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ACCESSIBILITY & ADA EXPERIENCE AUDIT

Preview Edition — 3 of 13 Documented Findings

Large-Venue Live Event Findings: Vertical Transportation, Concession Access & Emergency Preparedness

SITE OBSERVED

A Major NFL Stadium — Las Vegas, Nevada

EVENT OBSERVED

Two-Artist Concert — September 2026

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PUBLIC PREVIEW — FULL 13-FINDING REPORT AVAILABLE ON REQUEST

About This Preview

This preview shares 3 of the 13 findings from a full field accessibility audit conducted while working on-site in a live, credentialed, guest-facing operational role during a September 2026 two-artist concert at a major NFL stadium in Las Vegas. The complete report cross-checks these and ten additional findings against the venue's own published policies, spanning parking, seating, entry, wayfinding, restroom access, communication access, staff training, and official guest-information consistency — each paired with a practical, implementable recommendation.

The three findings below were selected to show the range and depth of what this kind of audit surfaces: an operational access bottleneck, a guest-experience and revenue gap, and the single most significant life-safety finding in the full report. The complete 13-finding report, including the full Summary of Priority Recommendations, is available directly from D.A.V.I.D. Consulting — see the closing page for how to request it.

Selected Findings

FINDING 4 VERTICAL TRANSPORTATION — ELEVATOR CAPACITY & ACCESS CONTROL

OBSERVATION

The venue's only accessible entrance feeds into just two elevators, which are the sole means of reaching upper and lower seating levels for anyone unable to use stairs or escalators — in a stadium with a 65,000-person capacity. Access requires a gray wristband obtained at a Guest Experience desk outside the accessible entrance, but this requirement was not consistently communicated to guests. The result, observed directly, was a crowd of 50+ guests and companions waiting simultaneously at the elevator bank, with staff turning away guests without wristbands mid-wait and sending them back through the line — producing visible frustration, guest conflict, and inconsistent enforcement from elevator attendants.

RISK / IMPACT

Two elevators cannot reasonably serve the vertical-transportation needs of a stadium this size. Combined with an unclear, inconsistently enforced access process, this creates long waits, guest conflict, and a degraded experience precisely for the guests the system is meant to serve. This compounds directly with a restroom-access finding elsewhere in the full report: a guest whose seat level has no general-admission-accessible restroom has no choice but to join the elevator line to reach one of the few that exist elsewhere in the building — meaning a basic

restroom trip can now require a 50+ person wait at the only accessible vertical transportation in the building. For a guest with a bladder- or bowel-related disability, a medical condition, or simply limited time before their body cannot wait any longer, that delay is not an inconvenience; it is a real risk of a medical accident, and a serious dignity harm the venue's own layout makes unavoidable for some guests. It also raises a direct operational question addressed in the emergency-preparedness finding below: if elevators are the only way up or down, and elevators cannot be used in an emergency, there is no articulated Plan B.

RECOMMENDATION

Communicate the wristband/access process at time of ticket purchase and again at every gate, not only at the accessible entrance. Evaluate adding elevator capacity or a dedicated accessible-guest queue management system, and provide elevator attendants with clear, guest-facing scripting and de-escalation training rather than leaving enforcement to individual discretion.

FINDING 7 CONCESSION & BAR ACCESSIBILITY

OBSERVATION

Passing the venue's concession stands and “checkout-free” automated markets while working the event, this audit observed that none of the standard food and beverage counters or bars appeared to be built to an accessible, lowered-counter standard anywhere in the venue's footprint, despite the venue offering “a plethora of food and beverage options throughout the space.” This was a visual, in-passing observation made while working, not a hands-on test of a specific stand, and it should be verified accordingly. Two distinct service formats are involved: staffed concession counters and bars, where a standard-height counter can put the menu board, the staff interaction, and the payment terminal out of comfortable reach or sightline for a guest seated in a wheelchair or scooter or of shorter stature; and the newer self-service “checkout-free” automated markets on the 100, 200, and 300 levels, where a guest simply taps or inserts a card, picks products off open shelving, and leaves — a format that, by design, removes the option of asking a staff member to reach an item down, so any shelving or payment terminal placed above a comfortable reach range has no built-in fallback.

RISK / IMPACT

In a stadium that is entirely cashless, a counter or payment screen a guest cannot see or reach is not a minor inconvenience — it can mean being unable to read what is being sold, unable to communicate an order to a staff member at a counter built for a standing guest, unable to read or confirm a card payment screen, and unable to safely retrieve purchased food or drink, all for one of the most basic and frequent guest activities in the building. The self-checkout format compounds this: without a staffed counter to fall back on, a guest who cannot reach a shelf or a payment

terminal in an automated market has no alternative built into that specific service point.

RECOMMENDATION

Pilot at least one fully accessible bar or concession counter — lowered counter height, an accessible payment terminal at a reachable height, and clear sightlines to menu boards — at a high-traffic location, and evaluate its use and guest feedback before deciding on wider rollout; several concessions vendors offer rentable or modular accessible-counter units suited to exactly this kind of pilot. Audit the checkout-free markets specifically for shelf height and payment-terminal reach range, and add a call-button or staff-assist option for guests who cannot reach a shelf independently. An accessible bar or counter is also a natural, visible sponsorship placement — branded the way a beverage sponsor's tailgate activation or the venue's club lounges already are — giving the venue a funding path that does not depend solely on its own capital budget.

FINDING 13 EMERGENCY EVACUATION & EMERGENCY-RESPONSE WAYFINDING

OBSERVATION

This is the most significant finding in the full report, and the only one directly witnessed as an emergency unfolded rather than inferred from policy and guest conversations. Every mobility-device-using guest interviewed during this event confirmed they had received no information — prior to arrival or upon entry — about emergency evacuation procedures specific to their needs. The venue's only accessible entrance and its two elevators are, by standard safety protocol, not to be used during an emergency evacuation, yet no alternative accessible egress route, staging area, or communicated plan was evident or described to guests. Complimentary wheelchair escort service is also limited to gate-to-seat only — the venue's own policy confirms “escort services are not available for guests who bring their own wheelchair or other mobility device,” and even for stadium-provided wheelchairs, staff cannot escort to restrooms, concessions, or elsewhere — meaning there is no reliable way to account for a guest's location in an emergency. This audit also directly observed a real-time medical emergency on the event floor during the show: a guest in the pit section required emergency assistance, and the venue's emergency response team was visibly unable to locate the correct section — the floor had no usable section signage and was dark, and staff could be seen searching, frantic, before the guest was found. The guest was located only with the unplanned help of an on-site staff member who happened to have strong night vision; once found, staff also had to improvise space to treat the guest without disrupting nearby attendees, because no protocol or physical provision for that existed either.

RISK / IMPACT

This is a life-safety gap, not a service gap, and it is no longer hypothetical. In an evacuation scenario, guests using wheelchairs, scooters, canes, or other mobility aids would have no communicated, accessible route out of a 65,000-seat stadium, and the venue currently has no reliable way to know how many such guests are present or where they are located at any given moment. The witnessed floor incident shows the same underlying failure applies to routine medical emergencies, not just mass evacuation: emergency responders inside the venue could not reliably navigate to a guest in need of help because of inadequate floor signage and lighting, and their ability to respond quickly depended on chance — a staff member happening to be nearby with the vision to locate the guest in the dark — rather than on a designed system. Emergency personnel should never have to search a venue floor unsure of where they are supposed to go. This exposes the venue, promoters, and touring productions to significant liability, and — far more importantly — puts real people at real risk, whether the emergency is evacuating the whole building or reaching one guest in medical distress.

RECOMMENDATION

Treat this as the top-priority item in any accessibility remediation plan. At minimum: designate and clearly communicate accessible evacuation routes and refuge/staging areas independent of elevators; provide this information to every guest who registers a mobility device at entry; install illuminated, high-contrast section and row signage on the event floor and pit areas sufficient for emergency staff to navigate quickly without depending on ambient lighting or an individual's night vision; establish a pre-designated, discreet on-floor space or protocol for treating a guest without requiring staff to improvise around nearby attendees in the moment; train all staff, including third-party and touring production staff, on the accessible evacuation plan and floor-navigation protocol as part of standard event-day briefing; and conduct a formal life-safety review with venue operations and local emergency management specifically addressing non-ambulatory evacuation capacity and floor-level emergency response times.

This Is 3 of 13

These three findings are drawn from a single event, in a single evening — one operational shift, without a clipboard or a formal inspection mandate. The full report documents 10 additional findings spanning ADA parking and drop-off, seating capacity and distribution, perimeter and curb access, restroom accessibility and design, family and stroller policy, service animal accommodations, ASL interpreter

and auxiliary aid access, cross-vendor staff training, conflicting official guest information, and mobility-device liability — plus a consolidated, priority-ranked table of every recommendation in this report, ordered by urgency, so a venue, promoter, or agency can act on the highest-risk items first.

If a single shift surfaced this much, the question worth asking is what a full accessibility strategy review would surface for your venue, tour, or event — before it becomes a guest-safety incident, a viral complaint, or legal exposure.

Request the Full Report

D.A.V.I.D. Consulting — Diversity, Accessibility, Vision, Inclusion and Dedication — partners with venues, promoters, touring productions, agencies, show management, DMCs, and event coordinators to build accessible, inclusive live event experiences from the ground up, across concerts, trade shows, conferences, and meetings. Founded by Gina Muoio, who is Deaf and Neurodivergent and brings 26 years of experience across live events, trade shows, conferences, festivals, travel, and white-glove customer service, D.A.V.I.D. Consulting combines lived experience with deep operational fluency in how large-scale events actually run.

To request the complete 13-finding report, or to discuss an accessibility review for your own venue or event, please reach out directly.

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