INTEGRATING RESEARCH INTO TOURISM CRISIS MANAGEMENT

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Emergency Message for U.S. Citizens: Explosion at Brussels Central Train Station
June 20, 2017

U.S. Embassy Brussels informs U.S. citizens that, according to local media reports, an explosion took place at approximately 2100 local time at or near Central Station in Brussels. Train and metro lines are no longer operating per police orders. We urge U.S. citizens to follow local Belgian authorities’ instructions, avoid the area, and monitor local press for updates. Exercise caution if you are in the vicinity. Please contact loved ones to notify them that you are safe.

General Security Information

U.S. citizens in Belgium are reminded, in general, that if at any time you feel threatened or in danger, please call the Belgian authorities immediately by dialing 1-1-2 for emergency service.
Tropical Storm #Cindy has formed in the Gulf of Mexico. Rainfall is the primary hazard with maximum totals to 12" hurricanesc.gov
Weather delays: Monday turned out to be a terrible day to fly via @usatoday

Weather delays: Today has turned out to be a terrible day to fly

Air travelers face major headaches Monday afternoon as a long line of thunderstorms blocked flight paths from New England to the Gulf Coast.

usatoday.com
Security incident on the Champs Elysees in #Paris near intersection w/ Ave. Montaigne. Avoid area and follow advice of French authorities.
Travel - State Dept @TravelGov · Jun 16

#Turkey Security Message- Increased Turkish security presence in Mecidiyekoy district, #Istanbul due to possible terrorist threat.

U.S. Consulate General Istanbul


June 16, 2017

The U.S. Consulate General Istanbul would like to inform U.S. citizens of a heightened Turkish security presence in the Mecidiyekoy district of Istanbul, especially in the vicinity of Sisli Agaoglu Sokak, in response to a possible terrorist threat. At this time, the Consulate General does not have additional information regarding specifics about this threat, but U.S. citizens are reminded to refer to existing guidance in the Travel Warning of March 28. Americans residing in the area should exercise heightened caution. U.S. citizens are reminded to be aware of their immediate surroundings and avoid large crowds or crowded places when possible, especially in locations where Westerners, tourists, and expatriates are known to frequent, including but not limited to restaurants, commercial centers, places of worship, and transportation hubs.
Shooting and explosions erupt at Resorts World Manila, a popular hotel casino in the Philippine capital

Hours After Fires, 36 Bodies Are Found at Manila Casino

Guests fled Resorts World Manila as police officers stormed the complex. But the police later said the assailant may have been a gambler with a g...
London tourist attractions closed after UK warns another attack likely
cnnmon.ie/2rTK2K2
We can confirm there was an incident as people were leaving the Ariana Grande show last night. The incident took place outside the venue in a public space. Our thoughts and prayers go out to the victims. Please follow @gmpolice on Twitter for all further updates.
Skift ☢ @skift  ·  May 1
Violent Attacks Push European Tourism to Extremes skift.com/2017/05/01/vio...
Now more than ever travelers want to know they'll be safe when visiting a destination. @acsjacobson talks #SecureTourism at #2017ITSC.
USA strongest travel & tourism country in 2016, but the future looks less certain

A drop in inbound travel because of anti-foreign sentiment and the strength of the dollar are expected to dampen growth figures.

Tourism to ride the Brexit storm, despite drop in outbound travel

UK T&T sector expected to hold up in 2017, but continued uncertainty due to Brexit, reduced consumer spending power, the weak pound and anti-immigration rhetoric will impact the sector in the next year.

Planning for resilience is key as impact of terrorism on tourism becomes clearer

At a global level, Travel & Tourism is resilient, however security threats have a serious impact on affected countries.
### Crisis Planning Criteria

<table>
<thead>
<tr>
<th>Crisis Planning Criteria</th>
<th>Yes</th>
<th>%</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your organization or business have a written emergency preparedness plan for employees?</td>
<td>114</td>
<td>77.6</td>
<td>33</td>
<td>22.4</td>
</tr>
<tr>
<td>Does your organization or business have a written emergency preparedness plan for visitors?</td>
<td>63</td>
<td>44.7</td>
<td>78</td>
<td>55.3</td>
</tr>
<tr>
<td>Does your organization or business have a written evacuation plan?</td>
<td>115</td>
<td>76.2</td>
<td>36</td>
<td>23.8</td>
</tr>
<tr>
<td>Does your organization or business have a standard operating procedures and manual?</td>
<td>102</td>
<td>72.9</td>
<td>38</td>
<td>27.1</td>
</tr>
<tr>
<td>Does your organization or business play a role in training the industry for emergencies?</td>
<td>68</td>
<td>44.2</td>
<td>86</td>
<td>55.8</td>
</tr>
<tr>
<td>Is your organization or business coordinated with the state office of tourism?</td>
<td>136</td>
<td>88.9</td>
<td>17</td>
<td>11.1</td>
</tr>
</tbody>
</table>
70% of #GSBKK delegates think they could 'do better' in their crisis planning
For $100 spent on #disaster response, only $1.3 is spent on #prevention. We need a reality check, @eu_echo’s JohannesLuchner #MEXICOGP2017
### Regression Analysis Summary for Predicting Crisis Planning Criteria

<table>
<thead>
<tr>
<th>Variable</th>
<th>B</th>
<th>SE B</th>
<th>β</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource Allocation Index</td>
<td>0.98</td>
<td>0.10</td>
<td>0.65**</td>
</tr>
<tr>
<td>Crisis Experience Index</td>
<td>0.14</td>
<td>0.06</td>
<td>0.16*</td>
</tr>
</tbody>
</table>

Note: $R^2 = .50$ ($n = 109, p < .005$).

*p < .05, **p < .005.

*Top management buy-in*