U.S. Department of Justice
Community Relations Service (CRS)

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 an 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

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