

**CROWD CONTROL SERVICES**  
**OPENING, OPERATING AND CLOSING PROCEDURES**

Opening Procedures

Review of prior days activity:

- Attendance
- Time of turnstile opening and rope drop
- Crowd control problems/congestion
  - Public areas/walkways
  - Location specific
- Guest complaints/comments

Review of current days activity:

- Attendance
- Special events, performance schedule
- Staff coverage

Inspection of area crowd control/Queue areas

- Position of all stanchions and ropes
- Location of appropriate signage
- Gate rope drop areas
- Verify supply of reserve ropes and stanchions

Operating Procedures

- Assignment areas & Staff positions
  - Area outside of gate prior to turnstile opening
  - Rope drop area & perimeter
  - On-site area after rope drop
- Location and configuration of queue area ropes and stanchions in each area - by location
- Operating Responsibilities:
  - Directing guests to appropriate queue areas for each facility
  - Organizing line-ups that extend beyond static and/or over flow queue areas
  - Coordinating supervision of queue areas with participant supervision and/or Expo department personnel (rides, guest relations, security, etc.)
  - Maintaining orderly flow of guests in public areas and thoroughfares
  - Crowd management for special events, ceremonies, performances, etc.
  - Notification of area foreman or site crowd control supervision re:
    - Crowd overflow problems in area
    - Additional ropes/stanchions required
    - Additional staff required
    - Guest complaint/security problem