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Fact Sheet: Crowd Management

This fact sheet is intended to provide general guidance for crowd management requirements as provided by the Massachusetts Fire Code 527 CMR 1.00 (2015), Chapter 20, as applicable to events held on the MIT campus.

Use of Crowd Managers and Crowd Manager Supervisors per the Requirements of Massachusetts Fire Code 527 CMR 1.00 (2015), Chapter 20

Crowd Managers

A nightclub, dance hall, discotheque or bar with an occupant load of 100 or more, **shall be provided** with a minimum of one trained crowd manager. Where the occupant load exceeds 250, additional trained crowd managers or crowd manager supervisors shall be provided at a ratio of 1 crowd manager for every 250 occupants.

A nightclub, dance hall, discotheque, or bar shall be defined as:

- (1) Any facility classified as an A-2 or A-3 use group under the Building Code which is principally designed or used as a nightclub, dance hall, discotheque or bar; or
- (2) Any facility that features entertainment by live band or recorded music generating above normal sound levels and has a specific area designated for dancing.

A crowd manager is **not** required for:

- (1) A temporary structure erected at the same location for no more than ten days in any calendar year; or
- (2) A facility that features fixed seating, such as a theatre, auditorium, concert hall or similar place of assembly; or
- (3) A facility used for organized private function where:
 - (a) Each guest has a seat and a table for dining purposes; and
 - (b) Attendance for each event is limited by pre-arrangement between the facility operator and the private event organizers; and
 - (c) The legal capacity of the facility provides not less than 15 square feet (net) per occupant.

The crowd manager shall receive training, as required by the State Fire Marshal. The State Fire Marshal shall develop a reasonable method to confirm, on a three-year basis, that a crowd manager has completed the training in regards to their responsibility.

Note: DFS Crowd Manager Certification Training is available on the Commonwealth of Massachusetts, Executive Office of Public Safety, Department of Fire Services website at: <https://public.eopsselearning.com/course/index.php?categoryid=3>

A crowd manager shall be at least 21 years of age, shall be the owner or operator of the business or under the direct control and supervision of said owner or operator and shall be responsible for all of the following:

- (1) Maintaining clear paths of egress, assuring that the facility does not exceed its occupant load limit, initiating a fire alarm if necessary, directing occupants to exits (crowd managers shall be trained and drilled in the duties they are to perform in case of fire, panic, or other emergency to effect orderly exiting);
- (2) Assuring general fire and life safety awareness of employees and occupants, including assuring that exit announcements are made.
 - (a) In the following assembly occupancies, an audible announcement shall be made, or a projected image shall be shown, prior to the start of each program that notifies occupants of the location of the exits to be used in case of a fire or other emergency:
 - i. Theaters;
 - ii. Motion picture theaters;
 - iii. Auditoriums; and
 - iv. Nightclubs, dance halls, discotheques, or bars.

Note: The requirement of shall not apply to assembly occupancies in schools where used for nonpublic events.

- (3) Accurately completing the DFS Crowd Manager Fire and Building Safety Checklist (FP-250), as required (Appendix A).
 - (a) The crowd manager shall be responsible for the completion of the Crowd Manager Fire & Building Safety Checklist, as prescribed by the State Fire Marshal, on each day of operation prior to opening the facility to patrons.
 - i. Certificates where required by the checklist, shall comply with 527 CMR Section 1.13 (Certificates).
 - (b) This checklist shall include, but not be limited to, the routine safety check of existing fire protection systems, fire extinguishers, signage, interior finish, exits, unobstructed egress, crowd control procedures and building occupancy limits.
 - (c) The original completed checklists shall be kept on the premises for at least one year and shall be subject to inspection by the AHJ.

Crowd Manager Supervisors

The training for the duties and responsibilities of crowd manager supervisors shall include the following:

- (1) The duties previously described under crowd manager duties.
- (2) Understanding crowd manager supervisor roles and responsibilities.
- (3) Understanding of incident management procedures.

- (4) Understanding the facility evacuation plan (crowd manager supervisors shall be trained and drilled in the duties they are to perform in case of fire, panic, or other emergency to effect orderly exiting).
- (5) Understanding the facility command structure.

APPENDIX A

Crowd Manager Fire and Building Safety Checklist (FP-250)



Department of Fire Services
Commonwealth of Massachusetts

Crowd Manager Fire and Building Safety Checklist (FP-250) (to be completed
on each day of operation prior to opening the facility to patrons)

Date: _____

Required for nightclub, dancehall, discotheque or bar as defined in 527 CMR 1.00: 20.1.5.6.4.

Inspection Item	Yes	No
Is there one crowd manager on duty for every 250 occupants as identified on the Certificate of Occupancy? <i>Note – copies of crowd manager Certificate of Successful Completion should be kept on site.</i>		
Are employees trained to direct occupants to an exit in the event of an emergency and the other duties contained in the emergency plan?		
Are all egress paths maintained in a manner to provide a clear, unlocked, accessible path?		
Are all exit doors operable?		
Is all exit sign lighting operable?		
Is all emergency lighting operable?		
Are fire extinguishers in working order? Last inspection date: _____		
Are exterior stairways and means of egress free of snow and ice?		
The person responsible to make Exit announcement in accordance with 527 CMR 1.00 Section 20.1.5.8.3 is: _____		
The person responsible to ensure no one enters in excess of the posted occupant load limit, which includes all employees, guests and performers, is: _____		
Is the Certificate of Inspection posted? Maximum Capacity: _____ Expiration Date: _____		
Has the sprinkler system been inspected within the last year? Most recent automatic sprinkler inspection/test date: _____		
Has the fire alarm system been inspected and tested within the last year? Most recent fire alarm system inspection/test date: _____		

Any item checked "No" above must be resolved prior to opening

For questions - contact your local fire department

Has the commercial cooking equipment exhaust system been cleaned in accordance with the required frequency? Date of last cleaning: _____		
Has the commercial cooking fire suppression system been inspected in the last six months? Date of last inspection: _____		

Any item checked "No" above must be resolved within 24 hours.

For questions – contact your local fire department

Signed by Crowd Manager: _____ **Crowd Manager Certificate #:** _____