

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? |

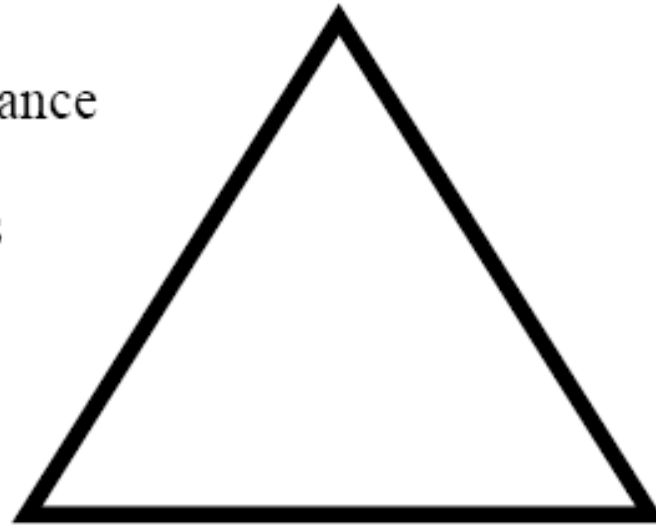
Crowds Create Opportunities

- | | | |
|------------------------------|---|--|
| 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 | <ul style="list-style-type: none">• Movable <u>barricades</u> protect police from crowd• Grease applied to light posts |
| Control Access | <ul style="list-style-type: none">• Pedestrian walkways closed |
| Deflect Offenders | <ul style="list-style-type: none">• Movable barricades manage pedestrian traffic• Ambulances, emergency vehicles, and garbage trucks strategically placed to manage vehicle traffic |
| Control Tools/ Weapons | <ul style="list-style-type: none">• Plastic cups / bottles for beverages• Trash bins and plastic cups kept within barriers |

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 | <ul style="list-style-type: none">• Conceal property that would invite vandalism |
| Remove Targets | <ul style="list-style-type: none">• Remove exterior casino fixtures that can be moved |
| Deny Benefits | <ul style="list-style-type: none">• Disruptive participants are removed from the crowd |

REDUCE PROVOCATIONS

| Situational technique | Intervention |
|------------------------------|--|
| Reduce Frustrations & Stress | <ul style="list-style-type: none">• Fireworks displayed evenly along the Strip |
| Avoid Disputes | <ul style="list-style-type: none">• Officers encouraged to converse with crowd• Barricades prevent contact between officers and crowd |
| Reduce Emotional Arousal | <ul style="list-style-type: none">• Officers dressed in “soft” uniforms rather than militarized / riot gear |
| Neutralize Peer Pressure | <ul style="list-style-type: none">• Off-Strip arrest processing |
| Discourage Imitation | <ul style="list-style-type: none">• Rapid action against disorderly crowd members |

REMOVE EXCUSES

| Situational technique | Intervention |
|-----------------------|--|
| Set Rules | <ul style="list-style-type: none">• Supervisors approve arrests to reduce officer misconduct• Fireworks signal end of event |
| Assist Compliance | <ul style="list-style-type: none">• Portable toilets provided• Trash bins provided |

Mindset

Focus: Law & Order versus Safety
Officers in riot gear or dressed down?

Leadership

Focus: Setting the tone
Supervisors approve arrests

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

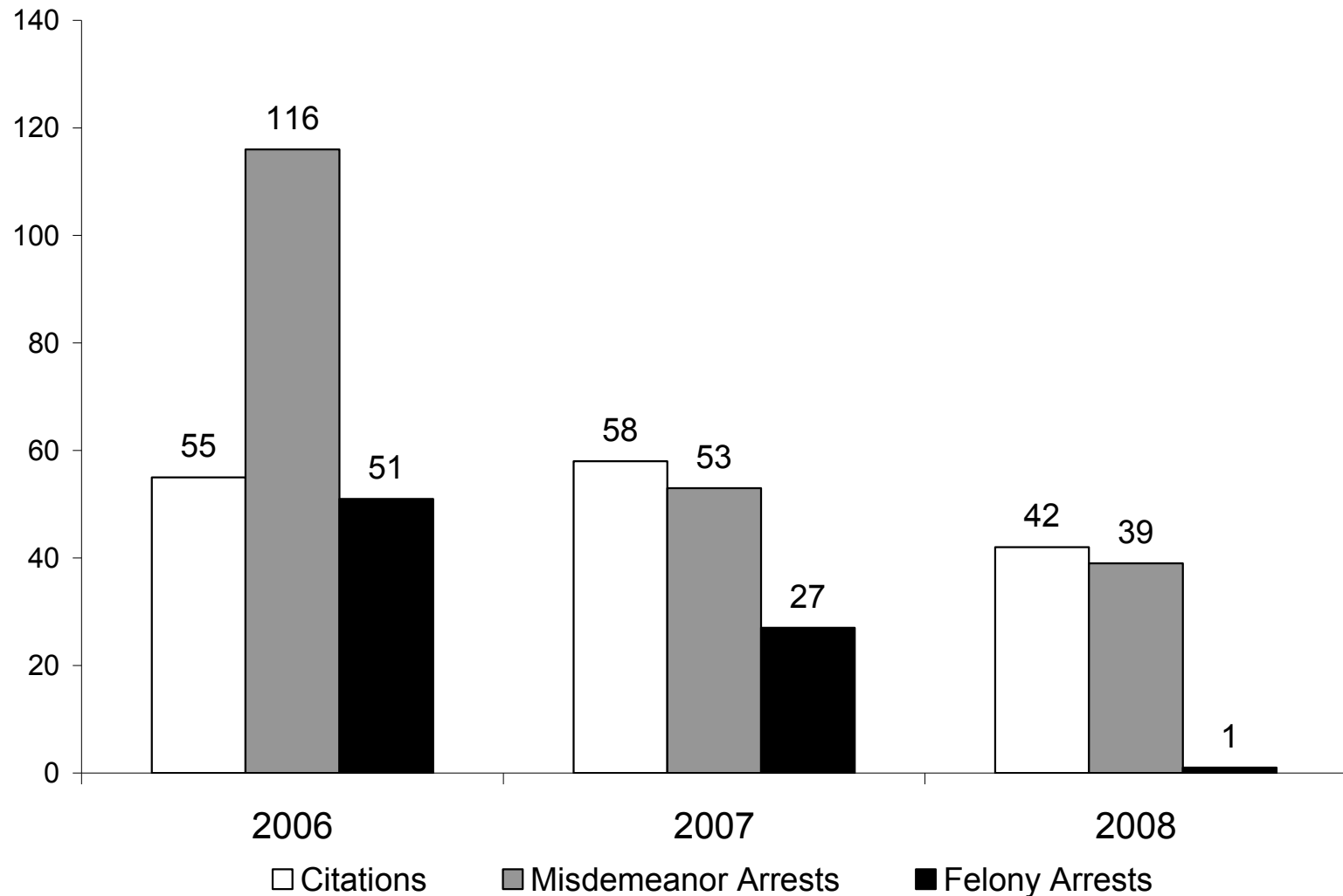
Focus: Removing hazards

Bottle and can ordinance

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**

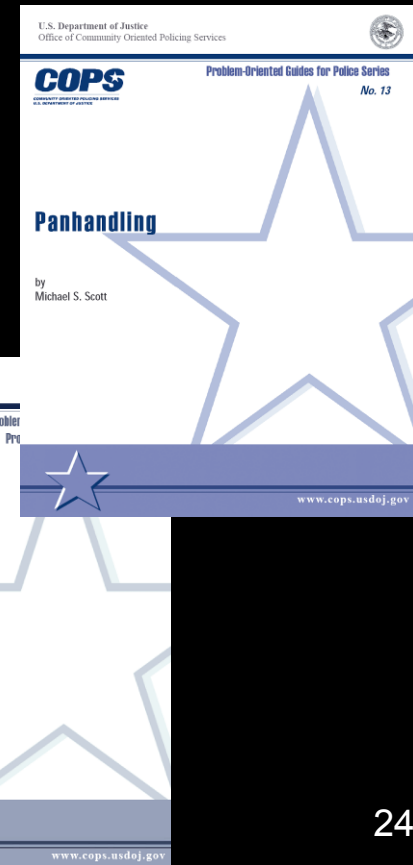
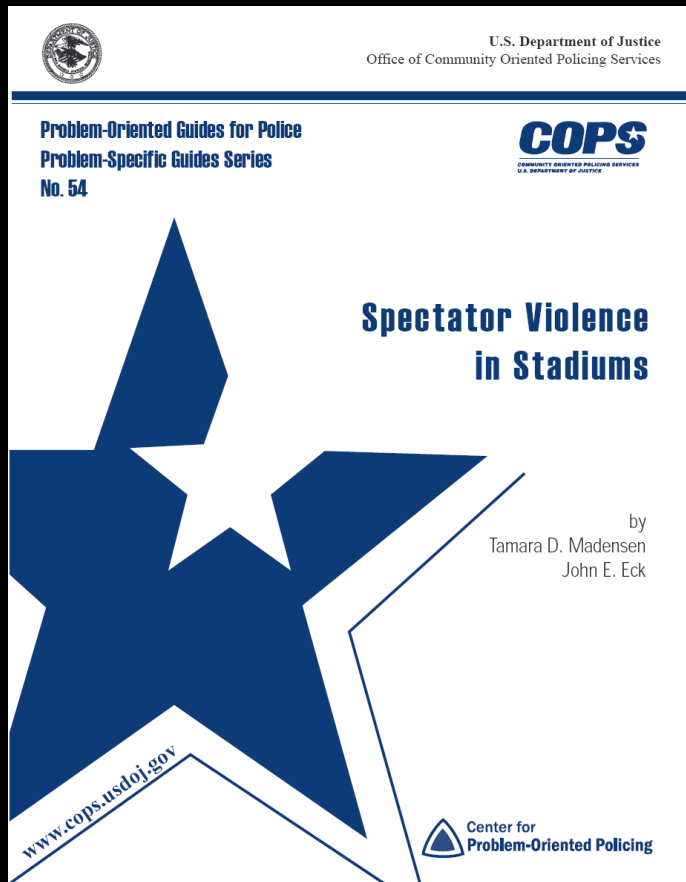
**Deny
Benefits**

**Discourage
Imitation**

**Control
Drugs &
Alcohol**

Useful Resources

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

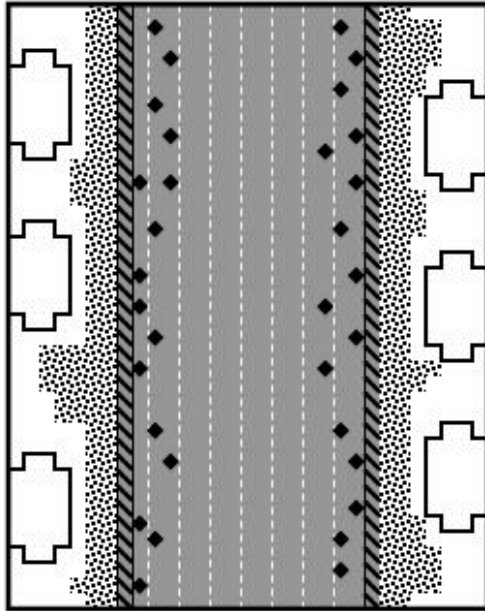


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Barricade Strategy



6:00PM

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



Geographic Features



Casino



Las Vegas Blvd



Barricade



Crowd



Police officers