



CREDIT: TRITECH

Local, state and federal law enforcement personnel monitor stations in the Multi-Agency Communications Center during Super Bowl LII.

to city, often leaving cities and departments hardly enough time to plan. Super Bowl LIII, scheduled for 2019 in Atlanta, was announced by the NFL just two years earlier in 2017.

As TriTech Software System's Vice President of Customer Service, I've worked several high-visibility events, including the World Series, the Daytona 500 Formula One Grand Prix, and the last three Super Bowls. There are three keys to make any big event a success and ensure public safety software systems are configured and running smoothly on the big day.

### 1 | BUILD ON THE RELATIONSHIPS YOU HAVE WITH YOUR PUBLIC SAFETY SOFTWARE VENDOR.

Your account managers have been with you from the beginning, from vendor selection to implementation, through training and go-lives. They are experts in your software and are there to help you be as successful as possible. When you learn you need to prepare for a big event, bring them in early and often, and work together to develop a solution that will best suit your agency. CAD, 9-1-1 and RMS software systems are very configurable and can be designed specifically for your needs. In addition to developing solutions, your vendor can provide training specific to the occasion. There's no substitute for hands-on training when it comes to preparing for various scenarios, and it's always a good idea to build training time into your overall execution schedule.

### 2 | MAKE YOUR VENDOR A PART OF YOUR PRE-EVENT PLANNING TEAM.

As you begin bringing in partner law enforcement organizations early on to develop and implement procedures that will guide you throughout the stages of the event, include your public safety software vendor as well. They can offer important insights from their experiences working with other agencies, including how to coordinate with those operating different software like CAD, RMS and 9-1-1. Like Super Bowl LII, some large-scale events require on-site facilities. Having your vendor involved early can pay huge dividends as they can help recommend appropriate configurations and plan resources for implementation and on-site training. The city of Minneapolis brought in their partner agencies and vendors, including TriTech, a full two years before the big day, ensuring everyone involved had a good working relationship and understood their priorities and responsibilities.

Heather Hunt, city of Minneapolis Emergency Communication Director, was happy with the close collaboration.

**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.**

"We were involved very early on in the planning to help develop a realistic expectation of exactly how communication and response would flow throughout the event," Hunt said. "We stationed two dispatchers on-site at the stadium, and another two in the MACC, as well as at the Minneapolis Convention Center and the All-Hazards center, in addition to our normal communication center."

### 3 | ONE TEAM, ONE FIGHT.

Having your partners by your side (or at least within arms-reach) is critical to ensure mission success. The technicians onsite are not only experts in keeping your software up and running, but their unique analytical skills make them especially adept at coming up with solutions for the challenges that often arise. Large-scale events present unique challenges and having your partners by your side will give you the confidence to meet them head-on.

### THE WORK DOESN'T STOP HERE

While hosting a large event can be a rare occasion for some municipalities, it can also become much more frequent for others, especially if you've done a good job. Professional sports leagues, entertainment companies and venues make a lot of money by putting on these events, especially at locations where it's done well, so chances are if you do it right the first time, you should be prepared to do it again.

Though your main priority is to celebrate your success, get your staff some much-needed rest and return operations back to normal, don't forget to take some time to capture lessons learned. This needs to be built into your project timeline so you and your vendors can capture notes on what went right and what went wrong. Preferably, you can find a few moments to do this face-to-face immediately after, or at least schedule some time after everyone has returned home. If you can't bring everyone together in person or via a conference call in a timely fashion, don't wait. Ask them to submit their reports in writing. It's better to capture these items sooner rather than later. You can always go over the notes together the next time they're in town. ●

*Terri Barry is TriTech Software Systems Vice President of Customer Service.*