

CROWD MANAGER GUIDE

Version	Date	Comments
1	February, 2012	Initial <i>Crowd Manager Guide</i>
2	June, 2015	Update code citation - SFPC 2012
3	July, 2017	Periodic review
4	July, 2019	Periodic review and update code citation – SFPC 2015
5	August, 2022	Update to SFPC-2018
6	March, 2025	Periodic Review

A. INTRODUCTION

This Guide outlines the Virginia Statewide Fire Prevention Code 2021 (SFPC) section 403.11.3 requirement that Crowd Managers be present at all indoor events where attendance is 500 persons or more, and all outdoor events with 1,000 persons or more. This requirement demands that trained personnel 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 with an audience of 500 persons or more inside or 1,000 persons or more outside. 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

403.11.3 Crowd managers.

Where facilities or events involve a gathering of more than 500 people, crowd managers shall be provided in accordance with Sections 403. 11.3.1 through 403. 11.3.3.

403.11.3.1 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.

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.*

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 two Crowd Managers on-duty, and one additional Crowd Manager for every 250 persons. For example, an indoor or outdoor 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 responsible for the venue or event. The Event Coordinator is responsible for appointing or hiring the Principal Crowd Manager. The Principal Crowd Manager will report directly to the Event Coordinator. The Event Coordinator is responsible for verifying compliance with all permit conditions. The Principal Crowd Manager and Event Coordinator may be the same person so long as those 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 Risk, Safety, & Resilience (RSR) 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 identified prior to the event.
- Establishing contact with emergency response personnel upon their arrival to relay pertinent information about the emergency such as cause, status, injuries, and facility information.
- Verifying compliance with permit

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 RSR, 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.
- Conducting an inspection of the area of responsibility and identify and address barriers to egress and any fire hazards.
- Assisting emergency response personnel where requested.
- Performing other Duties required by the fire code official
- Performing other Duties as specified in the fire safety plan

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.

Appendix A: Crowd Manager Contact Form



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	
<input type="text"/>		<input type="text"/>	
Principal Crowd Manager Name		Principal Crowd Manager Phone Number / Email	
<input type="text"/>		<input type="text"/>	
Name of Event	Date of Event	Time of Event	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Name of Venue	Maximum Occupancy Load	Anticipated Occupancy Load	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

SECTION 2 - SAFETY INSPECTION INFORMATION

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

SECTION 3 - RESPONSIBLE PERSONS

Person(s) Making the Emergency Exit Announcement	Phone Number
<input type="text"/>	<input type="text"/>
Person(s) Ensuring that No One Enters in Excess of Occupancy Load	Phone Number
<input type="text"/>	<input type="text"/>

Additional Crowd Managers (First Initial. Last Name)

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