CROWD MANAGER GUIDE

Version	Date	Comments
1	February, 2012	Initial *Crowd Manager Guide*
2	June, 2015	Update code citation - SFPC 2012

A. INTRODUCTION

This Guide outlines the Virginia Statewide Fire Prevention Code 2012 (SFPC) section 403.11.3 requirement that Crowd Managers be present at all events where attendance is 1,000 persons or more. This requirement demands that trained personnel, who are familiar with the building and its fire alarm and suppression systems, are identified prior to an event to assist attendees during an emergency or building evacuation.

B. SCOPE

This Guide applies to all events held on George Mason University property that have an audience of 1,000 persons or more. While smaller events do not require a Crowd Manager, the following guidance should be reviewed and implemented as deemed appropriate and in accordance with best practices or at the direction of the Event Coordinator.

C. VIRGINIA STATEWIDE FIRE PREVENTION CODE

The SFPC § 403.11.3 states: "Where facilities or events involve a gathering of more than 1,000 people, crowd managers shall be provided. The minimum number of crowd managers shall be established at a ratio of one crowd manager for every 250 persons (SFPC 403.11.3.1)."

For the purpose of this Guide, spectators, general public, performers, and event staff should all be accounted for when calculating the attendance of a gathering. Events that require Crowd Managers shall have a minimum of four Crowd Managers on-duty, and one additional Crowd Manager for every 250 persons. For example, an event with 1,000 persons would require four crowd managers; an event with 1,500 would require six crowd managers. One Crowd Manager must be designated as the Principal Crowd Manager.

D. ROLE AND RESPONSIBILITIES

Event Coordinator: The Event Coordinator (see University Policy 1103, Space Utilization and Scheduling) is the person who is responsible for the venue or event. The Event Coordinator is responsible for appointing the Principal Crowd Manager. The Principal Crowd Manager will report directly to the Event Coordinator. The Principal Crowd Manager and Event Coordinator may be the same person so long as their duties do not conflict. The Crowd Manager Contact Form (attached) is a resource provided to assist the Event Coordinator with the planning of events that may require crowd managers.

Principal Crowd Manager: Before each event, the Principal Crowd Manager must perform a building safety inspection, and complete section 2 of the Crowd Manager Contact Form (attached). The Principal Crowd Manager must wear identifiable clothing that distinguishes him or her from the general audience (i.e., uniform or other identifying apparel). The Principal Crowd Manager is responsible for:

- Completing Crowd Manager Training offered by the Environmental Health and Safety Office (EHS) or their employer.
- Appointing and coordinating Crowd Managers.
- Knowing primary and alternate egress routes and exit locations for the venue.
- Having command of the English language and the prominent language of the event.
- Coordinating or assisting with an orderly evacuation during an emergency.
- Knowing how to return lights to full brightness and having the ability to use the public address system (if available).
- Making an emergency exit announcement or appointing another qualified individual to perform this task.
- Knowing the approximate number of persons on site during an event, the maximum occupancy load of the venue, and ensuring that the latter is not exceeded.
- Having prior knowledge of the events activities in order to distinguish between event performances, theatrics, etc. and emergency situations.
- Notifying the Event Coordinator of safety issues that are identified prior to the event.
- Establishing contact with emergency response personnel when they arrive to relay pertinent information about the emergency such as cause, status, injuries, and facility information.

Crowd Managers: Crowd Managers are appointed by the Principal Crowd Manager. Crowd Managers are required to wear clothing that distinguishes him or her from the general audience (i.e., uniform or other identifying apparel). They will be responsible for any tasks that the Principal Crowd Manager assigns to them in addition to:

- Completing Crowd Manager Training offered by EHS, the venue, or their employer.
- Knowing primary and alternate egress routes and exit locations for the venue.
- Having command of the English Language or the predominate language of the event.
- Coordinating or assisting with an orderly evacuation during an emergency.

E. EMERGENCY EXIT ANNOUNCEMENT

The Principal Crowd Manager or their designee is responsible for making an announcement at the beginning of each event that contains the following information:

- The locations of the exits from the venue.
- What to do during a fire alarm activation and any venue specific instructions.
- How to identify Crowd Managers, if assistance is needed.

Environmental Health
& Safety Office

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Crowd Manager Contact Form

The *Crowd Manager Contact Form* is filled out by the Principal Crowd Manager and approved by the Event Coordinator. This form must be completed before an event may take place for any event with 1,000 or more patrons.

SECTION 1 - EVENT INFORMATION

Event Coordinator Name

Event Coordinator Phone Number / Email

Principal Crowd Manager Name

Principal Crowd Manager Phone Number / Email

Name of Event

Date of Event

Time of Event

Name of Venue

Maximum Occupancy Load

Anticipated Occupancy Load

SECTION 2 - SAFETY INSPECTION INFORMATION

Inspection Items		Yes	No
1	Is one Crowd Manager assigned for every 250 occupants?	☐	☐
2	Have Crowd Managers received appropriate training?	☐	☐
3	Are all paths of egress unlocked, accessible, and unobstructed?	☐	☐
4	Are all exit doors operable?	☐	☐
5	Are all emergency exit signs operable?	☐	☐
6	Are fire extinguisher inspections current?	☐	☐
7	Are exterior stairways and means of egress free of snow, ice, and debris?	☐	☐

SECTION 3 - RESPONSIBLE PERSONS

Person(s) Making the Emergency Exit Announcement

Phone Number

Person(s) Ensuring that No One Enters in Excess of Occupancy Load

Phone Number

Additional Crowd Managers (First Initial. Last Name)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____