

Preventing Crowd Violence

How to Create Effective Crowd Management Strategies

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Reality is merely an illusion, albeit a very persistent one. ~ Albert Einstein

Effective crowd management demands

- Management of crowd perceptions
 - Situational Crime Prevention
- Management of police perceptions
 - Six characteristics of effective strategies

Crowds are not problems...

...but crowd dynamics create opportunities for violence

Six common forms of aggression

- Verbal
- Gesturing
- 'Missile' throwing
- Swarming
- Property destruction
- Physical

Opportunities for Violence

- Crowd participation does not extinguish individual decision-making abilities
- Perceptions of opportunities are influenced by five major factors:

Situational Crime Prevention

1. Effort → How big is this guy?
2. Risk → Where is the closest police officer?
3. Reward → How cool will I look?
4. Provocation → Has the other person instigated?
5. Excuses → Does the other person deserve it?

Crowds Create Opportunities

Decrease Effort



Others can help hoist someone over or onto protective barriers

Decrease Risk



Provides sense of anonymity /allows escape into crowd

Increase Rewards



Elicit positive reaction from others when acting aggressively

Increase Provocations



Crowd swarming encourages pushing and instigates violence

Provide Excuses

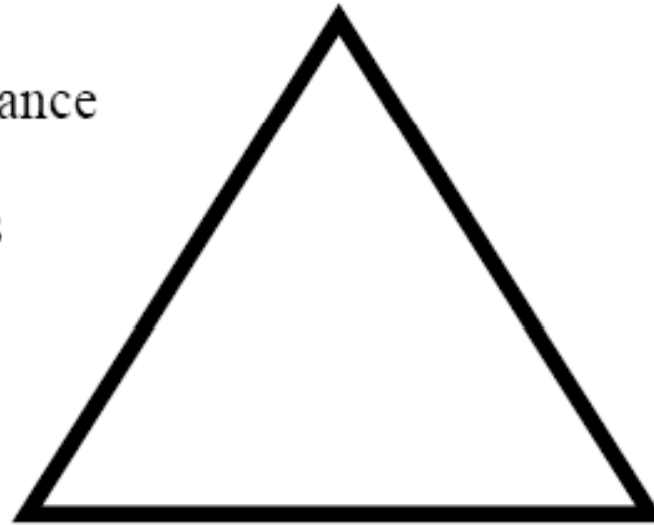


Alcohol consumed in mass quantities reduces inhibitions

Crowd Violence “Triggers”

Venue Characteristics

- Proximity to performance
- Noise level
- Seating arrangements
- Place reputation
- Temperature



Event Characteristics

- Crowd demographics
- Importance of event
- Quality of performance
- Availability of alcohol
- Crowding
- Performer behavior

Staff Characteristics

- Training
- Experience
- Presence
- Communication

Common crowd violence “triggers” can be mitigated through opportunity reduction techniques

Popcenter.org

TWENTY FIVE TECHNIQUES OF SITUATIONAL PREVENTION

Increase the Effort	Increase the Risks	Reduce the Rewards	Reduce Provocations	Remove Excuses
Harden targets <ul style="list-style-type: none"> Steering column locks and immobilisers Anti-robbery screens Tamper-proof packaging 	Extend guardianship <ul style="list-style-type: none"> Take routine precautions: go out in group at night, leave signs of occupancy, carry phone "Cocoon" neighborhood watch 	Conceal targets <ul style="list-style-type: none"> Off-street parking Gender-neutral phone directories Unmarked bullion trucks 	Reduce frustrations and stress <ul style="list-style-type: none"> Efficient queues and polite service Expanded seating Soothing music/muted lights 	Set rules <ul style="list-style-type: none"> Rental agreements Harassment codes Hotel registration
Control access to facilities <ul style="list-style-type: none"> Entry phones Electronic card access: Baggage screening 	Assist natural surveillance <ul style="list-style-type: none"> Improved street lighting Defensible space design Support whistleblowers 	Remove targets <ul style="list-style-type: none"> Removable car radio Women's refuges Pre-paid cards for pay phones 	Avoid disputes <ul style="list-style-type: none"> Separate enclosures for rival soccer fans Reduce crowding in pubs Fixed cab fares 	Post instructions <ul style="list-style-type: none"> "No Parking" "Private Property" "Extinguish camp fires"
Screen exits <ul style="list-style-type: none"> Ticket needed for exit Export documents Electronic merchandise tags 	Reduce anonymity <ul style="list-style-type: none"> Taxi driver IDs "How's my driving?" decals School uniforms 	Identify property <ul style="list-style-type: none"> Property marking Vehicle licensing and parts marking Cattle branding 	Reduce emotional arousal <ul style="list-style-type: none"> Controls on violent pornography Enforce good behavior on soccer field Prohibit racial slurs 	Alert conscience <ul style="list-style-type: none"> Roadside speed display boards Signatures for customs declarations "Shoplifting is stealing"
Deflect offenders <ul style="list-style-type: none"> Street closures Separate bathrooms for women Disperse pubs 	Utilize place managers <ul style="list-style-type: none"> CCTV for double-deck buses Two clerks for convenience stores Reward vigilance 	Disrupt markets <ul style="list-style-type: none"> Monitor pawn shops Controls on classified ads License street vendors 	Neutralize peer pressure <ul style="list-style-type: none"> "Idiots drink and drive" "It's OK to say No" Disperse troublemakers at school 	Assist compliance <ul style="list-style-type: none"> Easy library checkout Public lavatories Litter bins
Control tools/weapons <ul style="list-style-type: none"> "Smart" guns Disabling stolen cell phones Restrict spray paint sales to juveniles 	Strengthen formal surveillance <ul style="list-style-type: none"> Red light cameras Burglar alarms Security guards 	Deny benefits <ul style="list-style-type: none"> Ink merchandise tags Graffiti cleaning Speed humps 	Discourage imitation <ul style="list-style-type: none"> Rapid repair of vandalism V-chips in TVs Censor details of modus operandi 	Control drugs and alcohol <ul style="list-style-type: none"> Breathalyzers in pubs Server intervention Alcohol-free events

New Year's Eve in Las Vegas



New Year's Eve on the Strip

- Four-mile long casino-resort corridor on Las Vegas Boulevard
- Approximately 400,000 people attend the annual event
- Second largest New Year's celebration in the United States



Jon Sullivan



At MGM Grand
Hotel and Casino
- north view of
the Strip



People gathered
in front of Cesar's
Palace



INCREASE EFFORT

Situational technique

Intervention

Harden
Targets

- Movable **barricades** protect police from crowd
- Grease applied to light posts

Control
Access

- Pedestrian walkways closed

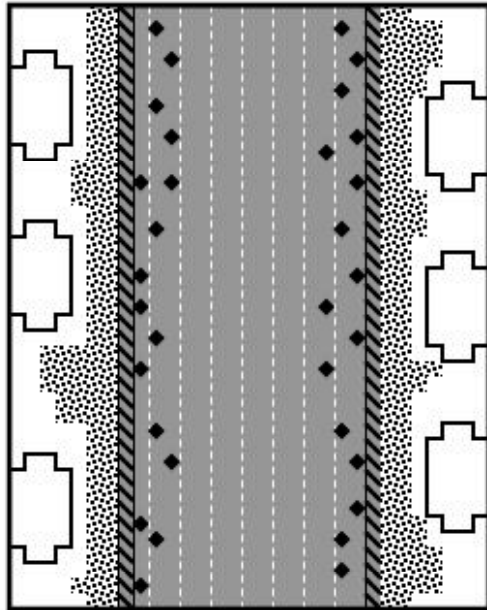
Deflect
Offenders

- Movable barricades manage pedestrian traffic
- Ambulances, emergency vehicles, and garbage trucks strategically placed to manage vehicle traffic

Control
Tools/
Weapons

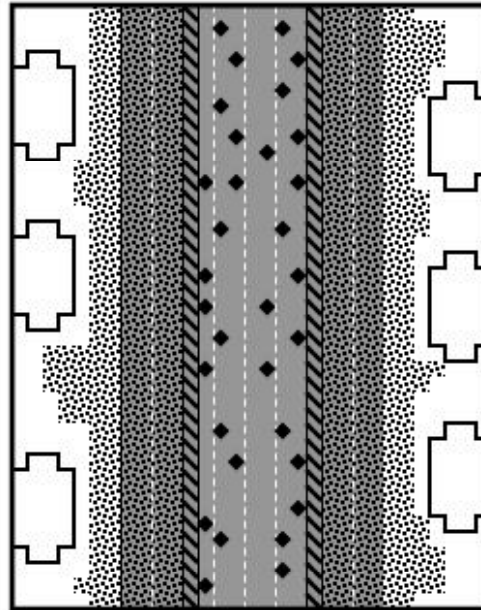
- Plastic cups / bottles for beverages
- Trash bins and plastic cups kept within barriers

Barricade Strategy



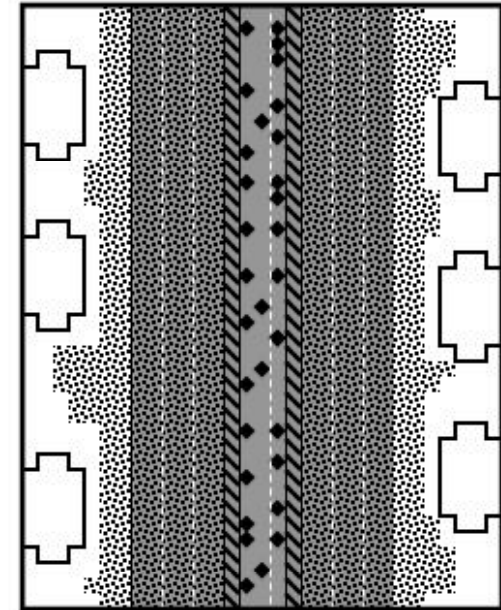
6:00PM

Las Vegas Blvd closed to vehicle traffic – barricades keep pedestrians on sidewalks



7:00PM

Officers move barricades toward the boulevard center as crowd size increases



8:00PM

Pedestrians restricted only from center lanes as the midnight fireworks display approaches

Geographic Features



Casino



Las Vegas Blvd



Barricade



Crowd



Police officers

INCREASE RISKS

Situational technique	Intervention
Assist Natural Surveillance	<ul style="list-style-type: none">• Barricade strategy improves officer ability to observe crowd behavior and increases officer visibility
Utilize Place Managers	<ul style="list-style-type: none">• Coordination with casino staff to enhance crowd monitoring
Strengthen Formal Surveillance	<ul style="list-style-type: none">• Live-feed video surveillance• Use of correctional staff• Horse patrol enhances observation and visibility

REDUCE REWARDS

Situational technique

Intervention

Conceal
Targets

- Conceal property that would invite vandalism
-

Remove
Targets

- Remove exterior casino fixtures that can be moved
-

Deny
Benefits

- Disruptive participants are removed from the crowd
-

REDUCE PROVOCATIONS

Situational technique

Intervention

Reduce
Frustrations
& Stress

- Fireworks displayed evenly along the Strip

Avoid
Disputes

- Officers encouraged to converse with crowd
- Barricades prevent contact between officers and crowd

Reduce
Emotional
Arousal

- Officers dressed in “soft” uniforms rather than militarized / riot gear

Neutralize
Peer
Pressure

- Off-Strip arrest processing

Discourage
Imitation

- Rapid action against disorderly crowd members

REMOVE EXCUSES

Situational technique

Intervention

Set
Rules

- Supervisors approve arrests to reduce officer misconduct
- Fireworks signal end of event

Assist
Compliance

- Portable toilets provided
 - Trash bins provided
-

Six elements of effective strategies

Mindset

Focus: Law & Order versus Safety

Officers in riot gear or dressed down?

Six elements of effective strategies

Leadership

Focus: Setting the tone

Supervisors approve arrests

Six elements of effective strategies

Dialog

Focus: Promoting positive interactions

Offering plastic cups / conversing with crowd

Six elements of effective strategies

CPTED

Crime Prevention Through Environmental Design

Focus: Managing the crowd environment

Barricades / removing fixtures

Six elements of effective strategies

Law

Focus: Removing hazards

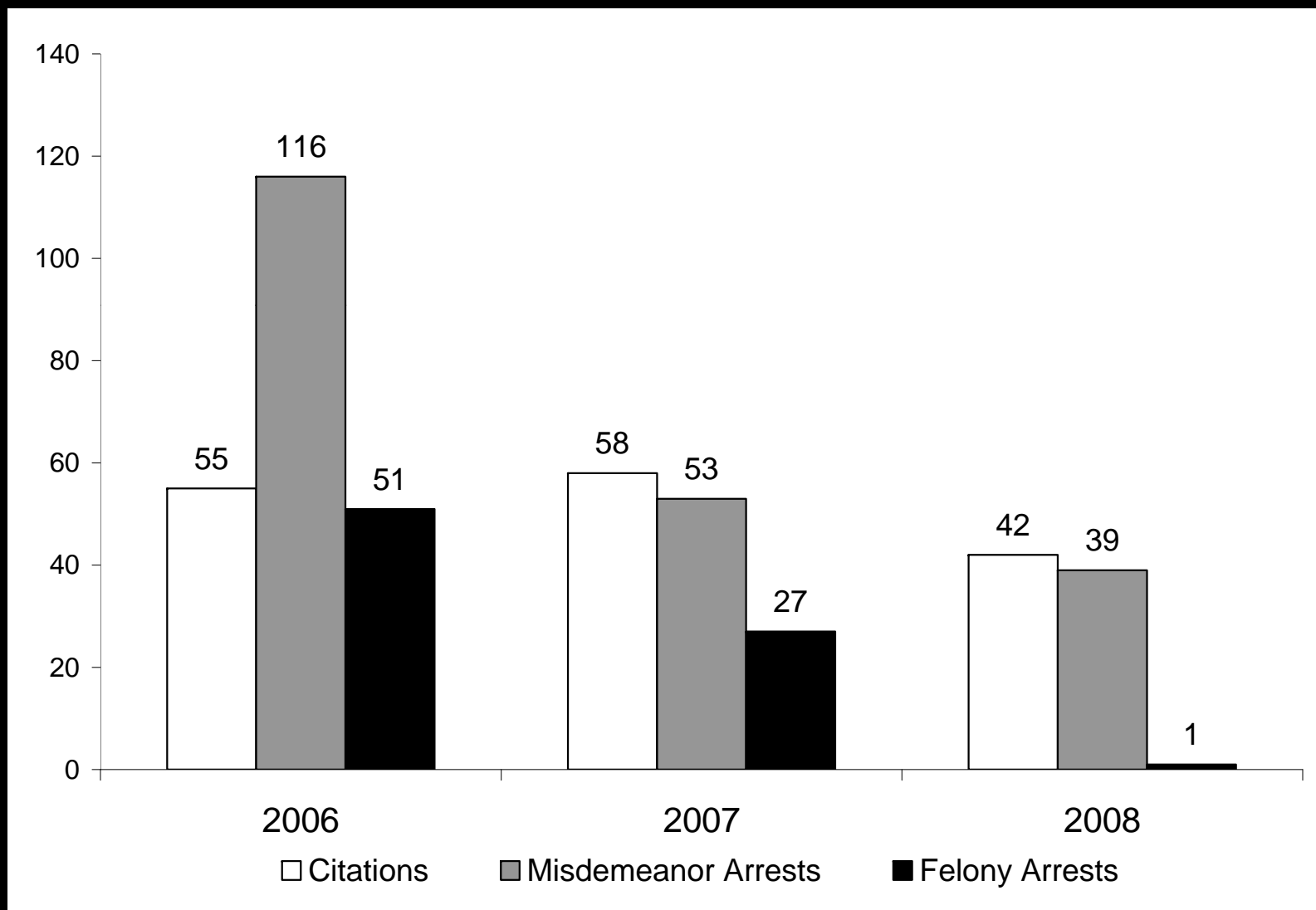
Bottle and can ordinance

Six elements of effective strategies

Learning

Focus: Identify failures and successes
12-month planning process

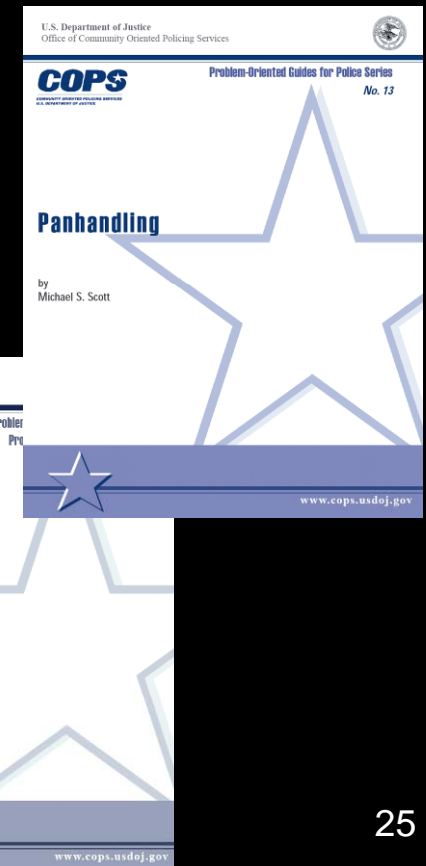
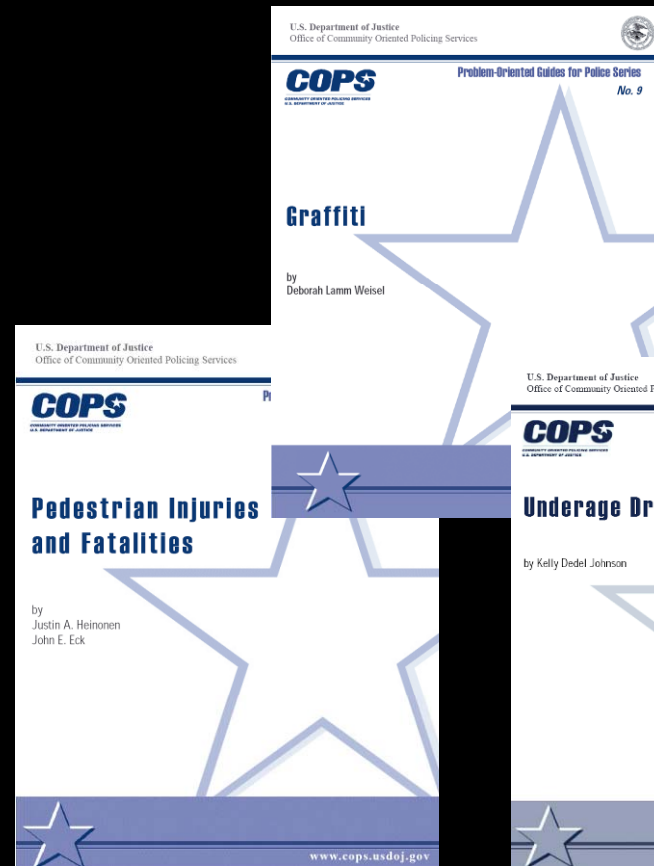
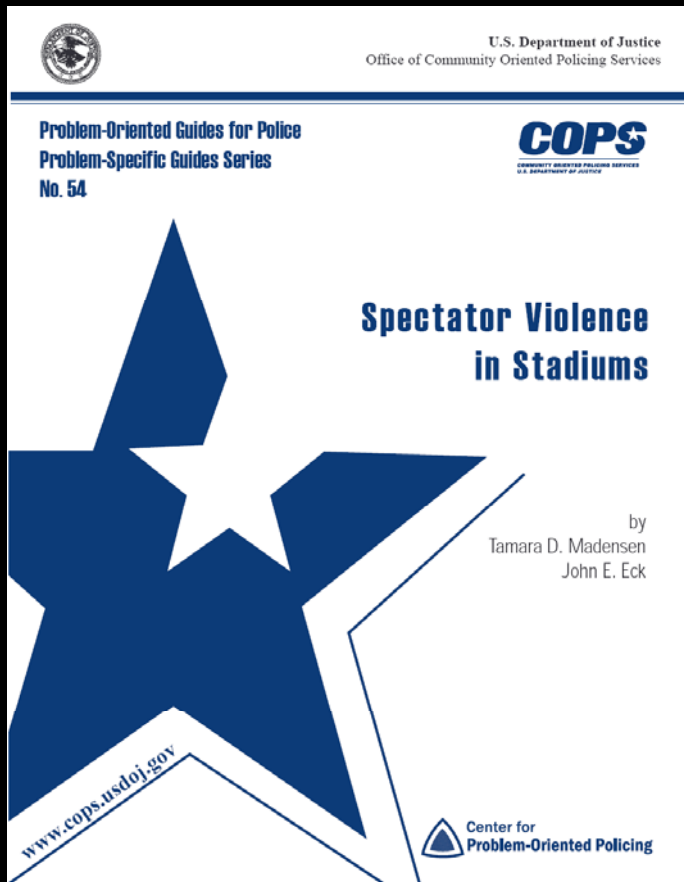
Strategy Effectiveness



Increase Effort	Increase Risks	Reduce Rewards	Reduce Provocations	Remove Excuses
Harden Targets	Extend Guardianship	Conceal Targets	Reduce Frustrations	Set Rules
Control Access	Natural Surveillance	Remove Targets	Avoid Disputes	Post Instructions
Screen Exits	Reduce Anonymity	Identify Property	Reduce Emotional Arousal	Alert Conscience
Deflect Offenders	Place Managers	Disrupt Markets	Neutralize Peer Pressure	Assist Compliance
Control Tools	Formal Surveillance	Deny Benefits	Discourage Imitation	Control Drugs & Alcohol

Useful Resources

Center for Problem-Oriented Policing
Download free @ www.popcenter.org



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