

Crowd Manager Requirements at Virginia Tech

A. INTRODUCTION

The Virginia Statewide Fire Prevention Code (VSFPC) section 403.3 requires that Crowd Managers be present at all events where attendance is 1,000 persons or more. Crowd Managers must be trained on how to assist attendees during an emergency or building evacuation, must be familiar with the building and its fire alarm and suppression systems, and must conduct inspections as outlined in this Guide.

B. SCOPE

This Guide applies to all events held on Virginia Tech 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 Event Planning or other university authority as outlined in university policy 5000, [*University Facilities Usage and Event Approval*](#).

C. Virginia Statewide Fire Prevention Code

The VSFPC section 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 250 persons over 1,000 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.

Virginia Tech Administration, the Virginia Tech Police Department, State Fire Marshal, Environmental Health and Safety (EHS), or the Sponsoring Organization can increase the minimum requirements depending on the venue and the event. The State Fire Marshal can also reduce the requirements depending on the venue, type of event and the fire safety systems that exist in the location of the event.

D. ROLE AND RESPONSIBILITIES

Event Coordinator: The Event Coordinator is the person who is responsible for coordinating or sponsoring 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* (Attachment A) is a resource provided to assist the Event Coordinator with the planning of events that may require crowd managers.

The Event Coordinator may elect to use RMC Events, Inc. or similar providers of event staff and crowd managers to either augment the number of trained Crowd Managers if needed, or to fully meet the requirements of this *Guide*. All costs associated with hiring such services are the responsibility of the Sponsor. Any Crowd Manager provided via an outside vendor must meet the training requirements outlined in this *Guide*.

Principal Crowd Manager: Before each event, the Principal Crowd Manager must perform and document that a safety inspection was performed as required (see Attachment B). 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 Environmental Health and Safety or their employer.
- Appointing an appropriate number of Crowd Managers and assuring all Crowd Managers are appropriately trained.
- Directing the activities of 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.
- Creating, where required by EHS, the fire official or other authority, a fire safety and evacuation plan for the event and venue.
- 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 at the start of the event. The announcement should be made in English as well as the predominate language of the event. Announcements may be made in person or by using a prerecorded message.
- 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.

- Performing a pre-event inspection, notifying the Event Coordinator of safety issues that are identified prior to the event, and assuring these are corrected before the event begins.
- 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.
- Understanding the emergency communications systems present in the venue, their emergency response role, and the way to report an emergency to the Principal Crowd Manager.
- 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.

Crowd Manager Contact Form

The *Crowd Manager Contact Form* is filled-out by the Principal Crowd Manager and approved by the Event Coordinator. The form must be completed before an event may take place

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
Location of the Event (Building and Room or Space Name)	Maximum Occupancy Load	Anticipated Occupancy Load

Section 2 – Responsible Persons

Person(s) Making the Emergency Announcement	Phone Number(s) / Email
Persons(s) Assuring Occupancy Load is Within Limits	Phone Number / Email
Additional Crowd Managers (First and Last Name)	Additional Crowd Managers (First and Last Name)
1.	2.
3.	4.
5.	6.
7.	8.
9.	10.
11.	12.
13.	14.

A copy of this document must be provided to the Event Coordinator, the Scheduling Office and Environmental Health and Safety, and a copy must be maintained on-site for the duration of the event.

Crowd Manager Fire and Building Safety Checklist

This form is to be filled-out by the Principal Crowd Manager on **each day** of operation prior to opening the facility or venue to patrons. All identified issues **must be corrected** before opening the event.

Principal Crowd Manager Name	Principal Crowd Manager Phone Number / Email	
Name of Event	Date Inspection Performed	Time of Inspection
Location of the Event (Building and Room or Space Name)	Maximum Occupancy Load	Anticipated Occupancy Load

Inspection Item	Yes/No/NA	If no, what corrective action was taken?
Is there one crowd manager for every 250 occupants?		
Have all crowd managers provided documentation that they have obtained Crowd Manager training?		
Are crowd managers trained to direct occupants to an exit in the event of an emergency and other duties as contained in the emergency plan?		
Have all crowd managers been informed of the way to make an emergency announcement and the procedures for notifying, relocating or evacuating occupants, including occupants who need assistance?		
Has a person been designated to make an emergency announcement at the start of the event? Name: _____		
Are all exit doors operable, unlocked and unobstructed?		
Are all exterior exit paths free of ice, snow or other obstructions to the nearest street or public way?		
Is emergency egress lighting operable?		
Are all exit signs illuminated?		
Are all interior access aisles to the exits clear of all obstructions?		
Is someone designated who knows how to return lights to normal levels in the event of an emergency? Name: _____		
If present, are all fire extinguishers unobstructed with a tag showing it was inspected within the past 30 days?		