

Crowd Management & Crowd Control Checklist



Venue:
 Event Type:
 Evaluator:
 Date:

	Checklist Item	Yes/No	Comments/Notes
1. Oversight & Accountability			
1	A designated individual is responsible for crowd management during events		
2	Authority and escalation responsibilities are clearly defined and documented		
3	Roles are clearly assigned between operations, security, event staff, and law enforcement		
4	Crowd management roles and expectations are communicated to staff prior to the event		
2. Written Policies & Plans			
1	Written crowd management and crowd control plan is in place		
2	The plan is tailored to the specific venue layout and event profile		
3	Policies address ingress, circulation, and egress		
4	Policies address crowd surges, bottlenecks, and density control		
5	Plan aligns with NFPA 101 trained crowd manager concepts		
3. Capacity, Crowd Density & Monitoring			
1	Crowd density and high-risk locations are identified, actively monitored, and controlled for each event, including but not limited to the following areas: a. High-density interior and exterior queues b. Pre-event ingress routes c. Post event egress routes d. Escalator embarking and disembarking zones (ingress and egress) e. ADA routes f. Front of stage/mosh pits g. General Admission (GA)/standing-room-only areas h. Concourses during ingress/egress i. Fair/Festival midways		
2	Maximum occupancy limits are clearly established and enforced		
3	Trigger points are defined for intervention or access restriction, or crowd flow modification		
4	Command staff are authorized to implement real-time crowd flow adjustments		
4. Staffing Levels & Deployment			
1	Staffing increases for high-energy or alcohol-heavy events		
2	Staffing levels are appropriate for event size and risk profile		
3	Staff are visibly positioned in high-density areas		
4	Supervisors actively monitor crowd conditions		
5	Staff are redeployed promptly as crowd conditions change		
5. Training & Crowd Manager Readiness			
1	Ushers, event staff, and security receive documented crowd management training		
2	Training covers crowd behavior indicators, early warning signs, and intervention techniques		
3	De-escalation techniques are included in training		
4	Training is documented and refreshed regularly		
5	Drills or tabletop exercises are conducted periodically		
6. Incident Recognition & Escalation			
1	Staff are trained to promptly report crowd concerns through established communication channels		
3	Clear, documented escalation protocols are in place and understood by staff		

4	Crowd activity and behavior are continuously monitored		
5	Crowd management and crowd control actions such as controlled early entry, safe dispersal, or other measures are implemented when appropriate		
6	Law enforcement and medical escalation procedures are defined		
7. Command, Communication & Technology			
1	Event Command Center is utilized (where applicable)		
2	CCTV is actively monitored for crowd density, flow, and abnormal behavior		
3	Radio or communication systems are reliable and used consistently		
4	Staff are trained to promptly relay crowd concerns to command staff		
8. Medical Access & Life Safety			
1	Medical staff are positioned near high-density areas		
2	Medical response time targets are established		
3	Staff are trained to assist with crowd-related medical incidents		
4	Clearly defined routes exist for medical access and patient extraction		
9. Post-Event Review & Improvement			
1	Crowd-related incidents and near-misses are documented		
2	Post-event debriefs occur for high-risk events		
3	Lessons learned are incorporated into future planning		
Comments:			