

A large crowd of people is gathered in a cathedral, filling the nave and aisles. The architecture is ornate, with high vaulted ceilings and large windows. The altar area is brightly lit, and a large cross is visible on the wall behind the altar. The overall atmosphere is solemn and reverent.

Crowd Management in the Faith Community

**Office of Risk Management
November 13, 2025**

Crowd Management

What is Crowd Management:

- Systematically planning and supervising crowds
- Anticipating the movement and behavior of large groups of people
- Implementing strategies to facilitate smooth flow and prevent congestion or panic

What is the Objective of Crowd Management:

- Ensure safety, efficiency, and organization during events or public spaces
- Minimizing risks associated with overcrowding, emergency evacuations, and conflicts
- Ensuring the well-being of both individuals and the collective crowd

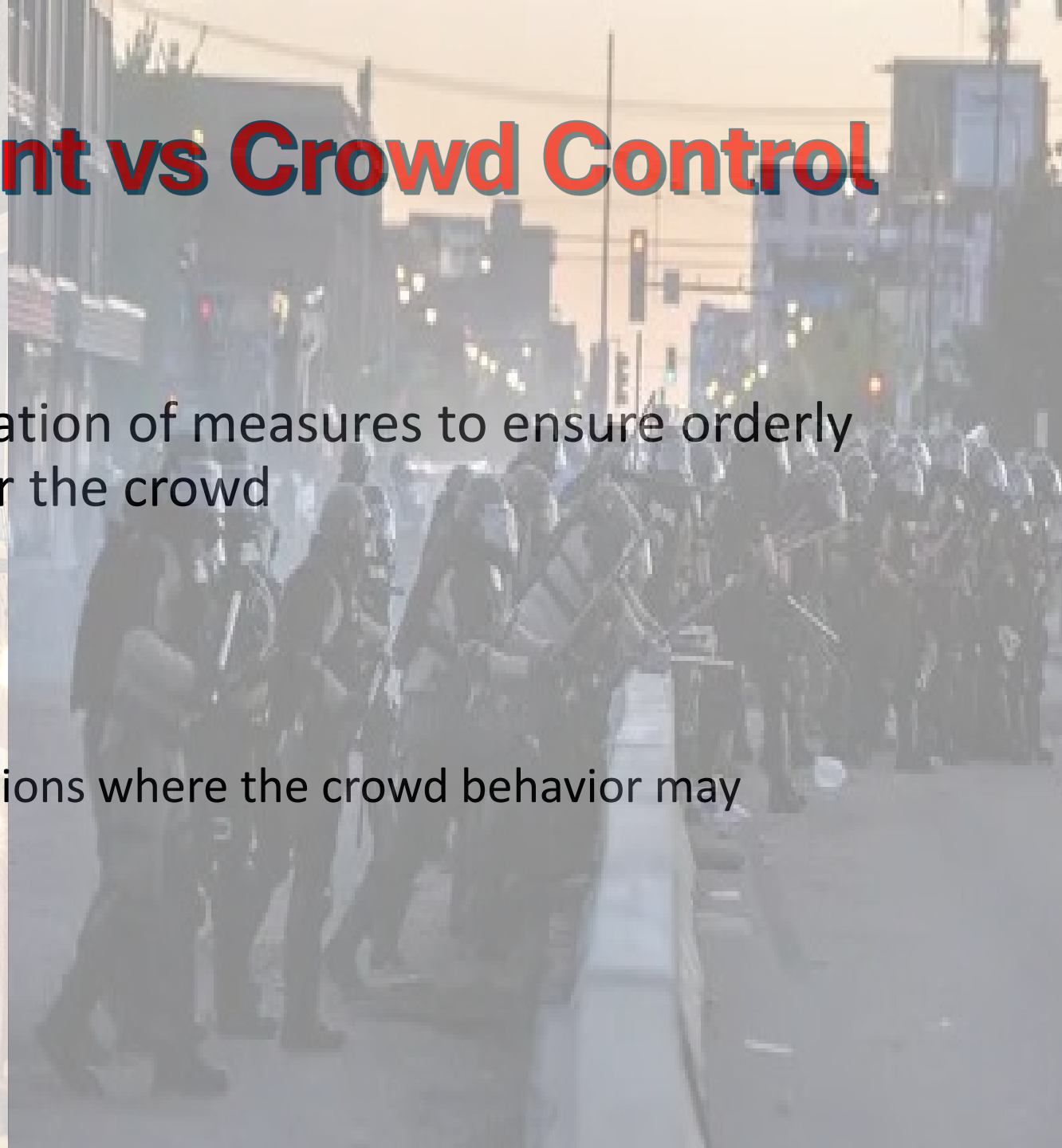
Crowd Management vs Crowd Control

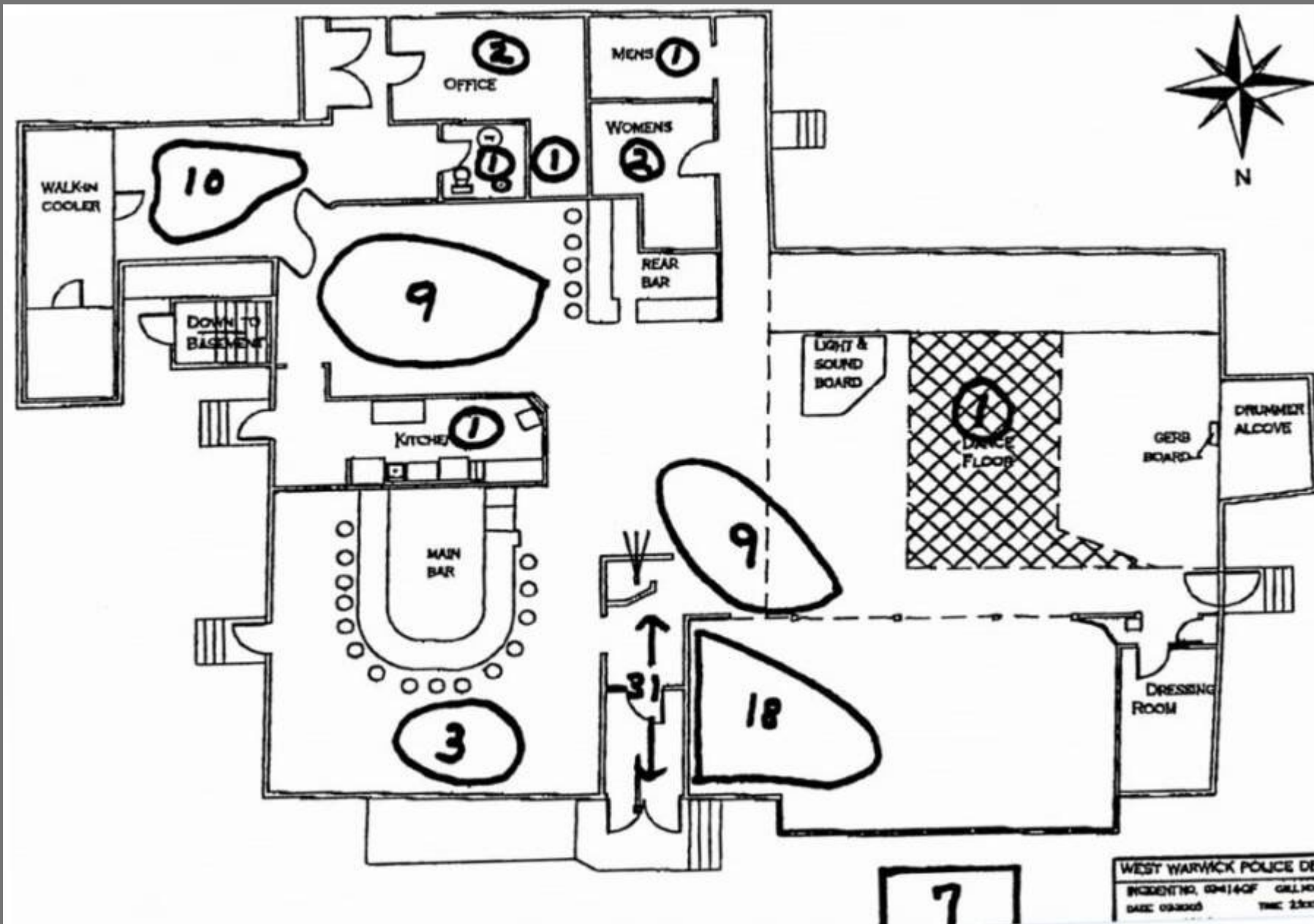
Crowd management:

Strategic planning and implementation of measures to ensure orderly movement, safety, and comfort for the crowd

Crowd control:

Measures to address and manage situations where the crowd behavior may become unsafe or disorderly.





<https://youtu.be/32uCDrVtR98>

Crowd Management

What are some of the challenges and pitfalls for our parishes and schools when it comes to crowd management?

- Age of facilities
- Facility layout
- Facility condition
- Reliance on primarily volunteers for staffing events
- Diversity of activities
- Lack of fire detection and suppression equipment
- Symbolic target
- Use of facilities for purposes other than originally designed
- Soft target
- Seasonal fluctuation of gathering size
- Diversity of attendees

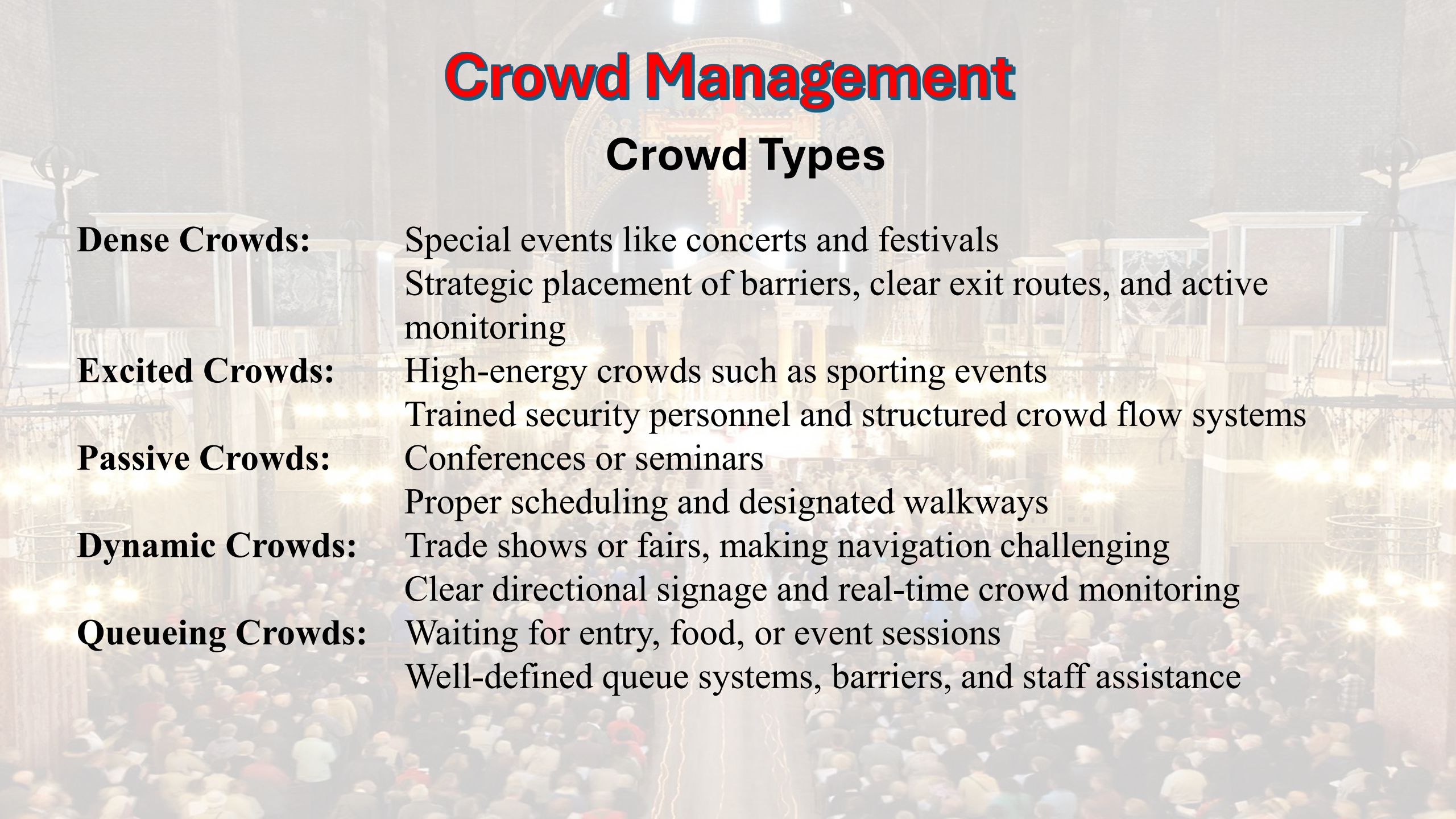
Crowd Management

Why should we be concerned about Crowd Management?

- Ensures Safety and Security
- Minimizes Disruption
- Enhances Guest Experience
- Improves Staff/Volunteer Coordination
- Prevents Accidents and Injuries
- Maintains a Positive Reputation

Crowd Management

Crowd Types



Dense Crowds:	Special events like concerts and festivals Strategic placement of barriers, clear exit routes, and active monitoring
Excited Crowds:	High-energy crowds such as sporting events Trained security personnel and structured crowd flow systems
Passive Crowds:	Conferences or seminars Proper scheduling and designated walkways
Dynamic Crowds:	Trade shows or fairs, making navigation challenging Clear directional signage and real-time crowd monitoring
Queueing Crowds:	Waiting for entry, food, or event sessions Well-defined queue systems, barriers, and staff assistance

Crowd Management

Effective Crowd Control Methods

- Proactive Planning and Risk Mitigation
- Improved Security and Easy Check-in
- Use of Physical Barriers
- Clear and Informative Signage
- Comprehensive Emergency Action Plan
- Trained Staff and Easy Communication

Crowd Management

Risk Assessment Template

Event Details: Include the event name, date, location, and organizer's contact information

Hazard Identification: List all potential hazards associated with the event, such as physical hazards, environmental hazards and health hazards

Risk Evaluation: For each identified hazard assess the level of risk by considering the likelihood of occurrence and severity of impact

Control Measures: Outline measures to mitigate identified risks such as safety protocols, equipment checks and staff training

Responsibilities: Assign specific responsibilities to individuals or teams

Review and Monitoring: Include a section for ongoing review of risks and effectiveness of control measures during the event.

Crowd Management

Pre-Event Template

Crowd Manger Training Program

- Exits
- Fire Alarms
- Portable Extinguishers
- Fire Protection
- Special Conditions
- Event Operations

Crowd Management

Minimum Requirements of a Emergency Action Plan

- Procedures for Evacuation, Escape Routes, and Floor Plans
- Instructions on How to Report and Alert Authorities
- Procedures for Alerting Staff and Visitors During an Emergency
- Accounting for Everyone After Implementing an EAP
- Procedures for Notifying the Parents, Guardians, or Next of Kin
- Procedures for Identifying a Media Contact Person
- Instructions on How to Train New Staff

No two EAPs are alike, and the particularities of each will depend on many factors

Crowd Management

State Of Maryland Code

The Life Safety Code, NFPA 101, 12.7.6.1 / 13.7.6.1, which is adopted in the State of Maryland Fire Prevention Code, requires all *assembly occupancies* with an occupant load of at least 50 are required to have completed crowd management training.

Is a house of worship an Assembly Occupancy?

“Assembly occupancy” refers to the occupancy or the use of a building, or part thereof, by a gathering of persons for a civic, political, travel, **religious, social, educational**, or similar purposes, or serving of food or drink.”

Crowd Management

State Of Maryland Code

In accordance with the National Fire Protection Association (NFPA) 101, Life Safety Code, as adopted by the State of Maryland, it is required all assembly occupancies have one trained crowd manager on duty. However, this requirement shall not apply to assembly occupancies used exclusively for **religious worship** unless the **occupant load** exceeds **500**.

For facilities used for purposes others than exclusively religious worship, the threshold to have a crowd manager is 250 occupants.

Crowd Management

In Maryland, **crowd management codes** require the following for assembly occupancies:

- Crowd manager is responsible for ensuring all means of egress are clear and accessible
- Crowd management must be familiar with emergency evacuation routes
- The crowd management training address basic fire code requirement, fire protection equipment and crowd management techniques

For more information go to <https://crowdmanagers.com/>

Crowd Management

Certificate of Achievement

This is to certify that

Tom Alban

has completed the course

Crowd Management Training

Crowd Manager Training 2025



GAHjOhTfEf
Date Issued: November 12, 2025
Certificate is valid for two years from date issued.



**FIRE MARSHAL
SUPPORT SERVICES, LLC**

Crowd Management



"I'm afraid I still have more questions than answers."