



DEPARTMENT OF PUBLIC SAFETY

Preventing Crowd Control Problems

Before the day of the event:

- Identify the characteristics of the expected audience to determine any likely problem behaviors.
- Consider hiring private security
- Schedule activities to avoid periods of high crowd congestion and mass movement.
- Have volunteers dressed alike so that they are clearly visible.
- Make provisions for a good public address system. A megaphone is best for working in multiple areas/crowds.
- Primary organizers should organize training for all security, ushers, ticket takers and concessions personnel.
- Design hand signals or other non-verbal means of communication for ushers and vendors to request help from security. If cell phones are used, make sure that they are on a loud ringer and vibrate mode.
- Determine the location of the major fuse box. Assign volunteers to be in charge of lighting. In the event of an evacuation, all lights should be turned on at full power.
- Find out what other events are being planned on or around campus for the same day.
- Have an evacuation plan for the house or facility.
- Create an "Exiting Traffic Plan" so that cars can park in such away that they can leave the event without creating traffic problems.
- Contact the campus or City Police Department to remind them about the event.

The Night of the Event

- Inspect the area before the crowd gathers to ensure that no fire hazards are present.
- Check that all doors are clear of obstructions and are accessible.
- Make sure that there is good signage giving people clear directions.
- Provide volunteers with a review of policies and procedures for their shift.
- Review all means of communication with the volunteers.
- Place volunteers in strategic areas where they can quickly respond to trouble situations.
- Arrange for an adequate number of admissions areas and concession stands in order to prevent long lines.
- If you are using a campus facility, you should know the capacity before your event starts and get it in writing if possible. If it is a private residence, limit the number of guests that you invite.
- Request assistance from the security or from the police if someone becomes belligerent, starts fighting or begins to throw objects.
- Take appropriate steps if someone is intoxicated, being hostile, or loudly insulting other people.



DEPARTMENT OF PUBLIC SAFETY

Overcrowding Tips

- Ensure that you have volunteers monitoring the doors and capacity throughout the event. Allow further entry only as others depart from the event. Limit in and out privileges.
- When maximum capacity has been reached, have volunteers inform those that are waiting. Turning back people should occur when it can be done without creating a congestion problem.
- All entrances should take place where the crowd narrows to a point. Trying to stop a large group is extremely difficult.

Altercation Tips

- In any situation, when you feel uncomfortable, ask for help. Contact the police.
- An altercation is a verbal fight, noisy argument or heated disagreement. Verbal abuse from people is no excuse to get into any kind of fight with people.
- Stop arguing. Look to your team for support. Diplomatically assist the person from the crowd.
- Don't be argumentative, condescending, or aggressive with people.

Ejection Tips

- Only eject as a last resort. Remain calm and ask the person to leave.
- Never do this alone; always wait for a partner.
- Before warning someone with the possibility of being ejected, give them some options and choices.
- Give people a chance to stop what they are doing.
- Do not hesitate to eject belligerently insulting, threatening, or nuisance individuals. When you eject someone, do so quickly and quietly.
- Make a note of the time and description of the person you ejected. Report this to the door staff and to the primary organizer.

Dispersal Orders

When a dispersal order is given by law enforcement:

- Do not dispute the order.
- Leave the areas as quickly and safely as possible.
- Make sure your evacuation "Exiting Traffic Plan" is working – try to prevent guests from loitering around the area or the cars that are trying to leave.