

Traffic and Crowd Management



Community Emergency
Response Team

Participant Introductions

- Introduce yourself to the class by providing your:
 - Name
 - Reason you want to learn more about traffic and crowd management

Administrative Announcements

- Breaks
- Emergency exits
- Restrooms, smoking policy, cell phones silent
- Module completion

Module Purpose

To provide CERT members with the skills needed to manage traffic and crowds in planned and emergency situations.



What You Will Learn

- *CERT Basic Training* Concepts That Apply to Traffic and Crowd Management
- Communicating Effectively
- Crowd Management
- Traffic Management



Module Objectives

- Identify possible CERT roles in traffic and crowd management
- Explain *CERT Basic Training* concepts that apply to traffic and crowd management
- Demonstrate standard hand signals for directing traffic and crowds
- Describe skills for effective verbal communication with the public

Module Objectives (cont'd)

- Explain how to use radios and verbal communication skills to communicate with team members and chain of command
- Recognize and respond to various types of crowd behavior
- Identify safety concerns for managing crowds
- Develop basic crowd management plan for an emergency situation

Module Objectives (cont'd)

- Demonstrate correct use of traffic control devices
- Recognize safety concerns for managing traffic
- Read and write basic traffic management plan

What Do You Think?

- When would a CERT assist in the direction or management of crowds or traffic?

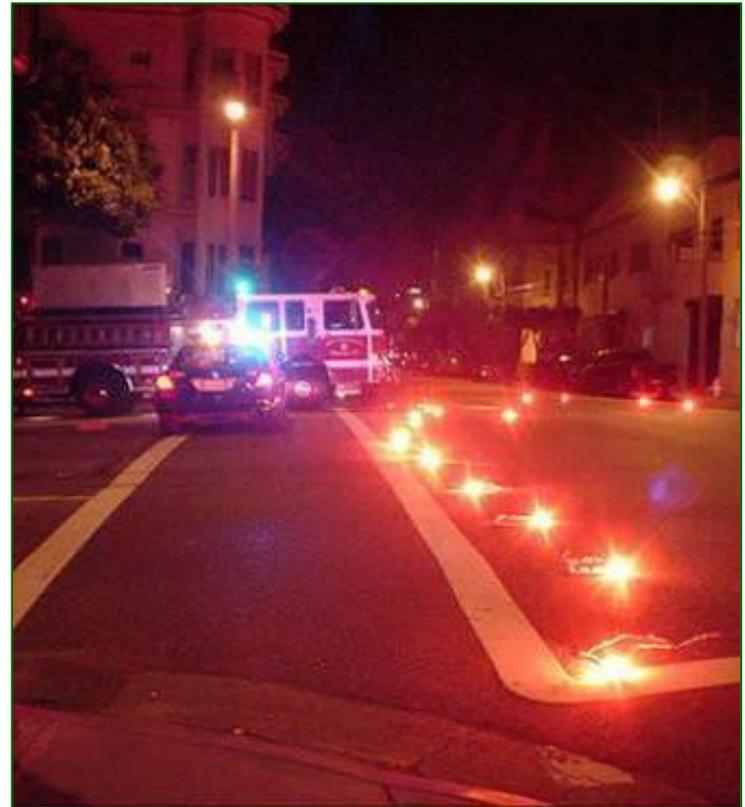
Planned Events

- Parade
- Festival
- County fair
- Rush hour traffic
- Funeral procession
- Training exercise
- Traffic checkpoint
- Point of distribution (POD)
- Other special event



Unplanned Incidents

- Traffic accident
- Weather hazard
- Roadway defect
- Traffic signal failure
- Natural or manmade disaster
- Terrorist incident



CERT Role in Crowd Management

- Direct flow of people
- Provide directions and assistance
- Communicate with team leaders and chain of command
- Maintain orderly scene



CERTS May Assist with Crowds By ...

- Calming crowds
- Providing security
- Distributing medication, food, or other items at POD
- Managing shelter crowds
- Coordinating people at activities
- Setting up, adjusting, and manning barricades
- Managing people at site(s) where professionals-CERTs are responding
- Managing unhurt survivors while conducting triage at large-scale incidents

CERT Should NEVER ...

- Deal with unruly or aggressive crowds
- Use force or violence to manage a crowd

CERT Role in Traffic Management

- Direct flow of traffic with hand signals and traffic control devices
- Provide directions and assistance
- Communicate with team leaders and chain of command
- Maintain orderly scene

CERT Members Only Assist Traffic If ...

- They activate to assist at planned event and operate under direction of government agency
- Their assistance is requested by law enforcement or fire service responders at unplanned incident
- They encounter a specific traffic problem during CERT response to a large-scale unplanned incident

Local Evacuation Plan



A CERT Member's Duty

- Make sure you do not jeopardize:
 - Your own safety
 - Safety of others
 - Credibility of CERT Program



Personal Safety

- Dealing with traffic and crowds can be challenging and dangerous
- Maintain personal safety by:
 - Wearing correct attire
 - Behaving appropriately
 - Recognizing personal limits
 - Asking for assistance or relief
 - Backing away from dangerous situations

Management vs. Control

- CERT members *manage* traffic and crowds
- CERT members do not *control* traffic or crowds

Local Ordinances and State Statutes

- Insert local ordinances and state statutes that pertain to traffic and crowd management here.

Review of *CERT Basic Training*

- Incident Command Structure (ICS)
- CERT sizeup
- Maintaining scene safety
- Team communication

Onscene Management

Purpose of onscene management is to:

- Maintain safety of responders
- Provide clear leadership and organizational structure
- Improve effectiveness of rescue efforts

Incident Command System (ICS)

- CERTs are part of ICS
- Basic ICS structure is established by person who arrives first on scene
- CERT members always defer to professional responders
- If no professional responders on scene, CERT Incident Commander/Team Leader (IC/TL) is in charge

What Do You Think?

- What are the command positions of the ICS?

Team Organization

- CERT may operate in two ways
 - One team performing all tasks
 - Smaller teams performing specific tasks
- In all situations, each unit must have an identified leader
 - To supervise tasks being performed
 - To account for team members
 - To report information to his or her leader

CERT Sizeup

- Use sizeup whenever CERT is deployed for crowd or traffic incident without professional responders to direct actions



What Do You Think?

- What are the steps of CERT sizeup?

CERT Sizeup Steps

1. Gather facts
2. Assess and communicate the situation or damage
3. Consider probabilities



CERT Sizeup Steps (cont'd)

4. Assess your own situation
5. Establish priorities. Remember, life safety is the first priority!
6. Make decisions



CERT Sizeup Steps (cont'd)

7. Develop a plan of action
8. Take action
9. Evaluate progress



Maintaining Scene Safety

- Work with a buddy
- Communicate frequently with team members
- Keep IC/TL informed
- Wear appropriate attire
- Make sure communication devices are working

Maintaining Scene Safety (cont'd)

- Recognize signs of a dangerous situation
- Have backup available
- Relieve team members regularly
- Be respectful
- Pay attention to intuition and personal limitations

Team Communication

- Team communication is vital to safety
- Radios are generally used for team communication
- Team members inform each other of changes in situation
- Team leader makes decisions based on team input

Communicating Effectively

- In this topic, you will learn about:
 - Standard hand signals for directing cars and pedestrians
 - Communication skills for interacting effectively with the public, your team, and the chain of command

Demonstration

Hand Signals

Practicing Hand Signals

Stop

Proceed

Go slow

Move to the right

Communication with the Public

- Be ready to answer questions from drivers and pedestrians
- Agency in charge should explain
 - How people or traffic are expected to move
 - What pedestrians or drivers may want to know
- Clear, respectful communication can prevent negative encounters

Be Assertive



- You are the person in charge
 - You must manage the operation to avoid confusion and chaos
- Do not be intimidated
 - Directing crowds and traffic relies on common sense, good judgment, and good communication
 - With practice, traffic and crowd operations will come naturally

Be Decisive



- People need direction
- Be clear and precise
- Do not be hesitant or indecisive about what you want people to do

Be Courteous

- Remain calm and polite at all times
- Provide information quickly and concisely
- Keep crowds informed of changes
- Remain aware of your surroundings
- You represent the agency in charge and the CERT Program

Exercise



Determining Your Comfort Level

Radio Communication

- Most traffic and crowd events require use of radios
 - Team members spread throughout large events can communicate by radio
 - Team members on either end of a traffic incident can communicate by radio

Radio Communication (cont'd)

- Radio communication allows team members to:
 - Call for help
 - Know when traffic or pedestrians may proceed
 - Report potential safety concerns
- Radio communication also allows IC/TL to keep track of team members and situation

Operating a Two-Way Radio



Operating a Two-Way Radio (cont'd)

- Always carry extra batteries
- SAFETY NOTE: Never attempt to recharge alkaline batteries!
- Agency in charge should issue radios

Radio Communication Tips

- Hold PTT button down for at least 1 second before speaking
- Know what you are going to say before you push PTT button
- Talk across face of microphone
- Speak slowly, distinctly, and clearly
- Identify unit you are calling first and then your unit
- Always acknowledge calls and instructions

Demonstration

Two-Way Radio Communication

Communicating Up Chain of Command

- CERT members need to communicate professionally up the chain of command
- Agency in charge should provide these
 - Communication plan
 - Protocols for communicating up chain of command
 - Who to report to

Crowd Management

- In this topic, you will learn about:
 - Applying communication techniques and CERT sizeup to crowd scenes
 - Basics of crowd behavior
 - Responding to crowd situations
 - Developing a basic crowd management plan for an unplanned incident

CERT Role in Management of Crowds

- Direct flow of people
- Provide information and referral
- Communicate and coordinate with team members
- Monitor scene
- Report to chain of command
- Maintain personal safety

Crowd Psychology

- A crowd can assume a personality of its own
- “Herd” mentality may cause members of crowd to follow each others’ actions



Safety Concerns

- Most crowds at planned events are law-abiding and compliant
- Crowds are potentially dangerous
 - Actions of one individual can shape dynamics of entire crowd
 - Anonymity increases odds of unacceptable behavior
 - Once in action, crowd behavior is difficult to stop or slow

Behavior to Report

- Noncompliance
- Rumors
- Hostility
- Aggression
- Excitability
- Overcrowding
- Rushing
- Pushing

Dangerous Situations

- Unruly crowd behavior may turn into:
 - Looting
 - Projectiles
 - Fighting
 - Trampling
 - Panics
 - Crazes
- Once crowd panic and trampling begins, it is uncontrollable
- Little can be done to prevent death and injury

Management

Unruly Crowds

- CERT members should never deal with unruly or out-of-control crowds
- CERT member actions
 - Have a planned escape route
 - Recognize signs of an unruly crowd
 - Communicate up chain of command
 - Call for backup
 - Back away from situation

Exercise



Responding to Crowd Behavior

Crowd Management Plan

- In planned events, CERT members do not manage crowds without direction from professional responders
- In a disaster, CERT members may need to develop a basic crowd management plan
- CERT members can use CERT sizeup and Incident Action Plan to develop plan

Exercise



Developing a Crowd Management Plan



Traffic Management

- In this topic, you will learn about:
 - Using traffic control devices to manage various traffic situations
 - Safety concerns for traffic management
 - Reading and developing a basic traffic management plan

CERT Role in Traffic Management

- Direct flow of traffic
- Provide safe passage for pedestrians
- Communicate and coordinate with team members
- Monitor scene
- Report to chain of command
- Maintain personal and scene safety

Flag Persons

- When to use flag persons
 - Travel lanes are partially blocked
 - Shoulder must be used to pass by incident
 - Only one direction of traffic is available
- One person must be in charge



Equipment for Directing Traffic

- Proper equipment essential
 - Makes flag person more visible
 - Helps drivers recognize you as person directing traffic
- Equipment needed
 - Reflective vest:
Required by Federal law
 - Stop paddle
 - Flags
 - Radio
 - Flashlight
 - Road flares or traffic cones
 - Warning signs

Management

Demonstration

Paddle Method

Demonstration

Flag Method

Using Flares and Cones

- Uses for flares and cones
 - To funnel traffic
 - To direct it along alternate routes
 - To separate vehicles from incident



Flare and Cone Patterns

- Set flare and cone patterns
 - 20-25 feet apart in straight line
 - At gradual angle when directing lane change
 - To one side of incident
 - With flag person at each end
- Caution: Be alert for vehicles driving through patterns

Benefits and Limitations of Flares

Benefits

- Gain driver's attention
- Automatically indicate emergency
- Work day and night

Limitations

- Can cause fire
- Can burn user
- Limited to 15-30 minutes



Igniting Flares

- Point flare away from your body and down
- Turn face away from flare and strike down away from your body
- After lighting flare, do not push cap onto end of flare with palm of your hand, as the striking surface may hold hot residue

Extinguishing Flares

- Pick up flare and tap lit end on ground until flare goes out
- Do not throw or step on flares to put them out

Flare Safety Tips

- Always wear protective equipment such as gloves and goggles
- Do not light flares near fire hazards such as leaking gas, butane, hazardous materials, or wind
- Never hold flare above your head and shoulders, as molten material drips from end of flares and can cause burns

Benefits and Limitations of Cones

Benefits

- More practical than flares if incident will last long
- Don't burn out
- Require little attention

Limitations

- Can not be seen from as far a distance as flares
- Are bigger than flares and harder to transport in large amounts

Personal Safety

- Be highly visible
- Remain alert at all times
- Keep an eye out for impaired or out of control vehicles
- Take a safe position

Personal Safety (cont'd)

- Do not have unnecessary conversation with workers, pedestrians, or drivers
- Once oncoming traffic stops, stay aware of the traffic at your back
- Take breaks away from moving traffic
- Don't wave the flag other than to signal
- Don't give flagging directions against a traffic signal

What Do You Think?

- While managing traffic, what can you do to keep your team safe?

Keep Your Team Safe

- Remain alert for any situation that may endanger your team members
- Keep team members aware of what is going on around them
- Warn others of changing situation and impending hazards

Keep Your Team Safe (cont'd)

- Keep your chain of command aware of changes in the situation
- Consult your chain of command if you have questions

What Do You Think?

- What can you do to help maintain scene safety while directing traffic around an incident?

Scene Safety at Traffic Incident

- Make sure there is one person in charge of the situation
- Don't start traffic until you communicate with other end of traffic control point
- Don't leave your station until properly relieved
- Keep traffic slow past incident
- Look out for inattentive drivers
- Give clear, concise hand signals
- Be polite and courteous to drivers
- Use verbal orders as little as possible

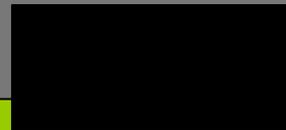
Management

Traffic Situations

- CERT members may help manage traffic on:
 - Straight roads
 - Curved roads
 - Intersections
- CERT members should **NEVER** direct traffic on freeways

Straight Roads

 Flagger



Incident



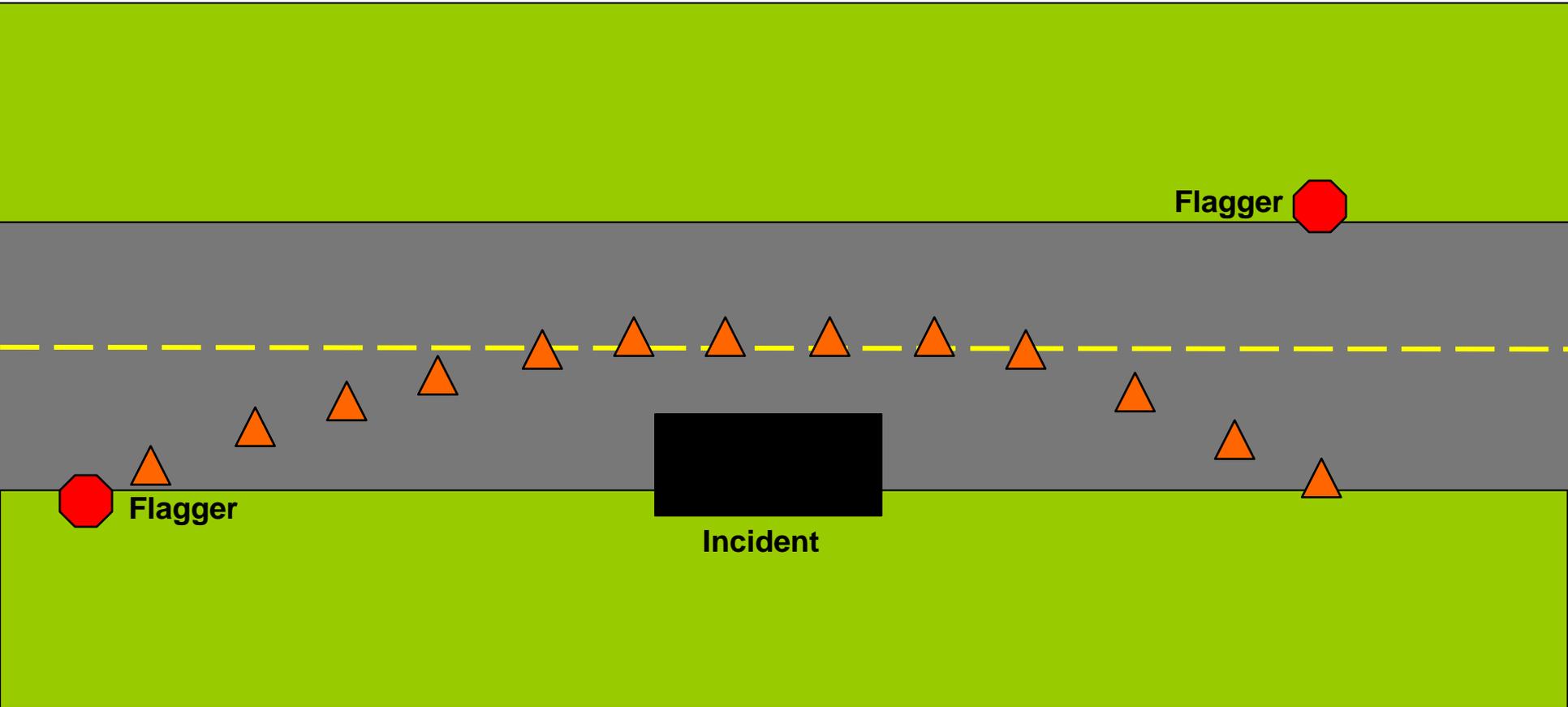
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CERT Traffic and Crowd
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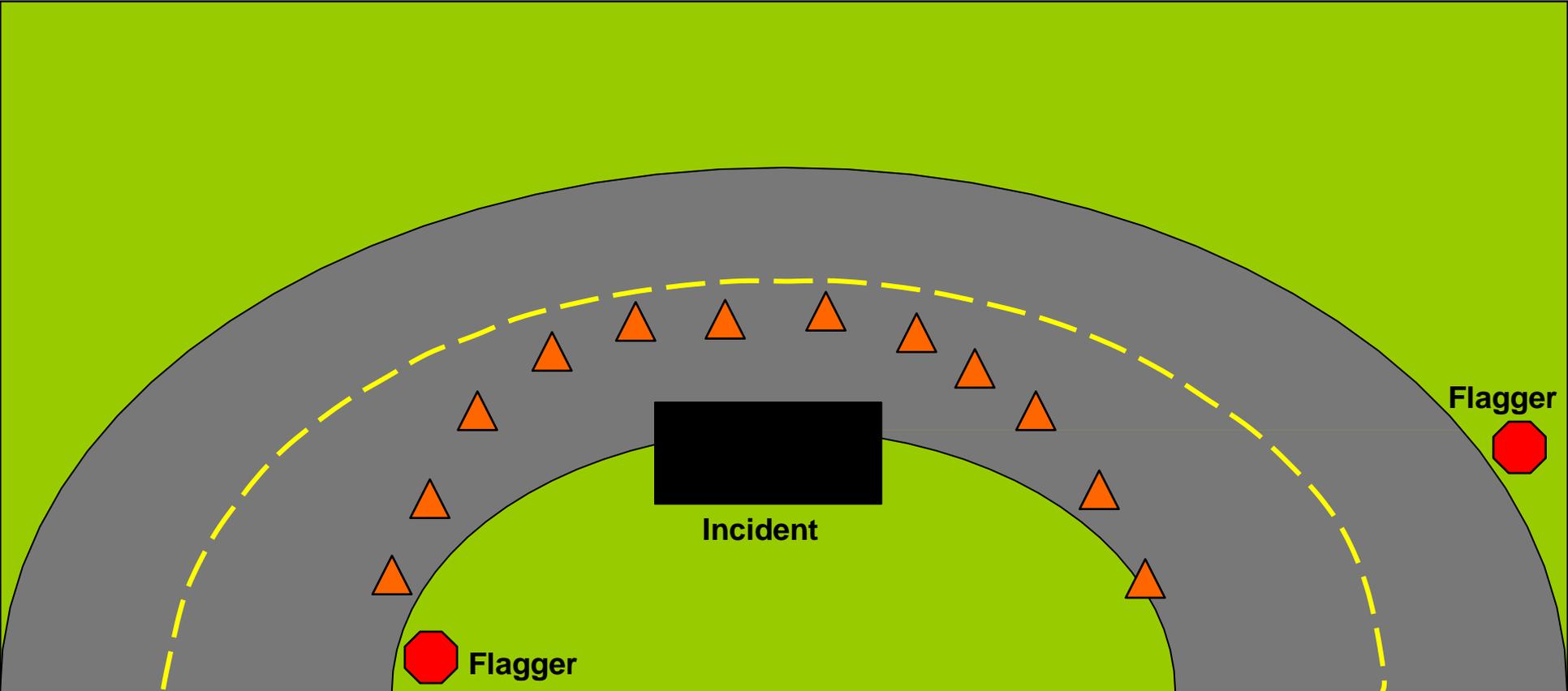
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Straight Roads (cont'd)



Curved Roads



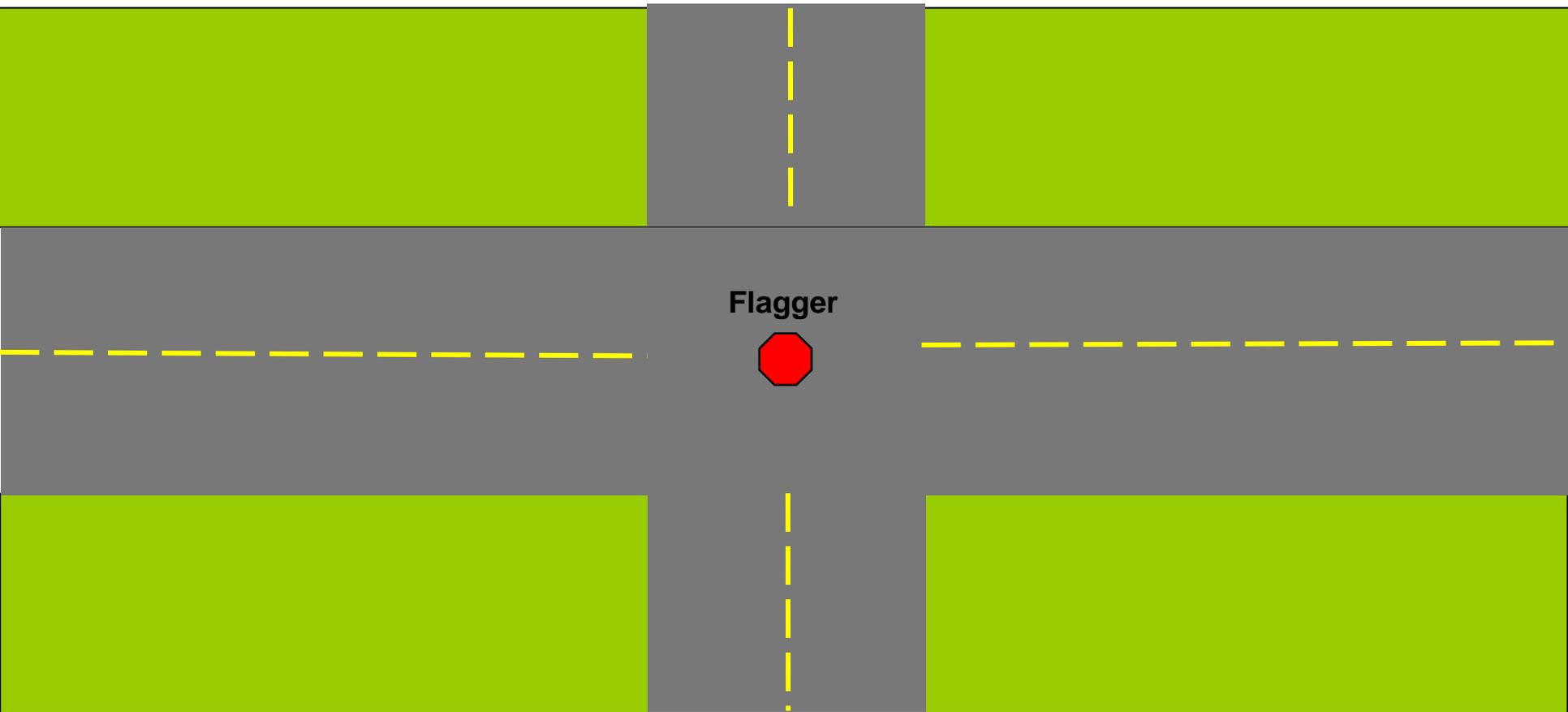
Intersections

- Most hazardous traffic operation that CERT members may be asked to perform
- Causes
 - Power outage
 - Evacuation

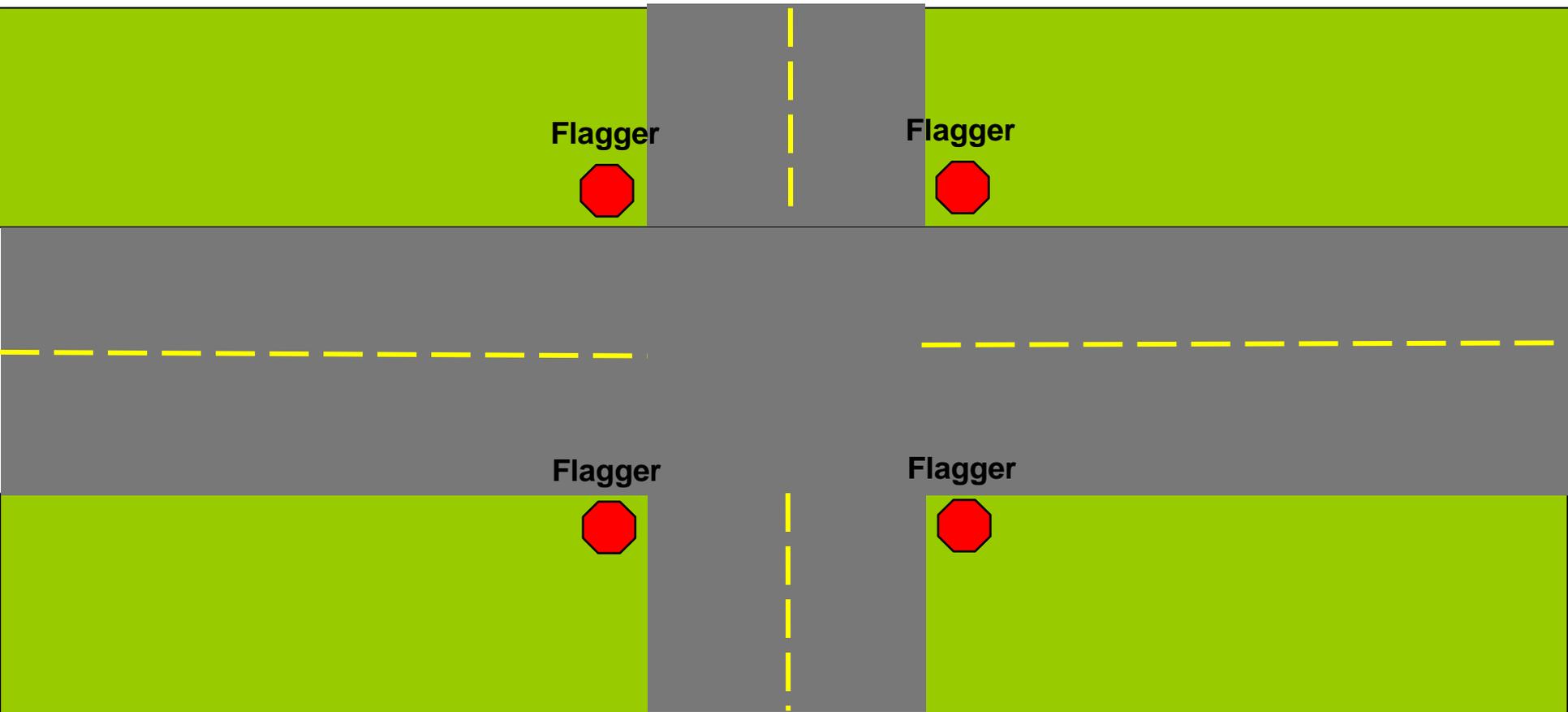
General Guidance at Intersections

- Stand where you can see all traffic; drivers can see you
- Never turn your back to oncoming traffic
- Signal drivers in time to stop before reaching crosswalk
- Clear intersection before allowing opposite traffic to proceed
- Don't let too many cars build up in any direction

Intersection with One Person



Intersection with More Than One Person



Exercise



Directing Traffic

Exercise



Develop a Traffic Management Plan



Module Summary

In this module, we reviewed:

- *CERT Basic Training* Concepts That Apply to Traffic and Crowd Management
- Communicating Effectively
- Crowd Management
- Traffic Management