



CITY OF VANCOUVER CORPORATE POLICY

SUBJECT: 2010 Olympic and Paralympic Tickets Management	
CATEGORY: Administration	POLICY NUMBER: AG-023-01

PURPOSE

The City of Vancouver has purchased 2010 Olympic and Paralympic tickets as a strategic investment to support the advancement of City's interests and goals, and meet protocol obligations. The purpose of the policy is to ensure that the tickets are managed in an efficient and effective manner.

SCOPE

The policy applies to all City staff and Members of Council responsible for the management and use of the 2010 Olympic and Paralympic tickets purchased by the City of Vancouver.

DEFINITIONS

Guest - an individual or group of individuals for which the Ticket Request Approval Committee (TRAC) has approved the granting of Olympic and Paralympic tickets as a guest of the City of Vancouver. Guests are escorted by a Host unless otherwise approved by the TRAC. A spouse is not a Guest.

Host - a City Representative who is either a City of Vancouver Member of Council, a Parks Board Commissioner, or a member of the Corporate Management Committee (or designate) that accompanies a Guest to a ticketed Olympic and Paralympic event.

Ticket Request Approval Committee - a committee consisting of the following members: the Deputy City Manager (chair); General Manager, Olympic and Paralympic Operations (co-chair); and the General Manager, Intergovernmental Relations and Strategic Partnerships. The Executive Assistant to the Mayor sits as an advisor to the Committee.

Ticket Allocation and Host Scheduling Committee - a committee consisting of the following members: Executive Assistant to the Mayor; Assistant City Manager; Deputy City Clerk; Director of Communications; and Park Board Manager of Communications. A VanPod representative is an advisor to the committee.

Staff Expert - a City Representative who is considered the lead subject matter expert in a field consistent with the City's interests and goals. The purpose of their role is to facilitate capacity building that may arise from hosting.

VanPod - The City of Vancouver protocol office located at the Protocol Operations Centre at the Coal Harbour Community Centre.

POLICY STATEMENTS

Use of Tickets

1. Tickets requests may be approved for any individual or group of individuals provided the individual or group of individuals contribute to the advancement of the City's goals and interests or they further the City's ability to meet protocol obligations.
2. Each individual or group of individuals for whom ticket requests have been approved ("Guest"), must be accompanied by a City Representative ("Host") unless otherwise approved by the Ticket Request Approval Committee.
3. Where a Host is not available to accompany a Guest, no tickets will be allocated unless the Ticket Request Approval Committee authorizes the Guest to attend the ticketed event without a Host.
4. Where a Guest for whom a ticket request has been approved is no longer able to attend the scheduled ticketed Olympic event, the tickets for that event are to be returned to the pool of Olympic and Paralympic tickets purchased by the City.
5. All tickets that could not be allocated in accordance with this policy may be made available for purchase, at cost, by City staff two days prior to the Olympic event.

Olympic Ticket Requests

6. Requests for Olympic and Paralympic tickets must be received by VanPod at least three days prior to the date for which the tickets have been requested.
7. Ticket requests may not be made by members of the Ticket Request Approval Committee or the Ticket Allocation and Host Scheduling Committee.
8. Ticket requests will be considered on the following basis:
 - a. The individual or group of individuals,
 - i. have contributed or are contributing to the betterment of one or more communities in the City;
 - ii. have contributed or are contributing to the economic development of Vancouver; or
 - iii. have contributed or are contributing to the advancement of the City's Green Capital agenda; or
 - iv. have fostered, or are fostering the City's core values of diversity, sustainability, inclusivity, livability, and accessibility.
 - b. A protocol obligation must be fulfilled.
9. Ticket requests may be approved to provide Guests and Hosts with tickets at cost or no cost at the discretion of the Ticket Request Approval Committee, provided the request meets the criteria set out in section 8 of this policy, and in accordance with this policy.
10. Ticket requests may be approved to provide spouses/partners of Guests/Hosts with tickets at cost or no cost at the discretion of the Ticket Request Approval Committee, provided the request meets the criteria set out in section 8 of this policy, and in accordance with this policy.

11. Up to ten (10) tickets may be approved for Guest use per ticket request unless otherwise approved in accordance with this policy.
12. The review and approval of ticket requests is the responsibility of the Ticket Request Approval Committee (TRAC). The TRAC mandate is as follows:
 - a. Review ticket requests and approve or deny based on the criteria set out in s.8 of this policy;
 - b. For each approved ticket request:
 - i. Determine whether a Host is required;
 - ii. Where it is determined that a Host is required, determine if the Host should be a Member of Council, a Park Board Commissioner, a member of the Corporate Management Team (or designate), or any combination thereof.
 - iii. Determine whether a Staff Expert is required to support the Host, and if so, whether Olympic and Paralympic ticket is required for that staff.
 - c. Determine which category of event tickets - prime or non-prime - will be allocated for each approved ticket request;
 - d. Determine whether a ticket will be allocated to a spouse/partner of a Guest when received as part of a ticket request;
 - e. Determine whether a ticket to be allocated to a spouse/partner of a Guest is to be allocated at no cost to the Guest;
 - f. Determine the total maximum number of tickets to be allocated for each approved ticket request and approve exceptions to this policy where deemed appropriate.
13. The TRAC will meet as needed and meetings may be conducted by means of electronic or other communications facilities.
14. A quorum is the majority of voting TRAC members appointed;

Ticket Allocation and Host Scheduling

15. The Ticket Allocation and Host Scheduling Committee (TAHSC) is responsible for fulfilling the requirements for each ticket request as approved by the TRAC. This includes the following:
 - a. Reviewing the inventory of available Olympic event tickets and determining the specific Olympic event the Guest and Host are to attend that:
 - i. Adequately meets the availability of both the Guest and Host;
 - ii. fulfills the approved ticket request where the number of tickets approved is less than the tickets available, or
 - iii. best fulfills the approved ticket request where the number of tickets approved is greater than the tickets available;
 - b. Determining the City representative to act in the capacity of Host for the specific Olympic event and scheduling that City representative to attend the event;
 - c. Identifying and scheduling a Staff Expert for each approved ticket request requiring a Staff Expert;
 - d. Determining the total number of tickets that can be provided based on scheduling considerations and approving the release of those tickets;
 - e. Reviewing the inventory of Olympic event tickets to identify those tickets that have not been allocated to City Guests and Hosts and, if required, making the

surplus tickets available at cost to City of Vancouver staff two days prior to the event; and

- f. Establishing a process for managing the cost recovery of surplus tickets.
16. The TAHSC will meet as required by the Chair and meetings may be conducted by means of electronic or other communications facilities.
 17. A quorum is the majority of voting TAHSC members appointed.

Use of Surplus Tickets

18. The Internal Auditor is responsible for establishing an effective and efficient process to collect the revenue from the cost recovery of surplus tickets that is consistent with other revenue and fee collection processes in the City.

Ticket Security and Release

19. All tickets purchased by the City of Vancouver to support the advancement of City interests and goals, and to meet protocol obligations are to remain in the custody of the Internal Auditor.
20. Tickets will be released as directed by the TAHSC upon receipt of a Ticket Request Approval and Allocation Form signed by the chair, or co-chair, of the Ticket Request Approval Committee and the Ticket Allocation and Host Scheduling Committee.

Access to Information

21. The list of City Guests and their ticket allocations will be considered public information at the conclusion of the 2010 Olympic and Paralympic Games on March 21, 2010.

APPROVAL HISTORY

ISSUED BY:	General Manager, Intergovernmental Relations and Strategic Partnerships	APPROVED BY: City Manager	DATE: 2010/01/22
AMENDED BY:	General Manager, Intergovernmental Relations and Strategic Partnerships	APPROVED BY: City Manager	DATE: 2010/02/04