



Emergency Response Security Overview

SECURITY CONTACTS

- SECURITY COMMAND CENTER 24/7
909.937.3048
- DIRECTOR, SECURITY - Chris Shaw
909.244.5503
- Sr. MANAGER, SECURITY - Lupe Lopez
909.937-3027
- MANAGER, SECURITY – Eric Allen
909.937.3064
- EMERGENCY - 911

NEAREST HOSPITALS

San Antonio Regional Hospital

- 999 San Bernardino Rd, Upland, CA
91786
- 6 miles, ~12-18 minutes by vehicle

Pomona Valley Hospital Medical Center – Level 1 Trauma Center

- 1798 N Garey Ave, Pomona, CA 91767
- 12 miles, ~15-20 minutes by vehicle

EMERGENCY RESPONSE PROTOCOL

Activation of any emergency response will be directed by the facility and may include, but is not limited to, event stoppage, lockdown, shelter-in-place, or natural disaster response. All responses will be determined and initiated by the onsite Incident Commander. Clients will be informed of next steps via radio, phone and/or email.

SECURE LOCATION

The Security Command Center Office is the primary onsite secure location. If a secure location is required, Clients will be escorted to a secured meeting room and will remain there until the Ontario Police Department provides further direction.

EVENT STOP PROTOCOL

In the event an event is stopped, the Client will meet with the Event Services Manager to determine whether it is safe to restart the event or to begin clearing the facility.

FACILITY LOCKDOWN

- Security Command Center assumes control of the incident.
- Access control points are secured.
- Exterior doors are locked where possible.
- Clients and staff will receive instructions via radio and email/text alerts.
- Guests will be directed to the nearest secure area or instructed to shelter in place.

EMERGENCY EVACUATION PROTOCOL

An announcement will be made instructing guests to exit the facility. Staff will help guide guests to secure areas, shelter-in-place locations, or evacuation routes as directed.

ACTIVE SHOOTER PROTOCOL

Staff are trained in RUN/HIDE/FIGHT framework.

EMERGENCY MEDICAL SERVICES

EMS is located on the Southeast main level and will be dispatched by Event Services. When 911 call is placed staff will meet EMS/Fire on East Drive to provide access and direction.

OUTSIDE SECURITY PROTOCOL

Any external security personnel hired by the Client must receive prior written approval from Venue Management before operating on facility property. No outside security personnel may carry firearms or weapons of any kind while on facility property.

MUSTER LOCATION

