

## *Crowd Control*

### PLANNING

“LEADERSHIP AND  
LEARNING ARE  
INDISPENSABLE  
TO EACH OTHER.”

- JOHN  
FITZGERALD  
KENNEDY (JFK)

1. Establish written expectations for coaches, players, students, cheerleaders, spectators, and management personnel. Communicate expectations in a variety of different ways, expect them to be followed and act when expectations are not followed.
2. Establish and communicate policies and emergency procedures regarding:
  - Fire
  - Drinking of alcoholic beverages
  - Possession, use, and/or sale of drugs
  - Medical emergencies
  - Lost and found items
  - Bomb threats
  - Alternatives in the event of equipment failure
  - Transportation problems
3. Anticipate Problems (known rivalries, etc.) and contact local law enforcement prior to these contests for assistance during the game or post-game escorts.
 

*Note: Rural areas should contact county law enforcement to see if they have auxiliary officers that could attend their games.*
4. If possible, designate parking for officials away from general fan parking.

### GENERAL ITEMS

BUT RULES

CANNOT

SUBSTITUTE

FOR CHARACTER.

- ALAN  
GREENSPAN

1. Identify supervisors to the crowd.
2. Expect supervisors to be active and visible to discourage problems quickly.
3. Be consistent and equitable in applying sportsmanship policies and rules at all times.
4. Avoid seating music bands and spectators near the visiting team bench.
5. Actions speak louder than words. When someone is behaving in an undesirable way, do something about it.
6. Be proactive.
7. Establish precise job descriptions, expectations and authority of all working personnel.
8. Inform working personnel of all the rules, regulations and emergency procedures.
9. Supervise restrooms.
10. Develop a contingency plan to respond to critical contest situations but maintain a level of flexibility.
11. Escort the visiting team and officials after a contest. If they are ready to leave at the same time, ask the officials if they would mind waiting until you have the visiting team safely on their bus.

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### UNRULY SPECTATORS

1. Timing is critical—get to the problems quickly.
2. Sit next to the offender and explain their options—stop the behavior or be escorted out.
3. At the stage where the patron is not listening, ask to see him/her in the hallway for a few minutes. Try and take them out of the public eye and discuss their options again.
4. If that is unsuccessful, say, “I am going to ask you to leave, and if you don’t, we may be asking you not to return for the rest of the season.”
5. Don’t hesitate to call local law enforcement to assist in an ejection.
6. Communicate with the school administration of the difficult person by phone.
7. Follow-up in writing with the difficult individual and send a copy to the individual’s school administration.
8. Use a non-threatening tone of voice and demeanor.
9. Discuss in writing via a follow-up letter after the event other ways he/she might handle disappointment or frustration.
10. Document all dealings with the spectator and involve your superior.

## *Home Game Management*

The Role of the Home Team Administrator: The administration of the home team shall designate a game manager on site prior to the start of each contest. Additionally, each school should have an emergency action plan in place to deal with any unusual circumstances.

### Game Manager Duties:

- Be knowledgeable of the emergency action plan put in place by the school.
- Meet with the officials during the pre-game period, making officials aware of the game manager’s primary location for the entire contest.
- Provide proper security at each event.
- Assume responsibility for all aspects of crowd control such as ensuring that only authorized personnel are allowed in the team bench area.
- Make sure all fans remain in the stands.
- Escort unruly or disruptive fans from the facility when necessary.
- Provide a safe and secure area for officials to change before and after each contest.
- Ensure that officials are safely escorted from the playing field/court after each contest.
- Meet with student leader prior to games to set expectations and help with student sections.

ALTHOUGH THERE  
ARE NO MAGICAL  
SECRETS TO  
CROWD CONTROL,  
THE IMPORTANT  
SUGGESTIONS  
LISTED ON THESE  
PAGES NEED TO BE  
EMPHASIZED BY  
ADMINISTRATORS  
AND EVENT  
PERSONNEL.