Radford University Crowd Management Policy

What is a Crowd Manager?

A Crowd Manager is one or more people who are assigned the responsibility of maintaining the safety of occupants during a gathering. This person is responsible for implementing the evacuation plan in the event of an emergency; panic or fire. The proper ratio is one Crowd Manager per every 250 persons.

Authority and Application

The Virginia Statewide Fire Prevention Code § 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 policy, a congregation includes spectators, general public, performers, and event staff. This policy excludes routine events that meet the intended use of the assembly spaces such as, but not limited to, classes, seminars, employee events and orientations.

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.

Please note that Radford University Administration, Radford University Police Department, State Fire Marshal, Environmental, Health, Safety and Risk Management or the Sponsoring Organization can expand the minimum requirements under this policy depending on the venue and the event.

What is a Crowd Manager's responsibility?

- Make sure all EXIT doors are clearly marked and illuminated.
- Make sure EXIT doors are clear of any obstructions inside and outside; that the path is clear out and away from the building.
- Make sure EXIT doors are unlocked and operational.
- Be familiar with the POSTED OCCUPANT LOAD; this is the maximum number allowed.
- Clear aisles and egress paths.
- Insure the fire alarm and fire sprinkler system is functional.
- Make sure EMERGENCY LIGHTING works.
- Prevent OVERCROWDING; you might count the number of people in, and count the number of people out.
- Make Announcement, the Principal Crowd Manager is responsible to make an announcement providing the location of all the exits so the spectators/attendees are aware of where they may egress in case of an emergency
- Have a plan on Emergency evacuation and alternative routes
- Perform a Pre-Event inspection and fill out the form
- Perform a Post-Event Form

What's Your Plan to Get Everyone's Attention?

Can you turn the lights on?

Can you turn the music off?

How quickly can this happen? (Remember it only takes seconds for fire to spread)

Is there a position where you can see the entire room?

Who's designated to take the action?

The acronym ESCPAPE may be used as an easy reminder as you do your pre-event inspection

E = Exits

S = Storage

C = Capacity

A = Aisles

P = Protection

E = Emergency Lighting

Each designated crowd manager is also required to complete the Crowd Managers program through the Maryland State Fire Marshal Office. It is a free online based training, it will take approximately 20-30 minute to complete and include a test at the end. Upon successful completion, please print out the certificate(s) and copies to Environmental, Health, Safety and Risk Management.

The website to gain access to this is http://www.firemarshal.state.md.us/. It appears on the main home page right now, if it is moved it will be under the Safety and Prevention tab under online training.

Please contact Radford University Police Department as well as Environmental, Health, Safety and Risk Management prior to scheduling the event.