

Event Marshal Guide

Chain of Command and Communication



Event Marshals Do Not

- ▶ Act as law enforcement
- ▶ Enter restricted areas without permission
- ▶ Engage in confrontations with participants, counter protesters, or others

Setting the Tone ▶

- ▶ Provide safe, welcoming, physical presence
- ▶ Serve as the conscience for those who would compromise public safety
- ▶ Serve as a conduit of unity and peace for the community
- ▶ Set the pace
- ▶ Smile, be respectful and polite
- ▶ Thank participants for coming out to the event

Sharing Information and Monitoring the Event ▶

- ▶ Provide information on route, event, and facilities
- ▶ Communicate event do's and don'ts
- ▶ Accompany marchers and be a resource
- ▶ Staff the event stages and locations
- ▶ Watch the participants, counter protesters, route, etc.
- ▶ See problems while they are still small

March ▶

- + Follow Marshal Captain's instructions
- + Take and maintain positions throughout
- + Escort the marchers through the route
- + Distinguish the type of march and watch for changes and people joining mid-march
- + Observe for emerging situations
- + Communicate, stay alert and monitor identified risks points and emerging situations
- + Monitor crowd for tension points, obstacles
- + Respond to requests for support

Rally ▶

- + Take and maintain your position around perimeter
- + Monitor for safety issues, tension points and risks
- + Monitor for the entry/exit of VIPs

- + Identify and report to assigned positions around rally locations
- + Prepare for planned civil disobedience
- + Monitor those who became agitated during the march

Disband ▶

- + Identify and report to assigned positions around disbanding location(s)
- + Direct and control pedestrian traffic
- + Set tone
- + Reduce crowd size safely
- + Monitor parking locations and vehicular traffic
- + Remain vigilant
- + Be aware of public transportation options
- + Communicate instructions and directions

Communication Tips: Five-step Process ▶

- ① Ask first
- ② Set the context and explain the situation
- ③ Present options
- ④ Confirm understanding/acceptance
- ⑤ Act

Active Listening ▶

- ▶ How could I help you?
- ▶ Tell me more.
- ▶ I can appreciate why you feel that way.
- ▶ Let me see if I heard you correctly...
- ▶ Tell me what you think.
- ▶ I really appreciate your help with this.

What not to say ▶

- ▶ Come here!
- ▶ Calm down!
- ▶ What's the problem?
- ▶ I need to talk to you!

Identify and Control Rumors ▶

- + Communicate to your chain of command any misinformation or rumor you hear or see on social media
- + Follow instructions from the chain of command to carry out your specific role in responding to a rumor
- + Do not act on your own

De-escalation Plan ▶

- + Remind them to follow ground rules
- + Insulate and prevent them from blending into the crowd, but do not touch them
- + Continue monitoring them and communicating with Marshal Captain, CRS, or Command Center
- + Contact law enforcement

Safety Tips ▶

- ▶ Know the exit route(s)
- ▶ Know where vehicles are permitted to travel
- ▶ Maintain visual contact with team members at all times
- ▶ Maintain communication with your Marshal Captain and team members throughout the event
- ▶ Obtain safety briefings or updates from the Command Center
- ▶ Monitor highways, water ways, rooftops, bridges, and overpasses
- ▶ Know how to signal if you need help to your buddy and/or law enforcement
- ▶ Know your emergency meet up

Event Notes ▶
