

---

# MUSIC CITY CENTER PUBLIC SAFETY INFORMATION

---

## EMERGENCY NOTIFICATION LINE

during normal business hours: **1300**

## FIRE, POLICE, AMBULANCE

during non-business hours: **911**

## MAIN BUILDING SECURITY

**(615) 401 - 1300**

---

## EMERGENCY RESPONSE

Should an emergency occur, consult with the organizer of your Event Manager to determine appropriate actions. If the emergency is minor, such as a small fire, the Security team may insist that visitors in the immediate area move to a safer location within the building. If the emergency is greater, we will advise guests in the facility using the public announcement system or by other means, and most likely have guests move to another hall or vacate the building, until the emergency is resolved.

## ACTIVE SHOOTER

Flee or get to a safe place, lock the door, then call the [Command Center](#) at **615 - 401 - 1300**. Give the location of the threat and if the subject(s) is known let them know who it is or describe the individual(s) and weapon type. Remain until law enforcement has deemed the area safe or they instruct you to evacuate.

## PARKING LOT EMERGENCIES

Emergency Phones (with blight lighting) are located throughout the garage in order to provide an immediate response for assistance.

## GENERAL INFORMATION

### *AUTOMATED EXTERNAL DEFIBRILLATOR (AED):*

AED's used to treat sudden cardiac arrest are located on level 1, level 1M, level 2: room 206, level 3: Hall C entrance, level 3M, level 4: Karl F. Dean Grand Ballroom, parking office and security dock office.

### *FIRE EXTINGUISHERS:*

Fire Extinguishers are located on all levels of the Music City Center in multiple locations.

### *FIRST AID CABINETS:*

First Aid Cabinets are located on all levels of the Music City Center in multiple locations.

### *FIRST AID ROOM:*

The first aid room is located on level 3 outside of Exhibit Hall B where an EMT is on service to provide aid with minor first aid emergencies.

## ELEVATOR MALFUNCTION:

- Remain calm and don't panic.
- Press the alarm button in the elevator. (this button will alert the security command center)
- Identify yourself and passengers.
- Remain calm while Music City Center personnel are dispatched to assist you.

## POWER FAILURE

Calmly remain where you are. The emergency generator will activate and provide backup power for all emergency lighting. The Engineering Team is trained to manage power outages and restore power as quickly as possible.

## FIRE

- Contact the [Command Center](#) at **615 - 401 - 1300**. They will notify the Fire Department.
- Evacuate to a safe area.
- Smoke evacuation fans will be activated to clear smoke from the floors.

## SEVERE STORM OR TORNADO

A Tornado Warning means a tornado has been seen or detected by radar in the area.

- Evacuate to a safe shelter when announcements are made.
- Remain calm.
- Walk quickly, single file, away from any concourse sides with glass.
- Your safe shelter locations would be the House Loading Docks, Level 1 or 2 Service Corridors, low levels of emergency stairwells, and Exhibit Halls A + B.
- DO NOT leave your safe area until you are told that it is safe to do so. An announcement will be made over the PA System.

## PARKING LOT EMERGENCIES

Emergency Phones (with blight lighting) are located throughout the garage in order to provide an immediate response for assistance.

- Use emergency Stairwells to exit the building. **DO NOT use elevators.**
- Remain outside until you are told that it is safe to return to the building by your Event Manager.

## CIVIL DISTURBANCE

- If a Civil Disturbance is identified, notify your Event Manager or call the [Command Center](#) at **615 - 401 - 1300**.
- The Music City Center Security team will work with the protest group to maintain their First Amendment rights, while not disturbing the events at the Music City Center.
- Stay removed of the situation by following these guidelines:
  1. Do not get drawn onto a conversation, argument or confrontation.
  2. Go out of your way to avoid those involved.
  3. If approached, please notify the [Command Center](#) at **615 - 401 - 1300**.

