Texas A&M University Crowd Manager FAQ's

Q – Why does Texas A&M University have a crowd manager program?

A – Building, fire, and life safety codes, including National Fire Protection Association (NFPA) codes and standards such as NFPA 1 *Fire Code* and NFPA 101 *Life Safety Code©*, adopted by the Texas State Fire Marshal, specify requirements for crowd managers and crowd manager training programs.

Q – Does the 250-person event limit extend to include normal day-to-day operations? (i.e., Rec Sports has 250+ at any given time, 750+ students, or the Corps of Cadets formation would exceed 250)

A – No, the intent of the SAP's applicability is where a group is gathered for a specific event and in a designated venue. Normal activities of the REC Center or normal classroom activities exceeding the 250 are covered under the Building Emergency Action Plan (BEAP). However, a swimming competition in the REC Natatorium or events such as New Student Conference in the Rudder Auditorium/Theater or conference/convention utilizing a classroom or meeting space exceeding the 250-occupant load would require compliance with the SAP.

Q – Is there a cost for the training?

A – No, the training is free for all crowd managers and crowd manager supervisors. There is an option for non TAMU Employees as well.

Q – Where is the training available?

A – Training for the program is available in TrainTraq for University Employees and on the TalentLMS training platform https://tamu.talentlms.com for anyone not able to access TrainTraq.

Q – What allowance is made for the concentration of people at an event? Is there a geographic limit? In a large building the size of the Memorial Student Center or Rec Center, what is the space in which having 250 people would trigger a need for these crowd managers? What would happen if a 250-person event was spread throughout the Rec Center or in the MSC?

A – The intent is where a group is gathered and in a designated venue. General activities would fall under the Building Emergency Action Plan (BEAP). Banquets and other public events would fall under the SAP.

Q – If multiple areas or departments collaborate on a program, can trained staff from one area assist in the operation of another area?

A – Yes. Any faculty, staff, student, contract employee/vendor, or volunteer or combination of such may serve as a crowd manager or crowd manager supervisor provided they have completed the required training and are physically capable and competent to meet the duties described in the training program. Coordination among crowd managers and crowd manager supervisors shall occur prior to the event.

Q – Is it the responsibility of the sponsoring department or the rented facility staff to provide crowd manager staff? For example, for New Student Conferences, is it the University Center that provides the staff?

A – This is on a case by case or venue by venue basis. Certain venues have trained staff, and if agreed to in advance, the rental venue's staff may be utilized to provide the minimum level of

crowd managers provided they have completed the required training and are physically cable and competent to meet the duties described in the training program.

Q - How is a "public assembly event" defined? Does this mean only events open to the "general public"? We assume that the term "public event" includes events that are above 250 and open to only students.

A – It is not the intent of the SAP to require crowd managers in venues such as classrooms. This would be covered under the Building Emergency Action Plan (BEAP).

Q – Who may serve as a crowd manager or crowd manager supervisor?

A – Any faculty, staff, student, contract employee/vendor, or volunteer may serve as a crowd manager or crowd manager supervisor once they have completed the required training and are physically capable and competent to meet the duties described in the training program.

Q – Are outdoor spaces exempted?

A – In general open spaces such as day to day use of Aggie Park, tailgating, etc. are exempt. If the area is being utilized with designated boundaries or fences such as a concert in Aggie Park where the event is scheduled, large crowds are expected, and designated/perhaps fenced viewing areas for some are planned, then the requirements of the SAP would be enforced.

Note: Outdoor athletic venues such as Olsen, Davis Diamond, etc. are required to have crowd managers for events.

Q – How are protests, student organization events, or expressive activities that may be impromptu gatherings handled? Are they exempted, unless it can reasonably be expected that they will draw a crowd over 250?

A – In most cases UPD and and/or security are expected to be present. They will have this training and will count towards the number of trained crowd managers.

Q – Are the trained crowd managers that are present only there in the capacity as a crowd control person? In other words, can the "sound guy" who has taken the training count towards the needed number of crowd managers?

A – Yes, if they have completed the applicable trainings, and they are able to fulfill the required duties, they would be able to provide direction as well.

Q – Is there any flexibility in the requirements for crowd manager in specific venues or certain events?

A – The code allows the Authority Having Jurisdiction (AHJ), in this case the Local AHJ, to allow the required number of crowd managers to be adjusted based on the event venue, nature of the event, fire safety features etc. Exceptions will be limited.

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