

KEYS TO THE GAME: MANAGING MAJOR EVENTS

On the biggest occasions, strong vendor relationships can lead to smooth configuration and operation of public safety software systems

By Terri Barry

Your agency is ready. You know it's ready because you and your staff have trained and worked hard to ensure you're ready. The countless pre-planning meetings with your internal staff, and just as many coordination meetings with local, regional and sometimes national law enforcement organizations you are just becoming familiar with, have been your agency's focus since the day the large-scale security event has been scheduled. Now that that big day is here, you can stand confident that your preparation will pay off, and millions of people, all with eyes on your city, will enjoy another NFL Super Bowl.

This very scenario played out this year as the city of Minneapolis served as host to over a million visitors for Super Bowl LII at U.S. Bank Stadium. The city partnered with over 3,000 law enforcement personnel, including 60 local law enforcement departments, the National Guard, and over 1,600 federal law

enforcement personnel. Both FEMA and the Department of Homeland Security provided training, and a Multi-Agency Coordination Center (MACC) was set up at the stadium with dispatchers using TriTech's Inform CAD system to coordinate dispatch incidents on the field.

While some agencies are fortunate (or unfortunate) enough to have a lot of experience in planning, preparing and executing these major occasions, some may only be involved in one or two. Concerts, festivals and major sporting events, including the Super Bowl, rotate seemingly random from city



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