

CRISIS COMMUNICATION PLAN FOR NEW ORLEANS TOURISM



**NEW
ORLEANS
& COMPANY**

NEW ORLEANS EMERGENCY OPERATIONS PLAN FOR CLIENTS

June 2018

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New Orleans Tourism Emergency Communication Plan

Introduction

The safety and well being of every visitor to New Orleans is of utmost importance during times of crisis, and the City of New Orleans continues to monitor, evaluate and outline specific emergency strategies for immediate implementation to ensure the security of every visitor and local alike.

Crises do not discriminate based on location or timing, and they can hit when a city least expects them. As such, the City of New Orleans has developed a unified plan, which establishes communications protocols to ensure that every visitor to New Orleans as well as hospitality partners is familiar with emergency procedures and their individual roles.

For the meeting planner, a New Orleans & Company representative is the round-the-clock emergency contact, along with the entire New Orleans & Company Rapid Response Team (RRT), a group of executive staff on-site and in touch with city and state officials and meeting suppliers to ensure a smooth transition through each phase of the emergency plan.

Purpose

The City of New Orleans and State of Louisiana have implemented a unified emergency communications plan to ensure the timely flow of information across the region in emergency situations. The New Orleans tourism industry has joined with the Mayor and Governor to provide information they require to conduct a fully integrated crisis communication program for the City and the State.

This document presents a comprehensive and effective citywide emergency communications plan for the Greater New Orleans tourism industry. The individual emergency plans included in this plan for New Orleans tourism entities support the City and State Crisis Management Plan and are integrated with the entire regional tourism industry.

New Orleans & Company is the only agency in New Orleans in touch day-to-day with the full spectrum of tourism industry participants on a local, national and international basis, including: New Orleans & Company members and industry-related professionals; other industry agencies; community, business and government organizations and leaders; corporate and association travel markets; group and individual leisure travel markets; and relevant media.

New Orleans & Company serves as the nexus of all data inputs and outputs necessary to effectively organize and disseminate accurate, timely and necessary information to the hospitality community and all visitors. This document is made available to meeting planners, convention attendees, travel professionals and guests to New Orleans to ensure they are equipped with the knowledge to make informed decisions and to be assured that their safety and well-being is of utmost importance.

Specifically, the New Orleans Crisis Communication Plan seeks to achieve the following objectives:

- 1.** Define the relevant chain of command throughout the City and State, including individual areas of responsibility, relating to the execution of the Plan;
- 2.** Identify the key internal and external audiences that New Orleans & Company seeks to work with and serve with its emergency communications efforts;
- 3.** Summarize key messages and tailored to each external audience as appropriate to emergency situations as they arise;
- 4.** Outline specific sources, channels and flow of tourism information that New Orleans & Company aggregates, summarizes and redistributes to its primary audiences;
- 5.** Serve as a published document, encompassing the tourism industry and the City’s and State’s overall emergency communications plan for the Mayor, Governor and appointed officers to implement.

Action Plan

Although it is nearly impossible to anticipate every type of emergency, it is our intent to be prepared and be able to assist should an emergency occur. The Mayor's and Governor's Offices are "communications central" during times of crisis. The City of New Orleans has established an Emergency Operations Center (EOC) to be located at City Hall that will serve as the command and control center. The EOC is a group of Government officials, Homeland Security and New Orleans & Company senior representatives who will process pertinent information. They are tasked with analyzing that data and determining a proper course of action. The EOC is responsible for front-line management of the incident, for tactical planning and execution, for determining whether outside assistance is needed and for relaying requests for internal and external resources.

The EOC provides for coordinated response and a clear chain of command and safe operations. The EOC will have the authority to make decisions and the capability to:

- Assume command;
- Assess the situation;
- Implement the Emergency Plans;
- Determine response strategies;
- Presenting an informed unified message;
- Activate resources;
- Oversee all incident response activities;
- Establish procedures for ensuring that information is complete, accurate and approved for release to the Media Oversee all incident response activities;
- Determine when it is appropriate to shut down a convention or meeting;
- Here, decisions are made by the EOC based on pertinent information collected from the Mayor's and Governor's offices, New Orleans & Company's Rapid Response Team and other various sources.
- Coordinate plans with meeting planners and other travel professionals to evacuate meeting attendees and tourists;
- Determining proper actions in response to the city and state efforts;
- Declare that the incident is "over."

What is the Emergency Operations Center (EOC) and when will this center materialize?

The EOC serves as a centralized management center for emergency operations. EOC is a dedicated area equipped with communications equipment, reference materials, activity logs and all the tools necessary to respond quickly and appropriately to an emergency. The EOC will serve as the command and control center for the City Assisted Emergency Plan and the New Orleans Hotel and Lodging Visitor Evacuation Plan.

Who are the members on the EOC?

- Senior representatives from Mayor's office
- Senior state and city governmental representatives
- Senior representatives from Louisiana Office of Tourism
- Senior representatives from Louis Armstrong New Orleans International Airport
- Senior representatives from New Orleans Operation of Emergency Preparedness
- Senior representatives from FEMA
- City of New Orleans Police Department
- 1 senior representative from the New Orleans & Company
- 1 senior representative from New Orleans & Company that will work remote from the South Carolina office
- 1 senior representative from NOTMC

NOCVB Rapid Response Team (RRT)

At the first possible sign of emergency, senior representatives from New Orleans & Company, NOTMC, Greater New Orleans Hotel and Lodging Association (GNOHLA) and the New Orleans Ernest N. Morial Convention Center (MCCNO) will convene to establish a team referred to as New Orleans & Company Rapid Response Team (RRT).

The RRT's main responsibility, as detailed in this plan, is to process the flow of tourism related information. This team supplies the RRT with tourism industry specific information. Once this information has been processed by the RRT, their recommendations are then communicated through the RRT back to the conventions and meetings organizations, travel professionals, New Orleans & Company members and industry partners, as well as to visitors and media, as appropriate.

The RRT is a group of senior representatives from New Orleans & Company, NOTMC, GNOHLA, and the MCCNO that serves as a conduit of emergency information and a support system for meeting planners and travel professionals in case of a potential crisis. They process all incoming data and outgoing communication necessary to make sure meeting planners and their attendees, travel professionals and all visitors are equipped with the pertinent information to make informed decisions. This includes all visitors and convention/meeting attendees currently in the city or those planning to be.

New Orleans & Company President & CEO oversees the RRT, which is the front line of communication with city, state and tourism partners during a crisis. The RRT will collect, organize, and disseminate accurate and timely information gathered from and tourism partners and specifically from the EOC.

The RRT is responsible for ongoing emergency preparedness activities and activation of the New Orleans Tourism Crisis Communication Plan, the New Orleans Hotel and Lodging Visitor Evacuation Plan, NOTMC and New Orleans & Company Emergency Operations Plan in the event of an emergency.

Who are the senior representatives on the New Orleans & Company Rapid Response Team (RRT)?

- President and CEO
- Senior Vice President of Public Affairs
- Vice President of Convention Sales and Services
- Senior Vice President of Tourism
- Director of Administration
- Vice President of Finance
- Vice President of Communications and Public Relations
- Vice President of Information Technologies
- Executive Director, Greater New Orleans Hotel and Lodging Association (GNOHLA)
- General Manager, New Orleans Ernest N. Morial Convention Center (MCCNO)
- President and CEO, NOTMC

Responsibilities of the New Orleans & Company Rapid Response Team (RRT):

- Ensuring the Tourism Crisis Communication Plan is updated as needed
- Ensuring the New Orleans & Company Emergency Operations Plan is updated as needed
- Preparing hurricane related documents prior to June 1 each year
- Gathering pertinent data and distributing tourism related information
- Determining appropriate responses
- Supplying the EOC with tourism industry specific information
- Informing New Orleans & Company departments when it is appropriate to contact clients currently in town or those who have an impending event in New Orleans
- Disseminating communications and updates to appropriate departments, clients, industry partners, and New Orleans & Company staff
- Continually monitoring emergency situation and ensure communication of latest information through all available channels, i.e. website, telephone messaging, regional offices, etc.

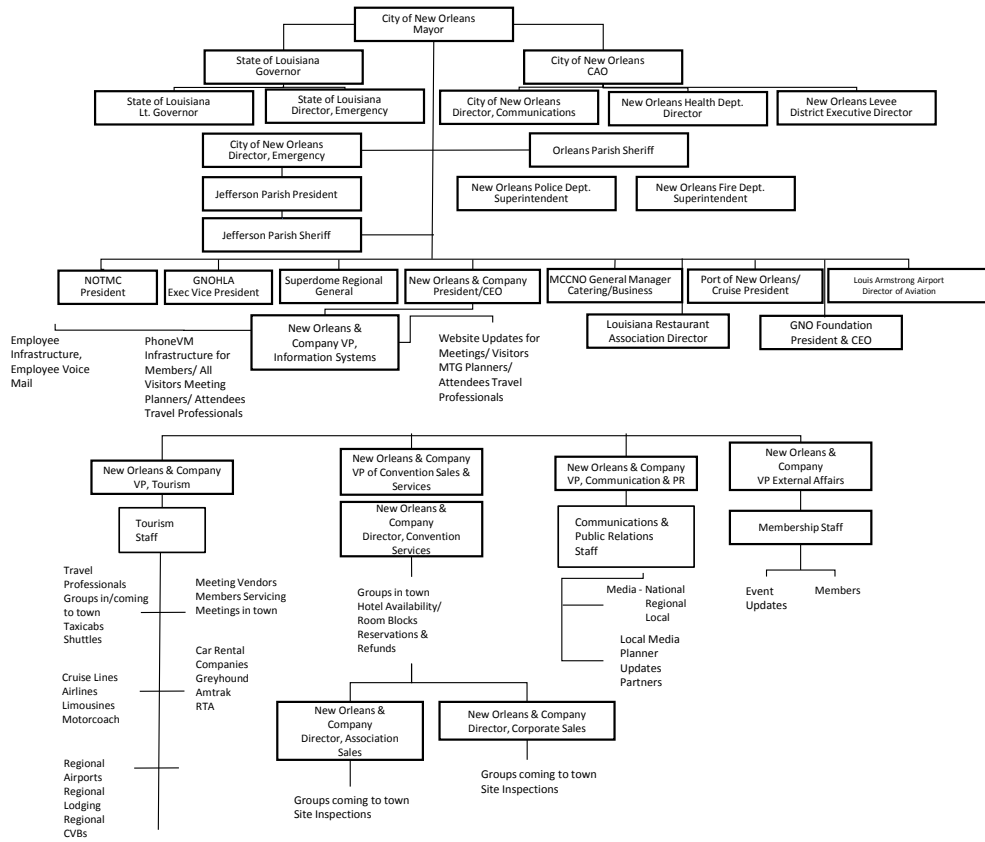
The New Orleans & Company office is the primary contact point for all clients. If the New Orleans & Company office is unreachable and/or an emergency dictates, Rebecca Lovelace becomes first point of contact.

NOCVB Main Office:	504-566-5011
24-hour emergency local number:	800-672-6124
Rebecca Lovelace:	803-888-7044 (work/ landline)
	504-352-5800 (cell phone)
	rlovelace@neworleans.com

Information In-Flow

- ❑ New Orleans & Company Board of Directors
- ❑ New Orleans & Company Regionals
- ❑ New Orleans & Company Members
- ❑ New Orleans & Company Employees
- ❑ Convention and meeting organizations currently in the city and those planning to be
- ❑ Travel Professionals currently in the city and those planning to be
- ❑ Tourism industry partners, as situation dictates:
 - New Orleans Tourism Marketing Corporation (NOTMC)
 - Louisiana Office of Tourism (LOT)
 - Other Louisiana metropolitan and regional CVBs
 - Greater New Orleans Hotel and Lodging Association (GNOHLA)
 - Louisiana Restaurant Association (LRA)
 - New Orleans Ernest N. Morial Convention Center (MCCNO)
 - Local Hotels
 - Hotel Corporate Offices
 - Airlines
 - Port of New Orleans
 - Regional Airports
 - Union Passenger Terminal
 - Regional Transit Authority (RTA)
 - Mercedes-Benz Superdome and Smoothie King Center
 - Ground Transportation Companies
 - New Orleans Tourism Attractions

Crisis Management Communications for Greater New Orleans Tourism Industry



Information Process

As information becomes available through the Information In-Flow channels, New Orleans & Company's Rapid Response Team (RRT), New Orleans & Company staff and regional offices will outline and coordinate the necessary actions to ensure proper handling. This includes but is not limited to daily polling of affected parties, handling potential convention and meeting cancellations or postponements, determining impact on room block and meeting attendance, evaluating status of city's infrastructure, etc.

Information Out-Flow

Media

The primary spokesperson on behalf of the City of New Orleans is the Mayor of New Orleans, or the Mayor's designated appointee.

The President & CEO is the official spokesperson for New Orleans & Company and if the President & CEO is not available, the Vice President of Communications and Public Relations, along with the President and CEO of NOTMC becomes the secondary spokesperson. Unless otherwise directed, all interviews, as recommended by New Orleans & Company's Public Relations & Communications Department, will be conducted with the New Orleans & Company President & CEO, and all statements and quotes on behalf of New Orleans & Company will come from the New Orleans & Company President & CEO. **The New Orleans & Company Regional National Sales Offices are not media spokespersons for New Orleans & Company, however, when approached they will gather media contact information and attempt to forward to appropriate persons.**

- ❑ New Orleans & Company Regional National Sales Offices
- ❑ Hotel National Sales Offices
- ❑ New Orleans & Company's existing and potential customers, including:
 - Corporate and association meeting markets
 - Group and individual leisure travel markets
 - Third-party meeting planners
 - Other travel industry professionals
 - All visitors
 - Regional tourism community
- ❑ National and international tourism industry agencies, including: Tourism Industry Association of America (TIA), Destinations International, PCMA, MPI, etc.
- ❑ Executive Directors of meeting planner and travel professional associations
- ❑ Local, national and international media, encompassing print, broadcast and online outlets, including:
 - Tourism, meetings and travel trade media; consumer media
- ❑ New Orleans & Company employees
- ❑ New Orleans & Company members

Emergency Information Resources

Communication Channels

The New Orleans & Company's communication strategy is in place to allow information to be distributed. In the event of communication disruption, multiple channels allow information to still be updated and accessed.

- Primary option remains New Orleans & Company's office
- Senior Sales Manager in the South Carolina office, if New Orleans & Company office is not available
- Website – secured offsite location
- 800 # with emergency information – secured offsite location

Emergency Information Website

At the onset of a citywide emergency, New Orleans & Company will immediately activate an online messaging system via our website to assist in making informed decisions, before, during and also following the emergency.

Specific information, including status of the convention center, hotels, airports, airlines, ground transportation, restaurants, shelter information, emergency supply stores, etc. will be included as links via our website at www.neworleans.com and will be continuously updated.

Emergency Information Phone Numbers

The 24-hour emergency phone numbers are 504-566-5011 and 800-672-6124.
South Carolina Regional Office Number: 504-352-5800

Emergency New Orleans & Company Staff Contact Information:

Emergency staff contact information will be distributed directly to the meeting planners in the event of a communication disruption.

Designated Emergency Broadcast Radio and TV Stations:

Official Radio Stations:

WWL-AM 870 or 105.3 FM

400 Poydras St., 8TH Floor
504.593.6376
Text: 870870
www.wvl.com

WLMG-FM 101.9

400 Poydras St., 8TH Floor
504.526.3000
www.magic1019.com

WGSO-AM 990

330 Carondelet St.
504.525.3314
www.wgso.com

Official TV Stations:

WVUE-TV (FOX Channel 8)
1025 S. Jefferson Davis Pkwy
504.486.6161
www.fox8live.com

WDSU-TV (NBC Channel 6)
846 Howard Avenue
504.679.0600
Weather: 504.679.0622
www.wdsu.com

WWL-TV (CBS Channel 4)
1024 N. Rampart Street
504.529.6298
www.wwltv.com

WGNO-TV (ABC Channel 26)
1 Galleria Boulevard, Suite 850
504.619.6363 (news)
504.525.3838 (main)
www.wgno.com

Emergency Facilities:

Children's Hospital
200 Henry Clay Ave
504.899.9511

East Jefferson Hospital
4200 Houma Blvd.
504.503.4000

Ochsner Baptist Medical Center
2700 Napoleon Ave.
504.899.9311

Ochsner Medical Center – Elmwood

1221 South Clearview Pkwy
866.624.7637
504.842.3000

Ochsner Medical Center- Kenner (formerly Kenner Regional Medical Center)

180 W. Esplanade Ave
504.468.8600

Ochsner Foundation Hospital

1514 Jefferson Hwy
504.842.3420

Ochsner Medical Center-Westbank

2500 Belle Chasse Highway
504.392-3131

Tulane University Medical Center

1415 Tulane Ave.
504.988.5263

Touro Infirmary

1401 Foucher St.
504.897.7011

University Medical Center

2000 Canal St.
504.702.3000

West Jefferson Medical Center

1101 Medical Center Blvd.
504.349.1134

VA Medical Center

1601 Perdido St.
800.935.8387
504.412.3700

Tulane Lakeside Hospital

4700 South Interstate 10 Service Rd W
504.780.8282

Pharmacies:

Prescriptions should be obtained prior to a city-mandated curfew going into effect, as the curfew applies to both residents and business owners, including pharmacies. If the prescription need is life threatening, the Mayor's Office of Emergency Preparedness and the New Orleans Police Department can coordinate EMS service to the nearest hospital to obtain a prescription. For any medical emergency, always call 911.

24-Hour Pharmacies

Walgreens

4110 General DeGaulle
504.433.3297

4600 Westbank Expy.
504.340.6337

1891 Barataria Blvd.
504.340.2211

4545 West Esplanade Ave.
504.888.0125

4501 Airline Dr.
504.885.4867

CVS

4901 Prytania St.
504.891.6307

4950 W Esplanade Ave.
504.888.9000

Non 24-hour Pharmacies

Aspen Pharmacy

5745 Plauche Ct.
504.734.0333

Pharmacy hours: 9:00am-5:00pm weekdays

Bradley's Poydras Pharmacy

8115 E Saint Bernard
504.682.5236

Pharmacy hours: 9:00am-6:00pm weekdays, 9:00am-1:00pm Saturdays

Patio Drugs

5208 Veterans Blvd.

504.889.7070

Pharmacy hours: 9:00am-6:00pm weekdays, 9:00am-1:00pm Saturdays

Chateau Drugs

3544 W Esplanade Ave.

504.889.2300

Pharmacy hours: 9:00am-7:00pm weekdays, 9:00am-5:00pm Saturdays

C&C Pharmacy

7540 W. Judge Perez Dr.

504.279.0446

Pharmacy hours: 9:00am-6:00pm weekdays, 9:00am-1:00pm Saturdays

Castellon Pharmacy

8232 Oak St.

504.866.3784

Pharmacy hours: 8:30am-6:00pm weekdays, 8:30am-2:00pm Saturdays

CVS

800 Canal St.

504.528.7099

Pharmacy hours: 9:00am-7:00pm weekdays, 10:00am-5:00pm Saturdays, 10:00am-5:00pm Sundays

620 Decatur St.

504.523.9424

Pharmacy hours: 10:00am- 2:00pm weekdays

4401 South Claiborne Ave.

504.891.7773

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

3700 South Carrollton Ave.

504.488.1110

Pharmacy hours: 9:00am-9:00pm weekdays, 10:00am-5:00pm Saturdays, 10:00am-5:00pm Sundays

3621 General DeGaulle

504.362.0700

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

1801 Jefferson Hwy

504.324.6632

Pharmacy hours: 9:00am-8:00pm weekdays, 10:00am-5:00pm Saturdays, 10:00am-5:00pm
Sundays

4301 Airline Dr.

504.832.1765

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

5300 Veterans Memorial Blvd.

504.456.4851

Pharmacy hours: 9:00am-8:00pm weekdays, 10:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

1401 Veterans Memorial Blvd.

504.834.1570

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

2105 Cleary Ave.

504.883.8186

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

Includes MinuteClinic, Clinic hours: 8:30am-7:30pm weekdays, 9:00am-5:30pm Saturdays,
10:00am-5:30pm Sundays

820 West Esplanade Ave.

504.467.8313

Pharmacy hours: 8:00am-12:00am weekdays, 8:00am-8:00pm Saturdays, 8:00am-8:00pm
Sundays

Includes MinuteClinic, Clinic hours: 8:30am-7:30pm weekdays, 9:00am-5:30pm Saturdays,
10:00am-5:30pm Sundays

Majoria Drugs

1805 Metairie Rd.

504.835.7211

Pharmacy hours: 8:00am-6:00pm weekdays, 8:00am-4:00pm Saturdays

888 Terry Pkwy.

504.392.1551

Pharmacy hours: 9:00am-6:00pm weekdays, 9:00am-2:00pm Saturdays

2564 Baratavia Blvd.

504.340-3592

Pharmacy hours: 9:00am-6:00pm weekdays, 9:00am-2:00pm Saturdays

Rite Aid

2669 Canal St.

504.827.1400

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

497 Terry Pkwy

504.364.5722

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

4535 Westbank Expy

504.349.2717

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

3100 Gentilly Blvd.

504.940.1480

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

800 Metairie Rd.

504.833.6764

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

760 Harrison Ave.

504.483.2383

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

Wal-Mart Pharmacy

1901 Tchoupitoulas St.

504.522.6959

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-7:00pm Saturdays, 10:00am-6:00pm Sundays

1501 Manhattan Blvd.

504.366.3358

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-7:00pm Saturdays, 10:00am-6:00pm Sundays

8912 Veterans Blvd.

504.465.0171

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-7:00pm Saturdays, 10:00am-6:00pm Sundays

8101 West Judge Perez

504.278.2027

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-7:00pm Saturdays, 10:00am-6:00pm Sundays

5110 Jefferson Hwy

504.733.3373

Pharmacy hours: 8:00am-9:00pm weekdays, 9:00am-7:00pm Saturdays, 10:00am-6:00pm Sundays

Walgreens

1801 Saint Charles Ave.

504.561.8458

Pharmacy hours: 8:00am-12:00am weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

900 Canal St.

504.568.1271

Pharmacy hours: 8:00am-8:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

3227 Magazine St.

504.899.2610

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm Sundays

619 Decatur St.

504.525.7263

Pharmacy hours: 9:00am-7:00pm weekdays, 9:00am-5:00pm Saturdays, 10:00am-4:00pm Sundays

5518 Magazine St.

504.899.0034

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

4400 South Claiborne Ave.

504.891.0976

Pharmacy hours: 7:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

4001 Canal St.

504.483.2486

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

1415 Tulane Ave.

504.525.4534

Pharmacy hours: 9:00am-6:00pm weekdays

1100 Elysian Fields Ave.

504.943.9788

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

1544 Manhattan Blvd.

504.362.7780

Pharmacy hours: 9:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

89 Westbank Expwy.

504.376.2349

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

1826 N. Broad St.

504.944.7932

Pharmacy hours: 8:00am-10:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

718 South Carrollton Ave.

504.861.7864

Pharmacy hours: 9:00am-9:00pm weekdays, 9:00am-6:00pm Saturdays, 10:00am-6:00pm
Sundays

Evacuation Options

Depending on the emergency, there are various evacuation procedures in place. For information on evacuation routes and road closures visit the Louisiana State Police website at <http://www.contraflowmaps.com/> or www.nola.gov .

Train and Bus:

Greyhound Charter Service
1001 Loyola Ave.
504.524.7571
800.454.2487
Main Terminal: 504.525.6075

N.O.R.T.A.
2817 Canal St.
504-248-3900

Amtrak
1001 Loyola Ave.
504.528.1612
800.872.7245

Airports:

Louis Armstrong New Orleans International Airport
900 Airline Dr.
504.464.0831

Baton Rouge Metropolitan Airport
9430 Jackie Cochran Dr.
225.355.0333

Gulfport-Biloxi Regional Airport
14035-L Airport Road
228.863.5951

Below are numbers for each airline that provides service:

Air Canada	888.247.2262
AirTran	866.247.8726
Alaska Airlines	800.654.5669
America West	800.433.7300
American	800.433.7300
Branson Air Express	888.859.2541
British Airways	800.247.9297
Condor	866.960.7915
Copa Airlines	800.359-2672
Delta	800.221.1212

Frontier Airlines	801.401.9000
GLO Airlines	855.435.9456
JetBlue	800-538-2583
Silver Airways	844.674.5837
Southwest	800.435.9792
Spirit Airlines	801-401-2222
United	800-864-8331

Below are numbers for local ground transportation:

American Luxury Limousine	504.269.5466
A Confidential Transportation	504.712.1700
Airport Limousine	504.305.2450
Airport Shuttle	504.522.3500
Alamo Car Rental	888.233.8749
Alliance	504.872.0221
American Taxi	504.299.0386
Amtrak	800.872.7245
A Regal Limousine	504.712.5466
Audubon Limousine	504.210.8340
Avis Rent-A-Car	800.352.7900
	504.581.6901
Bonomolo Limousines, Inc.	504.522.0892
Bourbon Street Limos	504.288.1111
Budget Rent A Car	800.214.6094
Calco Travel	504.254.2323
Carey New Orleans/Signature Limo	504.523.6511
Carriage Cab	504.207.7777
Celebrity Limousine	504.888.5466
Checker Cab	504.207.7777
Dollar Rent-a-Car	800.800.5252
Elk Elite	504.822.3800
Enterprise Rent-A-Car	855-266-9565
Executive Limousine	504.333.0581
Grace's Transportation	504.468.5910
Hertz	800.654.4173
Hotard Coaches	504.942.5700
Lagniappe Concierges	877.527.2888
Limousine Livery	504.561.8777
Luxe Limos	504.324.4028
Lyft	www.lyft.com
Machu Picchu Travel Services	504.561.9050
National Car Rental	844.393.9989
Nicoll's Limousine Services	504.566.7799
	504.454.7722
POSH Transportation	504.258.1634
Production Transport Inc	310.641.0900

Roland Through New Orleans, LLC
Spinato Travel & Transportation
United Cabs
Uber

504.779.6856
504.523.9745
504.522.9771
www.uber.com

Frequently Asked Questions

1. Who from New Orleans & Company will contact me, and when will I hear from them?

You will be contacted by a staff member of New Orleans & Company from the first notification of a possible emergency, whether you are in town or have an impending event in New Orleans.

For more information, review the Communication Channels Section and the following question.

2. I haven't heard from New Orleans & Company, who do I call?

The New Orleans & Company office is the primary contact point for all clients. If the New Orleans & Company office is unreachable and/or an emergency dictates, the regional offices become the alternate point of contact for clients.

New Orleans & Company Main Office:	504-566-5011
24-hour emergency local number:	800-672-6124
Eastern Regional Office Numbers:	202-526-3913 (Helen Mesfin)
South Carolina Regional Sales Office Number:	803-888-7044 (Rebecca Lovelace)

3. Where can I go to get the most recent information?

New Orleans & Company will provide continual updates and emergency information via the website and 24-hour phone number:

www.neworleans.com

or call any one of the telephone numbers listed in Question 2.

4. Can New Orleans & Company help get information out to my attendees, even if my group is not yet in town?

Yes, from the first notification of a possible emergency, New Orleans & Company enables an online messaging system, both through the Web and voice mail system. Web information and voice messages are available to all groups, whether in town or impending arrival.

New Orleans & Company will provide continual updates and emergency information via the website and 24-hour phone number:

www.neworleans.com

504-566-5011

800-672-6124

5. What can I do to make sure my organization is prepared should an emergency occur?

It is important that your organization have an Emergency Preparedness Plan. We would be happy to assist you in this process. This type of plan can be reused for all future meetings in various locations with simple modifications. A personalized emergency action plan will ensure that you are prepared in the event of a natural or man-made disaster. We can help ensure that you are well informed and prepared; your organization and your attendees will appreciate the lengths you have taken to be ready.

Contact your sales manager and let them know you would like to take advantage of this unique service.

6. How should I decide whether my organization should cancel our convention or meeting?

- It is important to contact New Orleans & Company at the first sign that a potential emergency might exist or affect your meeting. This is your primary resource for up-to-date information.
- Contact your insurance company on what protocol to follow regarding possible cancellation claims.
- Engage your executive staff/leadership using information from New Orleans & Company. This information will help you make the best decision for the well being and safety of your staff and meeting attendees.

Avoiding knee jerk reactions to incomplete and/or false information will help you and your organization make an educated decision based on data driven facts to save you time, effort and money.

7. When should I contact my Insurance Company?

At the time you are considering a cancellation of a meeting due to an emergency situation, you should contact your insurance company directly on what protocol to follow regarding cancellation claims.

8. What are the official Emergency Broadcast Radio and TV stations?

For more information, review the Designated Emergency Broadcast Radio and Television Stations Section.

Official Emergency Preparedness Numbers:

If you find yourself in an emergency situation, always call 911. For a police non-emergency in New Orleans, dial 504-821-2222. For other weather-related questions or concerns, please contact the Office of Emergency Preparedness 504-658-8700 or visit the Emergency Preparedness section of the New Orleans' city Website, www.nola.gov or visit weather website, www.noaa.com

9. Where are the nearest hospitals?

For more information, review the Emergency Facilities Section.

10. Where are the nearest downtown locations of 24-hour pharmacies?

Prescriptions should be obtained prior to a city-mandated curfew going into affect, as the curfew applies to both residents and business owners, including pharmacies. If the prescription need is life threatening, the Mayor's Office of Emergency Preparedness and the New Orleans Police Department can coordinate EMS service to the nearest hospital to obtain a prescription. For any medical emergency, always call 911.

For more information, review the Pharmacies Section.

11. What are evacuation options and numbers to know?

Follow the evacuation instructions issued by the New Orleans Mayor's office utilizing the methods of transportation and routes set forth by state and local government. If you are flying or have rented a car, check with them about ticket or rental changes, as most airlines and rental car agencies have flexible policies regarding flight changes and rental car return when circumstances arise.

During an emergency the New Orleans & Company will have up-to-date information and status reports as well as links to the appropriate local and state agencies.

There are various means of transportation available should an evacuation become necessary. For more information, see Evacuation Options & Contraflow Map Section for information about contra flows routes, as well as bus, train, and airplane as evacuation options as well as a complete listing of airline and ground transportation providers.

For information on evacuation routes and road closures visit the Louisiana State Police website at www.lsp.org or www.nola.gov. During an emergency this website can be accessed through our website at www.neworleans.com.

12. What are the building codes for Hurricane Force Winds?

According to Insurance Rating Source, New Orleans Building Code requires that new structures must be able to withstand sustained winds up to 130 miles per hour. Previously, the minimum was 100 to 120 miles per hour based on height. While some buildings in the city are 100 years old or older and built prior to the latest requirements, they were built with steel and masonry construction, which meets today's requirements and has withstood many years of wind resistance.

13. Where are designated Emergency Shelters?

During a crisis situation like a hurricane, the City of New Orleans urges evacuation as the primary course of action for tourists and other visitors. If, in the course of responding to the crisis, City leaders determine that opening emergency shelters is necessary, the Mayor's Office of Communication, in coordination with the Mayor's Office of Emergency Preparedness and the Governor's Office will release information on shelter locations at that time. Visitors are encouraged to pay close attention to media reports for information updates as they occur. A link to these agencies will be provided at www.nola.gov.

New Orleans Hotels and Lodging Visitor Evacuation Plan

It is important to realize that evacuation of meeting and convention attendees may become necessary prior to the Mayor's activation of Citizen's Assisted Evacuation Plan (CAEP). For example, a large convention of 20,000-30,000 may decide to cancel prior to the Mayor announcing any type of city evacuation, CAEP or Mandatory Evacuation. The New Orleans & Company Rapid Response Team (RRT) will remain in contact with the organization and will keep the EOC informed, as they will assist in activating the New Orleans Hotel and Lodging Visitor Evacuation Plan. The EOC has committed to assist evacuation of convention attendees should such a cancellation occur even prior to the CAEP being launched.

- A. When the Mayor and Governor activate declaration of an emergency or a convention cancellation occurs (whichever occurs first), the following steps will occur:

**NEW ORLEANS HOTEL AND LODGING VISITOR
EVACUATION PLAN**

This is activated when the CAEP is declared or when a convention needs assistance in evacuating their attendees, whichever occurs first.

STEPS	ACTION	RESPONSIBLE
Step 1	<p>New Orleans & Company will notify the EOC immediately:</p> <p>Office of Homeland Security & Emergency Preparedness - Administrative Offices: 504-658-8700 (9:00-5:00pm M-F)</p> <p>Office of Homeland Security & Emergency Preparedness - 24/7 Duty Officer: 504-658-8725 (not for public use)</p> <p>Email address for official business for all personnel: nooep@nola.gov</p> <p>Alternate email address during emergencies: noeoc@nola.gov</p> <p>Agency Primary Radio Channel: NG1-NG-OPE-1</p> <p>Collin Arnold Director New Orleans Office of Homeland Security & Emergency Preparedness Work: 504-658-8729 Cell: 504-655-0110 Email: cmarnold@nola.gov</p> <p>Michael Antoine Deputy Director New Orleans Office of Homeland Security & Emergency Preparedness Work: 504-658-8712 Cell: 504-444-1330 Email: mantoine@nola.gov</p>	<p>Robert Reso (Primary)</p> <p>Stephen Perry (Secondary)</p> <p>Laura Russett (Back-up)</p>

	<p>Staging Centers will be notified:</p> <p>1) Sheraton: Jim Cook Hotel General Manager 500 Canal Street New Orleans, LA 70130 Work: 504-525-2500 Email: jim.cook@sheraton.com</p> <p>2) Harrahs: Stacey Dorsey Director of Security & Transportation 228 Poydras Street New Orleans, LA 70130 Work: 504-533-6908 Cell: 504-813-6357 Email: stdorsey@harrahs.com</p>	
Step 2	Communication tools: Refer to Tab 4 on Methods of Communication	EOC
Step 3	<p>Visitor Evacuation Options:</p> <p>Option 1: Visitors who have air and ground transportation, and do not need city assistance in evacuating, will be told that a threat is imminent and they should depart the City of New Orleans immediately.</p> <p>Option 2: Visitors who arrived by air or ground will be asked to first contact their airline carrier or rental car company in an effort to secure their own transportation out of the city. Bus transportation is available at the Staging Center(s) to take Visitors who have rebooked their air transportation prior to leaving for the Louis Armstrong Airport.</p>	
Step 4	<p>It is anticipated that within 2 hours (of when CAEP is launched) buses will pickup Visitors at the Staging Center(s) and begin to make trips to and from Louis Armstrong Airport.</p> <p>The Incident Commander will remain in contact with the EOC to ensure an appropriate number of buses are available to provide service for all Visitors.</p>	

Step 5	New Orleans & Company will communicate with the hotels and restaurants all information and direction received from the EOC and information regarding the emergency.	EOC
Step 6	<p>Visitors who need assistance to evacuate will be directed to a Staging Center. The attendees will be notified via these forms of communication:</p> <ul style="list-style-type: none"> - Information will be forwarded to the Hotel Primary and Secondary Contacts. The Hotel will make the information available to their guests. - New Orleans & Company Website <p>The Staging Center(s) will be provided National Guard and Police officers for crowd control and the use of their 800 Radios for communication purposes.</p> <p>The airport is not a public shelter and cannot be used to shelter visitors.</p>	<p>Kristian Sonnier (Primary)</p> <p>Mavis Early (Secondary)</p> <p>Brian Walker (Back-up)</p>
Step 7	<p>Visitors will be taken to Armstrong MSY Airport. Once the visitors arrive at the Staging Center, they should have a valid airline ticket or other means to demonstrate they will have a ticket for that day's travel. The visitors should be encouraged to use the normal process of obtaining a boarding pass, bag check, and screening.</p>	<p>RRT will send information to the Hotel Primary/Secondary contacts</p> <p>Kristian Sonnier (Primary)</p> <p>Mavis Early (Secondary)</p> <p>Brian Walker (Back-up)</p> <p>EOC will manage the Staging Centers</p>
Step 8		<p>Kevin Dolliole, Louis Armstrong Airport 504-303-7652 kevind@flymsy.com (Primary)</p>

	<p>Communication between the Airport and the Staging Centers is critical as it is important to control the number of buses arriving at the airport.</p> <p>The number of the buses arriving at the airport will be controlled by the EOC and the Incident Commander in coordination with the MYS/EOC. Buses will continue making runs to the Airport until all Visitors are evacuated or RTA is instructed by the EOC to discontinue the airport runs. This process will repeat until all Visitors are evacuated.</p> <p>New Orleans & Company will monitor the Visitor traffic to/from the Staging Center via information received from the hotels and visits to the Staging Center to evaluate the traffic.</p>	<p>EOC</p> <p>Robert Reso communicates with hotels and the EOC</p> <p>Robert Reso will be onsite to assess the Staging Center situation</p>
Step 9	<p>The EOC has already arranged for assistance from the Federal Aviation Department of Transportation to bring in additional aircraft: charters and larger aircraft with additional seating. Once the CAEP is called for, DOT will automatically contact the airlines to determine how many additional aircraft are available and have the vectored in. This EOC is coordinating this effort with the DOT and MSY.</p>	EOC
Step 10	<p>If the aircraft is no longer landing or departing due to high trade winds at Armstrong Airport and Visitors remain who need assistance in to the city, the options are:</p> <p>Option 1: Visitors will be taken to Baton Rouge airport on coach type long haul buses and will depart from there.</p> <p>Option 2: Visitors will be taken to an out of state airport via the State and/or Federal contracted buses. The airport options are: Atlanta, Memphis, Jackson MS, Dallas, Baton Rouge, and Lafayette. Lakefront airport is being used by the Military. Location is determined at the time of the emergency.</p>	EOC

What is City-Assisted Evacuation?

City-Assisted Evacuation (CAE) assists people in Orleans Parish who cannot leave the city on their own during a mandatory evacuation for an emergency such as a hurricane. CAE will give you a ride from an evacuspot to the Union Passenger Terminal bus station where you will be taken to a shelter. CAE will bring you back to the city when it reopens.

What is an evacuspot?

Evacuspots are bus stops where you can get a safe ride out of New Orleans. This map shows where the 17 evacuspots are located. These spots are marked by a statue that looks like a man holding one hand up. Evacuteers will be wearing blue vests at all evacuspots and are there to assist with registration and evacuation information.

What can I bring on buses leaving from evacuspots?

- One small bag for each person is allowed. The bag should be able to fit on your lap.
- You should bring any medicine you need. If you are a senior citizen, try to go to a Senior Center Evacuspot. There are extra volunteers at these spots to help you.
- Bring important papers you may need and extra money.
- Bring something that can help us figure out who you are, like an ID card. If you don't have one, you will NOT be turned away.
- Pets should have an ID collar, leash, medications and a carrier (only for pets 20 lbs or less). Your pet will be taken to an animal shelter nearby where you will care for it.

How do I sign up for an evacuspot?

If you want to use an evacuspot in the event of a mandatory evacuation, sign up by calling **311** or on the web at **ready.nola.gov**. If you cannot get yourself to an evacuspot due to medical needs, you will be signed up for the Special Needs Registry.

The **Special Needs Registry** is for people who have special medical needs. This includes those who are disabled, have long-term sicknesses and other healthcare needs. To sign up for the Special Needs Registry, **call 311** or sign up online at **ready.nola.gov**.

How can I help with City-Assisted Evacuation?

You can go to ready.nola.gov/get-involved to learn about the many ways you can help make NOLA ready.

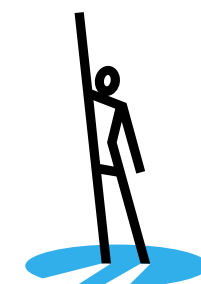
NO WEAPONS, ALCOHOL, OR ILLEGAL DRUGS WILL BE ALLOWED. ALL SUCH ITEMS WILL BE CONFISCATED.



For more information about finding your evacuspot, enrolling in the Special Needs Registry, or preparing for emergencies **call 311** or visit us online at **ready.nola.gov**. Outside of Orleans Parish, **call (877) 286-6431** (toll-free).

 CITY OF NEW ORLEANS

City-Assisted Evacuation A Guide



evacuspots



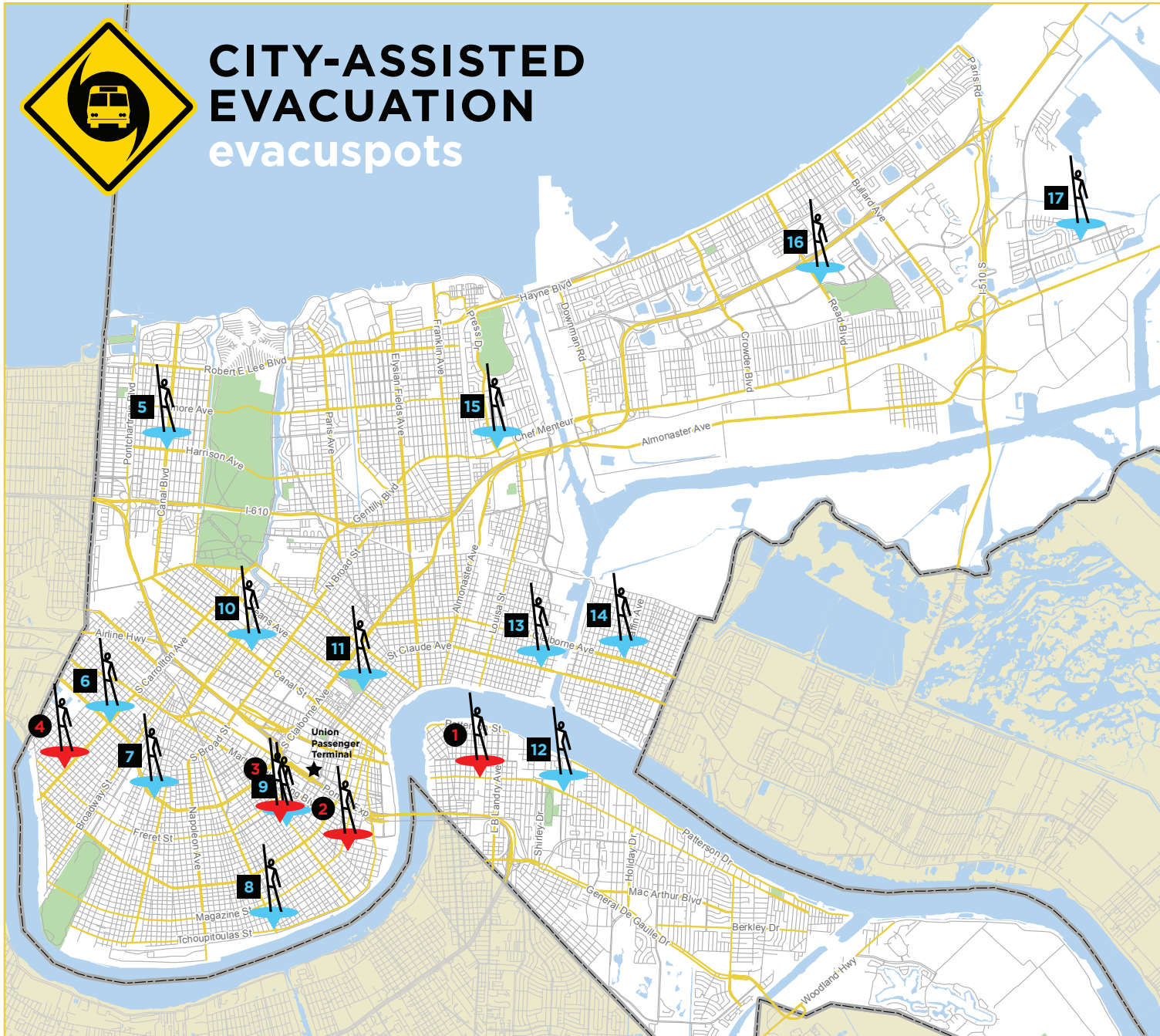
**get informed.
get prepared.
get ready.**

ready.nola.gov



CITY-ASSISTED EVACUATION

evacuspots



CITY-ASSISTED EVACUATION

evacuspots

SENIOR CENTERS

- 1 Arthur Monday Center
1111 Newton Avenue, Algiers
- 2 Kingsley House
1600 Constance Street,
Lower Garden District
- 3 Central City Senior Center
2101 Philip Street, Central City
- 4 Mater Dolorosa
1226 S. Carrollton Ave, Carrollton

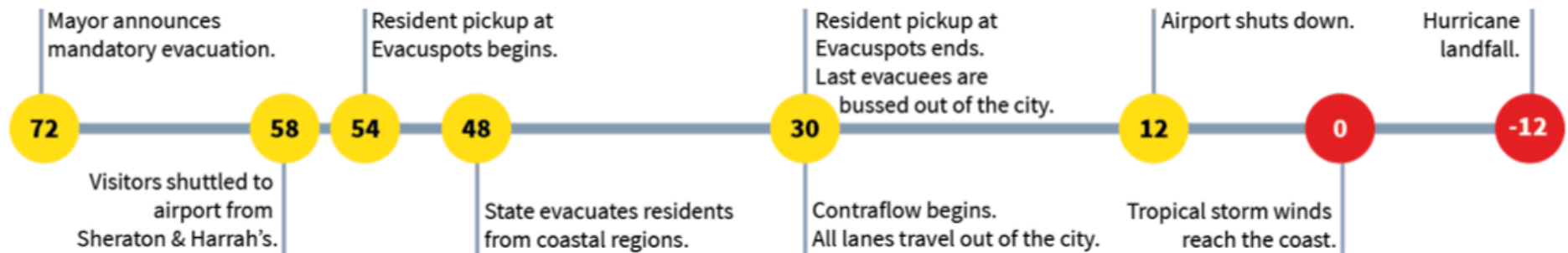
GENERAL POPULATION

- 5 Smith Library Bus Stop
6300 Canal Blvd., Lakeview
- 6 Palmer Park Bus Stop
S. Claiborne and S. Carrollton,
West Carrollton
- 7 McMain High School Bus Stop
5712 S. Claiborne Ave, Broadmoor
- 8 Lyons Community Center
Bus Stop
624 Louisiana Ave, Irish Channel
- 9 Dryades YMCA Bus Stop
1924 Philip Street, Central City
- 10 Warren Easton High School
Bus Stop
3019 Canal Street, Mid-City
- 11 Louis Armstrong Park Bus Stop
801 N. Rampart, Treme
- 12 Harriet Tubman Charter School
Bus Stop
2832 General Meyer, Algiers
- 13 Stallings Community Center
Bus Stop
4300 St. Claude, Bywater
- 14 Sanchez Center Bus Stop
Caffin & N. Claiborne,
1616 Caffin Ave, Lower 9th Ward
- 15 Walmart
4301 Chef Menteur, Gentilly
- 16 East New Orleans Regional Library
5641 Read Blvd, NO East
- 17 Mary Queen of Vietnam Church
14001 Dwyer, NO East

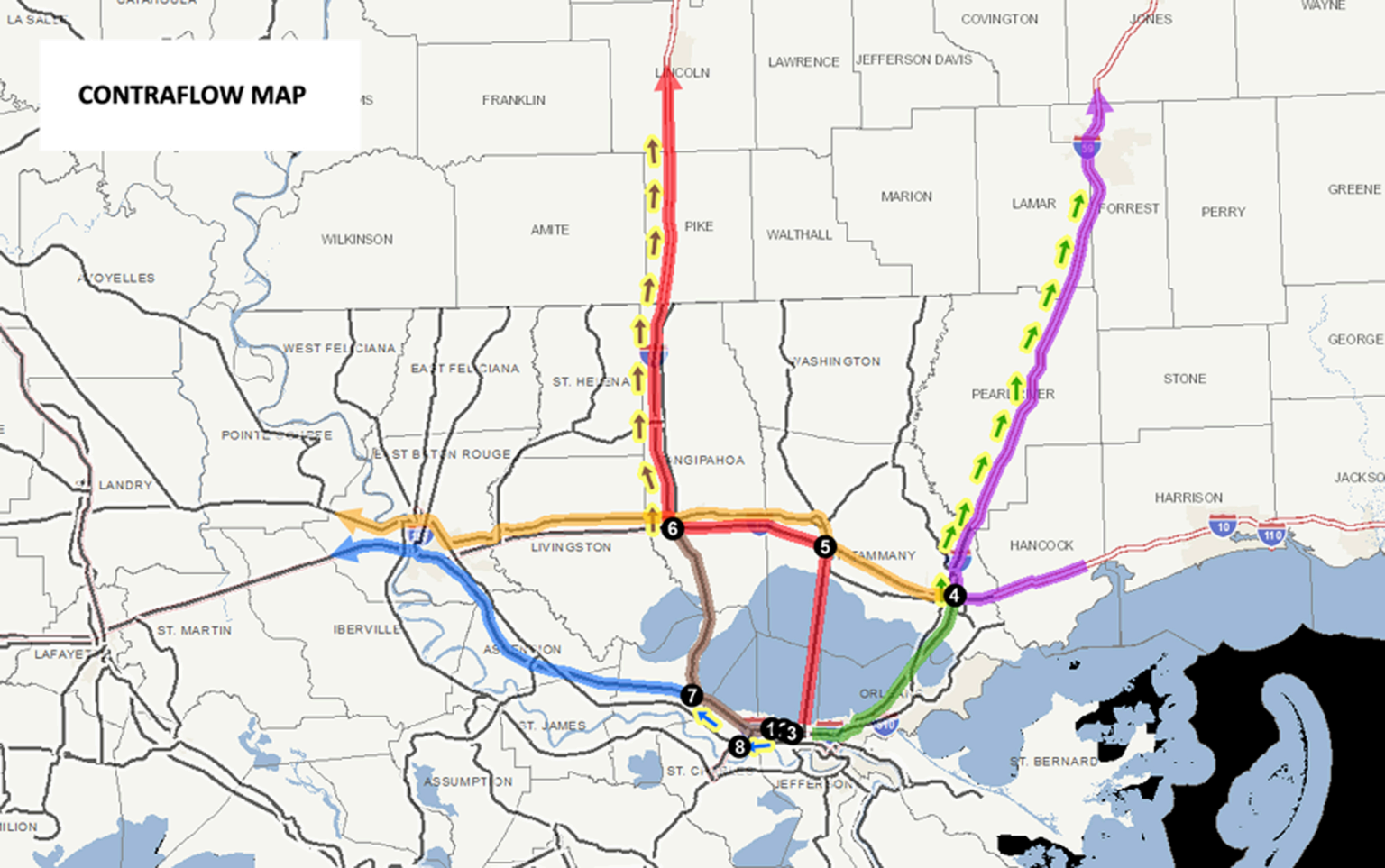


72-hour Evacuation Timeline

This is an estimation for planning purposes. In an actual evacuation, the timeline may shift based on a number of variables.



CONTRAFLOW MAP





*EMERGENCY
PROCEDURES*
FOR
SHOW MANAGEMENT





Emergency Procedures for Show Management

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For the purpose of this document the New Orleans Ernest N. Morial Convention Center is referred to as MCCNO.

Emergency Phone Numbers

It is important to stay calm when reporting an incident. MCCNO has **RED Emergency Phones** conveniently located throughout the facility. In order to expedite a response, a MCCNO Public Safety Dispatcher is available 24 hours a day. The emergency number 504-582-3040 is the primary emergency number for the facility. The Dispatcher will dispatch EMS, Officers, Event Managers, etc. **Please refrain from calling 911.** The convention center is very large; Facility and Public Safety personnel coordinate the movement of emergency services to the scene. In addition to **RED Emergency Phones**, and calling Dispatch at 504-582-3040, Public Safety Officers are available should you need assistance.

RED Emergency Phones:



Public Safety Dispatch: (PRIMARY)
From a MCCNO Phone:

504-582-3040
Dial 3040

Locate a Public Safety Officer:

The MCCNO Officers wear the following;

- Public Safety officers wear Official Public Safety Brown Shirts.
- Black Pocket Accents.
- Black Shoulder Accents.
- Dark Blue Pants.
- Public Safety Badges.
- Public Safety Officers may also wear Blue Sweaters.
- Look for the New Orleans Ernest N. Morial Convention Center Logo. Example Below:



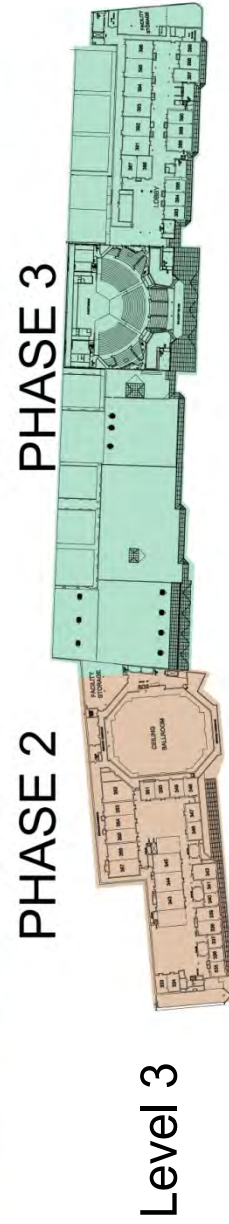
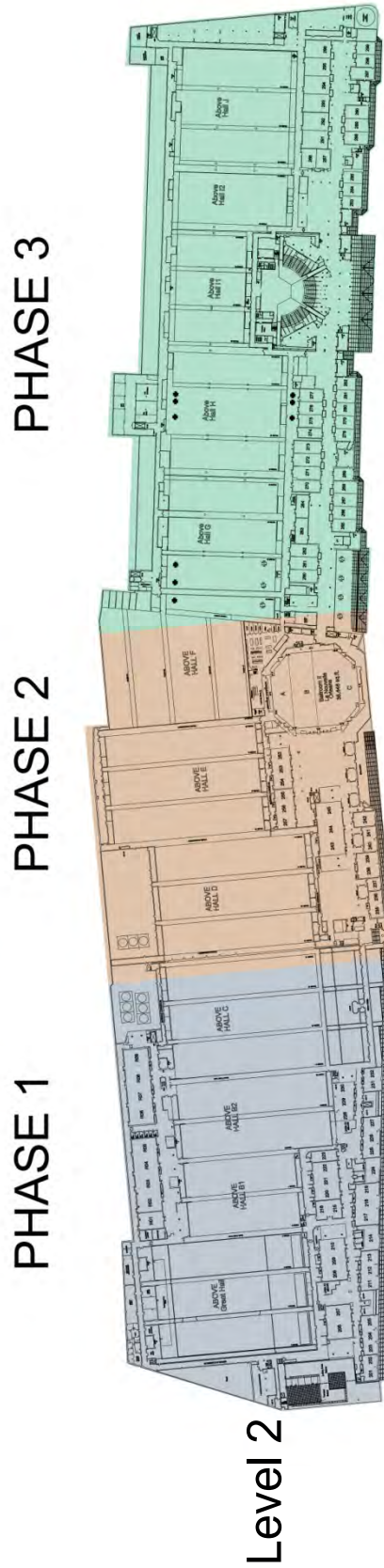
Contact and Event Manager via Show Management Radio (if applicable)

NON-EMERGENCY

Event Management Main Line:
From an MCCNO Phone:

504-582-3011
Dial 3011

Phases of the MCCNO



Evacuation Gathering Locations

Phase 1 (Great Hall, Exhibit Hall B1, Exhibit Hall B2, Exhibit Hall C)

1. Proceed in an orderly fashion toward the main exit doors (Glass Doors).
2. The closest gathering location is the "Whale" Lot (the parking lot between the MCCNO and the Hilton Hotel) it is directly across Julia Street from the Great Hall Main entrance to the building.

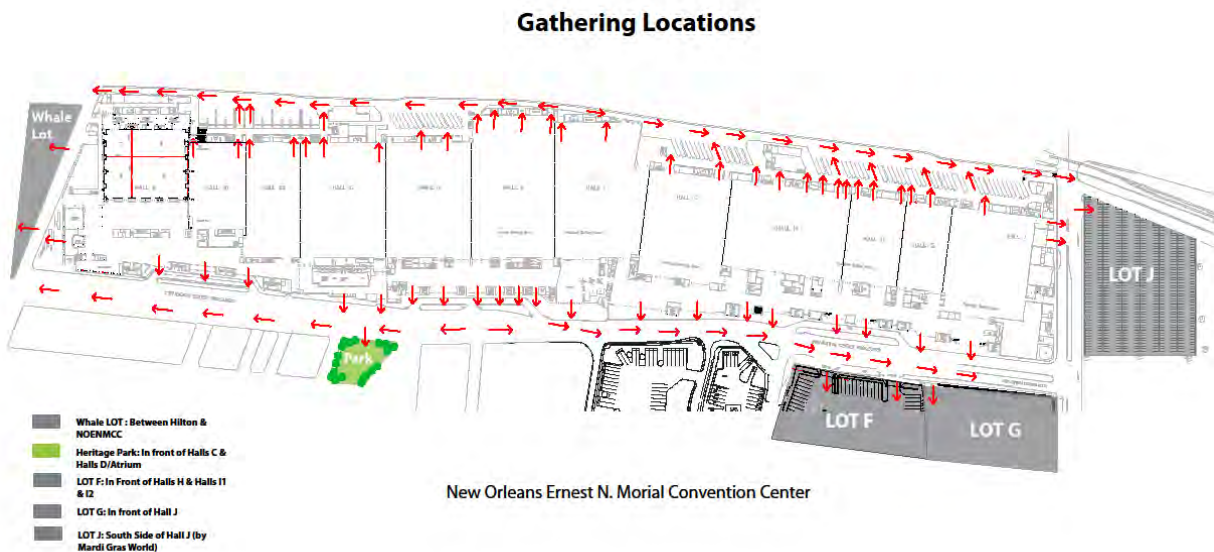
Phase 2 (Exhibit Hall D, Exhibit Hall E, Exhibit Hall F)

1. Proceed in an orderly fashion toward the main exit doors (Glass Doors).
2. The closest gathering locations are;
 - a. Heritage Park directly across Convention Center Boulevard from Hall D.
 - b. Parking Lot F directly across Convention Center Boulevard from Hall I.

Phase 3 (Exhibit Hall G, Exhibit Hall H, Exhibit Hall I1, Exhibit Hall I2, Exhibit Hall J)

1. Proceed in an orderly fashion toward the main exit doors (Glass Doors).
2. The closest gathering locations are;
 - a. Parking Lot F directly across Convention Center Boulevard from Hall I.
 - b. Parking Lot G directly across Convention Center Boulevard from Hall J.
 - c. Parking Lot J directly across Henderson Street from the dock main entrance (Back of Hall J).

A larger drawing of the gathering locations is available in Appendix A: Gathering Locations



Evacuation Procedures

In the unlikely event that a full building evacuation is ordered, the staff of MCCNO is prepared to lead you through an evacuation. The Public Safety Department will notify your Event Manager of the need to evacuate. The Public Safety Staff along with your Event Security Provider will lead attendees to safe locations outside of the facility. Prepare your staff and attendees by asking them to follow the instructions from safety and security personnel. Further, provide your staff a gathering location.

YOUR PREDETERMINED GATHERING LOCATION: _____

EVACUATION GATHERING LOCATIONS (See Appendix A)

DETAILED EVACUATION ROUTES BY ROOM NUMBER AND STAIRWELL NUMBER (See Appendix B)

EXITING

Exhibit Hall Exits

All exhibit hall exits are located front and back of the hall. All exits are clearly marked with **EXIT** signs. The front doors of the exhibit halls provide access to the main lobbies. The rear doors lead to the receiving dock area. If exiting on the receiving dock (Riverside) proceed to the farthest point away from the building. Follow directions and exit the dock area through the either the main exit (Julia Street Gate House) or main entrance (Henderson Street Gate House).

Exiting into the Lobby (Cityside):

1. Proceed in an orderly fashion toward the main exit doors (Glass Doors).
2. Once outside and safe proceed to your designated gathering location.

Exiting onto the Dock (Riverside)

1. Proceed in an orderly fashion out of the rear exit doors.
2. Watch your step and proceed to the loading dock ramp.
3. Proceed down the ramp.
4. You will be instructed to turn toward the closest dock exit (Henderson Street or Julia Street).
5. Once outside and clear of the dock area, proceed to your designated gathering location.

Meeting Rooms, Theater, and Ballroom Exits

All meeting rooms in the MCCNO have more than adequate exits available. Follow the **EXIT** signs to the Emergency Stairwells. Meeting rooms on the second and third floors have exit stairwells within a few steps of each room. The stairwells lead to one of two places: the main lower lobby or outside of the building. If the stairwell leads to the main lower lobby, there is an outside exit door close by providing immediate egress.

Exiting the New Orleans Theater

1. Proceed in an orderly fashion out of each row and into the aisle.
2. Proceed to exit through the closest exit portal.
3. Proceed to the closest exit stairwell.
4. Proceed to the bottom of the stairwell.
5. If you exit into the lobby proceed to the lobby main exit doors.
6. Once outside and safe, proceed to your designated gathering location.

Evacuation Procedures

Exiting the Ballroom or a Meeting Room on the Cityside (Room Numbers 200 through 300)

1. Proceed in an orderly fashion to the exit stairwell.
2. Proceed to the bottom of the stairwell.
3. If you exit into the lobby proceed to the lobby main exit doors.
4. Once outside and safe, proceed to your designated gathering location.

Exiting a Meeting Room Riverside (Numbers RO1-RO9)

1. Proceed in an orderly fashion to the exit stairwell.
2. Proceed to the bottom of the stairwell.
3. You will exit on the Riverside (Dockside) of the building.
4. Once outside and safe, proceed to the Julia Street Dock Exit and your gathering location.

EVACUATION INSTRUCTIONS

Event Security Instructions

1. Prior to the start of the event move in, review the exit doors and pathways with the event security staff. Provide the designated gathering location to the event security team.
2. Upon receiving instructions from Public Safety Personnel, push open as many doors as possible and leave them in the open position.
3. Public Safety Personnel will provide directions for where the public should evacuate (avoiding unsafe areas).
4. Guide persons toward the nearest exit in the building.
5. Officers posted in the rear of the halls should direct people from the halls and toward the nearest dock exit. (Henderson Street or Julia Street).
6. Use roving personnel to assist Public Safety Personnel with checking the hall to insure all persons have evacuated.
7. Upon completion of these duties, immediately evacuate all Event Security Personnel from the building.
8. Once outside of the building, Event Security Personnel and Guests may proceed to designated gathering locations.

General Show Management Staff Instructions

1. Prior to the start of the event move in, review the exit doors and pathways with the show management staff. Provide the designated gathering location to the show management team.
2. Follow the directions from Public Safety and Emergency Personnel.
3. Calmly proceed to the closest exit or stairwell and begin to exit the facility.
4. Once outside and safe, proceed to your designated gathering location.
5. Do not attempt to re-enter the facility until the "All-Clear" is given
6. Wait for the "All Clear".
7. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

EVACUATION SAFETY

1. Leave the facility through the nearest exit as instructed. Do attempt to retrieve personal property.
2. Be calm, courteous, and quiet.
3. **DO NOT ATTEMPT TO USE ELEVATORS OR ESCALATORS.**
4. Assist elderly and disabled persons.
5. Listen for instructions from via the public address system.
6. Do not loiter or wait for others.
7. Proceed directly to the designated gathering location.
8. Do not attempt to re-enter the facility until the "All-Clear" is given
9. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

Shelter in Place Procedures

In the event that severe weather (tornados and strong thunderstorms) or an incident requires all guests to shelter in place, the staff of MCCNO is prepared to lead you to safer locations within the facility. The Public Safety Department will notify your Event Manager of the need to shelter in place. The Public Safety Staff along with your Event Security Provider will lead attendees to safer locations inside of the facility. Prepare your staff and attendees by asking them to follow the instructions from safety and security personnel. Further, it is recommended that you provide the following locations to your staff for sheltering purposes.

SHELTER IN PLACE LOCATION DIAGRAM (See Appendix C)

SHELTER IN PLACE LOCATIONS

The primary shelter in place locations are within the second (2nd) floor most interior meeting rooms. The secondary shelter in place locations are within the exhibit halls. Inside the exhibit hall, guests shall proceed to the Cityside or Main Entrance side of the hall. Guests are asked to stand along the walls.

Exhibit Halls

Calmly proceed to the Cityside or Main Entrance side of the exhibit hall. Guests should position themselves along the walls of the Cityside of the hall. **Do Not Stand In Front of Doors. Stand Along the Walls.**

Meeting Rooms

The third (3rd) floor meeting rooms have adequate exit stairwells to move down one level to the second (2nd) floor. Calmly proceed down one floor into the interior second (2nd) floor meeting rooms. Guests in the second (2nd) floor meeting rooms located on the Cityside overlooking Convention Center Boulevard shall calmly relocate to an interior room. The second (2nd) floor interior meeting rooms will shelter in place. Refer to the list of meeting room numbers below.

Locations Instructions

1. Follow the directions of Public Safety and Emergency Personnel.
2. Calmly proceed to the interior meeting rooms (primary) or Cityside wall of the exhibit halls (secondary).
 - a. Phase 1 (Primary).
 - i. RO1-RO9.
 - ii. 206 – 223.
 - b. Phase 1 (Secondary).
 - i. The Great Hall sections A and B Cityside
 - ii. Exhibit Halls B – C Cityside – **DO NOT STAND IN FRONT OF DOORS.**
 - c. Phase 2 (Primary).
 - i. 243-252.
 - d. Phase 2 (Secondary).
 - i. Exhibit Halls D – F Cityside – **DO NOT STAND IN FRONT OF DOORS.**
 - e. Phase 3 (Primary).
 - i. 260-277.
 - ii. 286-296.
 - f. Phase 3.
 - i. Exhibit Halls G – J Cityside – **DO NOT STAND IN FRONT OF DOORS.**
3. **DO NOT ATTEMPT TO USE ELEVATORS OR ESCALATORS DURING A SHELTER IN PLACE MOVEMENT.**
4. Do not leave the designated shelter locations until the “All-Clear” is given.
5. Follow the directions from Public Safety Personnel for returning to your place of origin.

Shelter in Place Procedures

SHELTER IN PLACE INSTRUCTIONS

Event Security

1. Prior to the start of the event move in, review the shelter in place locations with all event security staff.
2. Upon receiving instructions from Public Safety Personnel, guide guests to the nearest shelter locations or stairwells.
3. Officers posted in the rear of the halls should direct people to the main entrance Cityside walls.
4. Use roving personnel to assist Public Safety Personnel with clearing the lobbies. Send guests to the meeting rooms.
5. Upon completion of these duties, immediately move all Event Security Personnel to the designated shelter locations.
6. Once sheltered, Event Security Personnel shall assist with keeping guests calm and informed.
7. Public Safety Personnel will continue to provide officers with information.

General Show Management Staff

1. Prior to the start of event move in, review the shelter in place locations with the show management staff.
2. Follow the directions of Public Safety and Emergency Personnel.
3. Calmly proceed to the closest stairwell toward the second (2nd) floor interior meeting rooms or the Cityside of the Exhibit Halls.
4. Once sheltered, keep clear of glass windows and doors.
5. Do not attempt to return to your original location before receiving the "All-Clear".
6. Await the "All Clear".
7. Once the "All Clear" is received, follow the directions from Public Safety personnel for returning to your place of origin.

SHELTER IN PLACE SAFETY

1. Be calm, courteous and quiet.
2. **DO NOT ATTEMPT TO USE ELEVATORS OR ESCALATORS.**
3. Assist elderly and disabled persons.
4. Listen for instructions via the public address system.
5. Do not loiter or wait for others.
6. Proceed directly to the shelter in place locations
7. Do not attempt to return to your original location before receiving the "All-Clear".
8. Once the "All Clear" is received, follow the directions from Public Safety Personnel for returning to your place of origin

Medical Emergency Procedures

Emergency Phone Number: 504-582-3040

If you witness a Medical Emergency, **REMAIN CALM**. The MCCNO has the New Orleans Fire Department EMS stationed in permanent Medical Rooms located in Lobby B, Lobby E, and Lobby H, during move in, event hours, and move out. Medical facilities are clearly identified with visual and Braille signs. Outside each room is an emergency phone directly connected to the MCCNO Public Safety Department. See Appendix D for a location diagram.

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU WITNESS A MEDICAL EMERGENCY:

1. Notify Public Safety Dispatch at 504-582-3040
2. Remain Calm. Describe the nature of your call (Medical Emergency).
3. Describe your location.
Location (level in building, exhibit aisle number, column number, lobby, loading docks, ballroom, meeting room number, etc.)
4. Describe the Medical Emergency – Is the patient breathing? Responsive?
5. Describe how the injury occurred (if known).
6. Describe the patient's complaint – chest pains, shortness of breath.
7. Stay with the injured person until EMS arrives.
8. **The EMS staff will assess the situation and determine if an ambulance or additional personnel are necessary.**
9. An official representative of MCCNO will advise Show Management of the patient's condition, and provide updates as necessary.

WHILE WAITING FOR MEDICAL ASSISTANCE:

1. Speak to the patient in a calm voice. Reassure him/her that help is on the way. **REMAIN CALM.**
2. **Do not move any injured person unless his/her present position is life threatening.**
3. Perform first aid only if you are trained and validated in proper techniques.
4. Do not let the injured person see his/her injuries.
5. Do not give an injured person anything to eat or drink.

Fire or Smoke Emergency Procedures

Emergency Phone Number: 504-582-3040

If you see a fire, flames, or smell smoke, **REMAIN CALM**. The MCCNO has a sophisticated and efficient fire alarm and suppression system, many exit doors, and personnel specifically trained in fire suppression. It is recommended that you review the evacuation procedures and gathering locations with your staff.

YOUR PREDETERMINED GATHERING LOCATION: _____

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU SEE FIRE, FLAMES OR SMELL SMOKE:

1. Notify Public Safety Dispatch at 504-582-3040
2. Remain Calm.
3. Describe your location.
Location (level in building, exhibit aisle number, column number, lobby, loading docks, ballroom, meeting room number, etc.)
4. Describe the extent of fire severity (smell and/or see smoke, flames blazing, etc.).
5. State if you or anyone else is in danger.
6. **EVACUATE THE AREA. (DO NOT USE ELEVATORS OR ESCALATORS).**

WHEN THE FIRE ALARM SOUNDS:

When the fire alarm sounds it activates a voice message instructing attendees to leave the building via the nearest emergency exit. Exit signs stay illuminated and strobe lights will flash. Follow instructions for safety and security personnel. Follow the evacuation procedures on Page 5.

1. Follow the Emergency Evacuation Procedures (Page 5).
2. Follow all instructions from Public Safety Personnel and the Building Public Address System.
3. Calmly proceed to the closest exit or stairwell and begin to exit the facility.
4. **IF YOU ENCOUNTER SMOKE ON YOUR WAY TO AN EXIT, TURN AROUND AND USE ANOTHER EXIT.**
5. **DO NOT ATTEMPT TO USE ESCALATORS OR ELEVATORS DURING A FIRE.**
6. Once outside and safe, proceed to your designated gathering location.
7. Do not attempt to re-enter the facility until the "All-Clear" is given
8. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

Bomb Threat Emergency Procedures

Emergency Phone Number: 504-582-3040

Should you or any of your guests or employees receive a Bomb Threat **REMAIN CALM. DO NOT HANG UP THE PHONE.** It is recommended that the **Bomb Threat Checklist** be provided to all of your staff. Familiarize your staff with the Bomb Threat Checklist contents. See Appendix E for a copy of the Bomb Threat Checklist.

YOUR PREDETERMINED GATHERING LOCATION: _____

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU RECEIVE A BOMB THREAT:

1. **REMAIN CALM.** Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking.
4. If possible, write a note to a colleague to call Public Safety Dispatch at 504-582-3040.
5. If the caller hangs up, **DO NOT HANG UP** use a different phone and immediately notify Public Safety Dispatch at 504-582-3040.
6. If your phone has a display, copy the number and/or letters on the window display.
7. Use the Bomb Threat Checklist. Write down as much detail as you can remember. Try to remember the exact words.

The MCCNO Public Safety Department will notify the New Orleans Fire Department and the New Orleans Police Department. The MCCNO President/General Manager and the Director of Public Safety will ultimately decide if a partial or full building evacuation is necessary, and will attempt to convey such decisions to Show Management prior to any decision being implemented.

IF AN EVACUATION IS ORDERED DO THE FOLLOWING:

1. Follow the Emergency Evacuation Procedures (Page 5).
2. Follow all instructions from Public Safety Personnel and the Building Public Address System.
3. Calmly proceed to the closest exit or stairwell and begin to exit the facility.
4. **DO NOT ATTEMPT TO USE ESCALATORS OR ELEVATORS.**
5. Once outside and safe, proceed to your designated gathering location.
6. Do not attempt to re-enter the facility until the "All-Clear" is given.
7. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

Suspicious Packages Emergency Procedures

Emergency Phone Number: 504-582-3040

Should you or any of your guests and employees encounter a suspicious package or receive suspicious mail, **REMAIN CALM** and notify Public Safety Dispatch immediately. All suspicious items are taken seriously. The MCCNO Public Safety Department will conduct a full assessment and involve the appropriate authorities as necessary.

YOUR PREDETERMINED GATHERING LOCATION: _____

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU ENCOUNTER A SUSPICIOUS PACKAGE

1. Notify Public Safety Dispatch at 504-582-3040.
2. Remain Calm.
3. Describe your location.
Location (level in building, exhibit aisle number, column number, lobby, loading docks, ballroom, meeting room number, etc.).
4. Describe the suspicious item.
 - a. Backpack, box, suitcase, briefcase.
 - b. Describe the labels.
5. **EVACUATE (CLEAR) THE AREA** and wait for instructions from MCCNO Public Safety Personnel.

IF AN EVACUATION IS ORDERED DO THE FOLLOWING:

1. Follow the Emergency Evacuation Procedures (Page 5).
2. Follow all instructions from Public Safety Personnel and the Building Public Address System.
3. Calmly proceed to the closest exit or stairwell and begin to exit the facility.
4. **DO NOT ATTEMPT TO USE ESCALATORS OR ELEVATORS.**
5. Once outside and safe, proceed to your designated gathering location.
6. Do not attempt to re-enter the facility until the "All-Clear" is given.
7. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

Hazardous Materials Emergency Procedures

Emergency Phone Number: 504-582-3040

If you encounter a Hazardous Material, **REMAIN CALM** and contact MCCNO Public Safety Dispatch at 504-582-3040. The building ventilation and fire suppression systems are monitored by both the Public Safety and Engineering Departments. Should you suspect or smell something out of the ordinary, report the situation to Public Safety Dispatch at 504-582-3040. If you suspect that a chemical has been spilled (dock, exhibit floor, lobby, etc.), report the situation to Public Safety Personnel at 504-582-3040.

YOUR PREDETERMINED GATHERING LOCATION: _____

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU ENCOUNTER A SPILL OR SUSPECT A HAZARDOUS MATERIAL DISCHARGE

1. Notify Public Safety Dispatch at 504-582-3040.
2. Remain Calm.
3. Describe your location.
Location (level in building, exhibit aisle number, column number, lobby, loading docks, ballroom, meeting room number, etc.).
4. Describe what you smell, see, or hear.
 - a. Smell gasoline, rotten eggs, vehicle exhaust, and/or smoke.
 - b. See a large spill, sticky substance, oily substance.
 - c. Hear a hissing sound.
6. **EVACUATE (CLEAR) THE AREA** and wait for instructions from MCCNO Public Safety Personnel.

IF AN EVACUATION IS ORDERED DO THE FOLLOWING:

1. Follow the Emergency Evacuation Procedures (Page 5).
2. Follow all instructions from Public Safety Personnel and the Building Public Address System.
3. Calmly proceed to the closest exit or stairwell and begin to exit the facility.
4. **DO NOT ATTEMPT TO USE ESCALATORS OR ELEVATORS.**
5. Once outside and safe, proceed to your designated gathering location.
6. Do not attempt to re-enter the facility until the "All-Clear" is given.
7. Once the "All Clear" is received, follow the directions from Public Safety Personnel for re-entering the facility.

Civil Disorder Emergency Procedures

Emergency Phone Number: 504-582-3040

Emergencies of this nature range from verbal confrontations, protests, strikes or riots. These disturbances are not limited to persons only. The disturbance could also come in the form of willful physical damage to the building, event or exhibitor equipment. The MCCNO Public Safety Department monitors activity inside and outside of the facility. The Public Safety Department will notify the appropriate authorities as necessary.

TO REPORT AN EMERGENCY:

- 1) **Call MCCNO DISPATCH AT 504-582-3040 OR PICK UP THE RED EMERGENCY TELEPHONE.**
- 2) **DIAL 3040 FROM ANY MCCNO INSTALLED PHONE.**
- 3) **CONTACT YOUR EVENT MANAGER VIA YOUR SHOW RADIO.**
- 4) **USE THE TELEPHONE IN THE GREEN BOX OUTSIDE THE MEDICAL ROOMS IN LOBBY B, LOBBY E, OR LOBBY H.**

IF YOU WITNESS A DISTURBANCE WITHIN (OR OUTSIDE OF)THE BUILDING:

1. Notify Public Safety Dispatch 504-582-3040.
2. Describe your location.
Location (level in building, exhibit aisle number, column number, lobby, loading docks, ballroom, meeting room number, etc.).
3. Do not attempt to enter into, defend either side of the confrontation, or subdue any person(s) in any type of disturbance.
4. If the confrontation escalates beyond the control of in-house security, the MCCNO Public Safety Department will notify the New Orleans Police Department.
5. The MCCNO Public Safety Department will ask onlookers to leave the incident area.
6. Follow the instructions from Public Safety Personnel. Do not stay to watch or loiter.

Hurricane Emergency Procedures

Emergency Phone Number: 504-582-3040

The MCCNO Public Safety Department monitors all tropical depressions and severe weather activity. Tropical depressions that may develop into a hurricane or affect the Louisiana Gulf Coast are reported to show management as necessary.

The MCCNO official representatives will coordinate all activities necessary to protect attendees, employees, and the building. MCCNO President/General Manager and Directors will meet on a regular basis with Show Management to discuss the storm's path, severity, and any possible impact on your event.

Incidents After Show Hours

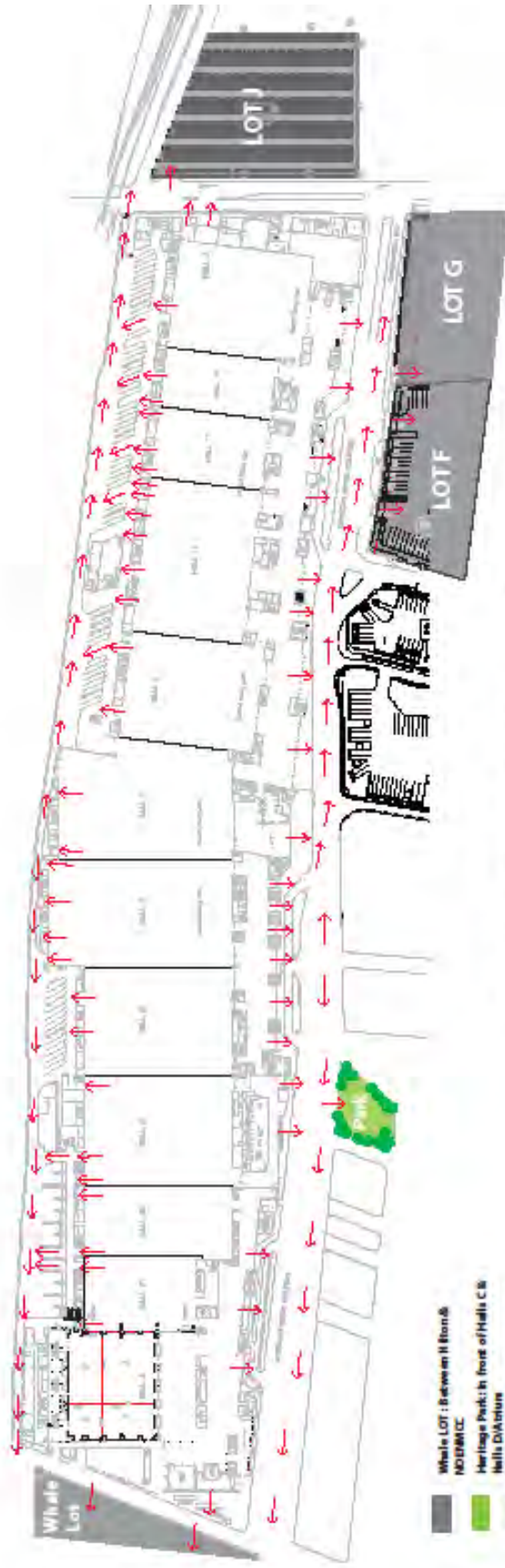
Emergency Phone Number: 504-582-3040

In addition to patrolling lobbies, common spaces, and the perimeter of the MCCNO, the Public Safety Department monitors the building safety systems 24 hours a day. In the event of an afterhours incident or emergency (fire, threats, medical), the MCCNO Public Safety Department will respond and notify the MCCNO President/General Manager, Public Safety Director, Event Manager, and other Directors as necessary.

Your MCCNO Event Manager will contact Show Management to inform Show Management Personnel of the incident and assess damages as necessary.

Appendix A: Evacuation Gathering Locations

Gathering Locations



New Orleans Ernest N. Morial Convention Center

- Whole LOT: Between H Room & MOEMRCC
- Heritage Park: In front of Halls C & Halls D/A/B/C
- LOT F: In front of Halls H & Halls I & I2
- LOT G: In front of Hall J
- LOT J: South Side of Halls I & J (by Mardi Gras World)

Appendix B: Detailed Evacuation Routes by Room Number and Stairwell Number

The Evacuation Routes by Room Number and Stairwell Number contains the routes from meeting rooms, the ballroom, and the New Orleans Theater to the emergency exits of the MCCNO. The information is an appendix that accompanies this emergency preparedness document.

Appendix C: Shelter in Place Locations

Page 2 of 3 pages of Shelter in Place Locations



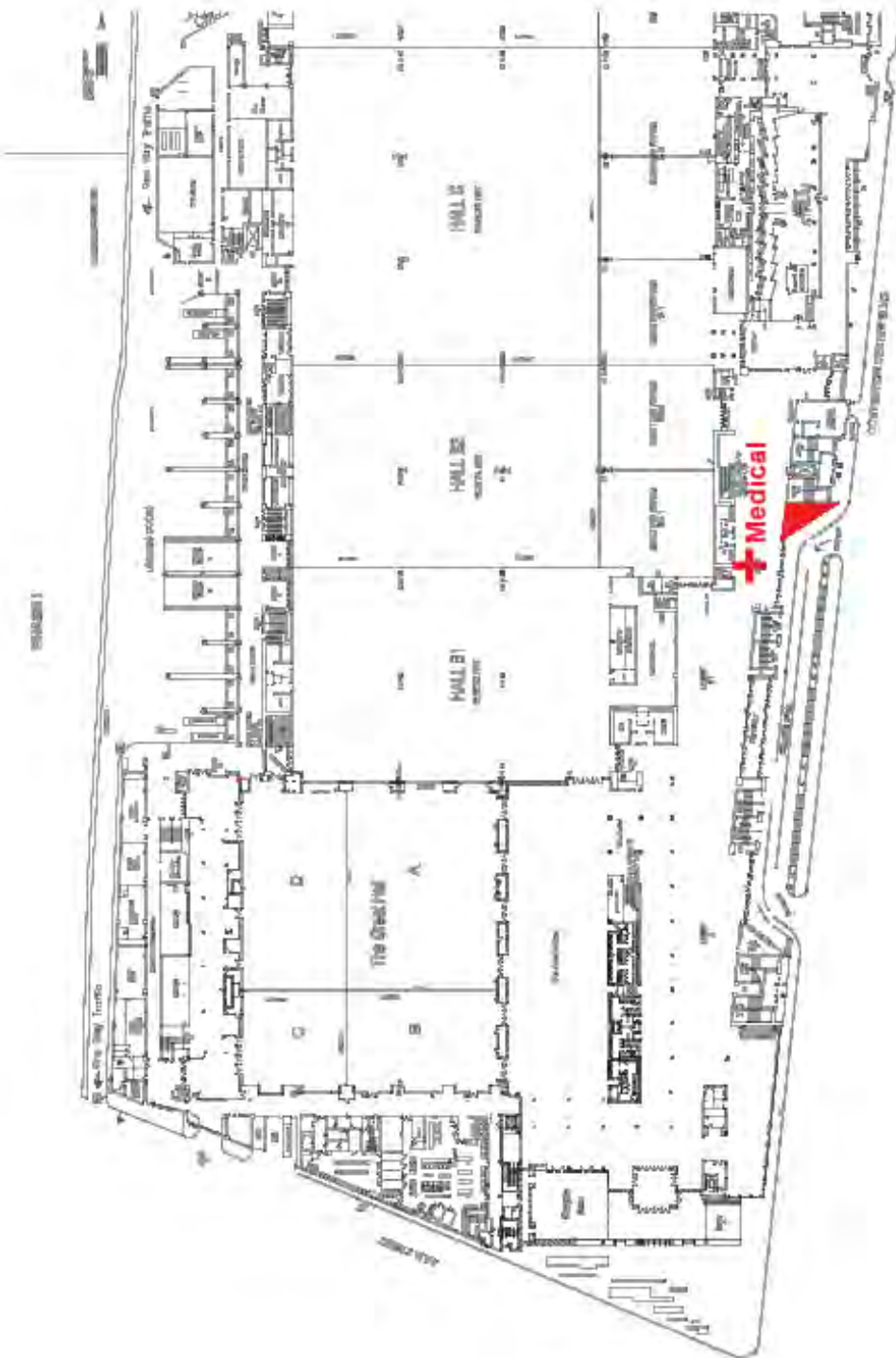
Appendix C: Shelter in Place Locations

Page 3 of 3 pages of Shelter in Place Locations

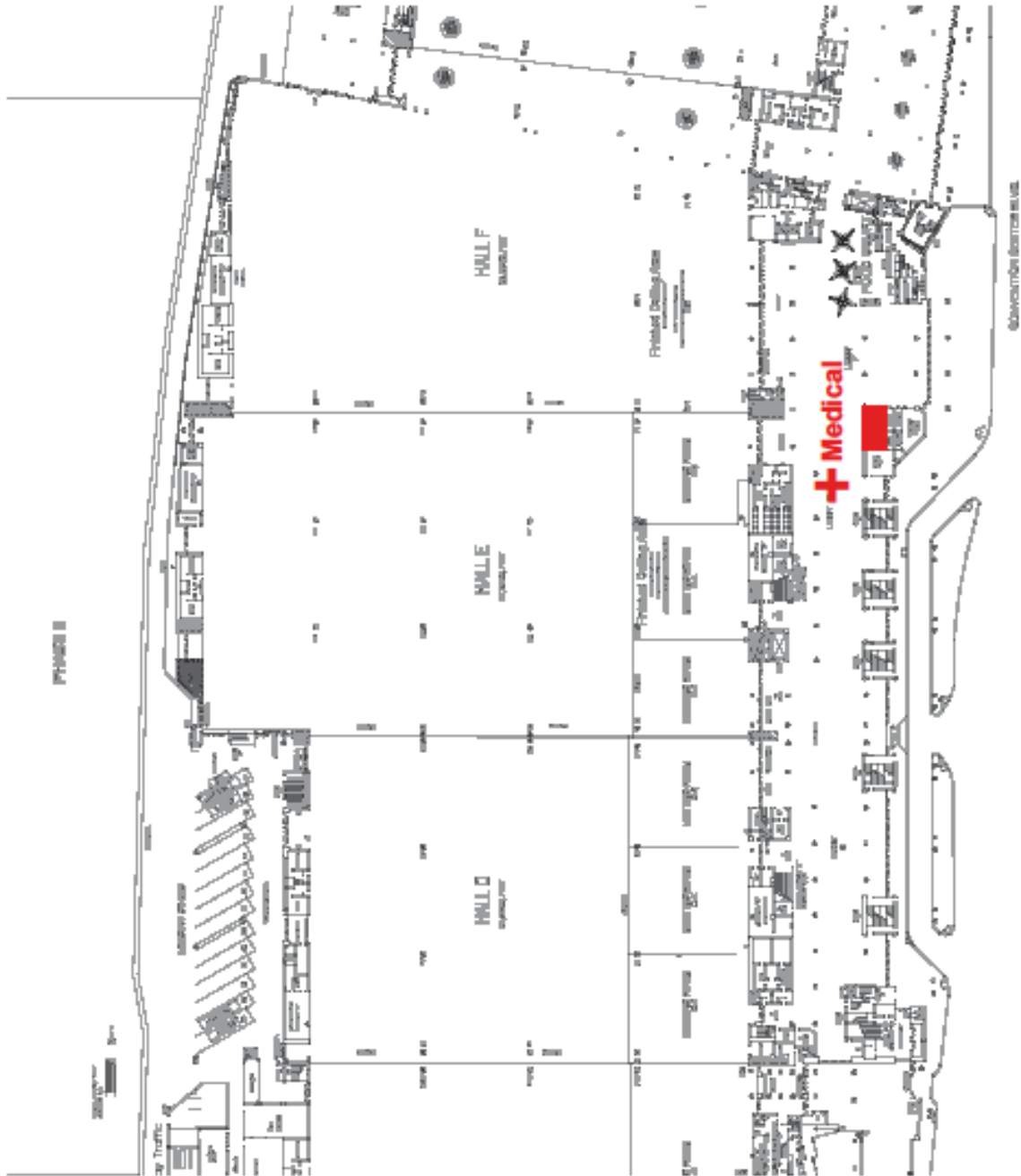


Appendix D: Medical/First Aid Room Locations

Phase 1



Phase 2



Appendix D: Medical/First Aid Room Locations

Phase 3



MEDICAL ROOM SYMBOL 

Appendix E: Bomb Threat Checklist

Printable Form On The Next Page

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

ASK THE CALLER

- 1) WHERE IS THE BOMB LOCATED?
- 2) WHEN WILL THE BOMB GO OFF?
- 3) WHAT DOES THE BOMB LOOK LIKE?
- 4) WHAT WILL MAKE THE BOMB EXPLODE
- 5) DID YOU PLACE THE BOMB? YES NO
- 6) WHY? (WHY DID YOU PLACE THE BOMB?)
- 7) WHAT IS YOUR NAME

EXACT WORDS OF THREAT

INFORMATION ABOUT THE CALLER:

- 1) WHERE IS THE CALLER LOCATED (BACKGROUND NOISE, INSIDE, OUTSIDE)
- 2) ESTIMATED AGE:
- 3) IS THE VOICE FAMILIAR? IF SO, WHO DOES IT SOUND LIKE
- 4) OTHER POINTS:

CALLERS VOICE		BACKGROUND SOUNDS	THREAT LANGUAGE	OTHER INFORMATION
ACCENT	LAUGHTER	ANIMAL NOISE	INCOHERENT	
ANGRY	LISP	HOUSE NOISE	MESSAGE READ	
CALM	LOUD	KITCHEN NOISE	TAPED	
CLEARING THROAT	MALE	STREET NOISES	IRRATIONAL	
COUGHING	NASAL	BOOTH	PROFANE	
CRACKING VOICE	NORMAL	PA SYSTEM	WELL-SPOKEN	
CRYING	RAGGED	CONVERSATION		
DEEP	RAPID	MUSIC		
DEEP BREATHING	RASPY	MOTOR		
DISGUISED	SLOW	CLEAR		
DISTINCT	SLURRED	STATIC		
EXCITED	SOFT	OFFICE MACHINERY		
FEMALE	STUTTER	FACTORY MACHINERY		
		LOCAL		
		LONG DISTANCE		



*DETAILED EVACUATION
ROUTES BY ROOM
AND STAIRWELL NUMBER*



WHEN EXITING ANY ROOM OR AREA, FOLLOW
EMERGENCY EXIT SIGNS AND ARROWS
LEADING TO STAIRWELLS AND EXIT DOORS.

Phase I

MEETING ROOMS (MR) RIVERSIDE LEVEL 2

Main Lobby Stairwell Locations for MEETING ROOMS (MR) R01-R09

Stairwell 10: Across from R03

Stairwell 9: Across from R05

Stairwell 8: Across from R08/R09

MR R01-R02

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **10**
- Take the **Back Exit** to the service corridor **Turn Left** to Stairwell **11**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** into the Lobby **Right** to Stairwell **9**

MR R03

- Take the **Main Entrance Straight** to Stairwell **10**
- Take the **Back Exit** to the service corridor **Turn Left** to Stairwell **11**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** into the Lobby **Right** to Stairwell **9**

MR R04 – R05

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **10**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **9**
- Take the **Back Exit** to the service corridor **Turn Left** to Stairwell **11**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** into the Lobby **Right** to Stairwell **9**

MR R06 – R08

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **9**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **8**
- Take the **Back Exit** to the service corridor **Turn Left**, **Turn Left** into the lobby **Right** to Stairwell **9**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** down the corridor, **Turn Right** into the lobby to Stairwell **8**

MR R09

- Take the **Main Entrance** out of the room **Straight** to Stairwell **8**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** down the corridor, **Turn Right** into the lobby to Stairwell **8**
- Take the **Back Exit** to the service corridor **Turn Left**, **Turn Left** into the lobby **Turn Right** to Stairwell **9**

Phase I

MEETING ROOMS (MR) CITYSIDE LEVEL 2

Main Lobby Stairwell Locations for MEETING ROOMS (MR) 201-232

Stairwell 4A and 4B: Across from MR 207 & Between MR 205 and MR 211

Stairwell 3A and 3B: Across from MR 210 & Adjacent to MR 214

Stairwell 2A and 2B: Across from MR 221 & Adjacent to MR 224

Stairwell 1A and 1B: Across from MR 228/229 & Between 227 and MR 231

MR 201-202

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell 5
- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **4A and 4B**
- Take the **201 Back Entrance** out of the room and **Directly into** Stairwell 5

MR 203-205

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell 5
- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **4A and 4B**

MR 206

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **4A and 4B**
- Take the **Main Entrance** out of the room and **Turn Right** into the service corridor to Stairwell 5
- Take the **Back Exit** to the service corridor **Turn Left, Turn Left** into the lobby. **Turn Right** to Stairwells 5.
- Take the **Back Exit** to service corridor **Turn Right**, follow the corridor **Turn Right** into the lobby. **Straight** to Stairwells **4A and 4B**.

MR 207

- Take the **Main Entrance** out of the room and proceed **Straight** into to Stairwell **4A and 4B**
- Take the **Back Exit** to the service corridor **Turn Left, Turn Left** into the lobby. **Turn Right** to Stairwells 5.
- Take the **Back Exit** to service corridor **Turn Right**, follow the corridor **Turn Right** into the lobby. **Straight** to Stairwells **4A and 4B**.

MR 208-210

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **4A and 4B**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **3A and 3B**
- Take the **Back Exit** out of the room and **Turn Left, Turn Left** into the lobby. **Straight** to Stairwells **4A and 4B**

MR 211-213

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **4A and 4B**
- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **3A and 3B**

MR 214

- Take the **Left Entrance** out of the room and **Turn Right** to Stairwells **3A and 3B**
- Take the **Right Entrance** out of the room and **Turn Left** to Stairwells **3A and 3B**

MR 215

- Take the **Main Entrance** to the lobby out of the room and **Turn Right** to Stairwells **3A and 3B**
- Take the **Main Entrance** to the lobby out of the room and **Turn Left** to Stairwells **2A and 2B**
- Take the **Right Exit** (back of the room) and **Turn Left, Turn Right** at the main lobby to Stairwells **3A and 3B**

MR 216

- Take the **Left Exit** out of the room and **Turn Left, Turn Right** at the main lobby to Stairwells **3A and 3B**
- Take the **Right Exit** (back of the room) and **Turn Left, Turn Left** toward the lobby, **Turn Right** at the main lobby to Stairwells **3A and 3B**

MR 217-219

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **2A and 2B**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **3A and 3B**

MR 220

- Take the **Main Entrance** out of the room and **Turn Left, Turn Right** to Stairwells **2A and 2B**
- Take the **Back Exit** to the service corridor **Turn Left, Turn Left** into the lobby, **Turn Right** into the main lobby to Stairwells **3A and 3B**.

MR 221-222

- Take the **Main Entrance** out of the room and Go **Straight** to Stairwells **2A and 2B**
- Take the **Back Exit** to the service corridor **Turn Left, Turn Left** into the lobby, **Turn Right** into the main lobby to Stairwells **3A and 3B**.
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** down the corridor, **Turn Right** into the Lobby, **Turn Left** to Stairwells, **2A and 2B**

MR 223

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **2A and 2B**
- Take the **Back Exit** to the service corridor **Turn Right** , **Turn Right** down the corridor, **Turn Right** into the Lobby, **Turn Left** to Stairwells, **2A and 2B**

MR 224

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **2A and 2B**

MR 225-227

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwells **1A and 1B**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **2A and 2B**

MR 228-229

- Take the **Main Entrance** out of the room **Straight** to Stairwells **1A and 1B**

MR 230

- Take the **Main Entrance** out of the room **Turn Right** to Stairwells **1A and 1B**

MR 231-232

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwells **1A and 1B**

Phase II

MEETING ROOMS (MR) CITYSIDE LEVEL 2

Main Lobby Stairwell Locations for MEETING ROOMS (MR) 235-257

Stairwell 22 and 23: By the Passenger Elevator (14) & Across from MR 235

Stairwell 26: Adjacent to MR 236 and MR 237

Stairwell 28: Adjacent to MR 240 and MR 241 & Across from 243

Stairwell 29: Across from MR 255 & By Passenger Elevator (17)

Stairwell 30: Across from MR 245

Stairwell 31 and 32: Adjacent to the Balcony & Between the MR block and Ballroom 2

MR 235-236

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **26**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **22 or 23**

MR 237

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **26**

MR 238-239

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **28**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **26**

MR 240

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **28**

MR 241

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **28**

MR 242

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **30**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **28**

MR 243

- Take the **Main Entrance** out of the room and proceed **Straight** to Stairwell **28**
- Take the **Back Exit** out of the room and **Turn Left** to Stairwell **27**

MR 244

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **28**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **30**
- Take the **Back Exit** out of the room and **Turn Left** to Stairwell **27**

MR 245

- Take the **Cityside Entrance** out of the room and proceed **Straight** to Stairwell **30**
- Take the **Riverside Entrance** out of the room and **Turn Right** to Stairwell **29**

MR 252-254

- Take the **Main Entrance** out of the room proceed **Straight Passed the Escalators** to Stairwells **31 and 32**
- Take the **Back Exit** out of the room and **Turn Left, Turn Left** again; follow the corridor to the end **Turn Right**. Proceed to Stairwell **29**

MR 255

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **29**
- Take the **Back Exit** out of the room and **Turn Left, Turn Left** again; follow the corridor to the end **Turn Left** into the lobby to Stairwell **29**

MR 256-257

- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **29**
- Take the **Back Exit** out of the room and **Turn Left, Turn Left** again; follow the corridor to the end **Turn Left** into the lobby to Stairwell **29**

Phase II

MEETING ROOMS (MR) CITYSIDE LEVEL 3

Main Lobby Stairwell Locations for MEETING ROOMS (MR) 333-357

Stairwell 22 and 23: By the Passenger Elevator (14) & Across from MR 335

Stairwell 26: Adjacent to MR 336 and MR 337

Stairwell 28: Across from MR 343 & Adjacent to MR 340 and 341

Stairwell 30: Across from MR 345 & Between MR 342 and MR 346

Stairwell 29: Across from MR 356

MR 333-334

- Take the **Main Entrance** out of the room **Turn Right, Turn Right** to Stairwell **22 and 23** by the Elevator
- Take the **Main Entrance** out of the room **Turn Right, Turn Left** to Stairwell **26**

MR 335-336

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **26**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **22**

MR 337

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **26**

MR 338-339

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **26**
- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **28**

MR 340

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **28**

MR 341

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **28**

MR 342

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **30**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **28**

MR 343

- Take the **Main Entrance** out of the room and proceed **Straight** to Stairwell **28**
- Take the **Back Exit** out of the room and **Turn Left** to Stairwell **27**

MR 344

- Take the **Main Entrance** out of the room and **Turn Right** to Stairwell **28**
- Take the **Main Entrance** out of the room and **Turn Left** to Stairwell **30**
- Take the **Back Exit** out of the room and **Turn Left** to Stairwell **27**

MR 345

- Take the **Main Entrance** out of the room and proceed **Straight** to Stairwell **30**
- Take the **Back Exit** out of the room and **Turn Right** to Stairwell **29**

MR 346-347

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **30**

MR 348

- Take the **Main Entrance** out of the room **Turn Right** to the main lobby, **Turn Left** to Stairwell **30**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby **Straight** to Stairwell **29**

MR 349

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **30**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby **Straight** to Stairwell **29**

MR 350-351

- Take the **Main Entrance** out of the room **Turn Left, Turn Right** to Stairwell **30**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby **Straight** to Stairwell **29**

MR 352

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **29**
- Take the **Back Exit** out of the room **Turn Right** to Stairwell **38**
- Take the **Back Exit** out of the room **Turn Left**, follow the corridor **Turn Left, Turn Left** into the main Lobby to Stairwell **29**

MR 353-355

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **29**
- Take the **Main Entrance** out of the room **Straight Passed the Escalators, Turn Right** to Stairwell **30**
- Take the **Back Exit** out of the room **Turn Right** to Stairwell **38**
- Take the **Back Exit** out of the room **Turn Left**, follow the corridor **Turn Left, Turn Left** into the main Lobby to Stairwell **29**

MR 356

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **29**
- Take the **Back Exit** out of the room **Turn Right** to Stairwell **38**
- Take the **Back Exit** out of the room **Turn Left**, follow the corridor **Turn Left, Turn Left** into the main Lobby to Stairwell **29**

MR 357

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **29**
- Take the **Back Exit** out of the room **Turn Right** to Stairwell **38**
- Take the **Back Exit** out of the room **Turn Left**, follow the corridor **Turn Left, Turn Left** into the main Lobby to Stairwell **29**

Phase III

MEETING ROOMS (MR) CITYSIDE LEVEL 2

Main Lobby Stairwell Locations for MEETING ROOMS (MR) 260-298

Stairwell 44: Next to MR 260

Stairwell 45: Across from MR 262 and 263 & Next to MR 265

Stairwell 46: Across from MR 272 & Between MR 269 and MR 278

Stairwell 47 and 48: Next to MR 282 & Between the MR 282 and the Theater

Stairwell 50 and 52: Between MR 283 and the Theater

Stairwell 53: Between MR 285 and MR 288

Stairwell 54: Across from MR 294 & Between MR 290 and MR 297

MR 260-262

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **44**
- Take the **Main Entrance** out of the room **Turn Left, Turn Right** to Stairwell **45**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** to Stairwell **44**
- Take the **Back Exit** out of the room and **Turn Right** follow the corridor, **Turn Right** into the main lobby, **Turn Right** to Stairwell **45**

MR 263

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **45**
- Take the **Back Exit** out of the room **Turn Right** follow the corridor, **Turn Right** into the main lobby. **Turn Right** to Stairwell **45**
- Take the **Back Exit** out of the room **Turn Left** follow the corridor, **Turn Left** to Stairwell **44**

MR 264

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **45**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Right** follow the corridor, **Turn Right** into the main lobby. **Turn Right** to Stairwell **45**
- Take the **Back Exit** out of the room **Turn Left** follow the corridor, **Turn Left** to Stairwell **44**

MR 265-269

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **46**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **45**

MR 270-271

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **45**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Right, Turn Right** into the main lobby **Turn Right** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby **Turn Left** to Stairwell **46**

MR 272-273

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Right, Turn Right** into the main lobby **Turn Right** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby **Turn Left** to Stairwell **46**

MR 274-277

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **46**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **47**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Right** to Stairwell **46**
- Take the **Back Exit** out of the room **Turn Right, Turn Right** into the main lobby proceed **Straight** to Stairwell **47**

MR 278-282

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **47**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **46**

MR 283

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **53**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **52**
- Take the **Back Exit** out of the room **directly into** Stairwell **52**

MR 284-285

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **53**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **52**

MR 286

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Main Entrance** out of the room **Straight Passed the Escalators, Turn Left** to Stairwell **52**

MR 287

- Take the **Main Entrance** out of the room **Turn Left, Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 288

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room, **Turn Right** to Stairwell **53**

MR 289

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**

MR 290

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room, **Turn Left, Turn Right** to Stairwell **54**

MR 291-292

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **53**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 293-294

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 295-296

- Take the **Main Entrance** out of the room **Turn Right , Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left** follow the corridor, **Turn Left** into the main lobby, **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room **Turn Right, Veer Right** to Stairwell **56**

MR 297

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Directly into** Stairwell **54**

MR 298-299

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**

Phase III

MEETING ROOMS (MR) CITYSIDE LEVEL 3

Main Lobby Stairwell Locations for MEETING ROOMS (MR) 383-399

Stairwell 52: Next to MR 383 & Between MR Block and Theater

Stairwell 53: Between MR 385 and MR 388

Stairwell 54: Across from MR 394 & Between MR 390 and MR 397

MR 383-385

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **53**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **52**

MR 386

- Take the **Main Entrance** out of the room **Turn Left, Turn Left** to Stairwell **53**

MR 387

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Main Entrance** out of the room proceed **Straight Passed the Escalators** to Stairwell **52 on the left.**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 388

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room, **Turn Right** to Stairwell **53**

MR 389

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**

MR 390

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **54**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room, **Turn Left, Turn Right** to Stairwell **54**

MR 391-392

- Take the **Main Entrance** out of the room **Turn Right** to Stairwell **53**
- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 393-394

- Take the **Main Entrance** out of the room proceed **Straight** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**

MR 395-396

- Take the **Main Entrance** out of the room **Turn Right , Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Turn Left, Turn Left** into the main lobby, **Turn Left** to Stairwell **53**
- Take the **Back Exit** out of the room, **Turn Right, Veer Right** to Stairwell **55**

MR 397

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**
- Take the **Back Exit** out of the room **Directly Into** Stairwell **54**

MR 398

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**
- Take the **Back Exit** directly into Stairwell **54**

MR 399

- Take the **Main Entrance** out of the room **Turn Left** to Stairwell **54**

Phase II Ballroom II

Main Lobby Stairwell Locations for Ballroom II

Stairwell 30, 31, and 32: Between MR 245 and Ballroom II (North Side by Escalators)

Stairwell 34, 35, 36, and 37: Between MR 260 and Ballroom II (South Side of the Ballroom)

{Cityside is West, Riverside is East, MR 245 is North, MR 260 is South}

Ballroom II A

- Take the **Main Entrance toward the Escalators (North) Turn Left** to Stairwell **32, 31, and 30**.
- Take the **Main Entrance toward MR 260 (South) Turn Right** toward Stairwell **37 and 36**

Ballroom II B

- Take the **Main Entrance toward the Escalators (North) Turn Left** to Stairwell **32, 31, and 30**.
- Take the **Main Entrance toward MR 260 (South) Turn Right** to Stairwell **34 and 35**

Ballroom II C

- Take the **Main Entrance toward the Escalators (North) Turn Left** to Stairwell **32, 31, and 30**
- Take the **Cityside Exits (West) toward the lobby Turn Right** to Stairwell **32**
- Take the **Cityside Exits (West) toward the lobby Turn Left** to Stairwell **34 and 35**

Phase III New Orleans Theater

Main Lobby Stairwell Locations for the New Orleans Theater

All Stairwells are across the main lobby

Stairwell 51: Between Sections A and B

Stairwell 50 and 52: By the Balcony directly in front of Section A/B Entrance

Stairwell 48 and 47: By the Balcony directly in front of Section B/C Entrance

Stairwell 49: Between Sections B and C

- All Sections of the Theater must exit by using the aisles provided. Once in the Lobby Section A proceeds Straight to Stairwell **50, 51, and 52**. Section B Veers Left to Stairwell **50 and 52** and Veers Right to Stairwell **47 and 48**. Section C proceeds Straight to Stairwells **47, 48, and 49**.
- Mid-house level exits into the Lobby. Section A proceeds to Stairwell **50**, Section B Turns Left to Stairwell **50** and Right to Stairwell **48**. Section C proceeds to Stairwell **48**.

Safety & Security

The personal safety of all persons at the New Orleans Ernest N. Morial Convention Center is of the utmost importance and concern.

- The Convention Center supports an established and comprehensive all-hazards emergency operations plan that addresses life safety considerations.
- Local first responders, to include the New Orleans Police Department, Port of New Orleans Harbor Police, New Orleans Fire Department and New Orleans Emergency Medical Services, and preferred vendors have been provided with the procedures of the all-hazards emergency operations plan.
- The Convention Center is within close proximity to the Port of New Orleans Harbor Police and is regularly engaged with local law enforcement and governmental authorities. The Convention Center endorses the active shooter protocol set forth by the Department of Homeland Security.
- Our employees are educated in aspects of workplace violence, to include active shooter scenarios.
- Public Safety, in conjunction with Event Services, is available to assist you with the development of safety and security plans that are appropriate for your event.

HOW TO RESPOND

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. RUN

Have an escape route and plan in mind.

Leave your belongings behind.

Keep your hands visible.

2. HIDE

Hide in an area out of the shooter's view.

Block entry to your hiding place and lock the doors.

Silence your cell phone and/or pager.

3. FIGHT

As a last resort and only when your life is in imminent danger.

Attempt to incapacitate the shooter.

Act with physical aggression and throw items at the active shooter.

CALL 911
WHEN IT IS
SAFE TO DO SO



GATHERING POINTS (IN CASE OF EVACUATIONS)

