The Super Bowl Blacks Out in New Orleans

New Orleans, Louisiana
February 3, 2013

1 Problem

**What**

Problem(s):
- Delay during the Super Bowl

**When**

Date:
- 02/03/13

Time:
- ~ 8:30 p.m.

Differences:
- Newly upgraded electrical system
- Mercedes-Benz Superdome in New Orleans

**Where**

Physical Location:
- Mercedes-Benz Superdome in New Orleans

2 Analysis

**Impact to the Goals**

**Schedule**
- Second half of Super Bowl Delayed

**Material**
- Replacement of an electrical relay device needed

**Customer Service**
- Replacement of an electrical relay device needed

This incident was

1. Effect

2. Cause

3. Evidence

Device not easily repaired

Replacement of an electrical relay device

Electrical relay device failed

Issue with the component?

OR

Issue with the system?

Evidence: More investigation is needed to determine whether the device itself failed or if it was how it was incorporated into the system that was at fault for the blackout.

Evidence: $4.2 million spent upgrading electrical systems for the Super Bowl, which included adding the relay that failed.

Issue with the system?

Evidence: The relay was added to the switching gear to protect the Superdome electrical equipment if there was a cable failure between the power company’s incoming power line and the lines in the stadium.

Added during recent system upgrades

Added to protect Superdome

Evidence: The relay was added to the switching gear to protect the Superdome electrical equipment if there was a cable failure between the power company’s incoming power line and the lines in the stadium.

Back up power generation wasn’t designed to fully light stadium

Back up power supplies insufficient to

- A lopsided game turned into a nail biter
- The momentum of the Super Bowl was changed

3 Solutions

This power problem is still being reviewed and it is still being determined if an independent review of the issue is necessary. Once more facts are known, they can be easily incorporated into the Cause Map. The final step in the Cause Mapping process would be to develop solutions that would help mitigate the issue and prevent future power failures.