

I first became aware of Dr Still's expertise during my tenure as the lead event planner for Ottawa Police deployments in advance of Canada's 2017 sesquicentennial celebrations. Knowing that Ottawa, Canada's capital, would be experiencing events attracting larger than normal crowds, I researched crowd management experts hoping to identify a lead in the field. In 2016 we invited Dr Still to lecture to federal, provincial and municipal partners on his theories and practices. It was well received and a second lecture series was arranged for 2017.

As a direct result of the lecture series, Dr Still was asked by a federal partner to provide support towards the 2017 Canada Day crowd management plan. His recommendations and advice were instrumental in creating a site plan that ensured the safe movement of crowds within the Parliamentary Precinct. As one specific example, there were significant concerns related to the movement of crowds on and off Parliament Hill through small passage ways along the stone walls. Dr Still developed a crowd movement plan that would not only provide ease of movement during regular operations but would also benefit crowd movement during any emergency egress. Emergency egress principles were never as comprehensive in the past but Dr Still's recommendations have since been incorporated in all plans no matter where the site.

I feel it only fair to note that there were some crowd issues experienced outside the Parliamentary Precinct during the 2017 Canada Day event. However, during the post mortem review it was more than evident that one agency failed to cooperatively work and communicate with other planning partners, taking another path that ignored the lessons that Dr Still had provided. That agency has since worked to adhere to Dr Still's teachings which has resulted in better controlled and safer events.

Dr Still is well respected in Ottawa and he continues to work with local agencies providing consulting expertise. As the lead police planner for major events, I recognize and have personally witnessed the importance of his contributions towards public safety.

On a final note, our local planners who have attended Dr Still's workshops all have a clear and common understanding of his crowd management principles. As a group are now able to communicate with one another using single scientifically proven approach which continues to be applied during any large scale crowd event.

I would highly recommend Dr Still to any agency that considers him as a potential partner in dealing with crowd safety and risk identification concerns.

Respectfully

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