



# CROWD MANAGEMENT AND SPECIAL EVENTS

*ALL assembly occupancies must be provided with at least one trained Crowd Manager to facilitate an orderly response to an emergency.*

*Additional Crowd Managers must be provided where the occupant load exceeds 250 at a ratio of 1 Crowd Manager for every 250 occupants.*

*Contact the JBER Fire Prevention Office for further guidance.*



*Look for us on Facebook  
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When emergencies, or even perceived emergencies, happen in crowded conditions, people are much less likely to behave logically or safely. Trained and certified Crowd Managers can reduce dangers to life safety through deliberate planning and diligence. Properly trained Crowd Managers may be the difference between life or death.

## **What is a Crowd Manager?**

A Crowd Manager is an individual that has been trained and certified by the Fire Prevention Office in safety practices and crowd management techniques. The sole purpose of a Crowd Manager is to provide a safe atmosphere for people attending an event or gathering.

## **When are Crowd Managers required?**

Crowd Managers are required for all public assembly spaces or for events and activities that are outside the normal operating conditions or vary from the designed facility occupancy. An assembly occupancy is defined by NFPA 101, *Life Safety Code*, as an occupancy (1) used for a gathering of 50 or more persons for deliberation, worship, entertainment, eating, drinking, amusement, awaiting transportation, or similar uses; or (2) used as a special amusement building, regardless of occupant load.

*Exception—religious services with less than 500 people*

## **Change in occupancy**

The occupancy classification of a space will change whenever the space is used for something other than its designed purpose. For example, an aircraft hangar is classified as an industrial occupancy and changed to an assembly occupancy whenever an awards banquet occupies the space.

# JBER FIRE & EMERGENCY SERVICES

## Crowd Management And Special Events

### *References:*

*NFPA 1, Fire Code*

*NFPA 101, Life Safety Code*

*JBERI 32-2001, Fire Prevention Program*

*AFMAN 91-203, Air Force Occupational Safety, Fire and Health Standards*

*Visit our webpage  
[www.jber.jb.mil/Services-Resources/Fire-Prevention](http://www.jber.jb.mil/Services-Resources/Fire-Prevention)*



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### **How many Crowd Managers do I need?**

ALL assembly occupancies must be provided with at least one trained Crowd Manager to facilitate an orderly response to an emergency. Additional Crowd Managers must be provided where the occupant load exceeds 250 at a ratio of 1 Crowd Manager for every 250 occupants.

Special events include, but are not limited to exhibits, bizzares, haunted houses, holiday parties and other similar functions.

### **Training and Certification**

Training is required for managers of assembly facilities and individuals tasked with coordinating a function where there will be a gathering of 50 or more people. The Fire Prevention Office provides task certification training in crowd management.

- ◆ Class offered the first Wednesday of every month at 1300, Bldg 724
- ◆ Certification is good for 3 years and is valid anywhere on JBER

### **Training Topics**

- ◆ Crowd Manager roles and responsibilities
- ◆ Crowd management techniques
- ◆ Fire and life safety equipment
- ◆ Evacuation
- ◆ Interior Décor, Contents and Furnishings
- ◆ Emergency reporting procedures
- ◆ Understanding human and crowd responses to emergencies

### **Special Event Permit**

All special events on JBER require:

- ◆ At least 1 trained crowd manager
- ◆ Additional Crowd Managers required if the occupant load exceeds 250, at a ratio of 1 Crowd Manager for every 250 occupants
- ◆ Special Event Permit Application
- ◆ Written Crowd Control Plan
- ◆ Application with associated documentation submitted to the Fire Prevention Office a minimum of 2 weeks prior to the event
- ◆ A pre-event inspection
- ◆ A permit will be issued once all requirements have been met

Contact the Fire Prevention Office to obtain a special event application and to schedule training. Crowd Managers are an integral component of the life safety package prescribed by the Life Safety Code and should not be overlooked.

*“By failing to prepare, you are preparing to fail”  
- Benjamin Franklin*