



NASSAU COUNTY FIRE MARSHAL Crowd Manager Training

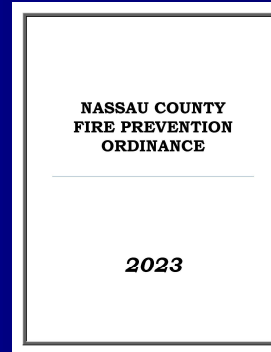
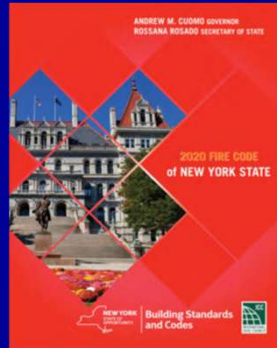
PRESENTED BY THE NASSAU COUNTY OFFICE OF THE FIRE MARSHAL

Welcome to crowd management training provided by the Nassau County Office of Fire Marshal. This training program has been designed to give those persons designated as crowd managers, the information necessary to provide occupant safety, wherever people gather by completing this web-based training you will have the tools to ensure the safety of everyone.



Introduction

- This training has been developed because of a comprehensive review and revisions to the New York State fire Code and Nassau County Fire Prevention Ordinance.



This training has been developed to comply with the revisions to the New York State fire Code and Nassau County Fire Prevention Ordinance regarding Crowd Managers.



Introduction

- The purpose of this training is to prepare personnel to function as crowd managers and increase their awareness of the items that contributed to prior tragedies and prevent a similar tragedy from occurring in Nassau County.

Crowd management is important in preventing injury and fatalities from fires, at places of public assembly.

The deadliest fires in U.S. history involved places where large groups of people were together, at indoor venues where the exits were not clearly marked or immediately apparent to the occupants, add smoke and a lack of light which only added to reducing visibility and adding to the confusion causing a panic in the crowd while people were trying to escape. At most of these locations, patrons were there to have an enjoyable time.

This program will help teach prospective crowd managers the importance of monitoring the number of occupants by counting them as they move in and out, the importance of keeping exit paths clear. Why the need to educate employees about keeping crowds orderly and safe during an emergency is important, and what are some potential problems and why it's important to correct fire code violations.

The requirement for crowd managers comes from the New York State Fire Code, which has been formally adopted for fire code enforcement by the County of Nassau and the State of New York, in addition the Nassau County Fire Prevention Ordinance has requirements for public assembly and crowd management.

The New York State Fire Code provides little information or guidance on training requirements for crowd managers. It allows the fire code official to adopt policies and procedures not provided for by the Fire Code. To ensure the public safety accordingly, the National Fire Protection Association's Uniformed Fire Code and life safety code was referenced in defining our requirements for the program. It is recognized as a standard which provides further details on the role and function of crowd managers..

The New York State Fire Code defines a crowd manager as the person or persons responsible for maintaining the safety of occupants during a gathering. Crowd managers are also responsible for implementing the businesses evacuation plan in the event of an emergency. Assembly Locations are required to provide a trained Crowd Manager During all hours of operation and an additional trained crowd managers for when capacities reach 500 persons or more, and another trained person is required for each additional 250 persons after that.

The designation of a crowd manager should be listed in the fire safety plan. If your location has an occupancy of 500 or more you are required to have and submit a copy to the Nassau County Fire Marshal.

You will soon see the importance of having a crowd manager who has been designated in writing, is trained in crowd management, and one who is known by the staff and patrons in the event of a fire or emergency.

By the end of this program, you should be able to explain the relationship between the fire code and occupant safety, define the term, area of public assembly, and be able to describe the role of crowd manager and the steps to take in preparation for holding an assembly event.



What do I need to do to become a Crowd Manager?

- Training (approved by the Fire Marshal)
- Passing a Certification Exam (70%)

To become a crowd manager in Nassau County you need to complete this training, at the completion of this course Applicants will be eligible to sign up to take the certification exam and if passing will be issued a Certificate of fitness valid for 3 years



What You Need To Know As A Crowd Manager

- (1) crowd manager roles and responsibilities
- (2) safety and security hazards that can endanger public assembly
- (3) crowd management techniques
- (4) fire safety and fire safety equipment
- (5) methods of evacuation and movement
- (6) procedures for reporting emergencies
- (7) crowd management emergency response procedures
- (8) the paths of travel and exits, facility evacuation and emergency response procedures and, where provided, facility shelter-in-place procedures
- (9) Familiarization with the venue and guest services training
- (10) Other specific event-warranted training

As a crowd manager you are expected to understand all the items listed in the New York state Code which defines the duties and responsibilities of a crowd manager

The list includes

A crowd managers roles and responsibilities

The safety and security hazards that can endanger public assembly

crowd management techniques

fire safety and fire safety equipment

methods of evacuation and movement

The procedures for reporting emergencies

crowd management emergency response procedures

the paths of travel and exits, facility evacuation and emergency response procedures and, where provided, facility shelter-in-place procedures

A Familiarization with the venue and guest services training

And Other specific event-warranted training



Historical Perspective

- **Crowd management**, is the art of controlling and guiding large groups of people, it has been a necessity since ancient times. From religious gatherings in ancient Rome to political rallies in the 20th century, the need to manage crowds has been a constant.

Crowd management has been around since ancient times, it is the art of controlling and guiding large groups of people. From religious gatherings in ancient Rome to political rallies in the 20th century, the need to manage crowds has been a constant.



Historical Perspective

- **Ancient Rome:** The Colosseum, a massive amphitheater, hosted gladiatorial contests and public spectacles. To ensure order, Roman authorities employed various strategies, including the use of military forces, designated seating areas, and controlled entry and exit points.
- **Medieval Europe:** During religious festivals and pilgrimages, large crowds often gathered. To prevent chaos and ensure safety, religious leaders and local authorities implemented rules and regulations, such as restricting access to certain areas and appointing officials to oversee crowd behavior.

In ancient Rome

The Colosseum, a massive amphitheater, hosted gladiatorial contests and public spectacles. To ensure order, Roman authorities employed various strategies, including the use of military forces, designated seating areas, and controlled entry and exit points.

The Romans had specific laws governing crowd behavior and public gatherings. These laws helped to regulate the conduct of individuals and prevent disturbances.

While the Romans were generally successful in managing crowds, there were occasional instances of unrest and violence. However, their innovative architectural designs, social and political measures, and legal framework provided a solid foundation for crowd control practices that have influenced modern approaches. Crowd management in medieval Europe was influenced by a variety of factors, including social hierarchy, religious beliefs, and the nature of the gathering.

During religious festivals and pilgrimages, large crowds often gathered. To prevent chaos and ensure safety, religious leaders and local authorities implemented rules and regulations, such as restricting access to certain areas and appointing officials to oversee crowd behavior.



Historical Perspective

- **19th Century:** The Industrial Revolution led to rapid urbanization and increased population density. This, in turn, created new challenges for crowd management. Public gatherings, protests, and riots became more common. Law enforcement agencies, such as police forces, were established to maintain order and control crowds.
- **•Early 20th Century:** The rise of political movements and the development of mass media led to even larger and more organized public gatherings. Strategies like the use of mounted police, tear gas, and water cannons were employed to disperse unruly crowds.
- **•Today:** The development of crowd psychology and the use of technology, such as surveillance systems and crowd modeling, have improved our understanding of crowd behavior and our ability to manage large events effectively.

The early 20th century saw significant urbanization and industrialization, leading to larger and more frequent public gatherings. This growth posed new challenges for maintaining order and safety.

While the early 20th century saw a focus on traditional methods of crowd management, more modern approaches were being sown. The challenges posed by growing cities and public gatherings would continue to shape crowd management practices throughout the century.

Today the development of crowd psychology and the use of technology, such as surveillance systems and crowd modeling, have improved our understanding of crowd behavior and our ability to manage large events effectively.

Training for those who manage crowds, emergency plans that outline procedures for handling various scenarios, such as medical emergencies, crowd surges and Security personnel, event staff, and first responders trained in crowd management techniques, de-escalation tactics, and emergency procedures all add to the safety of the event.



Historical Perspective

- **What the Past has Taught us**
- **Planning and Preparation:** Effective crowd management requires careful planning and preparation.
- **Understanding Crowd Behavior:** Knowledge of crowd psychology is essential for effective crowd management.
- **Technology and Innovation:** Technology can be a valuable tool for crowd management.
- **Collaboration and Coordination:** Successful crowd management often requires collaboration between various agencies and organizations.

Learning from the past it has taught us the need for

Planning and Preparation: Effective crowd management requires careful planning and preparation. This includes assessing potential risks, developing contingency plans, and training staff.

Understanding Crowd Behavior: Knowledge of crowd psychology is essential for effective crowd management.

Understanding factors that can influence crowd behavior, such as emotions, density, and environmental conditions, can help prevent problems and respond appropriately to incidents.

Technology and Innovation: Technology can be a valuable tool for crowd management. Advances in surveillance, communication, and crowd modeling can help improve safety and efficiency.

Collaboration and Coordination: Successful crowd management often requires collaboration between various agencies and organizations. Effective communication and coordination are essential for ensuring a safe and enjoyable experience for all.



Famous/Infamous Historical Fires

- Coconut Grove, Boston
- Beverly Hills Supper Club, Kentucky
- Happy land Social Club, The Bronx
- The Station Nightclub, Rhode Island
- Ghost Ship Warehouse Fire, Oakland

Some of the incidents in the past have changed the ways we look at how we manage crowds and building safety

Cocoanut Grove, in Boston

Beverly Hills Supper Club, in Kentucky

Happy land Social Club, in The Bronx

The Station Nightclub, in Rhode Island

Ghost Ship Warehouse Fire, in Oakland

These incident are just a few of the larger tragedies that have brought about Legislation to try to prevent tragedies like these from reoccurring. The devastation and loss of life in all these incidents could have been prevented.



Cocoanut Grove

- Boston
- November 28, 1942
- 492 lives lost
- Flammable Decorations
- Obstructed Exit Signs
- Revolving Door



The Cocoanut Grove fire was a devastating nightclub fire that occurred in Boston, Massachusetts, on November 28, 1942, in Bay Village, Boston, Massachusetts. It resulted in the tragic deaths of 492 people, making it the deadliest nightclub fire in history.

The Cause of the fire was believed to be the Ignition of decorative cloth.

the capacity of the club was set at 460 people but over 1000 were present resulting in 492 Deaths and 166 injuries.



Cocoanut Grove



The fire broke out during a popular Thanksgiving weekend, when the nightclub was overcrowded. Panic ensued as people tried to escape, and many exits were either locked or difficult to access. The rapid spread of the fire and the high levels of toxic smoke made it difficult for many to survive. Many of those who died were crushed in the panic to get through the doors, some of which were either locked or opened inward. Those that escaped the building managed to either use the designated exits before the fire reached them or after the fire passed them, or they escaped through the kitchen or one of the windows. The Cocoanut Grove fire had a profound impact on fire safety regulations and emergency response procedures. It led to significant improvements in building codes, fire prevention measures, and emergency evacuation plans.



Beverly Hills Supper Club

- Kentucky
- May 28, 1977
- 165 lives lost
- Piecemeal Additions
- Fire Doors on Stairs
- Aluminum Wiring
- Sprinkler/Fire Alarm Systems



The Beverly Hills Supper Club fire occurred on May 28, 1977, in Southgate, Kentucky. It is one of the deadliest nightclub fires in history, resulting in the tragic loss of 165 lives and injuring over 200 people. The fire broke out during a Memorial Day weekend celebration at the popular nightclub, which was overcrowded with approximately 3,000 patrons. A series of factors contributed to the rapid spread of the fire, including inadequate fire safety measures, flammable materials, and a lack of clear escape routes. The fire engulfed the Cabaret Room, a popular venue within the club, trapping many people inside. Panic ensued as patrons struggled to escape the flames and smoke. The fire was fueled by the club's wooden interior and a variety of flammable decorations.



Beverly Hills Supper Club



During one of the opening acts, a comedian was entertaining the audience with funny stories. When a busboy walked onto the stage and over to the microphone. There was a fire in the building, he announced in a calm voice. Then he pointed out the exits around the perimeter of the room. The audience was asked to quietly leave their seats and make their way to safety. There was a problem however, The audience mistook this message as part of the comedian's routine and simply laughed it off. About a minute later, thick black smoke began to pour through the air conditioning vents. Seconds after that, the lights went out, plunging the room into Darkness. When the fire was finally extinguished, 165 people lay dead. Failure to act promptly to the warning doomed those patrons who were there only to enjoy themselves.



Happy Land Social Club

- West Farms, The Bronx
- March 25, 1990
- 87 lives lost
- Arson (\$1 of gasoline)
- Ordered closed for no working sprinkler or fire alarm, exits, etc.
- No FD Follow-up
- Welded doors, window bars



The Happy Land Social Club fire occurred on March 25, 1990, in the West Farms section of the Bronx, New York City.

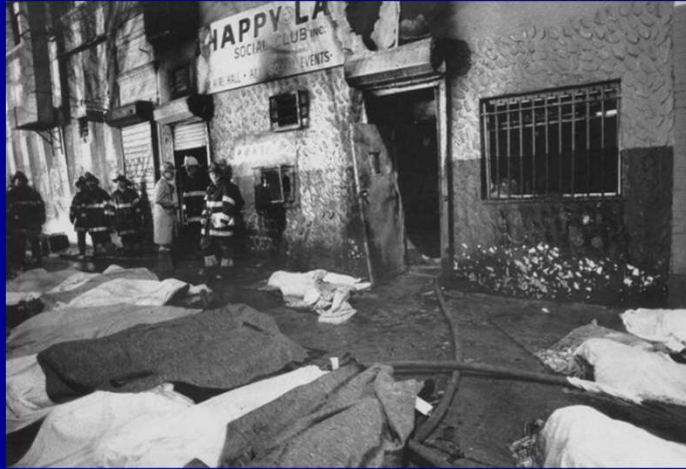
It was an act of arson that resulted in the tragic loss of 87 lives.

A man who had a fight with his ex-girlfriend who worked at the club, had previously been evicted from the club, went to a gas station, then returned to the establishment with a plastic container with \$1.00 worth of gasoline. He spread the fuel at the base of a staircase, the only access into the club, and then ignited the gasoline. The fire quickly spread, trapping the majority of the club's patrons inside.

The lack of fire exits, and the rapid spread of the fire led to a devastating loss of life.



Happy Land Social Club



Having only one exit with no secondary means of egress contributed to this loss of life. The fire in the entrance hallway was extinguished within minutes of the fire departments arrival. the coroner's report indicated most fatalities were from smoke inhalation and six were found trampled at the door.



The Station Nightclub

- W. Warwick, Rhode Island
- February 20, 2003
- 100 lives lost
- Initial confusion
- Crush at front door
- Flammable Insulation
- Pyrotechnics
- Same pyro show was planned in Nassau County, but it was denied by the Fire Marshal.



The Station nightclub fire occurred on February 20, 2003, at The Station, a nightclub and hard rock music venue in West Warwick, Rhode Island. During a concert by the rock band Jack Russell's Great White, a pyrotechnic display ignited flammable acoustic foam in the walls and ceilings surrounding the stage. Within minutes, the entire building was engulfed in flames.

The fire resulted in the tragic deaths of 100 people and injuries to 230 others.

Pyrotechnics ignited the flammable acoustic foam, leading to a rapid spread of fire.

The fire had a profound impact on the community and led to significant changes in fire safety regulations and practices.



The Station Nightclub



Victims jam the main exit of The Station

The intensity of the flames and smoke caused the crowd to panic and surge forward. Most of the 400 patrons in the audience stampeded to the main exit. Where they had entered with everyone pushing to get out, some individuals fell, causing others to fall, and in less than 90 seconds the front door was hopelessly blocked.



Ghost Ship Warehouse Fire

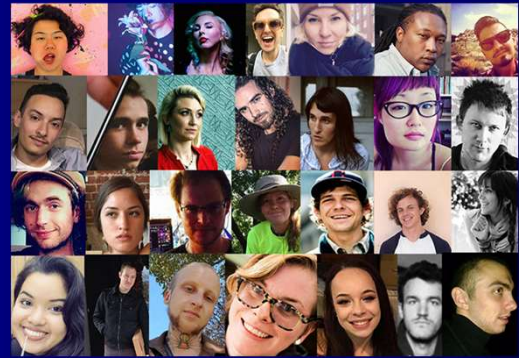
- Oakland, CA
- December 2, 2016
- 36 lives lost
- Converted warehouse to Artist Collective
- Included performance and dwelling areas



The Ghost Ship warehouse fire occurred on December 2, 2016, in Oakland, California.



Ghost Ship Warehouse Fire



36 people died who were attending a music concert at the warehouse.



Ghost Ship Warehouse Fire



The warehouse, known as the Ghost Ship, had been illegally converted into a living and workspace and had a history of safety violations.

The building lacked proper permits, fire suppression systems, and adequate exits. These factors contributed to the rapid spread of the fire and the tragic loss of life.

Investigations into the incident revealed a complex web of factors that led to the tragedy, including the illegal occupancy of the building and the failure of authorities to address safety concerns.



Ghost Ship Warehouse Fire

- NO Fire Sprinkler
- NO Fire Alarm System
- Cluttered conditions
- Makeshift stairways made of pallets
- No clearly marked exit ways or exit doors
- Multiple Complaints: Building inspectors attempted to inspect, but nobody answered
- No follow up. No inspection in 3 decades

The problems found that led to this tragedy include

NO Fire Sprinklers

NO Fire Alarm Systems

Cluttered conditions

Makeshift stairways made of pallets

No clearly marked exit ways or exit doors

No permits for the concert

It should be noted that there were multiple complaints and Building inspectors attempted to inspect, but nobody answered

The complaints were not followed up. Resulting in no inspection in 3 decades for the location.



Common Factors

- Overcrowding
- Poorly designed or obstructed exits and egress
- Lack of or nonfunctioning automatic fire sprinklers to control the fire.
- Lack of or nonfunctioning Automatic Fire Alarm System to notify the occupants.
- Improperly maintained Fire Protection Systems.
- Lack of employee training

Overcrowding was the most common factor in all these incidents,
Additionally, there were other items that added to it
Poorly designed or obstructed exits and egress
Lack of or nonfunctioning automatic fire sprinklers to control the fire.
Lack of or nonfunctioning Automatic Fire Alarm System to notify the occupants.
Improperly maintained Fire Protection Systems.
Lack of employee training



It's Not Just Fires

■ Crowd Crushes and Stampedes

- **Astro world Festival Tragedy (2021):** A fatal crowd surge occurred during a concert by Travis Scott, resulting in multiple deaths and injuries.
- **Itaewon Halloween Crowd Crush (2022):** A deadly stampede occurred in a narrow alleyway in Itaewon, South Korea, during Halloween celebrations.
- **Love Parade Disaster (2010):** A crowd crush at the Love Parade festival in Duisburg, Germany, resulted in numerous deaths and injuries.
- **Hillsborough Disaster (1989):** A fatal crowd crush occurred at a football match at Hillsborough Stadium in Sheffield, England.
- **The Who Concert Disaster (1979):** A stampede occurred at a The Who concert in Cincinnati, Ohio, leading to the deaths of 11 people.
- **Eighteen-Nineteen Disaster (1919):** A crowd crush at a baseball game in Chicago, Illinois, resulted in the deaths of 12 people.

Fatalities involving large crowds are not restricted to just fires, crowd crushes and stampedes have caused the death of numerous people

In general terms a Crowd Crush is where a large number of people are pressed together in a confined space, leading to injuries and sometimes fatalities. Density of the crowd, Lack of space, and barriers all contribute to this.



State Code for Crowd Managers.

- Fire Code of New York State Chapter 4 SECTION 403 emergency preparedness requirements
- 403.2.4 Crowd managers. Crowd managers shall be provided where required by Section 403.12.3.
- 403.12.3 Crowd managers. Where facilities or events involve a gathering of more than 500 people, crowd managers shall be provided in accordance with Sections 403.12.3.1 through 403.12.3.3.
- 403.12.3.1 Number of crowd managers. Not fewer than two trained crowd managers, and not fewer than one trained crowd manager for each 250 persons or portion thereof, shall be provided for the gathering.

The 2020 edition of the New York State Fire code has several sections requiring Crowd Managers as well as additional items that a Crowd Manager is responsible to ensure are in place before allowing the event to open. From the Fire Code of New York State Chapter 4 SECTION 403 emergency preparedness requirements Section 403.2.4 Crowd managers. Crowd managers shall be provided where required by Section 403.12.3. Section 403.12.3 Crowd managers. Where facilities or events involve a gathering of more than 500 people, crowd managers shall be provided in accordance with Sections 403.12.3.1 through 403.12.3.3. Section 403.12.3.1 Number of crowd managers. Not fewer than two trained crowd managers, and not fewer than one trained crowd manager for each 250 persons or portion thereof, shall be provided for the gathering.



State Code for Crowd Managers.

- Exceptions:
- 1. Outdoor events with fewer than 1,000 persons in attendance shall not require crowd managers.
- 2. Assembly occupancies used exclusively for religious worship with an occupant load not exceeding 1,000 shall not require crowd managers.
- 3. The number of crowd managers shall be reduced where, in the opinion of the fire code official, the fire protection provided by the facility and the nature of the event warrant a reduction.

And there are always exceptions

Outdoor events with fewer than 1,000 persons in attendance shall not require crowd managers.

Assembly occupancies used exclusively for religious worship with an occupant load not exceeding 1,000 shall not require crowd managers.

The number of crowd managers shall be reduced where, in the opinion of the fire code official, the fire protection provided by the facility and the nature of the event warrant a reduction.



State Code for Crowd Managers.

- 403.12.3.2 Training. Training for crowd managers shall be approved.
- 403.12.3.3 Duties. The duties of crowd managers shall include, but not be limited to:
 - 1. Conduct an inspection of the area of responsibility and identify and address any egress barriers.
 - 2. Conduct an inspection of the area of responsibility to identify and mitigate any fire hazards.
 - 3. Verify compliance with all permit conditions, including those governing pyrotechnics and other special effects.

Section 403.12.3.2 Training. Training for crowd managers shall be approved.

Section 403.12.3.3 Duties. The duties of crowd managers shall include, but not be limited to:

Conduct an inspection of the area of responsibility and identify and address any egress barriers.

Conduct an inspection of the area of responsibility to identify and mitigate any fire hazards.

Verify compliance with all permit conditions, including those governing pyrotechnics and other special effects.



State Code for Crowd Managers.

- 403.12.3.3 Duties. The duties of crowd managers shall include, but not be limited to:
 - 4. Direct and assist the event attendees in evacuation during an emergency.
 - 5. Assist emergency response personnel where requested.
 - 6. Other duties required by the fire code official.
 - 7. Other duties as specified in the fire safety plan.

Direct and assist the event attendees in evacuation during an emergency.
Assist emergency response personnel where requested.
Other duties required by the fire code official.
Other duties as specified in the fire safety plan.



Nassau County Fire Prevention Ordinance

- Section 14.11 Public Safety and Crowd Control
- **14.11.1** Special requirement for public safety shall be in accordance with the FCNew York State § 403.12.
- **14.11.2** A Crowd Manager shall be required at facilities or events involving gatherings of more than 500 people inside or 1000 people outside. The Crowd Manager shall comply with FCNew York State § 403.12 and file a safety plan with the Fire Marshal.

The Nassau County fire prevention ordinance requires under article 14 section 14.11

14.11.1 Special requirement for public safety shall be in accordance with the Fire Code of NEW YORK STATE § 403.12.

14.11.2 A Crowd Manager shall be required at facilities or events involving gatherings of more than 500 people inside or 1000 people outside. The Crowd Manager shall comply with the Fire Code of NEW YORK STATE § 403.12 and file a safety plan with the Fire Marshal.



Nassau County Fire Prevention Ordinance

- **14.11.3 Certificate of Fitness Required**
- Crowd Mangers shall be required to maintain a Certificate of Fitness issued by the Fire Marshal. The requirement for a Certificate of Fitness shall be in accordance with Article XX of this Ordinance. The fee for the Certificate of Fitness is set forth in Article XXII of this Ordinance.

It also requires you to have a Certificate of Fitness.

Section 14.11.3 Certificate of Fitness Required

Crowd Mangers shall be required to maintain a Certificate of Fitness issued by the Fire Marshal. The requirement for a Certificate of Fitness shall be in accordance with Article 20 of this Ordinance. The fee for the Certificate of Fitness is set forth in Article 22 of this Ordinance.

In order for you to function as a crowd manager you are required to have a certificate of fitness. To get a certificate of fitness you must complete this course and pass the test.

The certificate of fitness you earn after completing this course and Passing the exam will be valid for 3 years.



Introduction to Crowd Management

- **Crowd Management: A Vital Component of Event Safety**
- **Definition of crowd management:** Crowd management is a critical aspect of event planning, essential for ensuring the safety and security of attendees. By effectively managing crowds, organizers can mitigate risks, prevent accidents, and maintain a positive atmosphere.
- **Crowd Manager:** A crowd manager is an individual responsible for overseeing and controlling large gatherings of people to ensure safety, order, and prevent accidents or disturbances. This role often involves planning, organizing, and implementing strategies to manage crowds effectively in various settings, such as events, concerts, festivals, or public spaces.

So what is Crowd management, by definition Crowd management is a critical aspect of event planning, essential for ensuring the safety and security of attendees. By effectively managing crowds, organizers can mitigate risks, prevent accidents, and maintain a positive atmosphere. It is a comprehensive process that involves planning, organizing, and controlling crowds in public spaces to ensure safety, security, and the smooth flow of people. It encompasses a wide range of activities, from pre-event planning and risk assessment to on-site crowd control measures and post-event evaluation.

A Crowd Manager: is an individual responsible for overseeing and controlling large gatherings of people to ensure safety, order, and prevent accidents or disturbances. This role often involves planning, organizing, and implementing strategies to manage crowds effectively in various settings, such as events, concerts, festivals, or public spaces. They are responsible for overseeing and implementing crowd management strategies. They play a crucial role in coordinating various aspects of crowd control

Crowd management team has others involved also

Event Organizers: who are responsible for planning and executing events,

Crowd Management Professionals: or crowd managers These individuals are trained to handle crowds effectively, including managing entry and exit points, crowd flow, and potential conflicts.

Security Personnel: Security guards and other personnel help maintain order, deter crime, and assist in emergency situations.

Law Enforcement: Police officers may be involved in crowd control, especially at large events or during protests.

Venue Staff: Employees of the venue, such as stadium or concert hall staff, can assist with crowd management tasks.

Emergency Services: Firefighters, paramedics, and other emergency responders may be needed in case of incidents or emergencies.



Importance of Crowd Management

- **Safety:**
- **Security:**
- **Organization:**
- **Emergency Response:**
- **Legal Compliance:**
- **Crowd control**
- **Preventing stampedes**
- **Enhancing the visitor experience**
- **Preventing Overcrowding**

Crowd management is essential for ensuring safety, preventing chaos, and maintaining order in gatherings of large groups of people. Here are some key reasons why it's important:

Safety: Proper crowd management helps prevent accidents, injuries, and even fatalities.

By controlling the flow of people, managing crowd density, and providing clear exit routes, organizers can minimize the risk of overcrowding, stampedes, or other dangerous situations.

Security: Effective crowd management measures can also enhance security. By implementing security protocols, such as bag checks, metal detectors, and trained security personnel, organizers can help prevent unauthorized access, disruptions, or threats.

Organization: Crowd management helps maintain order and prevent chaos. By providing clear directions, managing queues, and controlling access points, organizers can ensure a smooth and enjoyable experience for all attendees.

Emergency Response: A well-planned crowd management strategy includes emergency procedures in case of incidents. This can help facilitate a swift and efficient response from emergency services, such as medical teams or law enforcement.

Rapid Response: A well-organized crowd management plan enables quick response to emergencies such as medical incidents, security threats, or inclement weather.

Evacuation Procedures: Clearly defined evacuation routes and procedures facilitate efficient and orderly exit of attendees in case of danger.

Legal Compliance: In many jurisdictions, there are specific regulations and guidelines related to crowd management at events. Adhering to these laws can help organizers avoid legal issues and penalties.

Crowd control

Crowd management helps to prevent disorderly behavior and violence in the crowd. It can involve the use of physical barriers, such as fences and barricades, and the deployment of security personnel to maintain order.

Preventing stampedes
One of the biggest dangers in a crowded environment is the risk of a stampede. Crowd management measures such as controlled entry and exit points, designated queuing areas, and clear signage can help to prevent stampedes.

Enhancing the visitor experience

Effective crowd management can enhance the visitor experience by ensuring that people can move around freely and safely and access the facilities and amenities they require without obstruction or inconvenience

Preventing Overcrowding

Safe Capacities: Determining and enforcing safe capacity limits helps prevent overcrowding and the potential for dangerous stampedes.

Crowd Flow Management: Directing and guiding crowds through designated pathways ensures smooth movement and avoids bottlenecks.



Crowd Manager Duties

■ Preventing Overcrowding

- **Safe Capacities:** Determining and enforcing safe capacity limits helps prevent overcrowding and the potential for dangerous stampedes.
- **Crowd Flow Management:** Directing and guiding crowds through designated pathways ensures smooth movement and avoids bottlenecks.

■ Managing Emergencies

- **Rapid Response:** A well-organized crowd management plan enables quick response to emergencies such as medical incidents, security threats, or inclement weather.
- **Evacuation Procedures:** Clearly defined evacuation routes and procedures facilitate efficient and orderly exit of attendees in case of danger.

Overcrowding is a persistent issue in many areas, It can lead to discomfort, inefficiency, and safety hazards. A failure to observe capacity limits for venues and events. (most buildings have a posted occupancy limit as determined by the local building official) the use of Crowd flow management or moving people requires you to be familiar with the location and the various exit pathways

Preventing Overcrowding

Determining and enforcing safe capacity limits helps prevent overcrowding and the potential for dangerous stampedes by keeping the location at Safe Capacities:

the proper use of Crowd Flow Management by directing and guiding crowds through designated pathways ensures smooth movement and avoids bottlenecks.



Crowd Manager Duties

- **Communicate with**
 - **Security Personnel:** Adequate security personnel can monitor crowds, identify potential threats, and intervene if necessary.
 - **First Responders:** when an issue does arise, you may need to assist First responders
 - **Management:** Issues found during safety checks, over crowding issues, equipment needed.
 - **Attendees:** Effective communication Is a crucial component of successful crowd management. Clear and concise messaging. visual aids, public address systems, and personal communication are all important techniques for communicating with a crowd.

As a crowd manager you will be required to communicate with others, Security, first responders, management and those in attendance in essence you are the conduit between the crowd and everyone else. When you see an issue, you must communicate the needs to the appropriate people to manage the issue. It is important that you effectively communicate. Your messages must be clear and to the point.



Duties of a Crowd Manager

- A crowd manager is responsible for ensuring the safety and security of large gatherings of people. Their duties often involve a combination of planning, coordination, and immediate action in response to various situations.

As a crowd manager you take on the responsible for ensuring the safety and security of large groups of people. Your duties will often involve a combination of planning, coordination, and immediate action in response to various situations.



Crowd Managers Duties

- **Pre-Event Responsibilities:**
 - **Risk assessment:** Identifying potential hazards and developing safety plans.
 - **Crowd control planning:** Establishing strategies to manage crowds effectively.
 - **Staff training:** Ensuring that staff members are trained in crowd management procedures.
 - **Equipment preparation:** Preparing necessary equipment, such as barricades, signs, and first aid kits.

Prior to the event you may be involved in Pre-Event Responsibilities like Risk assessment, identifying potential hazards and developing safety plans. Crowd control planning, establishing strategies to manage crowds effectively. Staff training, ensuring that staff members are trained in crowd management procedures. Equipment preparation, Preparing necessary equipment, such as barricades, signs, and first aid kits. There may also be other specific duties assigned to you



Crowd Managers Duties

- **During the Event:**
 - **Crowd monitoring:** Observing crowd behavior and identifying potential risks.
 - **Crowd control:** Implementing crowd control measures to prevent overcrowding or congestion.
 - **Emergency response:** Coordinating emergency response efforts in case of incidents.
 - **Communication:** Maintaining communication with event organizers, security personnel, and emergency services

During the Event you are responsible for

Crowd monitoring: Observing crowd behavior and identifying potential risks.

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Emergency response: Coordinating emergency response efforts in case of incidents.

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Crowd Managers Duties

- **Post-Event Responsibilities:**
 - **Evaluation:** Assessing the effectiveness of crowd management strategies.
 - **Debriefing:** Discussing any incidents or challenges with event organizers and staff.
 - **Reporting:** Preparing reports on crowd management activities and outcomes.

After the event is over the Post-Event Responsibilities include
Evaluation: Assessing the effectiveness of crowd management strategies.
Debriefing: Discussing any incidents or challenges with event organizers and staff.
Reporting: Preparing reports on crowd management activities and outcomes.



Understanding Crowds

- A basic overview of crowds



To manage a crowd, you need to know the basics of crowd's, hours could be spent learning and several book and papers have been written on the makeup of crowds and human behavior in crowds, the following slides are a summary of information on crowds. This is just to provide a basic understanding of crowd dynamics, and some things you need to know when dealing with crowds.



Types of Crowds

- Sociologists have identified several types of crowds based on their purpose, behavior, and emotional intensity.
- Two Main types
 - Based on Purpose and Behavior
 - Based on Emotional Intensity
- It's important to note that these categories are not mutually exclusive, and crowds can sometimes exhibit characteristics of multiple types. Additionally, the behavior of a crowd can be influenced by various factors, including the situation, the leadership, and the cultural context.
- Crowd management helps to prevent disorderly behavior and violence in the crowd

You may be wondering what types of crowds there are?

Sociologists have identified several types of crowds based on their purpose, behavior, and emotional intensity.

There are Two Main types

One Based on Purpose and Behavior the other Based on Emotional Intensity

these categories are not mutually exclusive, and crowds can sometimes exhibit characteristics of multiple types.

Additionally, the behavior of a crowd can be influenced by various factors, including the situation, the leadership, and the cultural context.



Types of Crowds

- **Based on Purpose and Behavior:**
 - **Casual crowds:** These are groups of people who happen to be in the same place at the same time but have no real connection or shared purpose. Examples include people waiting in line at a grocery store or pedestrians on a busy sidewalk.
 - **Conventional crowds:** These are crowds that gather for a specific, planned event, such as a concert, sporting event, or religious service. They typically follow established rules and norms.
 - **Expressive crowds:** These crowds come together to express a shared emotion or sentiment, such as grief at a funeral or joy at a victory celebration.
 - **Acting crowds:** These crowds are characterized by collective action, often driven by a shared goal or grievance. They can range from peaceful protests to violent riots.

There are four types of crowds based on purpose or behavior

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Types of Crowds

- **Based on Emotional Intensity:**

- **Mob:** A highly emotional crowd characterized by intense excitement or anger, often leading to irrational behavior.
- **Riot:** A violent and destructive form of collective behavior, often fueled by anger, frustration, or a sense of injustice.
- **Panic:** A sudden and intense fear or anxiety that can lead to irrational behavior and a loss of control.

Then we have those crowds Based on Emotional Intensity:

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Factors Influencing Crowd Behavior and Potential Risks

- Crowd behavior is a complex phenomenon influenced by a variety of factors, both individual and environmental. Understanding these factors can help mitigate potential risks and ensure crowd safety.
- **Individual Factors**
 - **Personality:** Extroverted, impulsive, or adventurous individuals may be more likely to engage in risky behaviors within a crowd.
 - **Group Identity:** A strong sense of group identity can lead to heightened emotional arousal and a willingness to conform to group norms, even if they are risky.
 - **Alcohol and Drugs:** Substance use can impair judgment, reduce inhibitions, and increase the likelihood of impulsive behavior.

There are many things that influence the behavior of a crowd the two main factors are individual and Environmental.

As individuals gather in a large group one theory suggest they take on a social Identity that is guided by norms and values that emerge within the group. In times of perceived danger Panic can spread rapidly, leading to stampedes and crushes that result in injuries and fatalities. Proper crowd management and emergency planning help to lessen these risks.

The use of Substances that can impair judgment, reduce inhibitions, and increase the likelihood of impulsive behavior speaks for itself.



Environmental Factors

■ Environmental Factors

- **Crowd Density:** High crowd density can create feelings of claustrophobia, anxiety, and a loss of personal space, which can contribute to aggressive or panicky behavior.
- **Physical Environment:** The layout of a venue, the availability of exits, and the presence of physical barriers can influence crowd movement and the potential for bottlenecks.
- **Event Type:** The nature of the event can affect crowd dynamics. For example, sporting events or concerts may involve more intense emotional arousal and physical activity than more formal gatherings.
- **External Stimuli:** Noise, lighting, and other sensory factors can influence crowd behavior and contribute to feelings of excitement or anxiety.

The number of people in a space can affect how we feel and behave.

Things like noise, temperature, and lighting can influence our mood and actions.

The kind of event happening can affect how we feel and react.

Things around us like music, smells, and other people can influence our emotions and behavior.



Communication Skills

- Effective communication is crucial for a crowd manager, especially during emergencies.
- Clear Instructions
 - • **Simplicity:** Use simple, direct language to avoid confusion. For example, instead of saying, "Please proceed to the nearest exit in an orderly fashion," you might say, "Go to the nearest exit now."
 - • **Consistency:** Ensure that all staff members use the same terminology and instructions to avoid mixed messages.

Effective communication is crucial for a crowd manager, especially during emergencies.

Clear Instructions must be given

Use simple, direct language to avoid confusion. For example, instead of saying, "Please proceed to the nearest exit in an orderly fashion," you might say, "Go to the nearest exit now." be Consistent, ensure that all staff members use the same terminology and instructions to avoid mixed messages.



Communication Skills

- **Tone and Delivery**
 - • **Calm and Authoritative:** Maintain a calm and authoritative tone. This helps to reassure the crowd and encourages them to follow your instructions.
 - • **Volume:** Speak loudly enough to be heard over the noise of the crowd, but not so loud that you cause panic.
- **Non-Verbal Communication**
 - • **Body Language:** Use confident and open body language. Gestures can help direct people where to go.
 - • **Visual Aids:** Use signs, lights, or other visual aids to guide the crowd, especially in noisy environments where verbal communication might be challenging.

Your Tone and Delivery are important

Maintain a calm and authoritative tone. This helps to reassure the crowd and encourages them to follow your instructions.

Speak loudly enough to be heard over the noise of the crowd, but not so loud that you cause panic.

Non-Verbal Communication requires you to use confident and open body language. Gestures can help direct people where to go. Use signs, lights, or other visual aids to guide the crowd, especially in noisy environments where verbal communication might be challenging.



Communication Skills

- **Coordination with Staff**
 - • **Briefings:** Hold regular briefings with your team to ensure everyone is on the same page. Discuss potential scenarios and the appropriate responses.
 - • **Radios and Communication Devices:** Use radios or other communication devices to stay in constant contact with your team. This allows for quick dissemination of information and coordination.
- **Handling Difficult Situations**
 - • **De-escalation Techniques:** Learn and practice de-escalation techniques to manage agitated or non-compliant individuals. This can involve calm speaking, active listening, and maintaining a non-threatening posture.
 - • **Conflict Resolution:** Be prepared to mediate conflicts that may arise within the crowd. Stay neutral and focus on finding a solution that ensures safety.

Coordination with Staff is important, you should hold regular briefings with your team to ensure everyone is on the same page. Discuss potential scenarios and the appropriate responses.

Use technology, radios or other communication devices to stay in constant contact with your team. This allows for quick dissemination of information and coordination.

Handling Difficult Situations

Learn and practice de-escalation techniques to manage agitated or non-compliant individuals. This can involve calm speaking, active listening, and maintaining a non-threatening posture.

Be prepared to mediate conflicts that may arise within the crowd. Stay neutral and focus on finding a solution that ensures safety.



Communication Skills

- **Emergency Announcements**
 - • **Pre-Recorded Messages:** Have pre-recorded emergency announcements ready for different scenarios. This ensures that the message is clear and consistent.
 - • **Live Announcements:** Be prepared to make live announcements if the situation requires it. Practice these announcements regularly to ensure clarity and confidence.
- **Feedback and Improvement**
 - • **Post-Event Reviews:** After each event, review what went well and what could be improved in terms of communication. Gather feedback from your team and use it to refine your strategies.

Emergency Announcements are an important means of communication

Have pre-recorded emergency announcements ready for different scenarios. This ensures that the message is clear and consistent.

Be prepared to make live announcements if the situation requires it. Practice these announcements regularly to ensure clarity and confidence.

Feedback and Improvement helps improve your operation

After each event, review what went well and what could be improved in terms of communication. Gather feedback from your team and use it to refine your strategies.



De-escalation techniques

- De-escalation techniques are essential for managing potentially volatile situations and ensuring the safety of everyone involved.
- Active Listening
 - • Show Empathy: Listen to the person's concerns without interrupting. Acknowledge their feelings by nodding or using phrases like, "I understand," or "That sounds frustrating."
 - • Paraphrase: Repeat back what the person has said in your own words to show that you are listening and to clarify any misunderstandings.
- Maintain a Calm Demeanor
 - • Stay Composed: Keep your voice steady and calm. Avoid raising your voice or showing signs of frustration.
 - Body Language: Use open and non-threatening body language. Avoid crossing your arms or making sudden movements.

De-escalation techniques are essential for managing potentially volatile situations and ensuring the safety of everyone involved. They require Active Listening and the ability to Show Empathy: Listen to the person's concerns without interrupting. Acknowledge their feelings by nodding or using phrases like, "I understand," or "That sounds frustrating."

Paraphrasing or repeating back what the person has said in your own words to show that you are listening and helps to clarify any misunderstandings.

Maintain a Calm Demeanor, Stay Composed Keep your voice steady and calm. Avoid raising your voice or showing signs of frustration.

Use open and non-threatening body language. Avoid crossing your arms or making sudden movements.



De-escalation techniques

- Use Positive Language
 - • Avoid Negatives: Instead of saying, "You can't do that," try, "Let's find a better way to handle this."
- Offer Choices:
 - Give the person options to help them feel more in control. For example, "Would you prefer to move to a quieter area or stay here and talk?"
- Set Boundaries
 - • Be Clear and Firm: Clearly state what behavior is unacceptable and what the consequences will be if it continues. For example, "I need you to lower your voice, or I will have to ask you to leave."
 - • Follow Through: If the person does not comply, follow through with the stated consequences calmly and professionally.

Always Use Positive Language

Try to Avoid Negatives, instead of saying, "You can't do that," try, "Let's find a better way to handle this."

Offer Choices, Give the person options to help them feel more in control. For example, "Would you prefer to move to a quieter area or stay here and talk?"

Set Boundaries and Be Clear and Firm, clearly state what behavior is unacceptable and what the consequences will be if it continues. For example, "I need you to lower your voice, or I will have to ask you to leave."

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De-escalation techniques

- **Distraction and Redirection**
 - • **Change the Focus:** Redirect the person's attention to a different topic or activity. This can help diffuse the immediate tension.
 - • **Use Humor:** When appropriate, a light-hearted comment or joke can sometimes diffuse tension and change the mood.
- **Problem-Solving**
 - • **Collaborate:** Work with the person to find a solution to their problem. Ask questions like, "What can we do to resolve this?" or "How can I help you feel better about this situation?"
 - • **Offer Assistance:** Sometimes, offering a small gesture of help can go a long way in calming someone down.

Use Distraction and Redirection to try to Change the Focus, Redirect the person's attention to a different topic or activity. This can help diffuse the immediate tension.

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Collaborate to solve the problem, Work with the person to find a solution to their problem. Ask questions like, "What can we do to resolve this?" or "How can I help you feel better about this situation?"

Offer Assistance to the person, Sometimes, offering a small gesture of help can go a long way in calming someone down.



De-escalation techniques

- Know When to Seek Help
 - • Call for Backup: If the situation escalates beyond your control, do not hesitate to call for additional support from security or law enforcement.
 - • Safety First: Always prioritize your safety and the safety of others. If you feel threatened, remove yourself from the situation and seek help immediately.

Know When to Seek Help and Call for Backup, If the situation escalates beyond your control, do not hesitate to call for additional support from security or law enforcement.
Always prioritize your safety and the safety of others. If you feel threatened, remove yourself from the situation and seek help immediately.



Crowd Control Measures:

- Large crowds are a part of many events, concerts, sports matches, protests, and rallies.
- Specialized skills and knowledge, are required to manage these Crowds effectively
 - Knowledge
 - Crowds' characteristics and behavior
 - Emergency Procedures
- Skills
 - Use of barriers and signs
 - Effective communication skills

There are many ways to effectively manage a large crowd, these are part of many events, there are some specialized skills however, that you are required to master to manage a crowd effectively. First the knowledge you have of crowds and their behavior will help you to evaluate and form an on-the-spot plan. Secondly you should know the emergency procedures that are in your emergency response plan for your facility. Some skills you need to know are how to properly use barriers, signs and effective communication.



Strategies for Effective Crowd Management:

- **Planning and Preparation:** Develop a comprehensive crowd management plan well in advance of the event.
- **Communication:** Clearly communicate safety guidelines and emergency procedures to attendees.
- **Training:** Provide training to staff and volunteers on crowd management techniques and emergency response.
- **Technology:** Utilize technology such as crowd monitoring systems and communication tools to enhance crowd management efforts.
- **Continuous Evaluation:** Regularly assess crowd management practices and make necessary adjustments to improve safety and security.

Managing a crowd starts with Planning, in advance of the event a plan must be developed and in place.
Communication with PA systems, signs and Social Media can all be used to inform the crowd what is permitted and what to do in the event of an emergency
Training the staff is essential to a good event, everyone must be working off the same plan
Technology can help, you can Utilize technology for monitoring and communicating with the crowd and other staff
Do Pre-event, during-event, and post-event assessment and adjustment by evaluating the way things are going and adjusting things as needed



Strategies for Effective Crowd Management:

- **Be Aware of Your Audience's Characteristics**
 - Different types of events attract different types of crowds, and understanding the demographics of the crowd can help in determining the appropriate measures for crowd control.
- **Control Access to Liquor**
 - Alcohol consumption can often lead to rowdy and aggressive behavior in crowds, and can quickly escalate into dangerous situations
- **Organize Event Staff**
 - The staff should be trained and equipped to handle different situations that may arise during the event.

A sporting event may attract a rowdy and passionate crowd, while a music concert may have a more diverse and laid-back audience. crowd characteristics Are important to be aware of based on the type of event you may have a very laid-back crowd, or you may have a very rowdy crowd
Alcohol at the venue and the access to it must be controlled as over consumption can often lead to rowdy and aggressive behavior in crowds, and can quickly escalate into dangerous situations
Everybody working the event should be organized and should be trained to handle the different situations that may arise during the event



Potential Risks

- **Crowd Crush:** High crowd density can lead to crowd crushes, where people are trapped and unable to move. This can result in injuries or fatalities.
- **Panics and Stampede:** Fear, misinformation, or sudden changes in the environment can trigger panics or stampedes, leading to chaotic crowd behavior and potential injuries.
- **Violence and Aggression:** Crowd-related violence can occur due to factors such as rivalry, intoxication, or provocation.
- **Property Damage:** Crowds can cause damage to property, including infrastructure, equipment, and personal belongings.

Some of the most significant dangers associated with large crowds are Crowd crush, panics, and stampedes. A Crowd crush occurs when a crowd becomes so dense that people are unable to move freely. The pressure can lead to suffocation, trampling, and other injuries.

Panics can be triggered by a variety of factors, such as a sudden noise, a perceived threat, or a rumor. Panics can cause people to rush towards exits, leading to crowd crushes and other dangerous situations.

A Stampede, is a chaotic movement of people, often driven by fear or panic. Stampedes can cause injuries and deaths, as people are trampled or crushed.

often Crowds can become violent due to factors like rivalry, intoxication, or provocation.

Crowds may cause damage to infrastructure, equipment, and personal belongings.



Mitigation Strategies

- **Crowd Management Planning:** Develop comprehensive crowd management plans that address potential risks and outline strategies for crowd control and emergency response.
- **Venue Design and Safety:** Ensure that venues are designed to accommodate crowds safely, with adequate exits, clear signage, and appropriate security measures.
- **Communication and Information:** Provide clear and timely information to crowds to help them navigate the event and avoid potential hazards.
- **Training and Education:** Train staff and volunteers in crowd management techniques and emergency response procedures.
- **Technology:** Utilize technology such as crowd monitoring systems and communication tools to improve crowd management and response times.

Planning: Develop comprehensive plans to address risks and outline strategies for crowd control and emergencies.

Venue design: Ensure venues are safe with adequate exits, clear signage, and security measures.

Communication: Provide clear and timely information to crowds.

Training: Train staff and volunteers in crowd management and emergency response.

Technology: Use technology like crowd monitoring systems and communication tools for better management and response times.



Crowd flow management:

- Guiding crowds effectively and safely is crucial in various settings, from public events to emergency evacuations. Here are some proven techniques:
- Planning and Preparation
- **Clear Communication:** Develop a clear and concise communication plan, including messages for different scenarios (e.g., normal flow, emergency evacuation).
- **Signage:** Use clear and consistent signage to guide people in the right direction. Ensure visibility and placement.
- **Crowd Flow Analysis:** Study the expected crowd size and movement patterns to identify potential bottlenecks or chokepoints.
- **Emergency Procedures:** Establish emergency procedures and train staff accordingly.

Develop a clear communication plan and use clear signage. Study the expected crowd size and movement patterns to identify potential issues like bottle necks and merge points. Establish emergency procedures and train all staff on the emergency plan.



Crowd Flow Management Techniques

- **One-Way Traffic:** Implement one-way traffic flow to prevent congestion and collisions.
- **Natural Barriers:** Utilize natural barriers (e.g., landscaping, buildings) to guide people and control crowds.
- **Artificial Barriers:** Use temporary barriers (e.g., stanchions, ropes) to direct and manage crowd movement.
- **Crowd Control Personnel:** Deploy trained personnel to guide crowds, manage bottlenecks, and address potential issues.
- **Evacuation Routes:** Clearly mark and maintain evacuation routes, ensuring they are unobstructed and easily accessible.

Implement one-way traffic flow to prevent congestion. Utilize natural barriers like landscaping, and buildings to guide people and control crowds. Use temporary barriers like stanchions, ropes to direct and manage crowd movement. trained crowd managers should be available to guide crowds, manage bottlenecks, and address potential issues. Evacuation Routes should be clearly marked and maintain, ensuring they are unobstructed and easily accessible.



Strategies for Dispersing Crowds

- Dispersing crowds peacefully and effectively requires a delicate balance of communication, de-escalation, and strategic planning. Here are some key strategies to consider:
 - **Clear Communication and Warnings**
 - **Public Announcements:** Use clear and concise language to inform the crowd of the reason for dispersal, the time frame, and any specific instructions.
 - **Visual Cues:** Employ signs, banners, or loudspeakers to reinforce the message.
 - **Multiple Channels:** Utilize various communication methods (e.g., social media, local news outlets) to reach a wider audience.

Dispersing crowds after events can be particularly challenging due to the large numbers of people involved, the often-exuberant mood, and the potential for congestion. Designate multiple exit points and ensure that they are clearly marked and easily accessible you may Consider a phased exit strategy to prevent overcrowding at exit points ensure enough crowd managers and security personnel are available to guide and direct people to the closest appropriate exit.



Portable barriers

- Ideal for temporary events, these include crowd control fences, stanchions with ropes or belts, and traffic cones.
- **Portable Barriers:**
 - **Crowd control fences:** These are typically made of metal or plastic and are easy to set up and dismantle. They can be linked together to form long lines or enclosures.
 - **Stanchions with ropes or belts:** These are vertical posts with ropes or belts attached to them. They are often used to create a queue or define a specific area.
 - **Traffic cones:** While primarily used for traffic control, traffic cones can also be used to guide crowds or create temporary barriers.

Portable barriers are versatile tools used in a variety of settings to control crowds. when setting them up care must be used to ensure the means of egress are not obstructed, their uses include limiting access to specific areas, Controlling crowd flow, Creating temporary enclosures for stages, food vendors, and other activities, Providing safety barriers around attractions and activities.



Permanent barriers

- Used in high-traffic areas or for long-term crowd management, these can be metal gates, bollards, or sturdy fences.
- **Metal gates:** These are sturdy gates that can be used to control access to specific areas.
- **Fences:** These can be made of various materials, such as metal, wood, or plastic. They are often used to create permanent boundaries or enclosures.

Permanent barriers are structures designed to control traffic, protect pedestrians, and delineate specific areas. Metal gates are sturdy gates that can be used to control access to specific areas and often are used to secure the building. any gate on a building at an exit way must be locked in the open position to prevent it from blocking the exit. Fencing is mainly found at outdoor events.



Consider Crowd Dynamics:

- **Anticipate peak times:** Place barriers in areas where crowds are expected to be heaviest.
- **Facilitate evacuation:** Ensure barriers do not obstruct emergency exits or impede evacuation routes.
- **Communicate clearly:** Use signage and announcements to guide people through the barriers and avoid confusion.

Consider Crowd Dynamics when placing barriers Anticipate peak times and place barriers in areas where crowds are expected to be heaviest to control the flow.
Ensure barriers do not obstruct emergency exits or impede evacuation routes.
And Use signage and announcements to guide people through the barriers and avoid confusion.



Potential Safety Risks in Crowds

■ **Overcrowding**

- When there are too many people in a confined area, it can lead to discomfort, panic, and potential injuries. Movement is restricted, making it difficult for people to escape or seek help in case of an emergency.

■ **Crush Incidents**

- When crowds become extremely dense, the pressure exerted on individuals can lead to crush injuries, which can be severe or even fatal. The pressure can cause people to lose consciousness, making it difficult to escape the situation.

■ **Stampede**

- A sudden surge of panic can cause a stampede, where people rush in a chaotic manner, often trampling others. Stampedes can result in serious injuries and, in extreme cases, fatalities.

Overcrowding is when too many people try to occupy the same space or exceed the rated occupancy load. This can happen within a building when people move to one area of the building which then can lead to a denser crowd and crush injuries, or cause someone to panic starting a stampede.



Other Risks

- **Fire hazards:** Large crowds can increase the risk of fire, especially in enclosed spaces.
- **Medical emergencies:** Individuals in crowds may experience medical emergencies, such as heart attacks or seizures, which can be difficult to address in a crowded environment.
- **Security threats:** Crowds can be vulnerable to security threats, such as terrorism or theft.
- By understanding these potential risks, organizers and attendees can take steps to prevent them and ensure the safety of everyone involved.

Other risks include Fires, Medical Emergencies, and security threats. Event organizers should have emergency plans in place to respond to incidents and provide medical assistance.



Common Injuries in Crowds

- **Traumatic Brain Injuries (TBIs):** These can occur from falls or being struck by objects.
- **Fractures:** Broken bones are common, especially in crowded situations.
- **Dislocations:** Joints may become dislodged from their normal position.
- **Cuts and Abrasions:** Minor injuries like these can become infected in crowded environments.
- **Heatstroke and Dehydration:** Extreme temperatures and physical exertion can lead to these conditions.

There are several types of injuries that can be expected during large crowd events

Traumatic Brain Injuries, these can occur from falls or being struck by objects.

Fractures: Broken bones are common, especially in crowded situations.

Dislocations: Joints may become dislodged from their normal position.

Heatstroke and Dehydration: Extreme temperatures and physical exertion can lead to these conditions.



First Aid Techniques

- **Call for Help:** Contact emergency services if the injuries are severe or if you are unsure how to proceed.
- **Assess the Situation:** Quickly evaluate the extent of injuries and the safety of the environment.
- **Control Bleeding:** Use direct pressure to stop bleeding. If necessary, elevate the injured limb.
- **Immobilize Injuries:** Prevent further damage to bones or joints by keeping the injured area still.
- **Treat Shock:** If someone is showing signs of shock (pale skin, rapid breathing, weak pulse), lay them down and elevate their legs.
- **Monitor Breathing:** Ensure the injured person is breathing normally. If not, initiate CPR.
- **Remember:** In crowd management situations, it's essential to prioritize the safety of everyone involved. If you are not trained in first aid, it's best to call for professional help.

You should have some basic first aid knowledge on what to do

Calling for help is the first step, contact emergency services if the injuries are severe or if you are unsure how to proceed.

Assess the Situation and Quickly evaluate the extent of injuries and the safety of the environment.

Control Bleeding by using direct pressure to stop bleeding. If necessary, elevate the injured limb.

Immobilize Injuries to Prevent further damage to bones or joints by keeping the injured area still.

Treat Shock quickly If someone is showing signs of shock (pale skin, rapid breathing, weak pulse), lay them down and elevate their legs.

Monitor Breathing to Ensure the injured person is breathing normally. If not, initiate CPR.

Remember, In crowd management situations, it's essential to prioritize the safety of everyone involved. If you are not trained in first aid, it's best to call for professional help.



Common Emergencies and Response Procedures

- **Fire:** Evacuate the building, follow designated escape routes, assemble at the designated assembly point, and notify emergency services.
- **Active Shooter:** Secure the area, evacuate if possible, and follow the "Run, Hide, Fight" protocol.
- **Chemical Spill:** Isolate the area, evacuate personnel, and notify emergency services.
- **Natural Disaster:** Follow evacuation procedures as directed by local authorities, secure the premises, and communicate with emergency services.
- **Remember:** A well-developed and regularly practiced ERP is essential for effectively responding to emergencies and minimizing their impact. Would you like to know more about a specific type of emergency or response procedure?

The emergency plan for the location should provide you with the information needed for all hazards you may encounter.

Fires: Evacuate the building, follow designated escape routes, assemble at the designated assembly point, and notify emergency services.

Active Shooters: Secure the area, evacuate if possible, and follow the "Run - Hide - Fight" protocol.

Chemical Spills: Isolate the area, evacuate personnel, and notify emergency services.

Natural Disasters: Follow evacuation procedures as directed by local authorities, secure the premises, and communicate with emergency services.

Remember: A well-developed and regularly practiced Emergency response plan is essential for effectively responding to emergencies and minimizing their impact.



What types of facilities are required to have a Crowd Manager?

- A Crowd Control Manager shall be required at facilities or events involving gatherings of more than 500 people inside or 1000 people outside.
- Exemptions
 - 1. Outdoor events with fewer than 1,000 persons in attendance shall not require crowd managers.
 - 2. Assembly occupancies used exclusively for religious worship with an occupant load not exceeding 1,000 shall not require crowd managers.
 - 3. The number of crowd managers shall be reduced where, in the opinion of the fire code official, the fire protection provided by the facility and the nature of the event warrant a reduction.

Crowd managers are required at facilities or events involving gatherings of more than 500 people inside or 1000 people outside

The number of crowd managers shall be reduced where, in the opinion of the fire code official, the fire protection provided by the facility and the nature of the event warrant a reduction. In Nassau County the Fire Marshal shall make the determination.



How many Crowd Managers are required?

- Occupant load is the total number of employees, performers and patrons in a facility as shown on the Certificate of Occupancy.
- The occupant load determines the number of crowd managers required and is based upon the legal capacity of the building (as indicated on the Certificate of Occupancy issued under the State Building Code), NOT the actual number of people present in the building at any given time
- The Owner or Operator of the facility or event is responsible to designate one Crowd Manager for every 250 occupants or portion thereof.

According to the New York State Building Code, the occupant load, is a scientifically based calculation which identifies the number of people who can safely be admitted into your place of business, known as an assembly occupancy. As a crowd manager, you must be aware of the occupant load of your venue at all times and see that it is never exceeded for any reason.

Contact the Local building department immediately if your establishment does not have a Certificate of Occupancy identifying your maximum occupancy load.

The occupant load determines the number of crowd managers required and is based upon the legal capacity of the building as indicated on the Certificate of Occupancy issued under the State Building Code, NOT the actual number of people present in the building at any given time.



How to determine how many Crowd Managers are needed

- 500-person occupant limit would require 2 Crowd Managers (one trained crowd manager for each 250 persons or portion thereof)
- 600-Person limit would require 3 Crowd Managers
- 800-person limit would require 4 Crowd Managers

# of people	# of Crowd managers
1-500	2
501-750	3
751-1000	4
1001-1250	5
1251-1500	6
1501-1750	7
1751-2000	8

A minimum of 2 crowd managers is required

For a 500-person occupant limit it would require 2 Crowd Managers one trained crowd manager for each 250 persons or portion thereof

For a 600-Person limit it would require 3 Crowd Managers

For an 800-person limit it would require 4 Crowd Managers



What are the Crowd Manager's responsibilities

- Ensure that the facility does not exceed its occupant load limit
- Maintain clear paths of egress
- Ensure Fire protection systems are functional
- Initiate a fire alarm if necessary, directing occupants to exits
- Assure that exit announcements are made via an audible announcement prior to the start of each program or performance notifying occupants of the locations of exits to be used in emergencies.

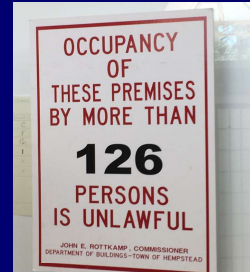
Crowd managers are responsible for ensuring the building is safe to occupy. This is done by checking all life safety features incorporated into the design of the building and that the operation of the facility is conducted in a safe and prudent manner. Conducting an inspection of the area of responsibility and identifying and addressing any egress barriers, identifying and mitigating any fire hazards. Verifying compliance with all permit conditions, and other duties required by the Fire Marshal.

a crowd manager is also responsible for maintaining and ensuring the safety of occupants within a facility by adhering to established evacuation plans for your area of public assembly.



Occupant Load

- OCCUPANT LOAD.
 - The number of persons for which the means of egress of a building or portion thereof is designed.
- Posting of Occupant Load Required.
 - The occupant load of an Assembly Group A occupancy, as defined in the Building and Fire Code of New York State, shall be conspicuously posted in such occupancy by the main public entrance. The owner of such occupancy, or Their authorized agent, shall be responsible for maintaining such occupant load sign in good and legible condition.



Simply put the occupant Load is the number of people who can occupy the building and in the event of an emergency escape safely. It is based on the number of exits, travel distance to the exits and fire protection systems that may be in the building. The occupancy load is determined by the local building department. All assembly spaces are required to have the occupant load conspicuously be posted near the main entrance to a business or specific area. In larger establishments the occupancy may be broken down by a room or area. As a crowd manager it is your responsibility to ensure that the occupancy load of the building and in these areas not be exceeded.



Overcrowding in Assembly Occupancies

- The owner of an Assembly occupancy, or Their authorized agent, shall be responsible for ensuring that the number of people in such occupancy does not exceed the occupant load of the occupancy.
- At no time shall such owner or authorized agent of such occupancy permit the occupant load to exceed the capacity of the means of egress, nor shall the occupancy load exceed one occupant per 5 square feet of occupied space.
- establishments that exceed the posted occupant loads are subject to predetermined penalties that are outlined in the County of Nassau Fire Prevention Ordinance

The owner of an Assembly occupancy, or Their authorized agent, shall be responsible for ensuring that the number of people in such occupancy does not exceed the occupant load of the occupancy.

At no time shall such owner or authorized agent of such occupancy permit the occupant load to exceed the capacity of the means of egress, nor shall the occupancy load exceed one occupant per 5 square feet of occupied space.

This is enforced by the Fire Marshal and establishments that exceed the posted occupant loads are subject to predetermined penalties that are outlined in the Nassau County fire prevention ordinance



Maintaining a Count

- Each occupancy must maintain an accurate count of the occupants in the building while the location is open. This count includes all persons in the building.



Crowd managers should have an accurate count of occupants within the building at all times a simple counter can be used to keep track of occupants entering and leaving. Where multiple entry points are present counters should be present at each location, it's important for counters at each entry point communicate with each other to maintain an accurate count of occupants at all times. When the number of occupants for an establishment or area approaches the posted occupant load the establishment should have an appropriate plan in place not to exceed the occupant load. This may include closing entries to the establishment or area or implementing a one in one out policy remember, there is no acceptable excuse for exceeding the posted occupancy load. Upon finding an overcrowded condition at a venue, the Fire Marshal will order your staff remove those in excess of the occupancy limit or do a count out of all persons in the building. if you're establishment serves alcohol the Fire Marshall may make notification to the State liquor authority of the overcrowding condition. The Nassau County Fire Prevention Ordinance classifies a violation of this as a misdemeanor punishable by a fine not exceeding one thousand dollars or by imprisonment for not more than one year, for a corporation it is a misdemeanor offence not exceeding five thousand dollars for each and every offense. There are many ways to achieve an exact count and what you need to determine what works best for your location. In all event when using multiple points of entry, a plan should be in place for the different counters to communicate with each other to ensure the occupancy not be exceeded.



MEANS OF EGRESS

MEANS OF EGRESS

A continuous and unobstructed path of vertical and horizontal egress travel from any occupied portion of a building or structure to a public way. A means of egress consists of three separate and distinct parts: the exit access, the exit and the exit discharge.

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Means of Egress

- Items the Crowd Manager must inspect for Fire & Building Safety.
- Means of Egress / Exits
 - A safe, continuous and unobstructed path of travel shall be provided for any exit or means of egress
 - Exits must not be **blocked!**
 - Exits must not be **locked.**
 - **Deadbolts hasps or any other locking mechanism separate from the panic bar are not permitted**
 - Doors are **operable**
 - Interior and exterior stairways are **unobstructed**



A means of egress is to put it simply how and where people get out of your building some important items you should be familiar with are

Blocked exits

A blocked exit is any obstruction that prevents a person from freely exiting a building or other enclosed space.

This can include

Physical objects: Furniture, equipment, debris, or other items that block doorways or passageways.

Human congestion: A large number of people crowding a doorway or exit, making it difficult to pass through.

Blocked exits can be extremely dangerous during emergencies, as they can prevent people from escaping a fire or other hazard. It is important to keep all exits clear at all times and to be aware of potential hazards that could block exits.

locking mechanisms on all marked exits and doors leading to exits must be unlocked from the interior at all times your establishment is open to the public.

a listed panic bar must be provided and any locks that are provided on the door must be released by that panic bar

Deadbolts, hasps, or any other locking mechanism separate from the panic bar are not permitted

If deadbolts or hasps are present on the door whether they are in use or not, the door is considered locked.

Any exit door that is found to be locked while your establishment is open to the public will result in an Appearance Ticket being issued in an amount up to \$1000 as well as notification of the violation to the state liquor authority.

Check the operation of the doors to ensure nothing on the inside or on the outside is blocking it preventing the exit door from opening.

The pathways to the door on both the inside and outside must not have any obstructions.



Means of Egress

- Exit signs shall be either self illuminated or be connected to an on-site generator or have battery back up to ensure illumination of not less than 90 minutes during main power loss
 - You must Check that the lighting is operational



All exit doors, hallways, and stairways leading to exits must have clear, visible exit signs. These signs should show the way out and be easy to see from any direction. If the exit or the path to it is not obvious, there should be signs along the way to guide people. Any doors within exits should also have exit signs. Exit signs should be placed so that people can see one within 100 feet or the specified distance, whichever is shorter, from any point in the exit area.

All exit signs must be lit from inside your building. There must be enough light for people to see where they are going when exiting. Emergency lights should be tested every month for at least 30 seconds. If you use automated testing, you should also visually check the lights monthly. All emergency lights should work properly during a power outage. Keep all exits and paths to exits clear at all times when your business is open. This includes hallways, aisles, doors, stairways, and areas outside the exit.

In Public assembly's emergency lights are required to have a witnessed test conducted yearly.



Fire Protection Systems

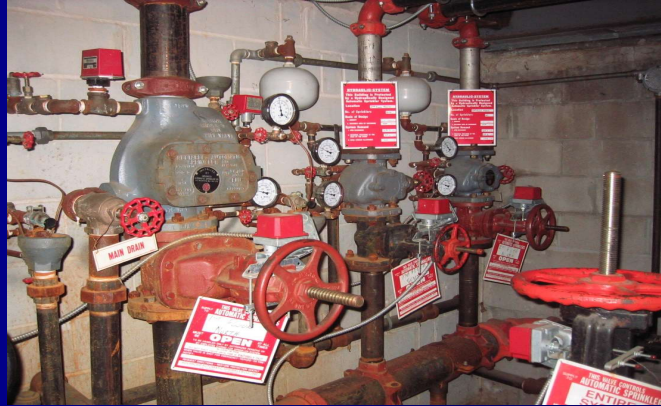
- Fire Sprinkler
- Fire Alarm
- Grease Hood & Duct
- Automatic Fire Extinguishing
- Carbon Monoxide
- Clean Agent Fire Systems

As a crowd manager you are required to check the fire protection systems in your venue to ensure they are working and properly maintained including, Fire Sprinklers, Fire Alarm systems, Grease Hood & Duct systems, Automatic Fire Extinguishing systems, Carbon Monoxide detection systems, and Clean Agent Fire Systems.



Fire Sprinkler Systems

- Inspected within the Last year and Green tagged
- NO Obstructed sprinkler heads
- System is operational.



The sprinkler system is a vital safety component in assembly occupancies, where large groups of people, often gather. In the event of a fire, these spaces can quickly become dangerous and difficult to evacuate.

A sprinkler system provides a reliable and effective means of fire suppression, significantly reducing the risk of property damage, injuries, and fatalities.

Sprinklers activate automatically when heat reaches a predetermined level, providing immediate protection.

They can often contain a fire before it spreads, reducing the risk of smoke inhalation and allowing for safe evacuation. Studies show a significant decrease in fire-related deaths in buildings with sprinklers.

Many places require sprinklers in buildings that are used for public assembly.

Regular maintenance and inspections are crucial to ensure the proper functioning of sprinkler systems including. Annual inspections, Periodic testing with any problems found being addressed promptly to maintain system integrity



Fire Alarm Systems

- Components:
- FACP – Fire Alarm Control Panel accessible
- Display does not show any trouble codes.
- System has been inspected and Green tagged within the last year .
- CO Detection At least one detector / alarm per habitable level, in each room containing fuel burning equipment, or rooms containing 50 or more persons



The fire alarm control panel is the brains of the fire alarm system the control panel interprets signals from initiating devices activates notification devices and may control doors fans or many other building systems the control panel should be checked daily to ensure that it indicates normal operations in the event that the control panel indicates any trouble or supervisory conditions this should immediately be reported to the appropriate party to ensure correction



Fire Alarm Systems

- Pull stations
- Smoke heads
- CO Dection
- Strobes and Horns



The initiating devices of a fire alarm system are devices such as pull stations, smoke detectors, heat detectors, and Carbon monoxide detectors that initiate activation of the fire alarm system. Pull stations should be located adjacent to all exit doors and should be checked daily to ensure that they are not obstructed by displays objects or any other items. Smoke, Heat, and Carbon monoxide detectors should not be capped or covered.



Fire Alarm Systems

- Pull stations
- Smoke heads
- CO Dection
- **Strobes and Horns**



Notification devices are devices that notify the occupants of a potential emergency. They usually consist of horns strobes and in some cases a voice announcement system

they should be checked daily to ensure that they are visible to the public most importantly horns and strobes should not be blocked or obstructed.



Grease Hood & Duct Exhaust System Maintenance

- Automatic Fire Extinguishing Systems
- Has the commercial cooking fire suppression system been inspected in the last six months?

Automatic Fire Extinguishing Systems are designed to deal with the hazards of cooking fires. Cooking appliances should be checked to make sure that they are in the proper position and proper coverage of the entire cookline is provided by the extinguishing system. These systems are designed to cover specific appliances, and the hood and duct system including the filters. It should be checked to make sure that they are free from excessive grease build up and the Hood and duct system should be cleaned at least every six months or more often if needed.

A problem commonly found in kitchens is obstructions to the hood system pull station by shelving or storage

all venues where an automatic fire extinguishing system is present must ensure that the systems are being tested and maintained, All Automatic Fire Extinguishing Systems within the County of Nassau must be tested by an approved contractor at least every six months.



Portable Fire Extinguishers (PFE)

- Shall have an approved, valid, current and readable inspection tag
- Shall be mounted
- Shall be accessible



When checking the portable fire extinguishers look for the following.
Have the portable fire extinguishers been inspected within the last year, do the gauges show the proper pressure, is it the correct type extinguisher for the area served and Is it mounted and clearly visible



How to Extinguisher a Small Fire PASS

1. **"P"ULL...** Pull the pin. This will also break the tamper seal.
2. **"A"IM...** Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.
3. **"S"QUEEZE...** Squeeze the handle to release the extinguishing agent.
4. **"S"WEEP...** Sweep from side to side at the base of the fire until it appears to be out. Watch the area. If the fire re-ignites, repeat steps 2 - 4.

If you have the slightest doubt about your ability to fight a fire....EVACUATE IMMEDIATELY!



As a crowd manager it is important to remember getting the occupants out of the building in the event of a fire is your primary responsibility. In the event of a small fire, you may be able to extinguish it with a portable fire extinguisher but only if you are sure you can succeed in extinguishment, if you are not sure evacuate the area and call for help by activating the fire alarm system.

If you have been trained and have the proper equipment to attempt extinguishment using the PASS system may be of help

The PASS system is simple to remember Pull the pin, Aim the nozzle at the base of the flame, squeeze the handle, and sweep at the base of the flame.



Planning for Emergencies

- "Hope for the best, prepare for the worst." – Unknown
- "An ounce of prevention is worth a pound of cure." - Benjamin Franklin
- "A good plan executed today is better than a perfect plan executed tomorrow." - George S. Patton
- "The best emergency plan is the one that's never needed, but the worst emergency plan is the one that's never made." - Unknown

Some great but true quotes about planning

"Hope for the best, prepare for the worst." – Unknown

"An ounce of prevention is worth a pound of cure." - Benjamin Franklin "

"A good plan executed today is better than a perfect plan executed tomorrow." - George S. Patton

"The best emergency plan is the one that's never needed, but the worst emergency plan is the one that's never made." – Unknown



Emergency Planning

- **Required elements in a Fire Safety Plan**
- Emergency vehicle ingress and egress.
- Fire protection.
- Emergency egress or escape routes.
- Emergency medical services.
- Public assembly areas.
- The directing of both attendees and vehicles, including the parking of vehicles.
- Vendor and food concession distribution.
- The need for the presence of law enforcement.
- The need for fire and emergency medical services personnel.
- The need for a weather monitoring person.

In Nassau County large events require a fire safety plan to be filed with the Fire Marshal, the requirements are listed in the building code of New York and must include the following elements

Emergency vehicle ingress and egress.

Fire protection.

Emergency egress or escape routes.

Emergency medical services.

Public assembly areas.

The directing of both attendees and vehicles, including the parking of vehicles.

Vendor and food concession distribution.

The need for the presence of law enforcement.

The need for fire and emergency medical services personnel.

The need for a weather monitoring person.



Emergency Planning

- **Emergency Plan**
 - Risk Assessment
 - Communication Plan
 - Evacuation Procedures
 - Emergency Response Team
 - Medical Preparedness
 - Security Procedures
 - Incident Command System (ICS)
 - Testing and Review
 - Coordination with External Agencies
- **Sub Plans of the emergency plan**
 - Fire Safety Plan
 - Evacuation Plan:
 - Crisis Communication Plan:
 - Medical Emergency Plan:
 - Active Shooter Plan:
 - Natural Disaster Plan:
 - Hazardous Materials Plan:
 - Training and Exercise Plan:

Each venue should have an emergency plan, a good Emergency plan is made up of multiple elements

A Risk Assessment element, in this section the potential risks are identified and form the basis for the plan

A Communication Plan, this helps make sure everyone gets the same information at the right time, especially during emergencies.

Evacuation Procedures, this allows the exiting of the location quickly and safely by showing all exits

Emergency Response, this defines the duties of staff assigned to deal with emergencies

Medical Preparedness, defines how a medical emergency will be managed

Security Procedures, defines security procedures

Incident Command System. Or ICS defines the command structure should an incident occur.

Testing and Review, this allows for improving the plan

Coordination with External Agencies, this gets the other stake holders involved

There are many possible sub plans that may be incorporated into the emergency plan which varies by the venue.



Fire Evacuation Plan

- Fire evacuation plans shall include the following:
 - 1. Emergency egress or escape routes and whether evacuation of the building is to be complete by selected floors or areas only or with a defend-in-place response.
 - 2. Procedures for employees who must remain to operate critical equipment before evacuating.
 - 3. Procedures for the use of elevators to evacuate the building where occupant evacuation elevators complying with Section 3008 of the Building Code of New York State are provided.

As a crowd manager the Emergency egress or escape routes also known as a fire evacuation plan are of particular importance.

Knowing how the evacuation is planned can help avoid a panicked response, it should detail the different routes of egress from each area of the building, what each employee's assignment is, if the building has elevators, it will spell out if or when they can be used. A good example would be in the event of a weather type incident the use of the elevator may be restricted to getting those with mobility issues out first.



Fire Evacuation Plan

- Procedures for assisted rescue for persons unable to use the general means of egress unassisted.
- Procedures for accounting for employees and occupants after evacuation has been completed.
- Identification and assignment of personnel responsible for rescue or emergency medical aid.
- The preferred and any alternative means of notifying occupants of a fire or emergency.

Which of course leads us to the procedures on who will be assisting those who are unable to use the stairs, or other means of egress. accounting for and ensuring all occupants have been removed from the building, defining those responsible for rescue or medical care and how to notify the occupants of the building of the emergency.



Fire Evacuation Plan

- The preferred and any alternative means of reporting fires and other emergencies to the fire department or designated emergency response organization.
- Identification and assignment of personnel who can be contacted for further information or explanation of duties under the plan.
- A description of the emergency voice/alarm communication system alert tone and preprogrammed voice messages, where provided.

How will a fire be reported and by whom, who can provide more information on the plan and information on the alerting system are all part of the plan.



Lockdown Plans

- **404.2.3 Lockdown plans.** Lockdown plans shall only be permitted where such plans are approved by the *fire code official* and are in compliance with Sections 404.2.3.1 and 404.2.3.2.
- **404.2.3.1 Lockdown plan contents.** Lockdown plans shall include the following:
 - Identification of individuals authorized to issue a lockdown order.
 - Security measures used during normal operations, when the building is occupied, that could adversely affect egress or fire department operations.
 - A description of identified emergency and security threats addressed by the plan, including specific lockdown procedures to be implemented for each threat condition.

Lock down plans are a newer phase of crowd protection. The lock down plan should include Identification of individuals authorized to issue a lockdown order, Security measures used during normal operations when the building is occupied that could adversely affect egress or fire department operations. A description of identified emergency and security threats addressed by the plan, including specific lockdown procedures to be implemented for each threat condition.



Reviewing the Crowd Manager's Responsibilities

- Keep the occupants safe
- Check that the Safety Plans are in place.
- Check all Fire Protection Systems are in date and functional.
- Check all Exits to make sure their clear and unobstructed.
- **All deficiencies** that are found during the inspection **must be corrected prior to opening** the facility to the public.

So, in review a crowd manager has many responsibilities the primary duty is to keep the occupants safe by ensuring all the required elements needed for safety are in place and functioning. We have touched on the basics of crowds their types and management. Planning and what plans should be in place prior to an event, means of egress and the importance of keeping them free and clear of obstructions, Fire safety systems and the important role they play in protection of the building and occupants, and the importance of keeping a count of occupants. And there is on last part that must be done as they say the job isn't finished till the paperwork is done



Summary

- Planning
- Training
- Communication

Wrapping it all up Planning prior to the event, Training to ensure everyone knows the plan, the importance of Communication to the attendees and staff will help make the event safer and your job easier. Being a good crowd manager involves learning and paying attention to your surroundings to prevent problems before they arise, and knowing how to deal with them if they do.



Additional resources

- <https://www.nassaucountyny.gov/401/Fire-Commission>

Now that you have completed this course the application for the certificate of fitness and instructions for scheduling a test are available on the Fire Marshals website at [www dot Nassau County N Y dot gov/401/Fire-Commission](http://www.nassaucountyny.gov/401/Fire-Commission).

Under the Download Forms - Information section

Certificate of Fitness Application, and Certificate of Fitness Testing both are in PDF format