

STANDARD ADMINISTRATIVE PROCEDURE

24.01.01.M7.04 Crowd Manager Program

Approved November 16, 2022

Next Scheduled Review: November 16, 2027

Standard Administrative Procedure Statement

In compliance with the requirements of the National Fire Protection Association's (NFPA) *Life Safety Code*® and the *International Fire Code*®, crowd managers and crowd manager supervisors are required at many public assembly events with gatherings of 250 or more patrons.

This procedure has been developed to provide guidance for events requiring crowd managers and crowd manager supervisors.

Official Procedure/Responsibilities/Process

1. PROCEDURES

- 1.1 In accordance with the National Fire Protection Association's (NFPA) 1 – *Fire Code*, NFPA 101 – *Life Safety Code*® and the *International Fire Code*®, crowd managers and crowd manager supervisors are required at many public assembly events with gatherings of 250 or more patrons. The requirements for training and duties are outlined in these codes.
- 1.2 The Texas State Fire Marshall's office has formally adopted NFPA 1 – *Fire Code* and NFPA 101 – *Life Safety Code*® for use in state owned facilities.

2. REQUIREMENTS

- 2.1 In accordance with NFPA 101, there must be at least one crowd manager/supervisor present for every 250 people in attendance at a public assembly event.
- 2.2 Event managers must identify the required number of crowd managers for the anticipated crowd size.

3. TRAINING

- 3.1 To conform with the requirements of NFPA 1 – *Fire Code* and NFPA 101 – *Life Safety Code*®, Environmental Health and Safety (EHS) has developed a series of trainings that shall be completed by any faculty, staff, student, or third-party vendor and their staff who may serve in the capacity of a crowd manager or crowd manager supervisor at Texas A&M University. This training would include, but not be limited to, the following levels:
 - a) Crowd Manager – General Training
 - b) Crowd Manager – Supervisor Training
 - c) Crowd Manager – Venue Specific Training(s)
- 3.2 The software utilized to deliver and maintain training records of the Texas A&M University Crowd Manager Program is Talent LMS. Training will be available through web as well as mobile applications. University-affiliated staff will be assigned the training through TrainTraQ.
- 3.3 Annual refresher training is required.

4. FACILITIES/VENUES

- 4.1 The following venues have been identified as having a capacity at or above 250 and potentially requiring crowd managers/crowd manager supervisors:
 - 4.1.01 Aggie Park
 - 4.1.02 Davis Diamond
 - 4.1.03 E.B. Cushing Stadium
 - 4.1.04 Hildebrand Equine Complex
 - 4.1.05 Kyle Field (Stadium, Hall of Champions, Press Box, Zone Club, All American Club)
 - 4.1.06 Memorial Student Center (Bethancourt Ballroom)
 - 4.1.07 Mitchell Tennis Complex
 - 4.1.08 Olsen Field at Blue Bell Park
 - 4.1.09 Pitcock Hotel & Conference Center
 - 4.1.10 Reed Arena
 - 4.1.11 Rudder Theater Complex (Theater and auditorium)
 - 4.1.12 Other facilities will be reviewed as identified

5. RESPONSIBILITIES

- 5.1 EHS will be responsible for the implementation of the Texas A&M University Crowd Manager Program. This program will include but not be limited to regular review and update of all training programs, training record management, and training assignment.

EHS, in conjunction with venue managers, will develop venue specific training for each venue identified as requiring crowd managers.

EHS will periodically query crowd managers and crowd manager supervisors at events to verify training general, supervisor, and venue specific trainings have been completed. Noncompliance will be reported to the Vice President and Chief Risk, Ethics, and Compliance Officer.

- 5.2 Venue managers, event managers, and third-party contract vendors will be responsible for providing names to EHS for training registration and verification that all required training has been completed prior to working as a crowd manager or crowd manager supervisor.
- 5.3 Prospective Texas A&M University crowd manager and crowd manager supervisors are responsible for completing the required training, knowledge assessment, and/or certification for each position and venue in which they will be serving and completing annual refresher training.

Related Statutes, Policies, or Requirements

Supplements [System Policy 24.01](#), [System Regulation 24.01.01](#), and [University Rule 24.01.01.M7](#)

Contact Office

[Crowd Manager FAQs](#)

For questions contact EHS: crowd-manager@tamu.edu

Office of Responsibility: [Environmental Health and Safety](#)