

## Crowd Management

Content Outline	Resources
<p>Knowledge of access control procedures as needed to provide orderly movement of spectators to appropriate areas, control who can enter restricted areas, screen for items not allowed into venues, and monitor spectators in and around venues.</p> <p>Knowledge of physical bag search procedures as needed to ensure dangerous or prohibited items are not allowed in sports venues.</p> <p>Knowledge of pat-down procedures to resolve any alarms of a metal detector or anomalies identified by imaging technology.</p> <p>Knowledge of alcohol management practices to ensure responsible and safe drinking by spectators.</p> <p>Knowledge of use of force continuum to include understanding an escalating series of actions security personnel may take to resolve a situation and the level of force appropriate to the situation at hand.</p> <p>Knowledge of the use of force techniques and equipment such as restraining devices, self-defense, and handcuffing techniques as needed to restrain and apprehend subjects in a manner that is effective and safe to the subject and officer.</p> <p>Knowledge of parking management procedures to ensure safe and orderly parking of spectators.</p> <p>Knowledge of crowd management techniques to reduce likelihood of violence, panic, overcrowding, riots, etc.</p>	<p><b>Authoritative References</b></p> <p><i>Techniques for Effective Alcohol Management: A Comprehensive Alcohol Management Program for Sports and Entertainment Professionals</i></p> <p><i>Protective Measures Guide for US Sports Leagues</i></p> <p><a href="http://www.nij.gov/nij/topics/law-enforcement/officer-safety/use-of-force/continuum.htm">http://www.nij.gov/nij/topics/law-enforcement/officer-safety/use-of-force/continuum.htm</a></p> <p><i>MGT 412 Sport and Special Event Evacuation Training and Exercise</i></p> <p><b>Relevant Courses</b></p> <p><i>FEMA ICS 100</i></p> <p><i>FEMA IS 230c</i></p> <p><i>FEMA IS 235b</i></p> <p><i>FEMA IS 242a</i></p> <p><i>ICS 200</i></p> <p><i>IS-906</i></p> <p><i>Senior Officials Workshop for All Hazard Preparedness: MGT 314</i></p> <p><i>Sport and Special Event Evacuation and Training Exercise: MGT 412</i></p> <p><i>Sport Event Risk Management: AWR 167</i></p> <p><i>Sports and Special Events Incident Management: MGT 404</i></p>

Knowledge of crowd behavior to include the behavior and thought processes of individual crowd members and the crowd as a whole.	<i>Threat and Risk Assessment: MGT 310</i>
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NCS4 does not intend the lists to imply endorsement of the specific references and courses, nor are the test questions necessarily taken from the courses or references.