What Large-Scale Planned Events Can Teach Us about Inclusive Planning for Disasters:

Lessons Learned from the 2014 Giants' World Series Championship Parade & Civic Celebration in San Francisco.

Presented by
Carla Johnson, Director
Joanna Fraguli, Dep. Director
San Francisco Mayor's Office on Disability

How Are Large-Scale Planned Events Similar to Disasters?

- Both affect a large number of people.
- “All hands on deck” operations with need for coordination between Fire, Police, EMS, Emergency Management, Transportation, Public Information, Communications, etc.
- Unless planned in advance, the needs of people with disabilities can be ignored and access compromised.

Aerial image of thousands of people congregated outdoors post-earthquake in Haiti.

Image courtesy of Associated Press

Consider these images…

Whether it's a natural disaster…

OR

Aerial image of Civic Center Plaza during the 2014 Giants Championship Celebration. Approximately 1 million fans were present.

Image courtesy of

SF Giants.com

A planned large-scale event …

We Need a Seat at the Planning Table

What Do One Million People Need?

- Water
- Toilets
- Emergency Medical Support
- Public Information
- An Accessible Path of Travel
- Disability Awareness & Reasonable Modifications

Drinking Water

- Temperatures in 2010 reached 90 degrees.
- People started arriving at 7:00 am.
- They spent five to seven hours waiting for the parade and celebration.
- The City had not planned to provide water
- People with disabilities could not get to water causing secondary health issues.

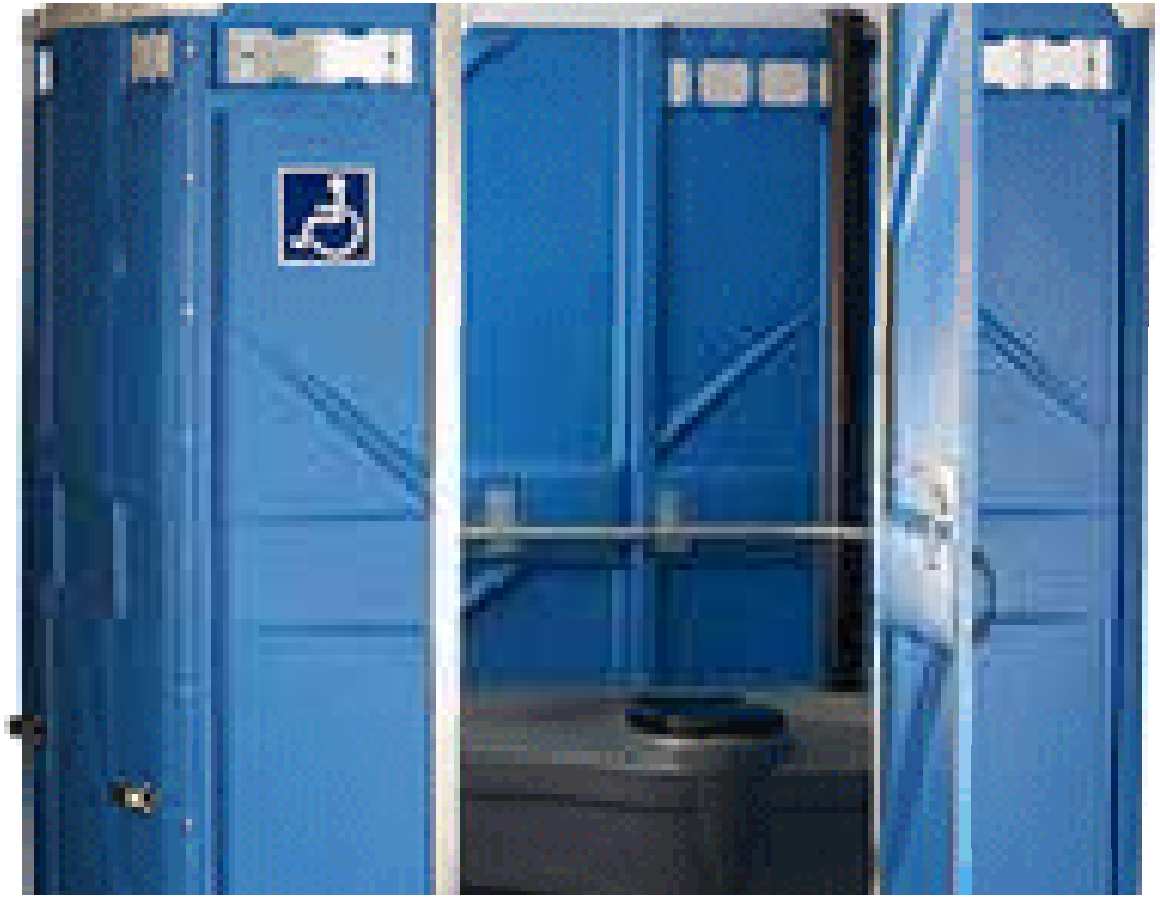
Toilets are fundamental.

Portables were provided BUT…

None of the portables were accessible.

Civic Center buildings were the only option for PWDs.

Separate but un-equal?



Toilets: accessible unit pictured but not provided that day!

The crowd made it hard to reach help.

Congestion hampered transportation

A condition that is managed with medication, can quickly become an emergency if individual is separated from medication.

Emergency Medical Support: Ambulances and First Aid Stations

Accessible Path of Travel

- Connect each public area with an accessible route.
- Maintain curb ramps open.
- Provide directional signage.

Disability Awareness & Reasonable Modifications

- Public safety officers need to be reminded about assisting PWDs whenever possible.
- That means modifying policies or standard operating procedure to provide access in a crowded situation.
- Ability to identify needs and problem solve quickly.

Why We Need a Seat at the Table…

- 2014 was the 3rd year that a Championship celebration took place in SF.
- Lessons learned from previous years; disability expertise matters.
- 48 hours before the event took place, MOD was invited to the EOC along with all other departments and a Concept of Operations was shared with everyone.

Getting a Seat at the Table…

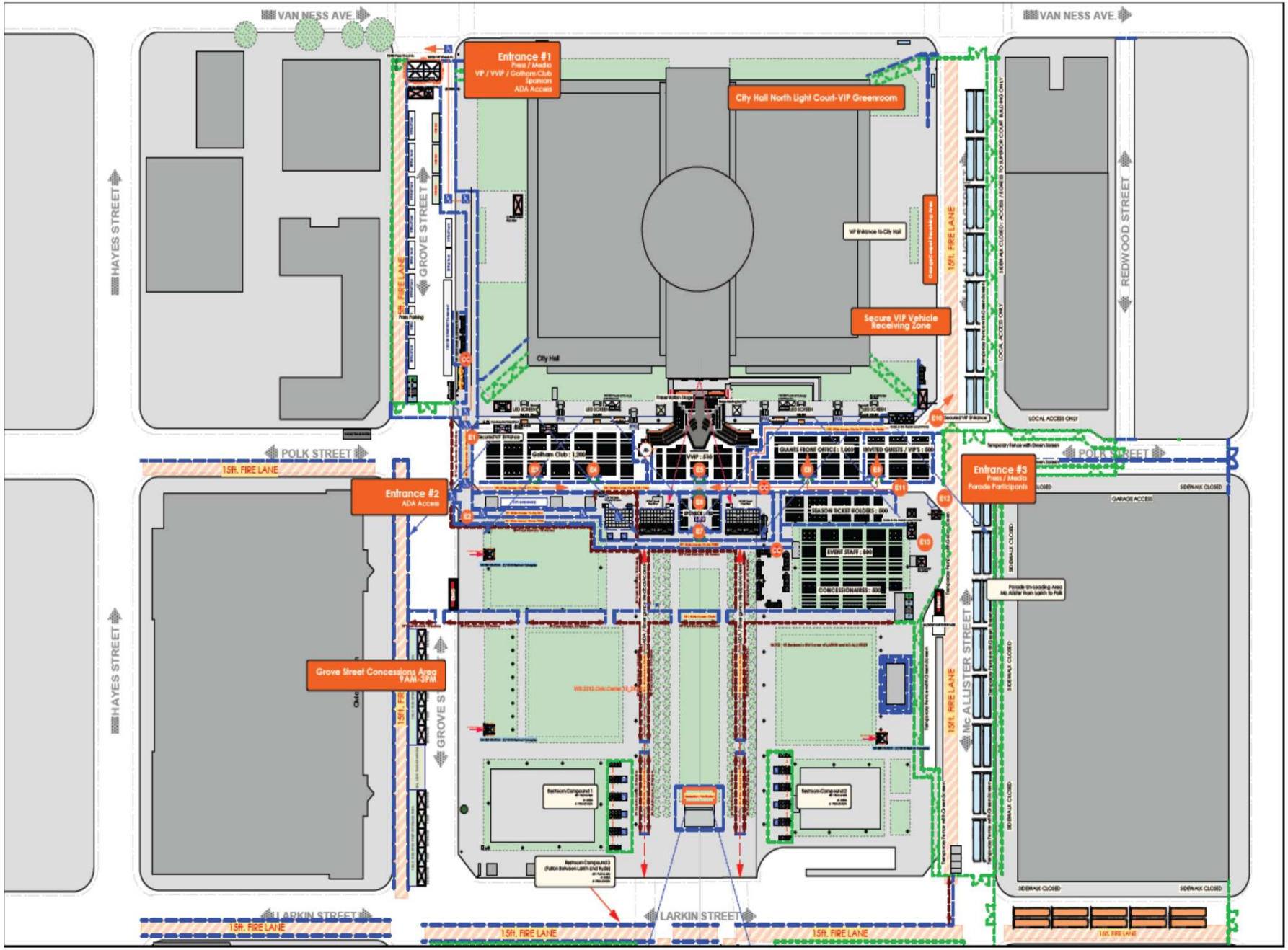
- City used ICS to bring everyone to the EOC including police, fire, etc.
- Overall situational awareness, helped MOD manage public expectations.
- Ability to communicate with all parties from the start.
- Access to event production planner.

Areas of Focus for Disability Access

1. Crowd control.
2. Public information & signage.
3. Accessible viewing platforms & seating.
4. Accessible portable toilets and path of travel.
5. Transportation planning & re-routes.
6. Communication access during the event.
7. ADA ambassadors to provide assistance and information.

Communications: Public Information

- MOD issued advisories specific to access.
- Main goal was to manage public expectations.
- Briefed public safety officers around disability issues.
- Distributed MUNI & BART announcements about transportation re-routes.
- ADA signage was present, no ISA



Civic Celebration - Site Plan

Civic Center Plaza : San Francisco, CA

PRELIMINARY

SFG.WS.2014.Civic.Center.10.28.v3.vwx

Date: Oct 29, 2014
Show Date: Oct. 2014
Drawn By: S. Wyman
SHEET #: 1.00

GIANTS

Project
Civic Ceremony

San Francisco, CA

HARTMANN STUDIOS
100 West Ohio Avenue
Richmond, CA 94804
(510)232-3030, FAX (510)232-1350
E-mail: wyman@hartmannstudios.com, www.hartmannstudios.com

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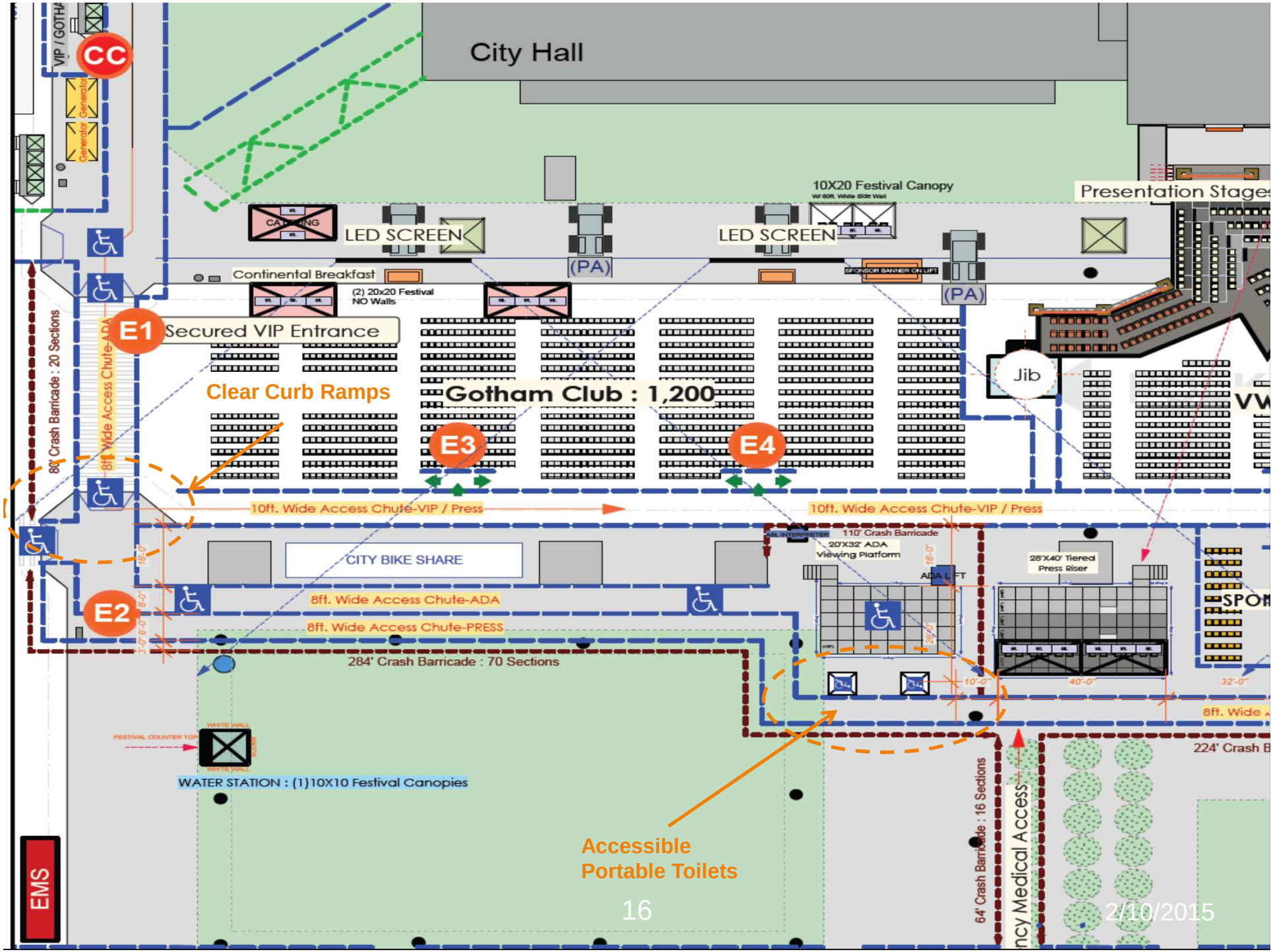
City Hall
CC
VIP / GOTHA
Generator
Generator
10X20 Festival Canopy
Presentation Stages
CATERING
LED SCREEN
LED SCREEN
(PA)
(PA)
Continental Breakfast
(2) 20x20 Festival
NO Walls
E1
Secured VIP Entrance
Clear Curb Ramps
Gotham Club : 1,200
E3
E4
Jib
80' Crash Barricade : 20 Sections
8ft. Wide Access Chute-ADA
10ft. Wide Access Chute-VIP / Press
10ft. Wide Access Chute-VIP / Press
110' Crash Barricade
20'X32' ADA
Viewing Platform
ADA LIFT
28'X40' Tiered
Press Riser
CITY BIKE SHARE
E2
8ft. Wide Access Chute-ADA
8ft. Wide Access Chute-PRESS
284' Crash Barricade : 70 Sections
WATER STATION : (1)10X10 Festival Canopies
Accessible
Portable Toilets
64' Crash Barricade : 16 Sections
224' Crash B
EMS

Physical Set-up: Circulation Routes

- Clear aisles for EMS and disability access.
- Curb ramps free from barricades.
- Cable trays over loose wiring to facilitate access – ADA compliant?

Physical Set-up: Seating and Viewing Platform

- Elevated seating platform relied on a single wheelchair lift.
- Congestion created by late set up.
- VIP seats were tied together.
- Ensured accessible portable toilets in every section.

Communication Access during the Event

- ASL interpreters were available but not visible to the entire crowd.
- Temporary platform was created just in time.
- Open captioning was enabled in all public screens.
- Real-time captioning got lost during the celebration.

Disability Access Ambassadors

- Clearly identified and introduced to everyone.
- Backstage access credentials.
- Provided access to spectators with disabilities stationed at the main entry points.
- Served as runners when other communication failed.

Added Complication: Rainy Weather

- Wheelchair lift did not work properly.
- Some PWDs were affected by the cold and were unable to leave.
- Rain and slick pavement created additional access barriers that had to be addressed just in time.

What Have We Learned?

- Get the full operational picture.
- Assume nothing
- Have a backup plan in case technology and electrical power fail.

What Have We Learned?

- Be a part of the plan.
- Insert "disability experts" in the field too.
- Keep it simple
- Expect surprises!
- Be flexible and creative.
- Pre-established relationships matter.

Thank You!

For more information please contact:

San Francisco Mayor's Office on Disability
1155 Market Street, First Floor
San Francisco, CA 94103
Tel: (415)554-6789 E-mail: MOD@sfgov.org