



Helpful Information for Crowd Control Planning

An important part of ensuring that proper sportsmanship is displayed at athletic contests is to have a policy in place for dealing with crowd control. The following general suggestions will help administrators and managers prepare for situations that may arise.

- Establish written behavioral standards and expectations. Coaches, players, students, cheerleaders, spectators, and school personnel should understand these standards and expectations. They should be communicated in a variety of ways, expected to be followed and consequences in place when they are not.
- Make sure that visiting schools and the officials are greeted when they arrive and a supervision plan is in place to escort teams and officials to safely enter, participate, and exit the facility at the end of the event without harassment.
- Establish and communicate policies and emergency procedures. Have policies and emergency procedures in place regarding fire, drinking and possession of alcoholic beverages, possession, use or sale of drugs, medical emergencies, public health emergencies, bomb threats, active shooter scenarios, severe weather, alternatives in case of score clock, light or other facility failures, transportation problems, and other crowd disruptions.
- Identify supervisors and ushers. They should be expected to be active and visible to spectators to discourage and quickly identify problems.
- Establish job descriptions and expectations of event personnel. Inform event staff about their duties, rules, regulations, and emergency procedures. Encourage them to avoid becoming too involved in watching the event and to be observant, active, and consistent in applying rules and procedures.
- Be consistent in applying policies and rules. Be supportive of your supervisory personnel at contests. Make sure they know you respect and appreciate their role in supplying the students involved with educational and character-building lessons.
- Seat student groups and spectators in appropriate places. Avoid seating bands or spectators near the visiting team bench and the visiting team seating area.
- Act on policies and procedures. When someone is behaving in an undesirable way which violate the rules of good sportsmanship, do something about it. Actions speak louder than words. Inaction allows the establishment of undesirable examples and habits that can lead to more serious problems, and result in negative learning.
- Do not allow illegal substances inside the contest facility. Have admissions, ticket sales and parking lot personnel observe and screen people for possession of alcoholic beverages, intoxication and abnormal or suspicious behavior. Alert crowd control supervisors to observe behavior and whereabouts of potential problem people.
- Supervise restrooms. Have personnel in place to identify and discourage any negative behavior that may occur at or around the restroom facilities.
- Assist and accommodate all persons with special needs. Make every reasonable attempt to ensure any person with special needs can enjoy the athletic contest. This includes providing viewing areas for special needs individuals as well as informing them of exits and pertinent facility information.
- Have facility diagrams visible to the public showing accessible areas and emergency exits. Every spectator at the event needs to be aware of the proper exits and points of access available to them. This will help with crowd control and prepare all parties in case of emergency.