



VENUE MANAGEMENT

DUTIES AND RESPONSIBILITIES OF VENUE MANAGER

- Develop a facility plan for approval by the Board of Directors, including:
 - Act as liaison with facility authorities regarding use of facilities;
 - Negotiate space usage within the venue;
 - Manage and coordinate all Games venues;
 - Arrange venue meetings and orientation tours of the venue, as required.
- Develop related policies and procedures for approval by the Board of Directors. *Refer to Policies.*
- Determine facilities, equipment and supplies required and arrange to obtain.
- Develop a detailed committee budget for approval by the Board of Directors. *Refer to Budget Format.*
- Ensure plans are implemented within the approved budget, timeline, policies and procedures. *Refer to Timeline.*
- Determine number of committee volunteers required. Recruit, register, train, schedule and supervise volunteers. *Refer to Managing Volunteers.*
- Liaise with other committees, as required.
- Coordinate the activities of the committee in consultation with the GOA GAMES UNIT and the Games staff.
- Attend *Essential Meetings* and committee meetings, as required. *Refer to Essential Meetings to Attend*
- Prepare a final report. *Refer to Final Report.*

STRUCTURE OF COMMITTEE

- It is RECOMMENDED that a Venue Manager be recruited for each Games venue to coordinate the needs of all committees using the venue.
- It is RECOMMENDED that Venue Managers at sport venues be selected in consultation with Sport Chairs. (Venue Managers have been recruited from Sport Committees for sport venues in past Games.)

Roles and Responsibilities

- Venue Managers are recruited by FACILITIES for each venue approximately ☺ 12 months prior to the Games to coordinate the needs of all committees using a Games venue.
 - a) Sport Chairs are responsible for all activities within the “field of play”;
 - b) Venue Managers are responsible for all activities outside the “field of play”.

Note: SPORT needs are traditionally given top priority.



It is ESSENTIAL to clarify the roles and responsibilities of Venue Managers at the following venues:

- Athlete Villages:
 - a) Village Mayors are appointed by ACCOMMODATIONS in each Athlete's Village.
 - b) Village Mayors perform similar duties to Venue Managers and make Venue Managers redundant in some schools. (especially those being used only for accommodation only)
- Food Centre - The Food Centre Chair may choose to perform the duties of a Venue Manager if the facility is being used only as a Food Centre.
- Opening Ceremonies - The Ceremonies Chair may choose to perform the duties of a Venue Manager if the facility is being used only as a ceremonies site.

Duties and Responsibilities of Venue Managers
<ul style="list-style-type: none">* Establish rapport and maintain contact with facility authorities.* Determine needs of all Games groups requiring space, equipment or services at the venue.* Assist in determining upgrading and development requirements.* Negotiate and coordinate space requirements of Games user groups.* Identify and coordinate requirements for equipment, supplies, and portable facilities at the venue.* Determine projected number of Games participants, volunteers and spectators at the venue.* Prepare a facility budget for approval by the Director. (if required)* Prepare a <i>Detailed Venue Plan</i> and schedule for the venue.* Arrange "venue meetings" involving representatives from all committees using the venue.* Arrange venue inspections/tours, as required.* Arrange for health and fire inspections, as required.* Identify directional signage required in the venue.* Coordinate venue set-up, cleanup, portable facility installation, etc. at the venue to ensure the facility is ready for use.* Ensure janitorial, washrooms are functioning, paper products are available, cleaning and lighting supplies are available, garbage containment and removal, snow and ice removal, etc.* Arrange a means of recording the levels of spectator attendance at events throughout each day.* Be on site as a "problem solver" during the Games.* Recruit, train and schedule volunteers required.

It is RECOMMENDED that all contact with facility authorities be made through the Venue Manager.



Space Coordination

- Obtain floor plans and site plans of the venue from facility authorities as early in the planning process as possible.
- Meet with all committees requiring space, equipment or services at the venue to confirm their requirements, such as:
 - A. SPORT:
 - * Competition areas and players’ benches
 - * Warm-up and practice areas
 - * Dressing rooms, showers, and weigh-in rooms
 - * Area to post schedules (and results)
 - * Equipment storage and equipment preparation areas, e.g. ski waxing
 - * Officials working area and/ or meeting room
 - * Athletes’ and coaches lounge (for lunches, etc.)
 - B. FOOD SERVICES:
 - * Food Centre (for breakfast and supper)
 - * Lunch (distribution/eating area at venues)
 - * Concessions
 - C. CEREMONIES
 - * Location
 - * Plans
 - D. REGISTRATION AND RESULTS:
 - * Results Centre and results posting at venues
 - E. GAMES ADMISSIONS:
 - * Admissions sales
 - F. SOUVENIRS:
 - * Souvenir sales area
 - G. COMMUNICATIONS:
 - * Access to Wi-Fi for various Games committees, e.g. results
 - H. MEDICAL SERVICES:
 - * First aid room
 - I. MEDAL PRESENTATIONS:
 - * Presentation area
 - * Storage for podium, medals, carpet
 - * Sound system
 - J. FRIENDS OF THE GAMES:
 - * Location of sponsor signs and banners
 - * Clarify responsibilities for installation and removal of signs
 - K. MEDIA:
 - * Area for photographers
 - L. SECURITY:
 - * Location of Lost and Found
 - M. VOLUNTEERS:
 - * Room/area for volunteers to leave coats, eat lunch, relax, etc.
- Good communication with facility authorities is ESSENTIAL.
 - * Ensure facility authorities are continually updated as additional information becomes available or needs change.
- It is ESSENTIAL that Venue Managers be on-site and accessible, during the Games to handle any unforeseen problems that arise.

Clarify Roles and Responsibilities for:

- Facility upgrading or development;
- Facility setup, decorating, and dismantling;
- Signage production and installation.



Determine Projected Numbers of People at all Venues:

Determine projected numbers of people at the venue to plan appropriately for food services, seating space, etc.

- Liaise with SPORT, and the GOA Games Unit to determine:
 - a) Projected number of participants (athletes, coaches and managers/chaperones) and technical officials
 - b) Projected number of spectators
- Liaise with VOLUNTEERS to determine projected number of volunteers working on each committee at the venue.

Signage:

- Liaise with all committees using the venue to identify signage required, e.g.:
 - a) Signs required by committees, e.g. *Sport Officials Only*, etc.
 - b) Directional signage within the facility, e.g. directions to concessions, etc.
 - c) Sponsor signage
 - d) Outdoor venue signage, e.g. *Food Centre, Swimming*, etc.
- Clarify roles and responsibilities with the SIGNAGE Committee and other committees using the venue for:
 - a) Production of signs;
 - b) Installation and removal of signs.

Determine Requirements for:

- Waste Management
 - a) Identify amount and type of waste that will need to be handled (especially at the Food Centre).
 - b) Determine requirements for garbage receptacles, removal of waste from the venue, servicing of portable toilets, etc.
 - c) Recycling and Returnable
- Additional janitorial
- Additional power, lighting, extension cords, etc.



Sound Systems:

Sound Systems Are Typically Required At:
<ul style="list-style-type: none">* Fundraising events (including prior to the Games);* Promotional events (including prior to the Games);* Most sport venues;* Cultural events;* Hospitality events, e.g. athletes' entertainment, Alberta Games Reception, etc.* Volunteer rally and volunteer appreciation party.

Communications:

- Liaise with COMMUNICATIONS as early as possible:
 - a) To confirm cell phones, or 2-way radios required by venue managers.
 - b) To confirm and test wifi) connection

Security:

- Review security requirements with SECURITY Committee, e.g. overnight security at outdoor venues.
- Clarify procedures for Lost and Found.

Portable Facilities and Equipment:

- Work closely with the PORTABLE FACILITIES & EQUIPMENT Committee
 - a) To coordinate requirements for portable equipment/facilities requested by various committees.
 - b) To confirm requirements for power (generators, propane), etc.
 - c) To coordinate delivery, setup and dismantling of portable equipment and facilities.
 - d) To coordinate requirements for maintenance or servicing, e.g. portable toilets.

Snow Removal:

- a) Ensure plans are in place to clear parking lots of snow before volunteers and participants arrive at the Food Centre, competition venues, etc. in the early morning.
- b) Ensure plans are in place to clear roads and parking lots at all venues



Portable Facilities and Equipment Used in Past Games:

- Tables and chairs
- Bleachers
- Garbage receptacles
- Stages
- Portable toilets and servicing
- Shower Trailers
- Temporary fencing
- Temporary shelters, tents and trailers

Parking and Traffic Control:

- Liaise with PARKING AND TRAFFIC CONTROL and all committees using the venue to confirm requirements for parking and access to the venue, e.g.:
 - a) Internal buses transporting participants;
 - b) Parking for spectators;
 - c) No parking and restricted parking areas;
 - d) Areas to unload equipment;
 - e) Access for ambulances, etc.
 - f) Parking for volunteers, entertainers, television service crews, etc.