tcf CENTER
DETROIT

EMERGENCY RESPONSE PLAN

An ASM GLOBAL managed facility

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INTRODUCTION

We, Employees of the Detroit Regional Convention Facility Authority, and ASM Global are privileged to work in and to serve the people who come to our Convention Center, TCF Center. With justifiable pride for our Facility, we have responsibilities which we recognize.

In order to properly carry out these responsibilities in times of Emergencies, TCF CENTER has prepared an Emergency Management Plan.

Each Employee should be aware of this material and each Supervisor must have a copy of the Plan and be familiar with the Plan and their specific assignments.

This Emergency Plan will assist us in looking after the safety and welfare of the millions of people who are our visitors and customers, and of the property entrusted to our care.

An Emergency is any unplanned event that can cause deaths or significant injuries to Employees, Customers or the Public; or that can shut down our Facility, disrupt Operations, cause physical or environmental damage, or threaten the facility's financial standing or public image.

Unless otherwise noted, any part of this Emergency Management Plan may be reproduced and it is encouraged that extra copies of facility plans herein be available for handing out to Emergency personnel to assist them in responding to Emergencies. Certain Managers will be given copies to have at their residence.

REPORTING EMERGENCIES

What is an Emergency?

An emergency is any immediate threat to life and/or property that requires immediate response from law enforcement, fire or ambulance personnel.

An emergency can also be defined as any unplanned event that may cause death or serious injuries to employees, customers or the public; or shut down the venue, disrupt operations, cause physical or environmental damage, or threaten TCF CENTER's financial standing or public image.

Your judgment often determines whether an incident is an emergency. If you consider a situation to be an emergency, then it is an emergency and the procedures in this Handbook should be applied and followed. **If in doubt, err on the side of safety!**

FOR EMERGENCIES CALL THE CONTROL ROOM
1-313-877-8281

FIRE
POLICE
MEDICAL
HAZARDOUS MATERIALS EMERGENCY

When Reporting an Emergency:

- Stay on the line with the TCF CENTER Control Room Security Officer or Dispatcher.
- Provide the address, location and a description of the emergency.
- Provide the phone number at your location.
- Provide a thorough description of the incident to ensure the appropriate resources are dispatched.

BUILDING EVACUATION PROCEDURE AND ROUTES

Upon the decision by the designated Emergency Officer or at the instruction of Detroit Police and Fire Departments or Emergency Operations Center officers to evacuate the facility or a portion thereof the following procedure is to be followed:

1. **Notify Security Staff by Radio of the Evacuation Order**.
   Advise them if evacuation is for entire facility or is for specific area.

2. **Notify building staff and event workers and attendees by signal and voice to evacuate.**
   Signal to alert all to emergency situation. Voice command to instruct to evacuate.
   Use pre-recorded or "live" voice depending on evacuation orders.
   Notify TCF CENTER, Arena and Rooftop Garages of evacuation.

3. **Assigned building staff is to assist in the evacuation.**
   Staff will clear their areas of all persons, or, advice persons in their areas that evacuation from that particular area is not required and then stay alert and in the area until either further evacuation is ordered or the emergency is declared over.

4. **Assigned building staff will secure or protect records.**
   As previously determined, identified documents and records will be secured and protected before assigned staff evacuates or will be brought out with the assigned staff.

5. **Evacuation will follow pre-determined routes.**
   Persons will evacuate the facility areas using routes as shown on the Evacuation Floor Plans. See following pages showing routes.

6. **Evacuees are to assemble at pre-determined offsite locations.**
   Persons will assemble at the offsite location(s) and assigned building staff will communicate situation and information to the Emergency Control Center. See following pages showing locations.

7. **Evacuees to remain at offsite locations until given further instruction.**
   Persons are to be kept apprised of the situation and the probable time line for ending the emergency or making other determinations.

FIRE

In all cases when an employee, visitor or guest becomes aware of a fire or smoke, the Fire department must be notified immediately. Go to the nearest safe location and activate the fire alarm system at the pull station or shout the alarm as you evacuate the building. If possible, telephone 922 after exiting the building.

A. Give the Fire Department and 911 Dispatcher the following information:
    1. Name of the Building
    2. Location of the fire within the building.
    3. A description of the fire and (if known) how it started.

B. Evacuate the building following the established building evacuation procedures (see Building Evacuation).

C. Know the location of the fire exits and alarms systems in your area, and know how to use them

D. If you become trapped in a building during a fire:
    1. Stay calm, and take steps to protect yourself.
    2. If possible, move to a room with an outside window.
    3. If there is a telephone, call 911 and tell the dispatcher where you are. Do this even if you see fire department personnel from the window.
    4. Stay low, stuff clothing, towels or paper around the cracks in the door to help keep the smoke out of your refuge.
    5. Be patient. Rescue of occupants within large structures will take time.

Fire Life Safety Equipment

1. Sprinkler systems and water flow detection devices are present in the building. Water flow in these devices is monitored by the Control Room and automatically triggers a response.
2. Smoke detectors are in place as required.
3. Manually activated fire alarm pull stations are located throughout the facility and at exit points in the building.
4. If any sprinkler, heat detector or pull station is activated, an alarm will sound throughout the facility.
5. Illuminated exit signs are provide throughout the building.
6. Know where the locations of the fire alarms.
7. Know where the fire exits are located and ensure they are free of obstructions!

MEDICAL & FIRST AID EMERGENCY

While waiting for emergency medical personnel, you should do the following:

- Burns – Thermal & Chemical
  - Keep victim quiet and comfortable
  - Flood chemical burn with cool water
  - Cover burn with bandage

- Choking
  - Check victim's mouth and clear matter
  - Use abdominal thrusts if train to do so

- Fainting, Unconsciousness and shock
  - Have victim lie or sit down and rest

- Fractures, and Sprains
  - Keep victim still
  - Keep injured area immobile

- Heart Attack
  - Place victim lying down on back
  - Give resuscitation CPR if trained to do so
  - Use AED if trained to do so

- Poisoning and Overdose
  - Stay with victim and assist as necessary
  - If choking, lower victim's head

- Severe Bleeding and Wounds
  - Apply direct pressure on wounds using a clean cloth or hand

Note: Medical First Aid kits and AED cabinets are strategically located throughout the TCF Center complex.

CRIME & VIOLENT BEHAVIOR

ACTIVE SHOOTER

This type of incident is unpredictable.

A. Your immediate response is to protect yourself. Take cover immediately – lock or barricade yourself and others inside a secure area, if possible.

B. Call 911 and the Control Room. Remain out of sight from the suspects if possible. Report suspect(s) movements and provide description(s) (see below). If you are communicating with 911 have someone else contact the control Room to make them aware of the situation.

C. Evacuate if safe to do so, or if instructed to do so by emergency responders.

Additional best practice guidelines to follow established by law enforcement.

A. When calling 911 provide the dispatcher with the following information:
    1. Your name
    2. Your exact location
    3. Location of the incident (be as specific as possible)
    4. Number of shooters (if known)
    5. Identification or description of the shooter(s).
    6. Number of persons who may be involved
    7. Injuries to anyone, if known

B. Individuals not immediately impacted by the situation are to take protective cover, staying away from windows and doors until notified otherwise.

C. If exiting the building is not possible, the following actions are recommended:

    1. Go to the nearest room or office, close and lock door, turn off lights.
    2. Seek protective cover.
    3. Keep quiet and act as if no one is in the room.
    4. Do not answer the door.
    5. Contact 911 with your location
    6. Wait for emergency personnel to assist you out of the building.

CRIME & VIOLENT BEHAVIOR

REPORTING CRIMES IN PROGRESS

If you are a victim or a witness to any in-progress criminal offense, report the incident as soon as possible to the Control Room Security Officer. You should attempt to provide as much of the following information as possible:

Nature of the incident. Make sure the dispatcher understands that the incident is in progress!

- Location of the incident
- Description of suspects involved
- Injuries that occurred
- Description of any weapons involved
- Description of property involved

Stay on the line with the dispatcher until help arrives. Keep the dispatcher updated on any changes so responding units can be updated. Even if you cannot communicate, keep the line open. The dispatcher may be able to learn more about what is happening.

REPORTING CRIMES NOT IN PROGRESS

If you have become a victim of a crime and it is not an emergency or life-threatening situation, telephone the Control Room; be prepared to provide at least the following information:

- Your name
- Your address
- Your telephone number
- A brief synopsis of what occurred
- Your exact location at the time of the call

BOMB THREAT

All bomb threats must be treated as a serious matter. To ensure the safety of the employees, visitors and the general public, bomb threats must be considered real until proven otherwise. In most cases bomb threats meant to disrupt normal activities. The procedures described below should be implemented regardless of the whether the bomb threat appears real or not.

A. STAY CALM

B. If a suspicious object or potential bomb is discovered, DO NOT HANDLE THE OBJECT, CLEAR THE AREA, AND CALL THE CONTROL ROOM. Be sure to include the location and appearance of the object when reporting.

C. If a phone call bomb threat is received:
   a. DO NOT put the caller on hold.
   b. DO NOT attempt to transfer the call
   c. DO NOT hang up the phone that the call came in on. If possible have someone else use another phone to call 911

D. Pay particular attention to background noises, such as running motors, music, or any other noises that may indicate the location from which the call is being made.

E. Listen closely to the voice to determine voice quality, accents, speech impediments, gender, or any unusual characteristics.

F. Questions to ask:
   a. When is the bomb going to explode?
   b. Where is the bomb?
   c. What does the bomb look like?
   d. What kind of bomb is it? Why?
   e. Where are you calling from what is your address?
   f. What is your name?

G. Complete the BOMB THREAT Checklist. The Checklist is located at Appendix 3. Keep the Checklist close to the telephone.

If any evacuation alarm sounds, follow established building evacuation procedures (see Building Evacuation)

HAZARDOUS MATERIAL SPILL/RELEASE

For spills, releases or incidents requiring special training, procedures or personal protective equipment (PPE) that is beyond the abilities of current, trained personnel, take the following steps:

A. Immediately notify affected personnel and evacuate the spill area. Pull the fire alarm if building evacuation is required.

B. Call the Control Room to report the incident.

C. Give the Dispatcher the following information:
   1. Your name, telephone number and location.
   2. Time and type of incident.
   3. Name and quantity of the material, if known.
   4. Extent of injuries or damage, if any.

D. Evacuate the affected area at once and seal it off to prevent further contamination of others until the arrival of emergency personnel.

E. Anyone who is contaminated by the spill should wash off the contamination; remain in the vicinity, and give his/her name to the emergency personnel. If needed, first aid can be started immediately.

F. No effort to contain or clean up spills and/or releases should be made unless you have been trained in the proper methods to do so.

G. Take appropriate steps to make sure no one evacuates through the contaminated area.

H. If an alarms sounds, follow established building evacuation procedures (see Building Evacuation).

I. Do not re-enter the area until directed by emergency personnel.

EXPLOSION, CRASH, SIMILAR INCIDENT

In the event of an explosion, aircraft crash or similar emergency, take the following action:

A. Immediately seek cover under tables, desks, etc., which will give protection against falling glass or debris.

B. Telephone the Control Room. Provide them with the following information:
   1. Location.
   2. Area where incident occurred.
   3. Cause of incident, if known.
   4. Injuries.

   Before you hang up, make sure the Control Room has all the information.

C. Evacuate the area as soon as it is safe to do so, following established building evacuation procedures (see Building Evacuation).

TORNADO

A tornado is defined as a violent rotating column of air extending from a thunderstorm to the ground. The most violent tornados are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long. Tornados may occur with little or no advance warning or siren activity.

A. Before the Storm
   1. Locate a basement or corridor shelter location in the building.
   2. Stay informed through local media sources on days when severe weather is expected.
   3. Keep a good reliable flashlight in your office/work area.
   4. Contact the Fire Department for more information on tornado safety.

B. During the Storm
   1. Dark, often greenish sky.
   2. Large hail.
   3. Loud roar, similar to a train.
   4. Cloud of debris (tornado may not be visible)
   5. Wind becomes calm and still.
   6. Frequent lightning.
   7. Tornadoes generally occur near the trailing edge of a storm.

C. When taking Shelter
   1. Proceed to the basement. Position self in the safest portion of the area away from glass.
   2. Be prepared to kneel facing a wall and cover your head.

D. Tornado Watch – indicates that a tornado has been sighted and poses a definite threat to a given area.

E. Severe Thunderstorms – The National Weather Service issues severe thunderstorm watches and warnings. Remember that tornadoes are spawned from severe thunderstorms.

EARTHQUAKE

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case.

The best earthquake instruction is to take precautions before the earthquake (e.g., secure or remove objects above you that could fall during an earthquake).

A. During the earthquake:
   1. Remain calm and ACT, don't react.
   2. If indoors, seek refuge under a desk or table or in a doorway and hold on. Stay away from windows, shelves and heavy equipment.
   3. If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages and other structures. Caution: Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until you are advised to do so by the proper authorities.
   4. If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

B. After the initial shock:
   1. Be prepared for aftershocks. Aftershocks are usually less intense than the main quake, but can cause further structural damage.
   2. Evaluate the situation and call 911 for emergency assistance, if necessary.
   3. Do not use lanterns, torches, lighted cigarettes or open flames, since gas leaks could be present.
   4. Open windows, etc., to ventilate the building.
   5. If a fire is caused by the earthquake, implement the Fire Procedures.
   6. Determine whether anyone has been caught in the elevators or was trapped by falling objects.
   7. If the structural integrity of the building appears to be deteriorating rapidly, evacuate the building.

C. Should you become trapped in the building, stay calm!
   1. If a window is available, place an article of clothing outside the window as a marker for rescue crews.
   2. If there is no window, tap on the wall (or pipes) at regular intervals to alert emergency crews of your location. Emergency personnel will check the building immediately after a quake.

DEMONSTRATIONS & DISTURBANCES

Most demonstrations will be peaceful. Carry on with business as normally as possible.

Should a disturbance occur, contact the Control Room.

To avoid controversy, use a private office when making the call.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is agitated and disruptive.

Should a psychological crisis occur call the Control Room.

In an unusual or potentially dangerous situation, remember the following:

A. Never try to handle a situation that you feel might be dangerous. Call TCF CENTER Security for help.

B. Notify the Control Room and clearly state that you need immediate assistance. Give your name, location and state the nature of the problem.

UTILITY FAILURE

The TCF CENTER has a utility system which is complex so the possibility exists for a utility system failure of some nature and magnitude.

For non-emergency repairs or information, contact the Control Room at (313) 566-9227.

If you discover a major water leak, gas leak or other major utility failure, call the Control Room. Do not attempt to correct the problem on your own.

Electrical/Light Failure

Emergency lighting is only required in assembly occupancies and in the means of degrees of occupancies specified by building and fire codes. Emergency lighting is only designed to provide enough lighting to exit the building in an emergency, not to continue normal operations. Battery operated emergency lights only last a short time to illuminate areas for exiting the buildings.

Plumbing Failure / Flood / Water Leak

Cease the use of all electrical equipment. Notify the Control Room and vacate the area.

Natural Gas Leak

Cease all operations, exit the area immediately and call the Control Room. Do not switch on or off lights or any other electrical or battery operated appliances or equipment, as electrical arcing can trigger an explosion. Do not smoke, light matches or use a lighter.

Hot Water Line Failure

Contact the Control Room. If necessary, vacate the area.

Ventilation Problem

Notify the Control Room. If necessary vacate the area.

Elevator Malfunction

If you become trapped in an elevator, use the emergency intercom or activate the elevator emergency bell within the elevator car.

Give location within building of malfunctioning elevator; where the car is stopped, if known; and whether a medical emergency exists.

Elevators have mechanical safety brakes the will operate in all situations. Keep the occupants calm and wait for help to arrive.

APPENDICES

Appendix 1: Offsite Assembly Locations

Appendix 2: Suspicious Package or Letter Example

Appendix 3: Bomb Threat Checklist

Appendix 4: Resources – City of Detroit

Appendix 5: Important Websites

Appendix 5: Directions & Evacuation Routes

Appendix 7: STAFFING – THE EMERGENCY TEAM

Appendix 1 - OFFSITE ASSEMBLY LOCATIONS

The Emergency Manager / GM will determine which location (s) will be used.

COLEMAN YOUNG MUNICIPAL BUILDING

- Route: Walk away from TCF CENTER along W. Jefferson on the north sour south side. If on the south side cross W. Jefferson to the Municipal Building at Woodward. Assemble in the lobby of the building.

HART PLAZA

- Route: Walk away from TCF CENTER along W. Jefferson on the north or south side. If on the north side cross W. Jefferson to Hart Plaza at Griswold. Assemble in the amphitheater seating area.

- Route: Walk away from TCF CENTER along W. Jefferson on the north or south side. If on the north side, cross W. Jefferson at Griswold. Assemble in the Renaissance Center ground floor lobby on the Jefferson Avenue side of the Center.

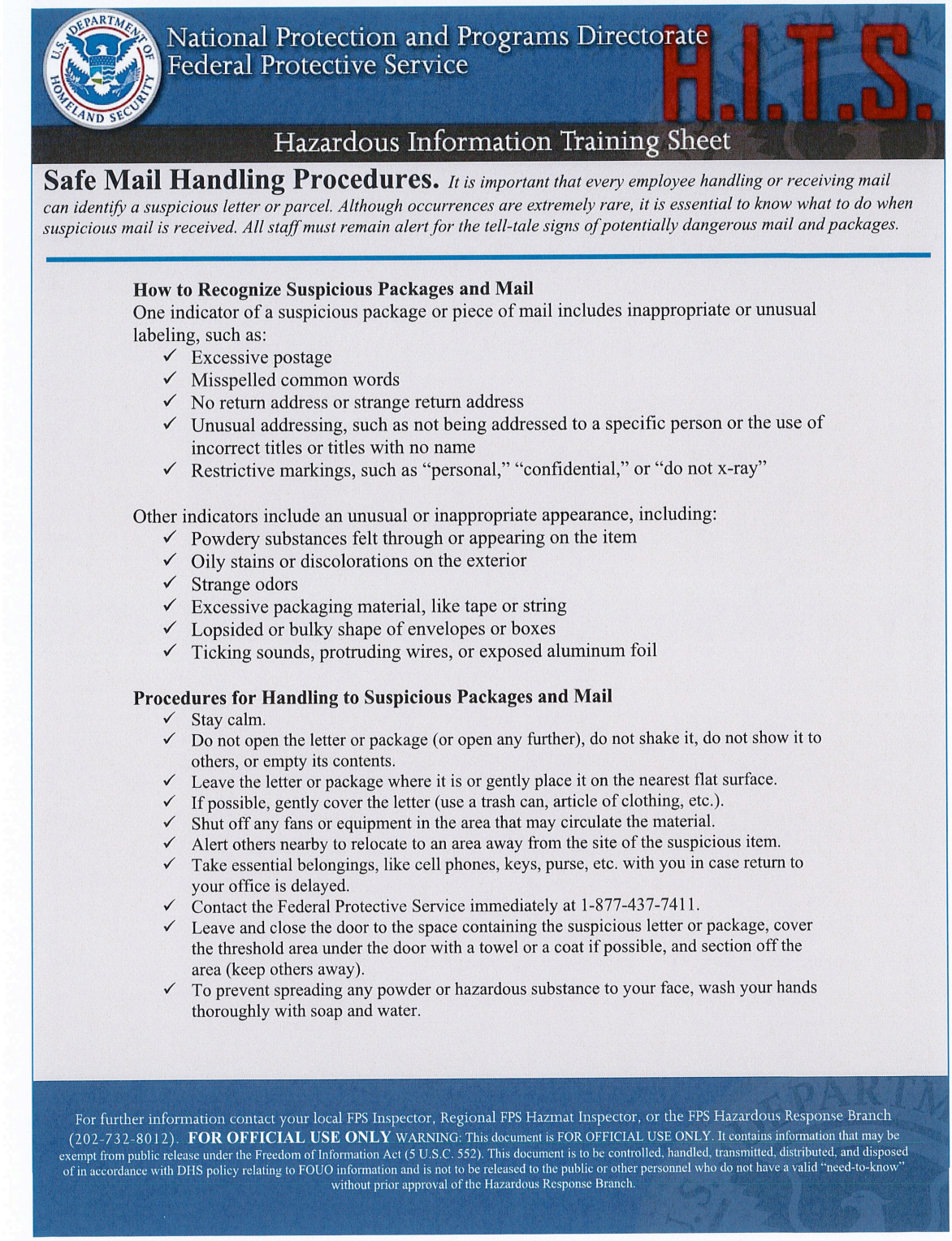
RENAISSANCE CENTER

- Route: Walk away from TCF Center along W. Jefferson on the north or south side. If on the north side, cross W. Jefferson at Griswold. Assemble in the Renaissance Center ground floor lobby on the Jefferson Avenue side of the Center.

VERIFICATION:

- Prior approval from the management of above facilities has been approved. This approval and contact number and titles are to be verified not less than annually.

Appendix 2 – Suspicious Package or Letter Example



National Protection and Programs Directorate
Federal Protective Service

H.I.T.S.

Hazardous Information Training Sheet

Safe Mail Handling Procedures. *It is important that every employee handling or receiving mail can identify a suspicious letter or parcel. Although occurrences are extremely rare, it is essential to know what to do when suspicious mail is received. All staff must remain alert for the tell-tale signs of potentially dangerous mail and packages.*

How to Recognize Suspicious Packages and Mail

One indicator of a suspicious package or piece of mail includes inappropriate or unusual labeling, such as:

- ✓ Excessive postage
- ✓ Misspelled common words
- ✓ No return address or strange return address
- ✓ Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name
- ✓ Restrictive markings, such as "personal," "confidential," or "do not x-ray"

Other indicators include an unusual or inappropriate appearance, including:

- ✓ Powdery substances felt through or appearing on the item
- ✓ Oily stains or discolorations on the exterior
- ✓ Strange odors
- ✓ Excessive packaging material, like tape or string
- ✓ Lopsided or bulky shape of envelopes or boxes
- ✓ Ticking sounds, protruding wires, or exposed aluminum foil

Procedures for Handling to Suspicious Packages and Mail

- ✓ Stay calm.
- ✓ Do not open the letter or package (or open any further), do not shake it, do not show it to others, or empty its contents.
- ✓ Leave the letter or package where it is or gently place it on the nearest flat surface.
- ✓ If possible, gently cover the letter (use a trash can, article of clothing, etc.).
- ✓ Shut off any fans or equipment in the area that may circulate the material.
- ✓ Alert others nearby to relocate to an area away from the site of the suspicious item.
- ✓ Take essential belongings, like cell phones, keys, purse, etc. with you in case return to your office is delayed.
- ✓ Contact the Federal Protective Service immediately at 1-877-437-7411.
- ✓ Leave and close the door to the space containing the suspicious letter or package, cover the threshold area under the door with a towel or a coat if possible, and section off the area (keep others away).
- ✓ To prevent spreading any powder or hazardous substance to your face, wash your hands thoroughly with soap and water.

For further information contact your local FPS Inspector, Regional FPS Hazmat Inspector, or the FPS Hazardous Response Branch (202-732-8012). **FOR OFFICIAL USE ONLY** WARNING: This document is FOR OFFICIAL USE ONLY. It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval of the Hazardous Response Branch.

Appendix 3 – Bomb Threat Checklist

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

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 to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 313-877-8281
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 313-877-8281
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police 1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ **Time:** _____

Time Caller Hung Up: _____ **Phone Number Where Call Received:** _____

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ **Female**
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ **Male**
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

Other Information:

Homeland Security

Appendix 4 – RESOURCES

City of Detroit

Departments	Address	Phone Number
Airport	11499 Conner	(313) 628-2146
American Red Cross		(800) 774-6066
Arson Tip Line		(800) 44-arson
Buildings & Safety Engineering	2 Woodward, Ste 401	(313) 224-2733
Environmental Affairs	660 Woodward, Ste 1800	(313) 471-5100
FBI		(313) 965-2323
Fire Department	250 W. Larned	(313) 596-2900
Health Department	1151 Taylor	(313) 876-4000
Homeland Security		(866) 347-2423
Information Technology Services	2 Woodward, Ste 526	(313) 224-2900
Law Department	660 Woodward Ave.	(313) 224-4500
Mayor's Office	2 Woodward, Ste 1126	(313) 224-3400
Poison Control Center		(800) 222-1222
Police Department		911
311 Call Center		311/(313) 224-4636
People Mover	65 Cadillac Sq., Ste 2800	(313) 224-7238
Power outage or downed power line		(800) 477.4747
Public Health Emergencies		(313) 876-4100
Public Lighting	9449 Grinnell Ave	(313) 267-7202
Public Works	2 Woodward, Ste 513	(313) 224-4636
Purchasing Department	2 Woodward, Ste 1008	(313) 224-4600
Natural gas emergency or leak		(800) 947.5000
Report Suspicious Terrorism Activities		(313) 267-4600
The Salvation Army		(248) 443-9770
Transportation Department	1420 Washington	(313) 963-0171
Water & Sewage Dept	735 Randolph Street	(313) 267-7401

Appendix 5 – Important Websites

Michigan Department of Community Health, Office of Public Health Preparedness:

Center for Disease Control – Emergency Preparedness:
http://www.bt.cdc.gov/

National Association of County & City Officials, Public Health Preparedness:
http://www.naccho.org/topics/emergency/index.cfm

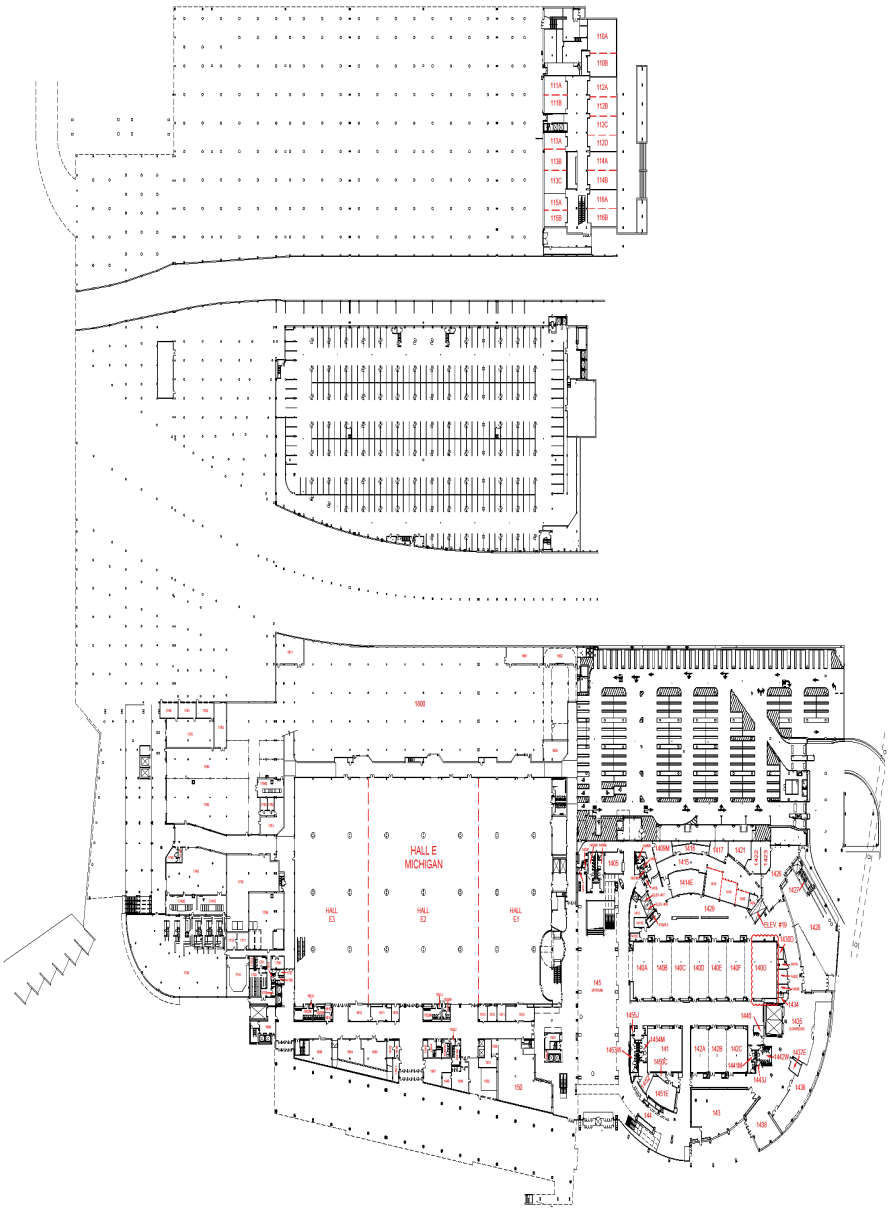
American Red Cross:
http://www.redcross.org

Federal Emergency Management Agency:
http://www.fema.gov

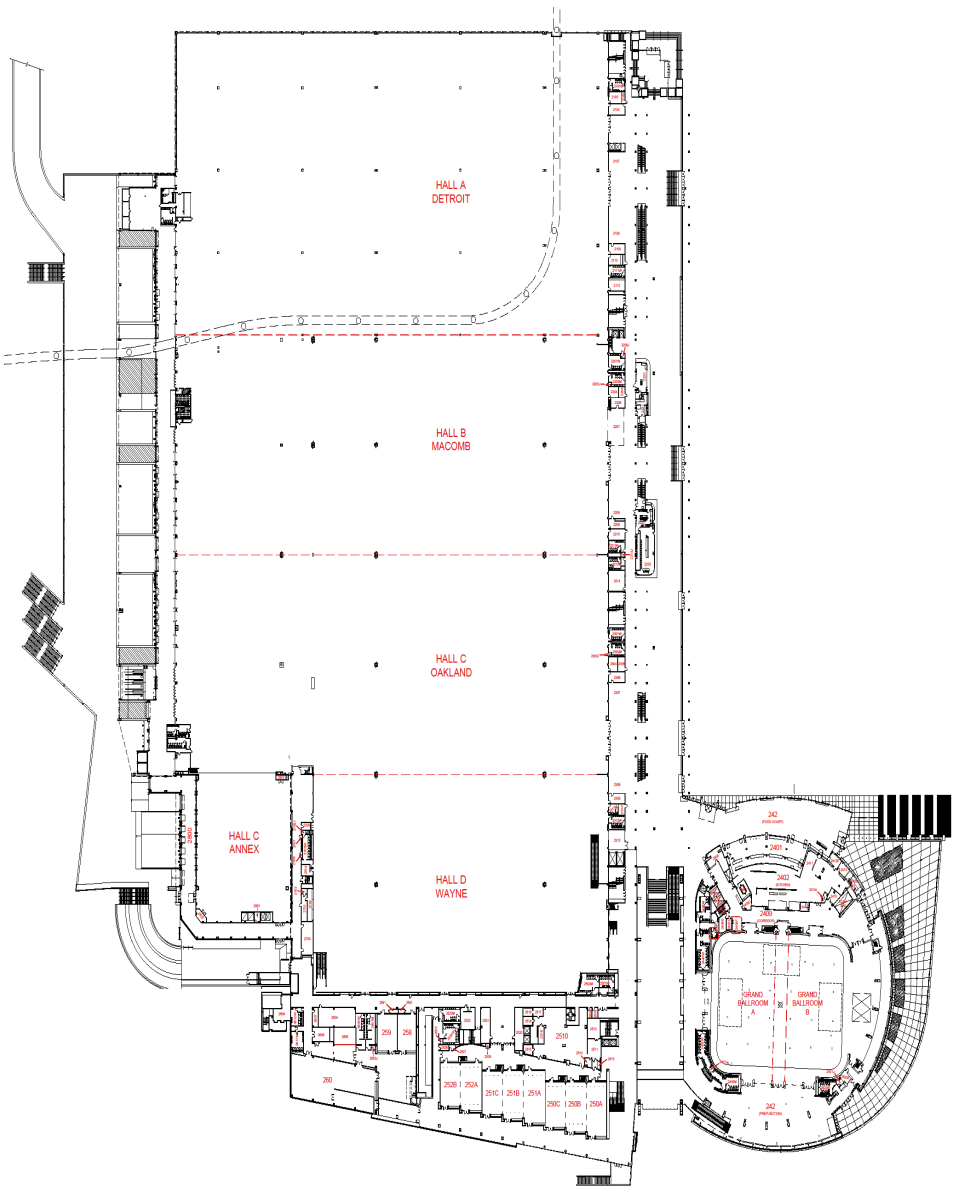
Michigan State Police, Office of Emergency Management and Homeland Security:
http://www.michigan.gov/msp/0,1607,7-123-1579_34041_34225---,00.html

Michigan Emergency Management Association:
http://memaonline.org/

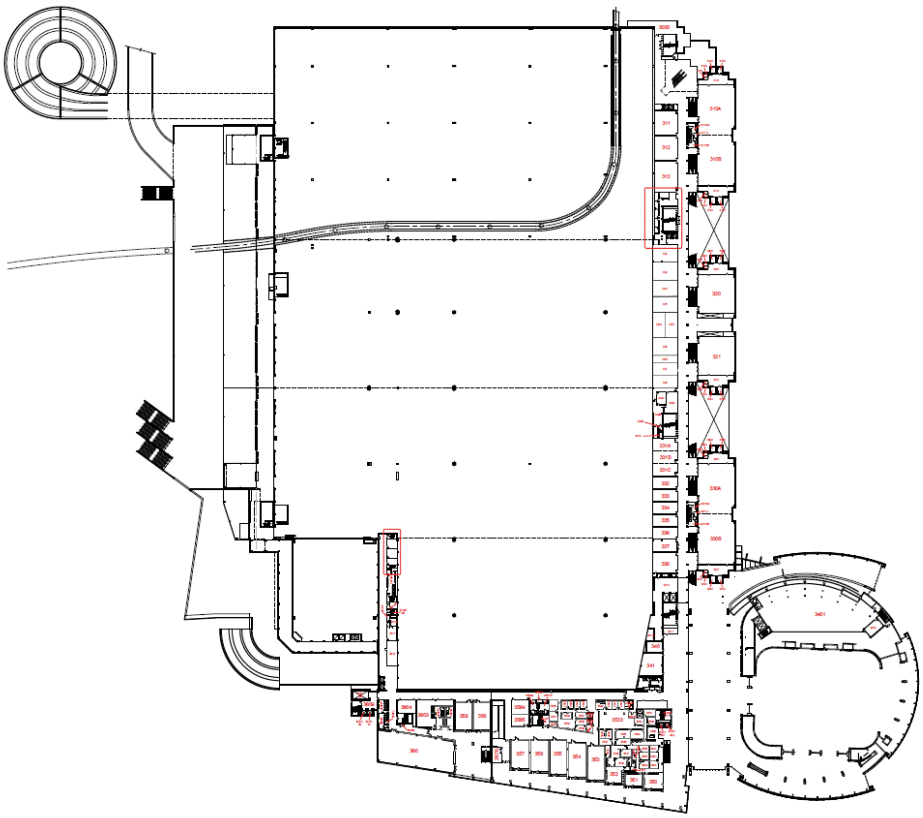
Appendix 6 – Directions & Evacuation Routes



LEVEL 1

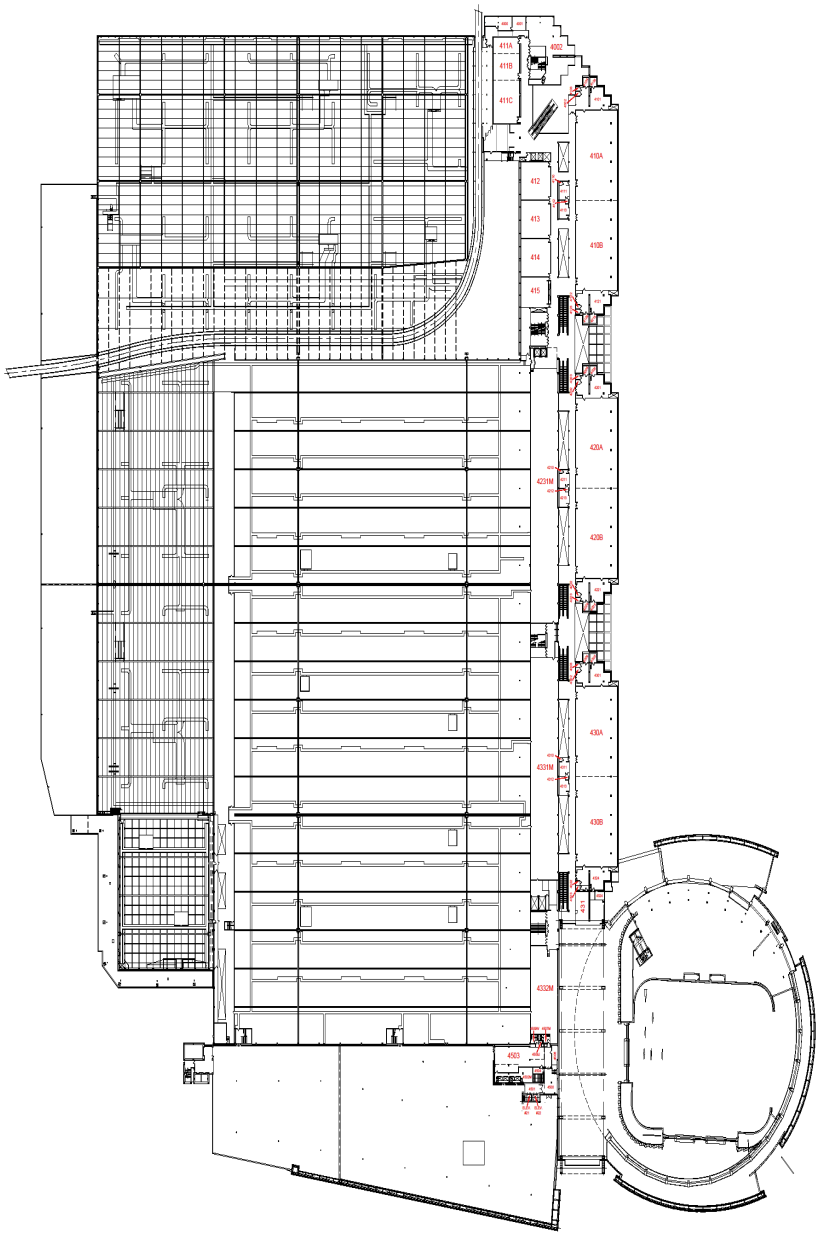

HALL A
DETROIT
HALL B
MACOMB
HALL C
OAKLAND
HALL C
ANNEX
HALL D
WAYNE
GRAND
BALLROOM
A
GRAND
BALLROOM
B

LEVEL 2



LEVEL 3

An ASM managed facility



LEVEL 4

An ASM GLOBAL managed facility

STAFFING – THE EMERGENCY TEAM

General Manager: Claude Molinari

Director of Operations: Cedric Turnbore

Public Safety & Security Manager: Bruce G Smith

Supervisor: Susan Wassenberg

Supervisor: Matthew Lancaster

Dispatcher: Kevin Shaw

Dispatcher: Redricka Lee

Dispatcher: Christeena Randels

Securitas Security Services

Manager of Engineering Services: Al Vasquez

Sr. Manager Event Services: Rajiv Chopra

Note: The Public Safety Manager of TCF CENTER is responsible for maintaining the Emergency Plan and establishes staff training, testing, review and drill procedures, emergency systems testing, and periodic reevaluation of the plan.