

**UNIVERSITY OF ROCHESTER
ENVIRONMENTAL HEALTH & SAFETY**

Policy No.: FS042	Approved by: Mark Cavanaugh
Title: Crowd Manager Procedure	Date: 11/19/2020
Revision No.: 1	Page 1 of 3
Prepared by: Scott Miller	

I. PURPOSE

This procedure establishes guidance on how to comply with the New York State Fire Code section 403.12.3 and 3106.4.3 for crowd managers. All events in indoor assembly occupancies serving over 500 people or more than 1000 people outdoors will adhere to this procedure. The crowd manager is responsible for keeping diligent watch for fires and assist in the evacuation of the room/space/tent during emergencies.

The University Fire Marshal based on if the facility is equipped throughout with an approved sprinkler system or the nature of the event can grant deviation from this procedure.

II. PERSONNEL AFFECTED

Department of Public Safety (DPS)
Facilities
Environmental Health & Safety (EH&S)
Eastman Theater and Advancement staff.

III. DEFINITIONS

Event Coordinator – The Event Coordinator is the person who is responsible for the venue or event. The Event Coordinator is responsible for assigning the Crowd Manager(s). The Event Coordinator and Crowd Manager may be the same person as long as their duties do not conflict.

Crowd Manager (responsible person) - A person trained in the safety and fire safety consideration concerned with ensuring egress remain open and unobstructed; mitigate any fire hazard; verify compliance with any City or Town permits conditions; assist in evacuation during an emergency, assist emergency personnel where requested, and enforce other duties as required by the fire code official.

Crowd control personnel shall carry a functional cellular phone/radio or other approved communication device while on duty, and be familiar with the emergency number for UR Public Safety, dial X13 from a UR house phone or 275-3333 from a cell phone.

IV. RESPONSIBILITIES

Department of Public Safety– monitors large events and notifies EH&S of any problems
EH&S staff – assess reported problems and determine necessary subsequent processes
Event Coordinators - All other University personnel. Ensure and assign Crowd Managers as necessary.

Crowd Manager – ensures compliance with this procedure.

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It is the responsibility of the Event Coordinator/organizer to provide Crowd Manager(s) and ensure they have been trained on:

1. What the potential fire hazards are for this event.
2. Orientation to the facility including its primary and secondary exits, its fire alarm system, fire department building/tent access point, and outside assembly locations.
3. How to report an emergency
4. How to communicate in an emergency
5. How to exit the crowd during an emergency

Note: EH&S has developed a generic Crowd Manager training program that can be found in MyPath

V. PROCEDURES

- A.** Event coordinator/organizers shall inform EH&S at least 1 week before any event using an enclosed tent or where more than 500 people are expected to attend, except Eastman Theater where ushers act as the crowd managers or the chapel which is exempt by code.
- B.** Usually an event in an enclosed tent/membrane structure will require a crowd manager.
- C.** Any assembly space with 500 attendees shall have 2 crowd managers and then an additional crowd manager for every additional 250 attendees.
- D.** EH&S will perform an assessment of the event and will provide guidance to the Event Coordinator.
- E.** A Crowd Manager could be manned by ushers, event staff, EH&S or other personnel who have been trained or approved by EH&S, including students, faculty/staff and contractors outside the University.
- F.** A Crowd Manager duties are:
 1. Conduct inspections of the area to make sure exits are unobstructed.
 2. Should be looking for any unfriendly fire
 3. Making sure other fire protection features of the building such as egress routes or unobstructed
 4. Minimized combustible loading
 5. Ignition sources are controlled
 6. Proper lighting is available and functioning properly.
 7. Verify compliance with any City or Town or University permit/special conditions requirements.
 8. Enforce other duties as required by the fire code official.
 9. Notify authorities of any emergency.
 10. Assist attendees in evacuation during an emergency
 11. Assist emergency personnel where requested.

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- G.** The Crowd Manager shall immediately notify University Public Safety of any reports of any emergency including smoke or flames in the building or tent.
- H.** Crowd manger shall not leave their post until the event has concluded or the indoor assembly space has less than 500 people.

VI. REFERENCES

New York State Fire Code 403.12 and Chapter 31

VII. APPENDICES/FORMS

None

VIII. REVISION HISTORY

Date	Revision No.	Description
2/1/2017	New	Establish written procedures when a crowd manager is required and responsibilities.
11/19/2020	1	Revised to reflect the NYS Fire Code 2020 changes