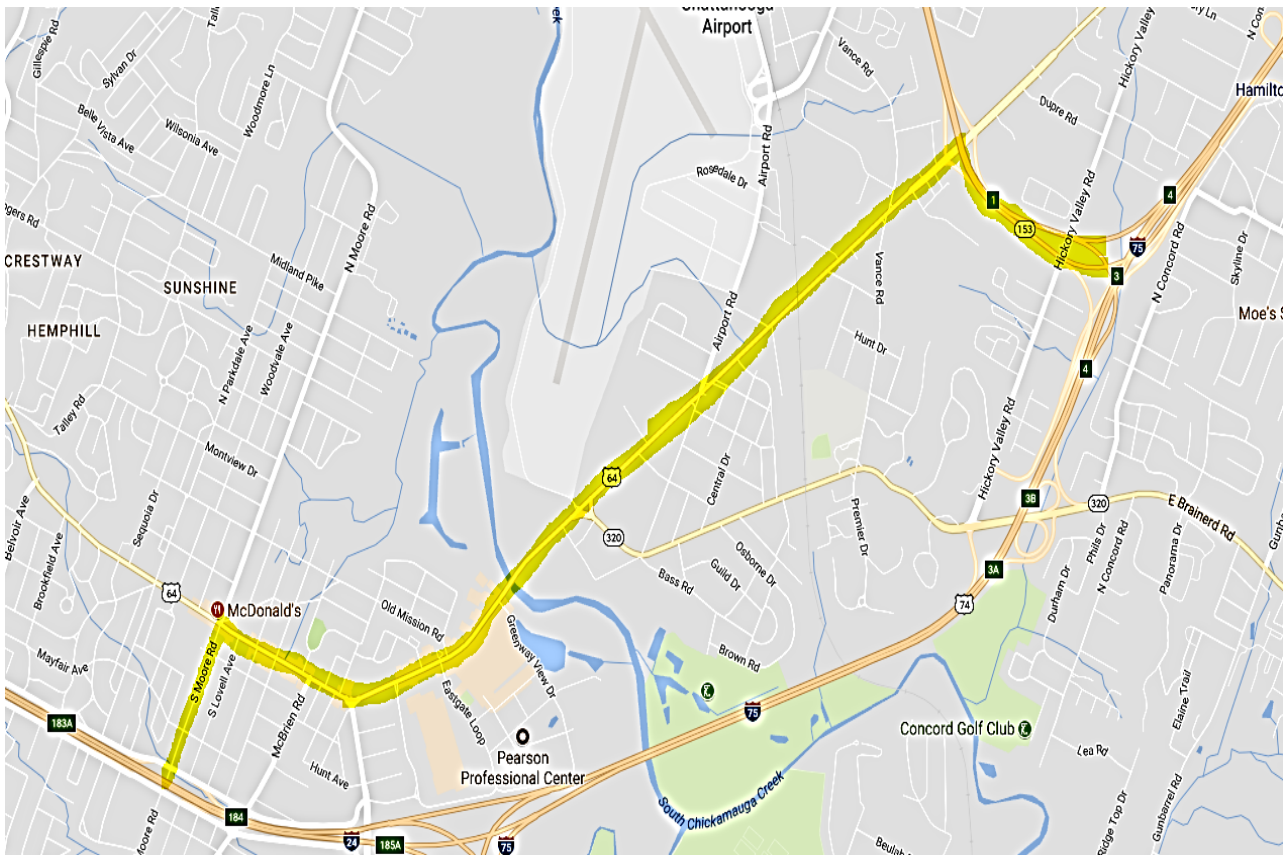
Exit 1 (Ringold Rd. / US41) an I-24/I-75 Interchange (MM 1.7

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 4.0 Miles
 SOUTH	MM 1.7 to EXIT 1	<ul style="list-style-type: none"> • I-75 South will be closed at I-75-South to I-75-South Ramp • Continue onto I-24 West • Exit onto Exit 184 to N. Terrace • In 200 ft. exit to South Moore Road • Turn right onto I-75 South





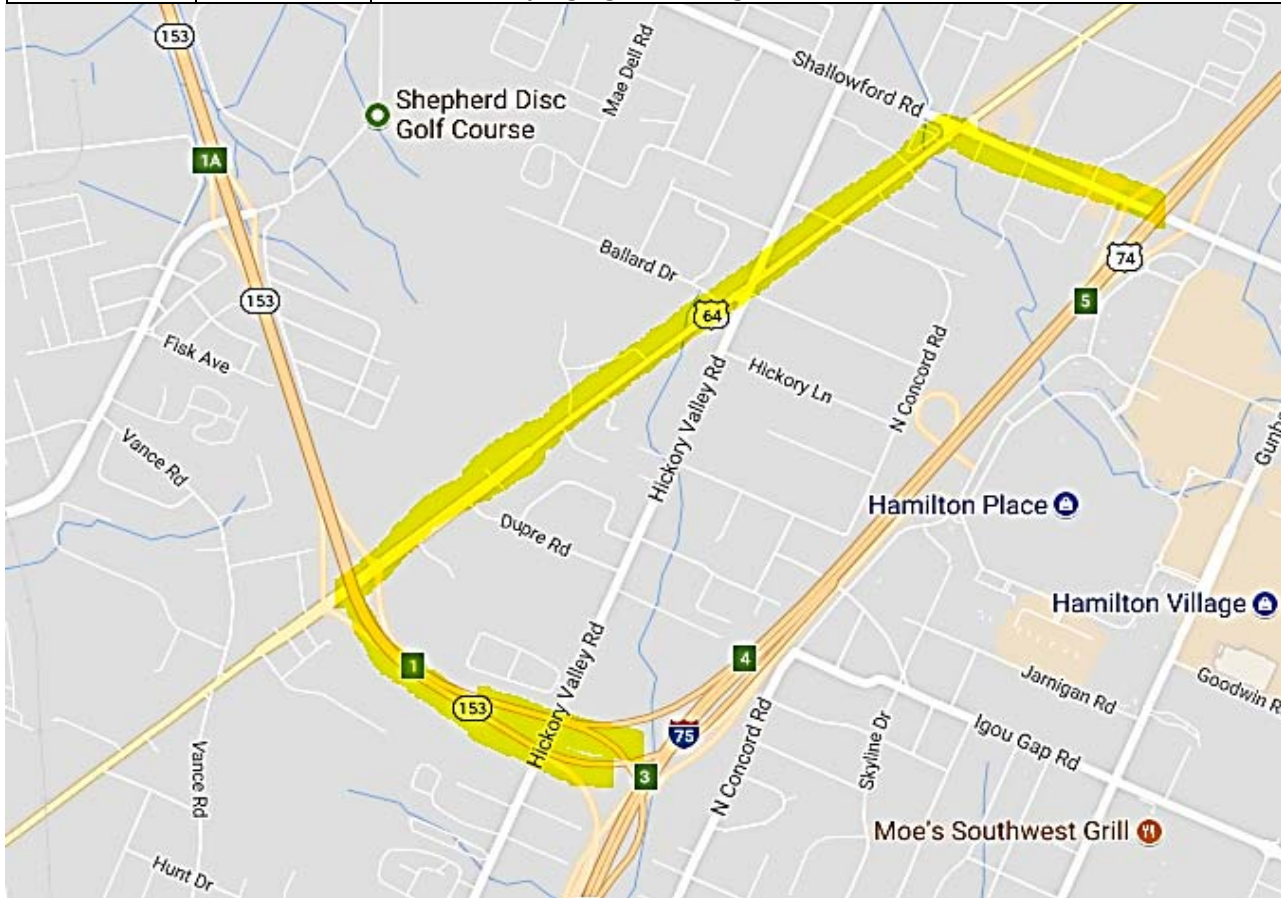
I-24/I-75 Interchange to Exit 4

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 4.0 Miles
 NORTH	I-75/I-24 Interchange to EXIT 4	<ul style="list-style-type: none"> • I-75 North will be directed to take I-24 West • Drive 1.4 miles on I-24 West and exit onto Moore Rd. (Exit 184) • Turn right onto Moore Road • Turn right and drive 3.0 miles to SR 153 SB • Turn right onto SR 153 SB • Merge into the left two lanes and follow the I-75 North Ramp • Merge onto I-75 North
 SOUTH	EXIT 4 to I-75/I-24 Interchange	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 4 • Exit onto SR 153 North and drive 0.8 miles • Exit onto Lee Highway (SR2) • Turn left at the top of the ramp • Drive 3.1 miles to Moore Road and turn left • Drive 0.1 miles to North Terrace • Merge onto I-24 East and stay right to I-75 South/Atlanta • To I-24 West and turn right onto N. Terrace and immediately merge onto ramp





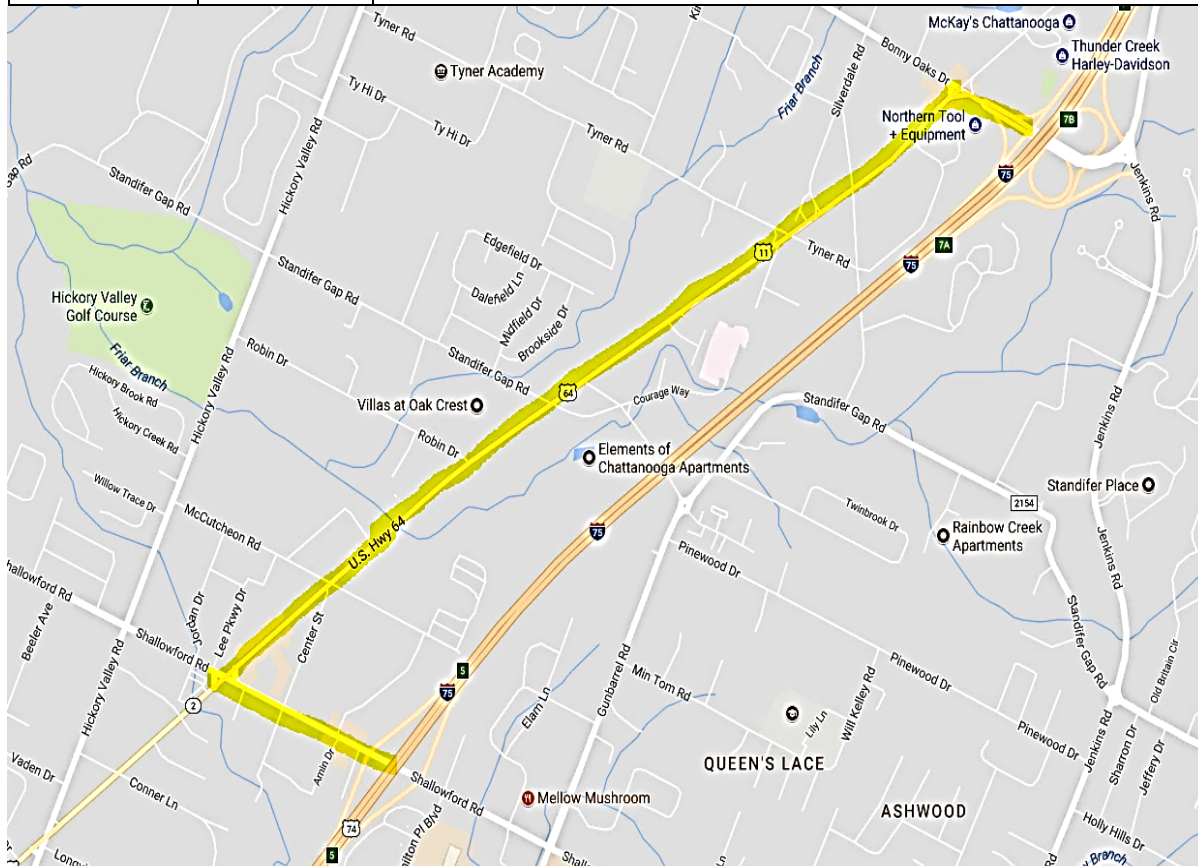
Exit 4 (SR 153) to Exit 5 (Shallowford Rd)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 2.5 Miles
<p>NORTH</p> 	<p>EXIT 4 to EXIT 5</p>	<ul style="list-style-type: none"> • I-75 North will be closed at Exit 4 • Exit right onto SR 153 North and drive 0.8 miles • Exit right onto Lee 2 SR/ US 64 turn right and drive 1.3 miles • Turn right onto Shallowford Road and drive 0.4 miles • Turn left onto the I-75 North entrance ramp/merging onto I-75 North
 <p>SOUTH</p>	<p>EXIT 5 to EXIT 4</p>	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 5 • Exit onto Shallowford Road • Turn right onto Shallowford Road and drive 0.4 miles • Turn left at traffic signal onto SR2 Lee Hwy/US 64 and drive 1.3 miles • Merge onto SR 153 South entrance ramp to I-75 South • Keeping right to merge onto I-75 South





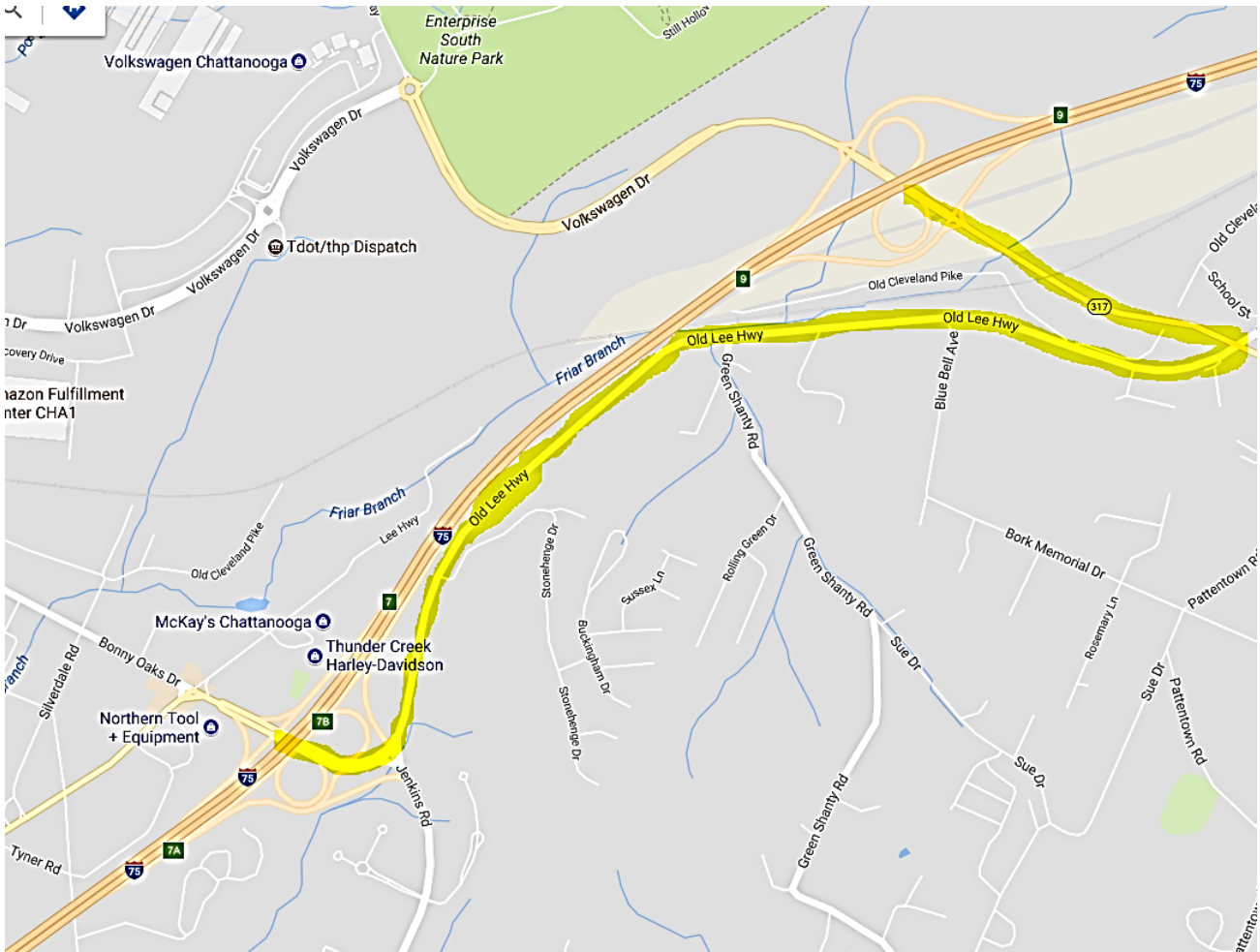
Exit 5 (Shallowford Rd) to Exit 7 (SR 317/Bonnie Oaks Dr.)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 2.5 Miles
<p>NORTH</p> 	<p>EXIT 5 to EXIT 7</p>	<ul style="list-style-type: none"> • I-75 North will be closed at Exit 5 • Exit right onto Shallowford Road • Turn right onto Shallowford Road and drive 0.4 miles • Turn right onto Lee Highway (SR2) and drive 1.9 miles • Turn right onto Bonny Oaks Drive (SR 317) and drive 0.2 miles • Drive Under I-75 and merge right onto I-75 North ramp • Merge onto I-75 North
 <p>SOUTH</p>	<p>EXIT 7 to EXIT 5</p>	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 7 • Exit onto Bonny Oaks Drive (SR 317) and drive 0.2 miles • Turn left at traffic light onto Lee Highway (SR2) and drive 1.9 miles • Turn left at traffic light onto Shallowford Road and drive 0.4 miles • Turn right onto the I-75 South Ramp • Merge onto I-75 South





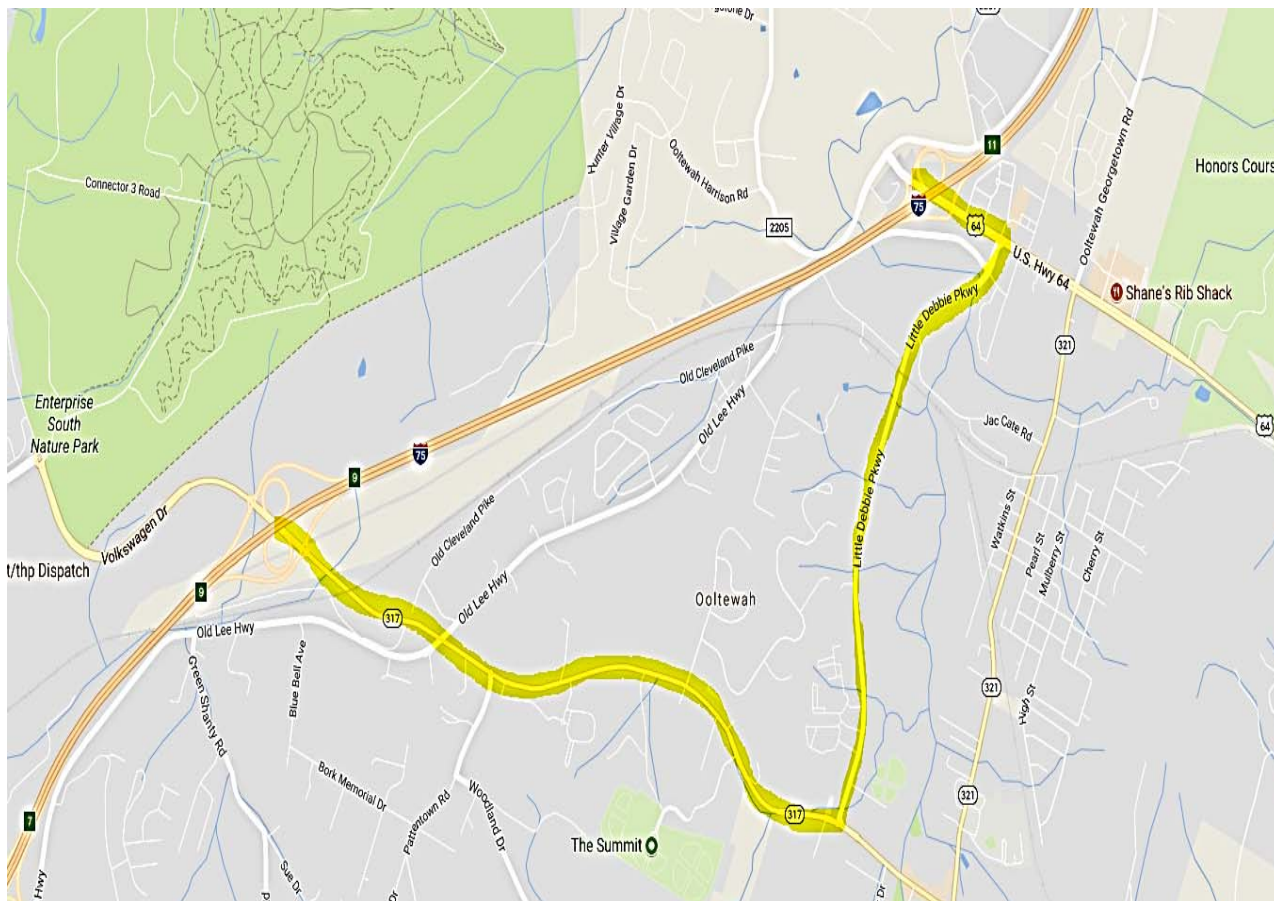
Exit 7 (SR 317/Bonnie Oaks Dr.) to Exit 9 (Volkswagen Rd.)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 2.7 Miles
<p>NORTH</p> 	<p>EXIT 7 to EXIT 9</p>	<ul style="list-style-type: none"> • I-75 North will be closed at Exit 7A • Exit right onto Lee Hwy (SR2)/Bonny Oaks(SR 317) drive 2.1 miles • Turn left onto Apison Pike(SR317) and drive 0.5 miles • Turn right onto I-75 North at Exit 9/Volkswagen Drive
 <p>SOUTH</p>	<p>EXIT 9 to EXIT 7</p>	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 9 • Exit and turn left onto Apison Pike (SR317) • Turn right onto Lee Highway (SR2) and drive 2.1 miles • Drive under I-75 and turn left onto I-75 South





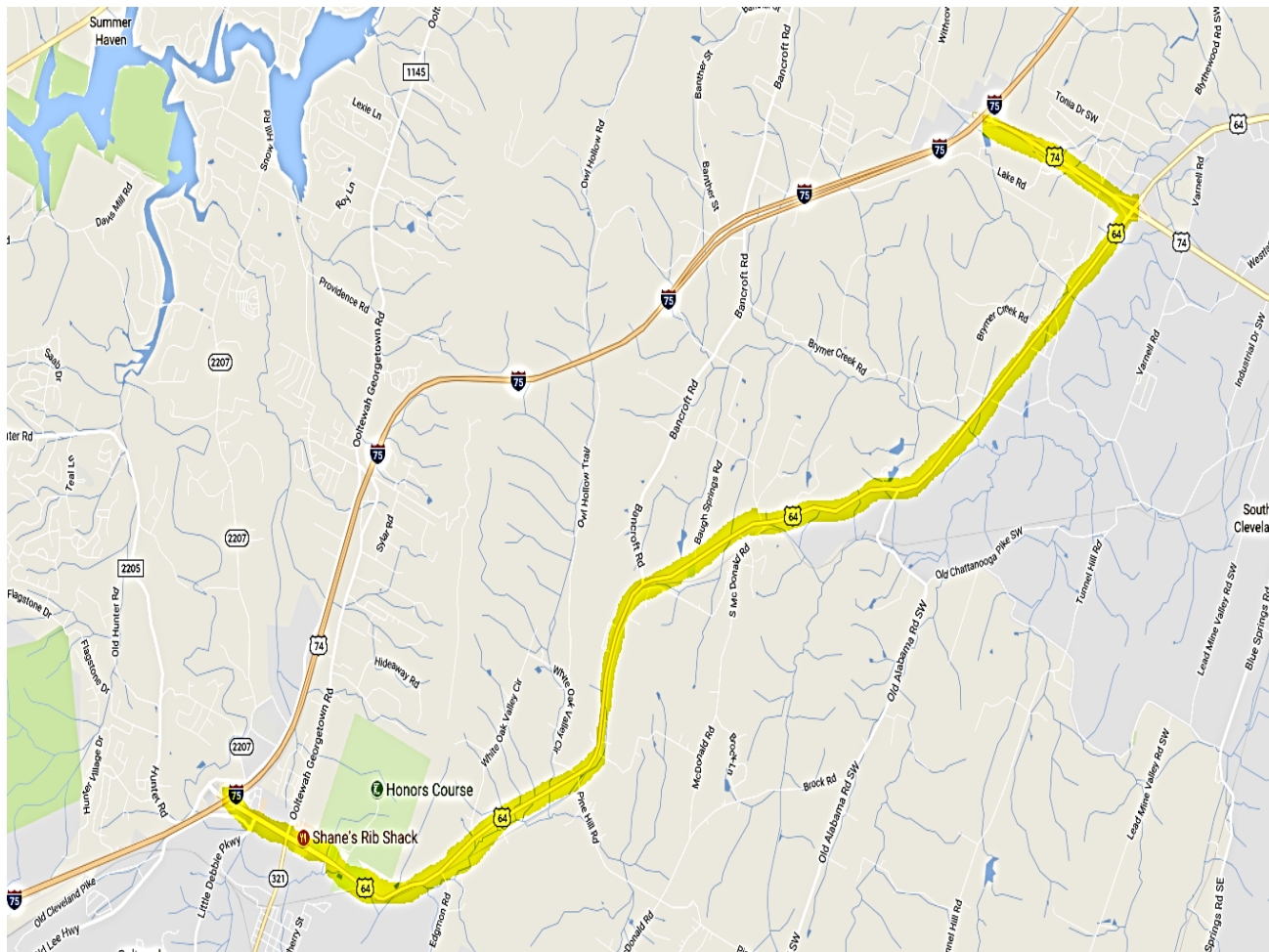
Exit 9 (Volkswagen Dr.) to Exit 11 (Lee Hwy/SR2/US-11)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour = 4.1 Miles
 NORTH	EXIT 9 to EXIT 11	<ul style="list-style-type: none"> • I-75 North will be closed at Exit 9 • Exit right onto Volkswagen Drive/Apison Pike(SR317) • Turn right onto Apison Pike (SR317)and drive 2.2 miles • Turn left onto Little Debbie Parkway and drive 1.7 miles • Turn left onto Lee Highway (SR2/US11) at the traffic light and drive 0.2 miles • Turn right onto I-75 North
 SOUTH	EXIT 11 to EXIT 9	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 11 • Exit onto Lee Highway (SR2/US11) and drive 0,2 miles turning left at the traffic light • Turn right onto Little Debbie Parkway and drive 1.7 miles • Turn right onto Apison Pike (SR317) and drive 2.3 miles • Drive over I-75 and turn right onto I-75 South



Exit 11 (Lee Hwy/SR2/US-11) to Exit 20 (US 74/64 Bypass)

INCIDENT DIRECTION	INCIDENT LOCATION BETWEEN	ACTION / DETOUR Detour =11.3 Miles
 NORTH	EXIT 11 to EXIT 20	<ul style="list-style-type: none"> • I-75 North will be closed at Exit 11 • Exit right onto Lee Highway (SR2) and drive 10.2 miles • Turn left onto 64 Bypass/US74 and drive 1.1 miles • Turn right onto the I-75 North entrance ramp • Merge onto I-75 North
 SOUTH	EXIT 20 to EXIT 11	<ul style="list-style-type: none"> • I-75 South will be closed at Exit 20 • Exit onto 64 Bypass/US74 turning left at the traffic light. • Drive 1.1 miles and turn right onto South Lee Highway (SR2/US11) and drive 10.2 miles • At the end of the ramp (64 Bypass/US 74) exit right • Drive Under I-75 merging onto the I-75 South entrance ramp



← from Soldiers and Sailors Memorial Auditorium, 3...
to Parking lot, Chattanooga, TN 37403

3 min (0.6 mile)

via Georgia Ave and E 4th St

Best route now due to traffic conditions

Soldiers and Sailors Memorial Auditorium

399 McCallie Ave, Chattanooga, TN 37402

↑ Head northwest on McCallie Ave toward Memorial St

456 ft

↪ Turn right onto Georgia Ave

0.3 mi

↪ Turn right onto E 4th St

0.3 mi

↶ Turn left

49 ft

↪ Turn right

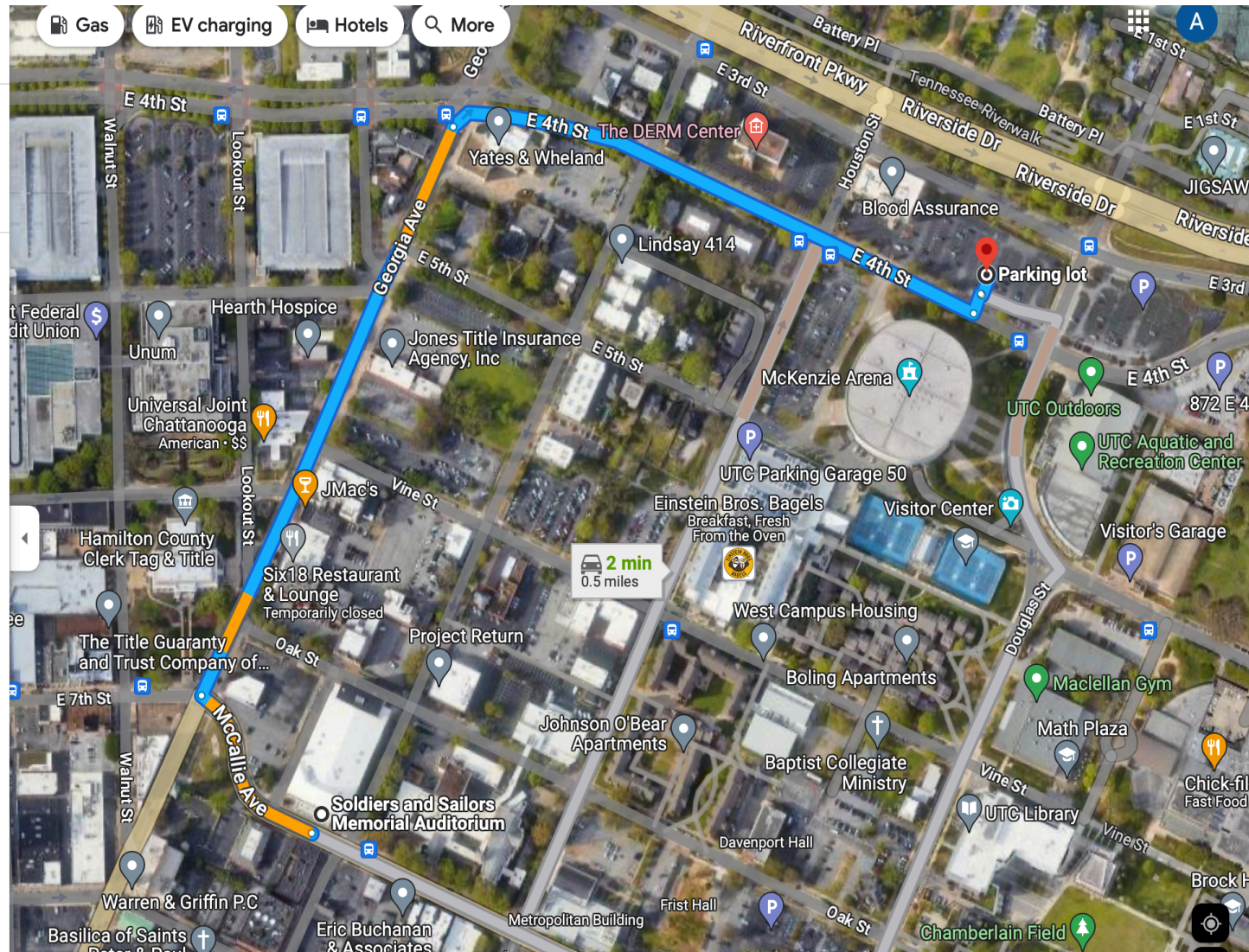
3 ft

↶ Turn left

i Destination will be on the left

49 ft

Parking lot



EVACUATION MAP- Staging Area

During an Emergency Evacuation of the premises;

1. Tour is to gather at Lower Walker Greenroom **"Rally Point"**
2. Exit building in uniform fashion out *Star Door*.
3. Access Tour Bus
4. Depart loading dock to McCallie Ave. Towards Georgia Ave. (West)
5. Turn Right on Georgia Ave (North).
6. Travel 6 Blocks to 4th St.: **4 Way STOP LIGHT** & Turn Right (East)
7. Travel +/- 4 Blocks to Vacant Parking Lot (Left Hand Side)

Evacuation from Walker Green Room – *Rally Point*

1. From Star Room Hall, Exit to Walker Green Room



2. Move through Green Room towards Doorway



3. Exit Doorway, Move Left towards carpeted stairs & Walker Green Room Hallway



4. Move down stairs past Lobby Level to Concrete stairs marked with YELLOW



5. Move Down Yellow stairs and turn left towards Freight Elevator



6. Move towards Lower Walker Green Room



7. Move through Lower Walker Green Room towards Red Star Door (EXIT)



8. Move up stairs: Exit Door to Loading Dock



9. Exit Red Star Door to Loading Dock – Exit to McCallie Ave.



Evacuation from Walker Theatre: Stage Center – Rally Point

1. Move from Stage Center to exit stage left



2. Move down stage stairs and turn left to hallway



3. Move along Stage Left Hallway



4. Use Stairs Down and Turn Left to Walker Green Room






5. Move from landing to Walker Green Room Hallway




6. Follow Steps 3.-9.: “Evacuation from Walker Green Room – *Rally Point*”

← from 399-317 Oak St, Chattanooga, TN 37403
to Parking lot, Chattanooga, TN 37403

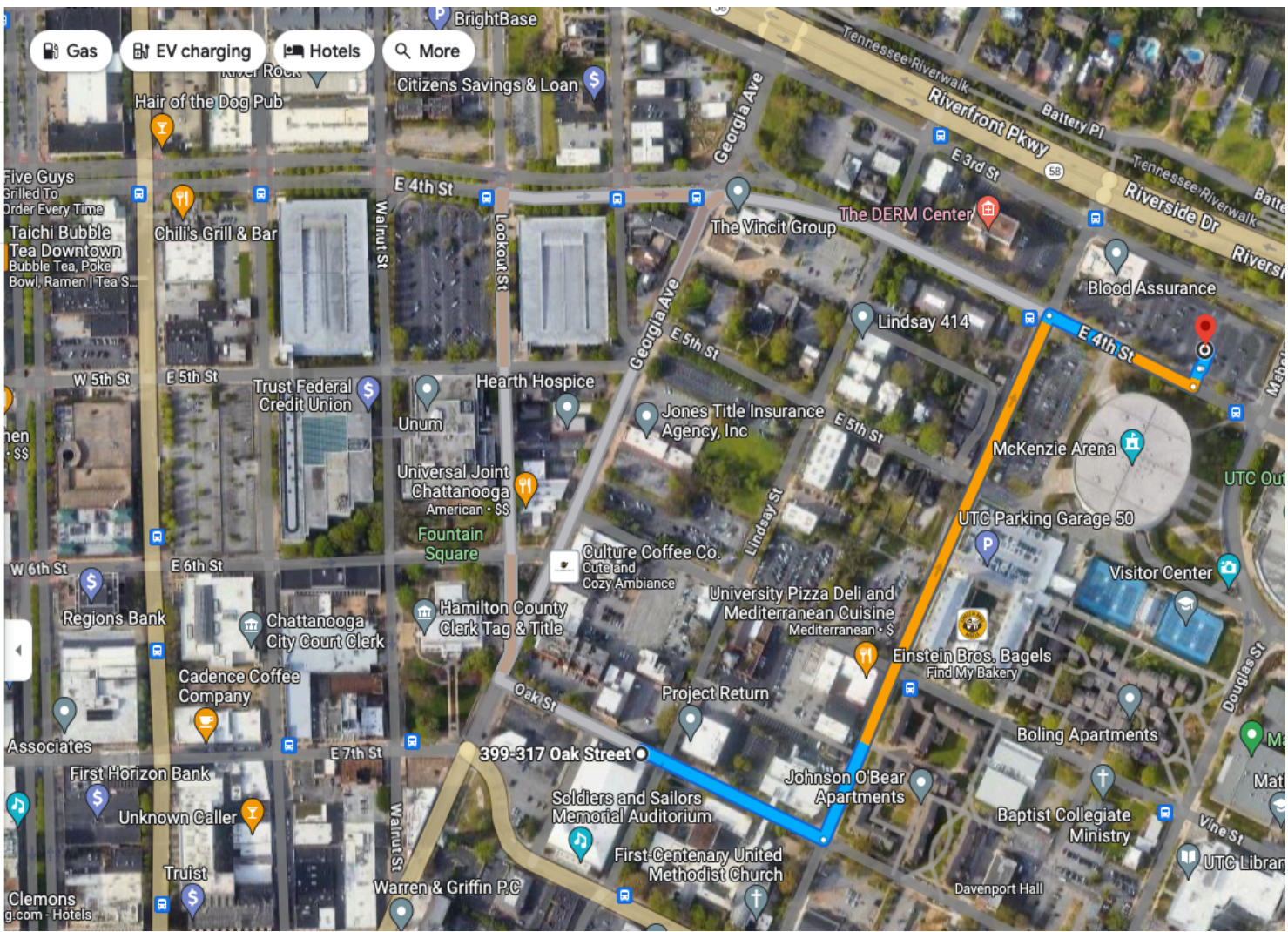
3 min (0.5 mile)   

via Houston St
Fastest route now due to traffic conditions

399-317 Oak St
Chattanooga, TN 37403

- ↑ Head southeast on Oak St toward Lindsay St
0.1 mi
- ← Turn left at the 2nd cross street onto Houston St
0.3 mi
- Turn right onto E 4th St
417 ft
- ← Turn left
49 ft
- Turn right
3 ft
- ← Turn left
 Destination will be on the left
49 ft

Parking lot
Chattanooga, TN 37403



During an Emergency Evacuation of the premises;

1. Tour is to gather at Production Greenroom ***“Rally Point”***
2. Exit building in uniform fashion out *Production Door*.
3. Access Tour Bus
4. Depart rear of building travel East on Oak St.
5. Turn Left on Houston St. (North)
6. Travel 3 Blocks to 4th St.: Turn Right (East)
7. Travel +/- 1 Blocks to Vacant Parking Lot (Left Hand Side)

Evacuation from Production Green Room – Rally Point

1. From Production Green Room, move towards doorway.



2. Move through Green Room & Doorway



3. Exit Doorway, to Double Production Doors.



Evacuation from Memorial Auditorium: Stage Center – Rally Point

1. Move from Stage Center to exit stage left



2. Use doorway on left, following EXIT signs. Turn Left to Stairs



3. Move along Stage Left Hallway to stairs



4. Use Stairs Down and Turn Left to Shower area



5. Use stairs down to pass through shower area



6. Exit Shower area move left to carpeted stairs



7. Exit doorway left to stair landing.



8. Travel stairs down towards Double Production Doors



9. Exit Double Production Doors

