

Crowd Manager Role and Responsibility

NFPA 101, 12.7.6.1, 12.7.6.2

UTRGV Environmental Health, Safety, and Risk Management



Objectives

- ❖ What is Crowd Management?
- ❖ Why is it necessary?
- ❖ When are crowds most deadly?
- ❖ Emergency evacuation

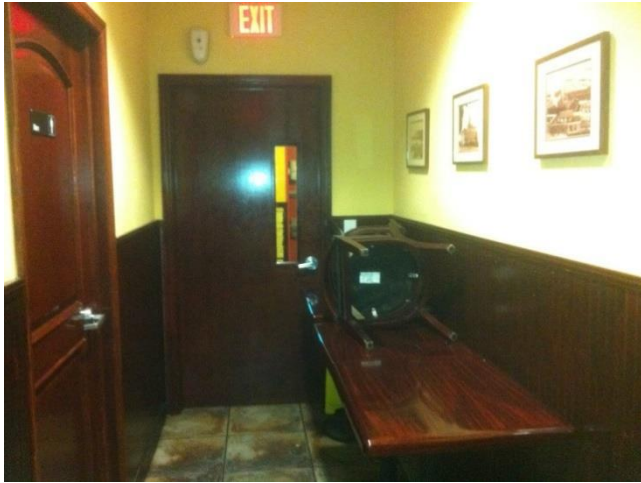
What is a Crowd Manager?

- ❖ Webster's defines crowd and manager as:
- ❖ *“Crowd: A number of persons congregated or collected into a close body without order; a throng.”*
- ❖ *“Manager: One who manages; a conductor or director; as, the manager of a theater.”*

Crowd manager

Crowd Manager is the person responsible for defining the establishment's emergency plan for evacuation. He or she is also responsible for ensuring that employees properly understand their roles in crowd management and assisting in directing the crowd in an orderly manner for evacuation.

Impediment To Egress



Fire Protection Systems



What is an Assembly Occupancy?

- NFPA Life Safety Code 101 - 3.3.152.2 , Assembly Occupancy:

“An occupancy (1) used for a gathering of 50 or more persons for deliberation, worship, entertainment, eating, drinking, amusement, awaiting transportation, or similar uses; or (2) used as a special amusement building, regardless of occupant load.”

Ratio of Crowd Managers

NFPA LSC 101

12.7.6.1 Assembly occupancies shall be provided with a minimum of one trained crowd manager or crowd manager supervisor. Where the occupant load exceeds 250, additional trained crowd managers or crowd manager supervisors shall be provided at a ratio of one crowd manager or crowd manager supervisor for every 250 occupants, unless otherwise permitted by one of the following:

- (1) This requirement shall not apply to assembly occupancies used exclusively for religious worship with an occupant load not exceeding 2000.
- (2) The ratio of trained crowd managers to occupants shall be permitted to be reduced where, in the opinion of the authority having jurisdiction, the existence of an approved, supervised automatic sprinkler system and the nature of the event warrant.

UTRGV EHSRM requires a minimum of 2 crowd managers per 250 occupants



7 Steps to Crowd Management Planning

- 1) Expected number of occupants to a space - PACA 1000
- 2) Group Behavior
- 3) Assessment of the adequacy of assembly area
- 4) Means of ingress / egress
- 5) Processing procedures such as ticket collection & security screening
- 6) Staffing
- 7) Means of Communication

Time

- Certain designs, events, age and population requiring more time to enter/exit, egress points, widths, corridors, doors.
- Are the crowds going to build rapidly or will there be a slow accumulation?
- Crowds are more dangerous when they are on the move

Space

- Crowd Density: How many people and what space will they occupy
- Once a person feels that his/her space has been violated (3 sq. ft. or less) anxiety may set in, and panic may soon follow

ENERGY

- Energy level of the crowd (BAD OR GOOD)
- High-energy level - gets the crowd moving at a faster pace
- Crowd movement is very difficult to stop

INFORMATION

- What is needed to have a successful event

If the event were to be cancelled, can all the appropriate personnel be notified in time?

Metering

- Time-based crowd management and control technique used to control the arrival rate of persons at a “bottleneck” facility with limited capacity.
- Examples: stairs, narrowing corridors, ticket processing, escalators, etc.
- Must be carefully applied –causes waiting lines on the approach
- Staff communication is a critical aspect of metering

4 Areas Most Dangerous During Moving Crowds

- 1. Ingress – is there enough room / how fast can you process crowd / event area
- 2. Egress – is there sufficient room for getting occupants safely in and out of event
- 3. Celebration – when do we interject
- 4. Protest – peaceful or hostile

Some Factors for Crowd Managers

- **Crowd Composition**

- Attract participants who wish to enjoy every event

- Attract predators in search of victims

- Attract others with psychological, social or political agendas

- Crowd provides some with cover to engage in hostile or aberrant behavior or opportunity to commit crimes

Some Factors for Crowd Managers

- **Service Dogs**

- **DEFINITION OF A SERVICE ANIMAL**

- **Q1. What is a service animal?**

- **A.** Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

- **Q2. What does "do work or perform tasks" mean?**

- **A.** The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

- **Q3. Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?**

- **A.** No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA. However, some State or local governments have laws that allow people to take emotional support animals into public places. You may check with your State and local government agencies to find out about these laws.

- https://www.ada.gov/regs2010/service_animal_qa.html#def

Some Factors for Crowd Managers

- License to Carry - Texas Government Code Chapter 411, Subchapter H
- Open carry / Concealed carry
- Open carry not allowed on UTRGV Campuses
- Concealed carry allowed on UTRGV Campuses. There are buildings where it prohibited.
- Signage required



Crowd Categories

- 3 – General Categories

- 1) Critical Occupancy - gradual accumulation and overloading of a pedestrian space

- 2) Flight Response - people are fleeing from either a real threat, such as a fire or explosion, or from a perceived, but otherwise non-threatening event. May also, be labeled as panics and stampedes.

Crowd Categories

- 3) Craze - a competitive RUSH to obtain some highly valued objective. Such as;
 - viewing celebrities
 - entry into a popular event or establishment
 - more unfortunate where supplies are being distributed in the event of a disaster

Fatalities usually occur at the points of ingress, doors, ticket collection, or other pedestrians elements in the path between the crowd and it's intended objective

- What are some of the obstacles you might face here in the building that may require you to delay / cancel a show?

Safety Requirements

- Adequate Number of Exits
- Marked Exits
- Clear Exit Paths
- Doors Must Swing Out
- Panic hardware (100 people or more)
- Occupancy Posting (without fixed seating)
- Alarm System
- Emergency Lighting
- Safety Announcement

Safety Announcement

NFPA LSC 101

- **12.7.7.3*** In the following assembly occupancies, an audible announcement shall be made, or a projected image shall be shown, prior to the start of each program that notifies occupants of the location of the exits to be used in case of a fire or other emergency:
 - (1) Theaters
 - (2) Motion picture theaters
 - (3) Auditoriums
 - (4) Other similar assembly occupancies with occupant loads exceeding 300 where there are noncontinuous programs

Safety Announcement

- **GOOD EVENING / AFTEROON / MORNING**
- **PRIOR TO THE START OF THE EVENTS, WE HAVE A SHORT ANNOUNCEMENT TO MAKE CONCERNING EMERGENCY EVACUATION PROCEDURES.**
- **PLEASE FAMILIARIZE YOURSELF WITH THE DESIGNATED EMERGENCY EXITS LOCATED DIRECTLY TO THE RIGHT AND LEFT OF ME.**
- **THEY ARE HIGHLIGHTED BY THE EXIT SIGNS.**
- **(GESTURE)**
- **IN THE EVENT OF THAT THE FIRE ALARM SOUNDS DO NOT PANIC!**
- **EVACUATION ASSISTANTS, WEARING RED VESTS, WILL HELP GUIDE YOU IN THE DIRECTION OF THE EXITS.**
- **EXIT THE BUILDING IN ORDERLY FASHION AND ASSEMBLE 150 FEET FROM THE BUILDING.**
- **DO NOT RE-ENTER THE BUILDING UNTIL AN OFFICIAL ANNOUNCEMENT IS MADE.**
- **THANK YOU AND ENJOY THE EVENT.**

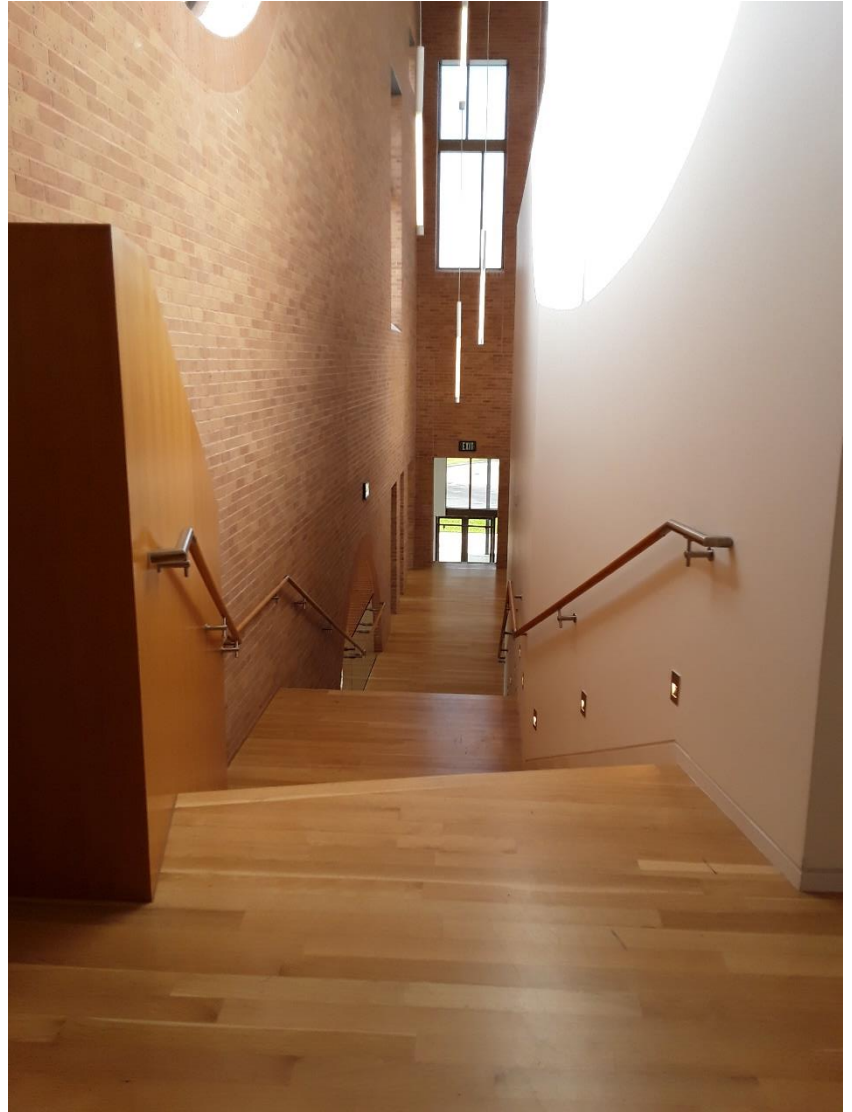














UTRGV PACA



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