Crowd Management Techniques
Table for Crowd Size Estimation

Estimating the stationary crowd is a matter of counting and multiplying. When the crowd is relatively small, perhaps up to 1,000 persons, the estimator simply counts to some workable number like 50 persons, locks an imaginary frame around the space occupied by that number of persons, then proceeds to count the time that he can move that same imaginary frame over the entire crowd. Ten frames equal 500, and so on. When the crowd is larger, it is preferable for the estimator to work with a fixed frame or fixed grid, in which the crowd is estimated relative to its density within that known space. The grid, for instance, might be projected as the size of a football field or a basketball court or the length of a city block.

<table>
<thead>
<tr>
<th>Tightly Packed: Approximately 5 persons per square yard</th>
<th>Medium Packed: 3 persons per square yard</th>
<th>Loosely Packed: 1 person per square yard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Football Field</td>
<td>City Block</td>
<td></td>
</tr>
<tr>
<td>100 yards long x 50 yards</td>
<td>(Approximate)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>100 yards x 100 yards</td>
<td></td>
</tr>
<tr>
<td>TIGHT = 25,000 persons</td>
<td>TIGHT = 50,000 persons</td>
<td></td>
</tr>
<tr>
<td>MEDIUM = 15,000 persons</td>
<td>MEDIUM = 30,000 persons</td>
<td></td>
</tr>
<tr>
<td>LOOSE = 5,000 persons</td>
<td>LOOSE = 10,000 persons</td>
<td></td>
</tr>
</tbody>
</table>

| Basketball Floor                                      | City Street                            |
| 35 yards x 15 yards                                    | 100 yards x 20 yards                   |
| TIGHT = 3,000 persons                                 | TIGHT = 10,000 persons                 |
| MEDIUM = 1,800 persons                                | MEDIUM = 6,000 persons                 |
| LOOSE = 600 persons                                   | LOOSE = 2,000 persons                  |

<table>
<thead>
<tr>
<th>3-Lane Freeway</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼ mile x 21 yards</td>
</tr>
<tr>
<td>TIGHT = 15,400 persons</td>
</tr>
<tr>
<td>MEDIUM = 9,240 persons</td>
</tr>
<tr>
<td>LOOSE = 3,080 persons</td>
</tr>
<tr>
<td>3-LANES</td>
</tr>
<tr>
<td>TIGHT = 45,000 persons</td>
</tr>
<tr>
<td>MEDIUM = 27,720 persons</td>
</tr>
<tr>
<td>LOOSE = 9,240 persons</td>
</tr>
</tbody>
</table>
Police officers should not respond to passive protests in the same manner as they would for violent protests. Police departments must develop a procedure to deal with this type disturbance. When confronting passive protesters, police officers must be aware of the differences in tactics used by this group as compared to the violent group. The response will be different. Therefore, officers must be exposed to the difference in tactics used.

**Protester tactics**

- Blocking entrances - protesters may block doorways, loading docks, or delivery entrances. They may stand, sit, or lie.
- Locking arms - they may join arms and make a human chain. Another variation is to link arms by inserting them into steel or PVC plastic tubing.
- Padlocking with chains - they may use metal chains and locks to lock themselves to the building. (A bolt cutter is an important item in the equipment truck.)
- Singing and chanting - a common tactic. Adds stress to the officers on the scene. Officers must shout over the singing to give their commands.
- Name calling - protesters will accuse officers of taking sides.

![Example of a protester with arms inserted into a steel pipe “lock box.”](image)

**Responsibilities and duties of Law Enforcement**

- Remain neutral and impartial - officers must not allow personal beliefs and values to take precedent over upholding the law.
- Maintain your professionalism - don’t allow protesters to incite you with name calling and accusations.
- Be aware of violations - know local and state laws that apply.
  - Assaults - on officers, as well as, opposing protesters
  - Trespassing
  - Blocking entrances
- Keep supervisors aware of conditions and any changes in conditions.

**Making the arrest**

The on-scene supervisor will determine when arrests occur and who will be arrested.

- Use arrest teams - usually two officers.
- Use flex-cuffs in lieu of metal for mass arrests. Flex-cuffs are convenient and they are viewed by the public as a “softer” method for handcuffing.
- Use stretchers for carrying prisoners - cuts down on officer and arrestee injuries.
- Photograph and document each arrestee - before moving your prisoner, photograph each arrestee (Polaroid or digital preferable) and record date, time, and name or number of prisoner.
- Videotape entire disturbance.
SQUAD: 8-12 officers, one member designated as leader (Cpl)
PLATOON: 3 or 4 Squads, one leader (Sgt)
COMPANY: 3 Platoons

2 Squads in Wedge formation with 2 Squads in Support Columns
GO 4022 R-1: Civil Disturbances & Mass Arrests

GS § 14-288.2: Riot
- Person assembles with 2 or more others;
- **AND** engages in a public disturbance;
- That by disorderly & violent conduct (OR threat of same)
- Causes injury/damage to persons/property OR creates a clear & present danger of injury/damage to same.

**FELONY** if: Serious Bodily Injury results OR more than $1500 property damage results OR participant possesses a dangerous weapon OR dangerous substance.

**Common Law Unlawful Assembly** Individual assembles with 2 or more other persons;
- w/ intent to commit disorderly acts that will interfere with the rights of others
- OR
- for purpose of committing acts in manner as to cause a firm person to apprehend a breach of the peace

GS §14-288.5: Failure to Disperse on Command

(a) Any law-enforcement officer may issue a command to disperse in accordance with this section if he reasonably believes that a riot, or disorderly conduct by an assemblage of three or more persons, is occurring. The command to disperse shall be given in a manner reasonably calculated to be communicated to the assemblage.

(b) Any person who fails to comply with a lawful command to disperse is guilty of a Class 2 misdemeanor.

(c) If any person remains at the scene of any riot, or disorderly conduct by an assemblage of three or more persons, following a command to disperse and after a reasonable time for dispersal has elapsed, it is **prima facie** evidence that the person so remaining is willfully engaging in the riot or disorderly conduct, as the case may be.

GS §14-132: Disorderly Conduct in & injuries to a public building or facility
(a) It is a misdemeanor if any person shall:
1) Make any rude or riotous noise, or be guilty of any disorderly conduct, in or near any public building or facility; OR
2) Unlawfully write or scribble on, mark, deface, besmear, or injure the walls of any public building or facility, or any statue or monument situated in any public place; OR
3) Commit any nuisance in or near any public building or facility.
Use of Chemical Agents
The proper use of chemical agents not only helps law enforcement personnel restore order, but reduces the chances for injury to officers and rioters. On the other hand, if used improperly or indiscriminately, chemical munitions can cause injury and possibly death. It can also lead to complaints of excessive force.

REMEMBER, the use of chemical agents is considered a use of force.

HC (Hexachlorethane) – Smoke (Yellow Identifying Color Code)
Even though smoke is not an irritant agent per se, smoke in and of itself is irritating to some people. Smoke is effective when used to break up crowds that are disorderly, but not overtly violent. Smoke can be used for the following purposes:
- Conceal movement
- Disorient the crowd
- Determine the wind direction

CN (Chloroacetophenone) – Tear Gas (Red Identifying Color Code)
- Odor: like apple blossoms
- Incapacitation factor: 10 to 20 minutes. CN is a fast acting irritant that affects the upper respiratory passages, lacrimal glands and eyes. The agents usually begin to work in 1 to 3 seconds; however, some people may not be affected for up to 30 minutes.
- CN is an irritant that does not affect everyone. Those on drugs or alcohol may not be affected by this chemical agent.
- Physiological effects: Irritating to the skin, causing a burning and itching sensation. Flowing of tears, nose irritation--agents especially affect moist areas of the body.
- CN is a lacrimal, meaning it affects the lacrimal glands, ducts, and sacs around the eyes and in the nasal and sinus cavities. CS has an added irritant that affects the skin area by causing a burning sensation.

CS (Orthochlorbenzalmalononitrile) – Tear Gas (Blue Identifying Color Code)
- Odor: peppery smell
- Incapacitating time factor: produces almost immediate effects in 5 to 10 seconds. Effects can last from 10 to 30 minutes.
- Physiological effects
  - Extreme burning of the eyes, accompanied by copious flowing of tears
  - Involuntary closing of the eyes
  - Stinging sensation on moist skin
  - Runny nose, sinus, and nasal drip
  - Tightness in the chest and throat (feels like a heart attack)
  - Dizziness or swimming of the head

Color Codes for Chemical Munitions
Smoke: Yellow
CS: Blue
CN: Red
OC: Orange
Points to Remember

Any time there is a protest situation expect the media to be present. Expect video cameras to be present documenting the activity and the actions of the police. It is important to remember that some groups will intentionally bait police into the use of force as a publicity stunt for their cause. Remain professional when dealing with the protesters.

Remember the Force Continuum starts with Officer Presence. We need to look the part to be effective. If verbal commands to disperse should fail, here are some ‘soft hands’ techniques to consider.

Pressure Points

**Hypoglossal**: This affects the most sensitive area of the hypoglossal nerve located approximately one inch forward of the mandible jaw angle and one inch under the jaw. This technique is applied with touch pressure or sudden penetration. The technique is usually best delivered by using the digital tip thumb or by using the unsupported middle two fingers.

**Mandibular Angle**: Affects the hypoglossal, vagus, and the glossopharyngeal nerves. APPLIED WITH TOUCH PRESSURE. Pressure should be applied at the base of the earlobe between the mastoid and the mandible. The angle of pressure should be toward the center of the head and slightly toward the nose.

**Jugular Notch**: Affects the superior laryngeal and recurrent laryngeal nerves. Located between the trachea and small nerve fibers in the jugular notch region. APPLIED WITH ONLY SUDDEN PENETRATION. Pressure is directed toward the center of the body at an approximate 45° angle. This pressure point can be used as a means of distraction to precede other control methods or to move uncooperative subjects who may be handcuffed. It is best applied with the middle two fingers or thumb. Note: Continual and extensive pressure following compliancy can decrease pain and increase resistance in subject.

If pressure point techniques fail, have an alternate control plan option available. If OC is used, document how many times the person was warned before the OC was used. Active levels of resistance - pushing, pulling, shoving, etc. - should NOT be met with pressure point tactics.