



City of Phoenix
FIRE DEPARTMENT
FIRE PREVENTION SECTION

Public Assembly Event Crowd Management Requirements

This notice is intended to assist our customers, venues, and partners with the requirements for Trained Crowd Managers.

Public Assemblies, whether indoor venues or outdoor events, can present safety challenges that inherently exist with large crowds. On November 28, 1942, 492 people lost their lives at the Coconut Grove Night Club fire in Boston and on July 6, 1944, 168 people were killed in a Ringling Brothers and Barnum & Bailey circus tent fire in Hartford. Most recently on November 5, 2021, 10 people lost their lives and a large number were injured at the Outdoor Astroworld Festival in Houston. All these tragedies share a common factor, they all occurred in a public assembly type venue or event. The Fire Code places stringent requirements on assembly venues due to their challenging life safety profiles. One of these requirements is the need for Trained Crowd Managers.

There are two parts to a Trained Crowd Manager's training; first is a general safety overview and assembly hazards class that generally spans 2-hours. This class helps inform the individual of common fire code violations to look for, possible hazards they may encounter, crowd behavior and response, assisting with egress and crowd control techniques, along with general emergency procedures in the event of an incident. The second, is a venue or site-specific briefing and walkthrough the crowd manager acquires when they arrive onsite for duty. This training includes understanding crowd management, understanding methods of evacuation at the venue, being familiar with the facility evacuation plan, being familiar with the emergency response procedures, and understanding procedures for reporting emergencies. Crowd managers may be venue or event employees, or security guard type staff. However, the crowd manager must be able to conduct their life safety required activities in the venue or event and not be assigned duties that remove or obstruct them from their assigned areas and responsibilities.

The Phoenix Fire Code requires all indoor assembly occupancies with an occupant load greater than 500 persons (*exception is occupancies used exclusively for religious worship with an occupant load not exceeding 1,000 persons*) and outdoor events with an occupant load of 1,000 or more, to be provided with Trained Crowd Managers. There must be one Trained Crowd Manager for every 250 occupants based on the venue or events occupant load, not anticipated attendance.

At time of application for an assembly or special event in line with the above occupant load requirements, the "Trained Crowd Manager" form must be completed and submitted with the event application. This form will identify the number of crowd managers the venue will have along with the agency or organization that provided their training. Applications omitting this form, or an incomplete form, will result in the application being denied and resubmittal required.

John Mertens
Fire Marshal
Phoenix Fire Department