

## Chapter 25- IFPO -CPO

### Crowd Management and Special Event Planning

# Purpose

- ▶ There are times an security officer will come across large crowds at various events . The security professional should be able to safely manage crowds while working as a team with medical, fire and law enforcement.

# Introduction

- ▶ When events bring large amounts of people together, there is always a potential for loss of control and violence.
  - ▶ Athletic events
  - ▶ Parades
  - ▶ Strikes
  - ▶ Peaceful Demonstrations
  - ▶ Protests or rallies
- ▶ People can get hurt
- ▶ Damage to property
- ▶ Loss of reputation for organization, city, country.

# Key Terms

- ▶ **Crowd:** A concentration of people whose present or anticipated behavior is such that it requires police / security action for the maintenance of order.
- ▶ **Demonstration:** A crowd exhibiting sympathy for or against authority, or some political, economical, or social condition.
- ▶ **Disaster:** An extreme or catastrophic condition that imperils or results in loss of life and/or property.
- ▶ **Picket line:** A demonstration where people are in a public space, carrying signs showing displeasure with a business or government policy. Often associated with strikes, picket lines are usually legal in the United States, as long as the picketers keep moving and do not attempt to harass or interfere with others in any way.
- ▶ **Rally:** A gathering of people to show support for a common cause.
- ▶ **Riot:** A breach of the peace committed to violence by three or more persons, in furtherance of a common cause to protest or disrupt some enterprise, venging action against anyone who may oppose them.
- ▶ **Strike:** A work action in which employees withhold their labor in order to put pressure on their employer.
- ▶ **Sit-down strike:** A form of a strike in which the workers refuse both to work or leave the workplace. This makes it impossible for the employer to bring in others to do the strikers ' jobs. Sit-down strikes are illegal in the United States.

# Causes of Crowd Formations

- ▶ **Basic Cause:** An event that is of common interest to each individual. The nature of the crowd is largely governed by the nature of the event. EX: Car crash, fire
- ▶ **Casual Cause:** A large and comparatively orderly “casual crowd ” may gather in a shopping area or at a sporting event. Characterized by members thinking and acting as individuals.

# Causes of Crowd Formations

- ▶ **Emotional Causes:** Crowds that are formed by events that incite emotions. They are almost always unruly because emotion makes the participants blind to reason. Types of Emotional Cause crowds include:
  - ▶ **Social:** Crowd disturbances resulting from racial or religious differences, or excitement stemming from a celebration, sports, or other similar event.
  - ▶ **Political:** A common political cause may result in attempts by large groups to gain political power or settle political disputes by other than lawful means.

# Causes of Crowd Formations

Types of Emotional Cause crowds include:

- ▶ **Economic:** Arise from conditions such as disagreements between labor and management, or from such extreme conditions of poverty that people resort to violence to obtain the necessities of life.
- ▶ **Absence of Authority:** The failure of authorities to carry out their responsibilities, may cause people to believe they can violate the law without fear of reprisal or hindrance.
- ▶ **Disaster:** May result in violent emotional disturbances among people in the area due to fear, hunger, loss of shelter, injury and death of loved ones.

# Psychological Factors

The snow-balling of a small, peaceful crowd in to a large, unruly one is caused by certain psychological factors:

- ▶ **Security:** People may be attracted to the feeling of security and safety it provides while associating with large numbers.
- ▶ **Suggestion:** Joiners tend to accept the ideas of a dominant member without realization or conscious objection.
- ▶ **Novelty:** Out of boredom or trying a new experience, they may join.
- ▶ **Loss of identity:** The individual can lose identity in a crowd and feel safe to be neither detected nor punished for any participation in wrongdoing.
- ▶ **Release of emotions:** Prejudices and unsatisfied desires of the individual that are normally held in may be released in an emotional crowd. The temporary release of emotions is a strong incentive to an individual to participate in the activities of the crowd.

# Types of Crowds

The following list is representative of most of the crowd types that security personnel may encounter:

- ▶ **Acquisitive:**

- ▶ Motivated to get something such as shoppers seeking items in short supply or at an auction sale.
- ▶ No leaders
- ▶ Little in common
- ▶ Each member is self interested.

# Types of Crowds

## **Expressive:**

- ▶ Expressing feelings at a convention or political rally.
- ▶ Generally well behaved.
- ▶ Some may feel slight disorders and unscheduled demonstrations should be allowed.
- ▶ When thwarted or restrained, resentment occurs and cheerful enthusiasm is replaced by hostility.

## **Spectator:**

- ▶ Crowd gathers out of interest, curiosity, instruction, or entertainment.
- ▶ Generally well behaved.
- ▶ Good humored initially.
- ▶ Spectator at sporting events, parades, etc. tend to stir the emotions rapidly.
- ▶ Can quickly become unruly and very violent.



# Types of Crowds

## Hostile:

- ▶ Generally motivated by feelings of hate and fear to the extent they are prepared to fight
  - ▶ Strikes
  - ▶ Political demonstrations
  - ▶ Hoodlums
  - ▶ Rival mobs
- ▶ There may be leaders directing/maintaining a high degree of hostility in their followers, but not always.

## Escape:

- ▶ Fleeing from something it fears.
- ▶ Leaderless and completely disorganized.
- ▶ Everyone is motivated by the same desire, which is to escape.
- ▶ Once the crowd reaches safety, it separates and members must be managed.

# Crowd Actions and Countermeasures

Potentially dangerous crowds can be controlled by the following methods:

1. Removing or isolating individuals involved before the crowd can achieve unity of purpose.
2. Fragmenting the crowd into small isolated groups.
3. Removing the crowd leaders.
4. Diverting the attention of the crowd.
5. A crowd that grows in hostility and defies orders to disperse can also be controlled by forcing the individuals to focus attention on themselves rather than the objectives of the group.
6. Using a trusted, recognized leader to calm the situation.
7. Preventing panic from developing in a crowd.
  - ▶ Panic is caused by fear and is most often found in the “ escape ” crowd fleeing from disaster or the threat of disaster or violence.
  - ▶ Primary cause is blockage of escape routes.
8. Directing women and children.
  - ▶ If being used to lead a demonstration, allow them to pass through ranks and then close rapidly behind them.

# Use of Force

- ▶ Should only be used as a last resort after verbalization has proven ineffective.
- ▶ When using force, continue verbal de-escalation efforts.
- ▶ Use of force techniques include:
  - ▶ **Heavy hands:** Assert your presence with your hands in front of you.
  - ▶ **Be assertive:** DO NOT take a backward step when moving the crowd.

Use of force techniques include:

- ▶ **Destabilizing resistant persons:**
  - ▶ Upper torso restraint.
  - ▶ Arm around waist with an escort hold.
  - ▶ Belt lift with an escort hold.
  - ▶ Bracketing with an escort hold.
  - ▶ Pressure point control as appropriate.
  - ▶ Wristlocks, team control position, arm bars, etc. as appropriate.

# Responsibilities of Security Personnel

- ▶ Always observe a position of neutrality. Do not take one side over the other.
- ▶ Do not argue back.
- ▶ Remain firm without being belligerent or using unreasonable force.
- ▶ Treat everyone fair and equal.
- ▶ Ensure the basic rights of people.
- ▶ Do not hesitate to ask for help.
- ▶ Do not act alone.

# Planning Considerations

- ▶ At times, security personnel will have the opportunity to plan for large crowd events.
  - ▶ Parades, sporting events, political rallies, etc.
- ▶ As there is typically advance notice of such events, pre-planning is essential.

## Personal Behavior

1. Stand your ground without yielding. Your job is to maintain order and protect life and property.
2. Take lawbreakers into custody and turn over to police.
3. Use reasonable force to maintain authority.
4. Remain on the fringe of the crowd.
5. Assist fellow officers who may be in trouble.
6. Do not take part in crowd activities.

# Basic Riot and Crowd Control Formations

- ▶ **Arrowhead:**

- ▶ Used to strike into and split a crowd or mob, or to provide an escort for a person(s) to a given point through a friendly or disorganized crowd.

- ▶ **Left flanking and right flanking:**

- ▶ Used to move a crowd or mob to the right or left, or to turn a crowd away from the front of a building, fence, and so on.

- ▶ **Line:**

- ▶ used to move a crowd or mob straight back up the street.

# Alcohol Serving Considerations

Serving alcohol at special events can create a host of safety, security and liability issues. The following are some considerations regarding alcohol service:

## **For people dispensing alcohol:**

- ▶ Properly trained in the correct procedures for checking and verifying IDs of patrons.
- ▶ Properly trained in the methods used to control service of alcohol beverages.
- ▶ Properly trained in the recognition and identification of behavioral cues of intoxication and the intervention techniques available to cut-off service.

## **For Security Personnel:**

- ▶ Properly trained in the preceding techniques so that they can control access to the venue.
- ▶ Able to intervene properly and effectively in matters involving intoxicated patrons, including making sure that intoxicated patrons do not harm themselves or others.
- ▶ Properly and adequately trained in the best practices for extracting problem patrons from the crowd.
- ▶ Correctly trained and instructed to ensure evicted patrons do not linger about the exterior of the venue to take revenge upon other patrons or employees, or re-ignite an earlier conflict.