**Procedure Name: Crowd Management**

1. Purpose:

The Virginia Statewide Fire Prevention Code (Section 403.3) requires Crowd Managers be present for any event where attendance is 1,000 persons or more. This requirement demands that trained personnel, who are familiar with how to assist attendes during an emergency or evacuation, are identified prior to an event to assist attendees during an emergency or building evacuation.

1. Scope of Application:  
   This procedure applies to all events held on Longwood University’s main campus that have an audience of 1,000 persons or more.
2. **Virginia Statewide Fire Prevention Code**

The VSFPC § 403.3 states:

“*Trained crowd managers shall be provided for facilities or events where more than 1,000 persons congregate. The minimum number of crowd managers shall be established at a ratio of one crowd manager to every 250 persons.”* For the purpose of this Guide, a congregation includes spectators, general public, performers, and event staff.

Events that require Crowd Managers shall have a minimum of four Crowd Managers on-duty, and one additional Crowd Manager for every additional 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.

Longwood EH&S interprets this requirement conservatively to require a crowd manager for each portion of an additional 250 persons. In other words, an assembly of 1040 people require 5 crowd managers.

**4.0** **Roles and Responsibilities**

1. Longwood Environmental Health & Safety Office will provide Crowd Manager training an maintain a list of approved persons who may act as Crowd Managers. The training is valid for five years, after which, long term Crowd Managers will need to be retrained.
2. **Event Host**: is the person who is responsible for hosting, coordinating and producing the event and the venue while such event is taking place. This is usually not a member of Conference & Events staff.

* The Event Host is responsible for appointing the *Principal Crowd Manager*. The Principal Crowd Manager will report directly to the Event Host. The Principal Crowd Manager and Event Host may be the same person so long as their duties do not conflict. The *Crowd Management Event Check List* is a resource provided to assist the Event Host with the planning of events that require crowd managers.
* Longwood EH&S requires that one Crowd Manager be designated as the Principal Crowd Manager with the duties listed below

1. **Principal Crowd Manager**:

AT LEAST 24 HOURS Before each event, the Principal Crowd Manager must perform a building safety inspection, and complete The *Pre Event Inspection Form* and submit to the Longwood University EH&S ([Safety@Longwood.edu](mailto:Safety@Longwood.edu)) Office. The Event Host should approve this before submitted. 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 the [*Crowd Manager Training*](https://longwood.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=845a831e-97b4-45b2-8905-41aacf181849) video and submitting the quiz questions to [Safety@Longwood.edu](mailto:Safety@Longwood.edu).
  + 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).
  + or their designee is responsible for making an announcement at the beginning of each event that contains the following information:
    1. The locations of the exits from the venue.
    2. What to do during a fire alarm activation and any venue specific instructions.
    3. How to identify Crowd Managers, if assistance is needed.
  + 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 Host 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.

1. **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 the [*Crowd Manager Training*](https://longwood.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=845a831e-97b4-45b2-8905-41aacf181849) video and submitting the quiz questions to [Safety@Longwood.edu](mailto:Safety@Longwood.edu).
   * 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.
   * Wear appropriate identifiable clothing or uniform as determined by Principal Crowd Manager or Event Host.

**5.0 Training**

Training for all Crowd Managers is a requirement of this program. Training currently consists of a brief [*Crowd Manager Training*](https://longwood.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=845a831e-97b4-45b2-8905-41aacf181849) video  followed by a series of questions. The answers to the questions are to be submitted in an e-mail to [Safety@longwood.edu](mailto:Safety@longwood.edu).  Feedback intended to improve the program is also welcome

**6.0 Forms**

[Crowd Management Event Check List](https://t4.longwood.edu/terminalfour/SiteManager?ctfn=download&fnno=60&ceid=1778685882)– This check list is for use by Event Hosts and Principal Crowd Managers to plan and coordinate safety issues. This does not have to be submitted to EH&S

[Crowd Management Pre-Event Inspection Form](https://t4.longwood.edu/terminalfour/SiteManager?ctfn=download&fnno=60&ceid=1312982577) – This form is required to be completed by the Event Host /Principal Crowd Manager and submitted to Longwood EH&S at least 24 hours prior to the event.