



## California State Fire Marshal Information Bulletin 12-009

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### CROWD MANAGERS

This information bulletin has been developed to provide assistance to local fire authorities concerning the topic of crowd managers as recognized in the California Fire Code and California Code of Regulations, Title 19.

Trained crowd managers can potentially be the difference between a successful event and disaster. Trained employees equipped with a comprehensive emergency plan can assist in successful evacuation and provide a safe entertainment venue.

The 2010 California Fire Code, Section 403.3 contains a requirement for trained crowd managers in large public assembly occupancies. The CFC states, "**Crowd managers. 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. Where approved by the fire code official, the ratio of crowd managers shall be permitted to be reduced where the facility is equipped throughout with an approved automatic sprinkler system or based upon the nature of the event.**" This section requires a minimum of four trained crowd manager in every public assembly with an occupant load greater than 1,000. Additional trained crowd managers are required at a ratio of one trained crowd manager for every 250 occupants for larger venues. The training received must be approved by the Fire Code Official. This requirement does NOT require a facility to hire additional personnel; rather, it requires management to assign crowd management duties to individuals (one for each 250 occupant load), and to be sure these individuals are adequately trained to carry out those duties.

To assist local fire officials with this requirement, CAL FIRE – Office of the State Fire Marshal would like to share a number of training and educational programs. These programs were developed using industry standard processes, including a comprehensive job task analysis to identify the tasks necessary for successful performance as a crowd manager and was developed by education professionals guided by fire safety experts. Authorities Having Jurisdiction (AHJ) may have greater requirements than provided in the trainings. Also, local fire officials should review the requirements within the California Code of Regulations, Title 19 Section 309 for requirements specific to occupancy classifications and state law.

Crowd management training can be found at the following locations:

- National Association of State Fire Marshals' (NASFM) website at [www.firemarshals.org](http://www.firemarshals.org)
- International Association of Venue Managers, Inc. website at [www.iavm.org](http://www.iavm.org)

For more information please visit our website <http://osfm.fire.ca.gov>