Evolving Venue Operations for Success

A PEOPLE-FIRST, TECH ENABLED APPROACH

24/7 SOFTWARE
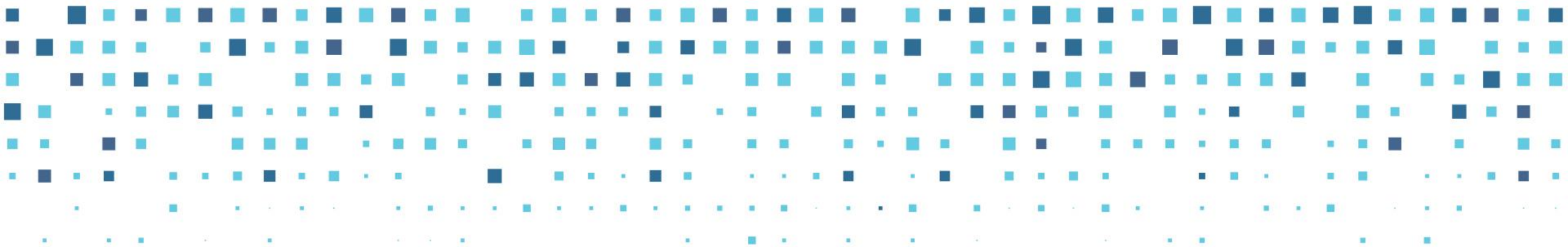
MELBOURNE OLYMPIC PARKS

MELBOURNE & OLYMPIC PARKS

OUR MISSION:

To empower world-class operations and exceptional experiences.

OVER 400 OF THE WORLD'S GREATEST VENUES

Problem One:

How do we run our Control Centre and our events better?

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- *Incident Management that supports and simplifies situational awareness and decision making*

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- *Clear job management that made it easy to get everything done across broad and different teams*

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How do we run our Control Centre and our events better?

- *Incident Management that supports and simplifies situational awareness and decision making*

- *Clear job management that made it easy to get everything done across broad and different teams*

- *Get information to the right people at the right time*

How things used to happen...

How things happen now

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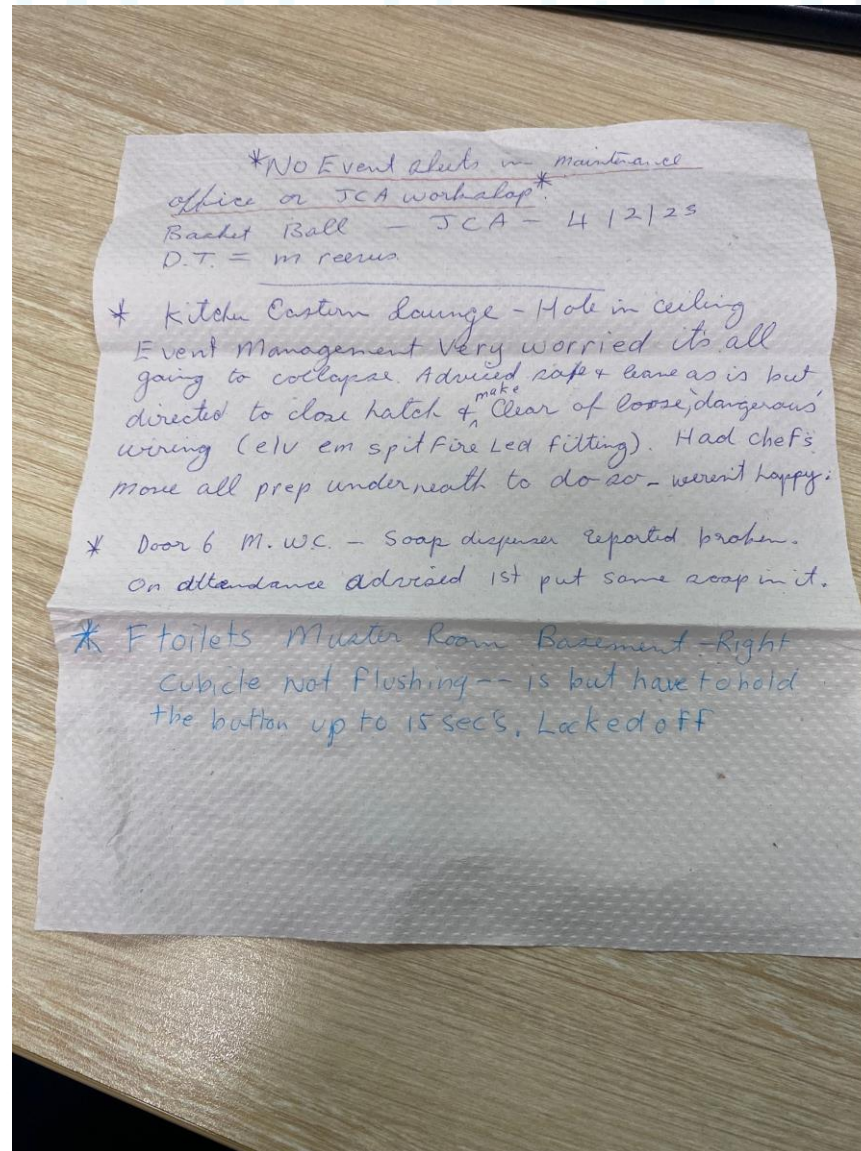
Events - Duty Technician Report
Jimmy Carr - 6 May 2023
06/05/2023 04:00:00 - 07/05/2023 04:00:00 (AEST)
Generated on 11/05/2023 21:07:33 (AEST)

Building Services Job Report

Job / Incident Summary

#	Incident / Job	Event Marker	Location	Sub Location...	Additional Location Info	Created	Closed
0001	Heating, Ventilation and Air Conditioner Request/Issue	Control Center Open - Pre Gates	JCA - Lvl 1 - Basement	Back of House	Production area	06/05/2023 16:57:09 (AEST)	06/05/2023 17:21:28 (AEST)
	Production rooms too hot						
	Adjusted control temperature setpoint down to cool production rooms. Room temperatures at 21.5 degrees. To cool production rooms all back of house will be effected as served by common outside air air handling unit. FCU B-20						
0003	Heating, Ventilation and Air Conditioner Request/Issue	Control Center Open - Pre Gates	JCA - Lvl 2 - Concourse	Catering / Bar Outlet	East	06/05/2023 18:12:45 (AEST)	06/05/2023 18:27:42 (AEST)
	The exhaust fans appear to not be on - can the duty tech please check						
	Checked all exhaust fans for kitchens - all running. Checked suction all ground level canopies all drawing air.						
0010	Broken / Damaged Infrastructure	Control Center Open - Pre Gates	JCA - Lvl 2 - Seating Bowl	Section / Row / Seat		06/05/2023 19:13:54 (AEST)	06/05/2023 19:21:46 (AEST)
	Water dripping on patrons sitting in section 66, row AA, seats 49-50						

Incomplete / On Hold / Further Action Required

#	Incident / Job	Location	Sub Location...	Additional Location Info	Resolution
0010	Broken / Damaged Infrastructure	JCA - Lvl 2 - Seating Bowl	Section / Row / Seat		INCOMPLETE - On Hold / Further Action Required
	Water dripping on patrons sitting in section 66, row AA, seats 49-50				

How things happen now

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Event Details

Total House	Total Sales	Actual Attendance	Announced Attendance
1528	804	1510	-

Weather	Event Mode	Retail Merch per heads	Retail Catering per heads
Top of 15 deg and rain persisting	--	Managed by hirer.	Estimate $11 | Actual $8.70

Evictions - Intox	Eviction - Behaviour/Other	Arrests	Ambulance Transportation
--	--	--	--

Game Result/s	EBMS No.
Magpies 69 v Firebirds 61	169175

Event Overview

Event Overview

On this cold and rainy Easter Sunday, John Cain Arena welcomed back the Collingwood Magpies who hosted the Queensland Firebirds for Round 4 of the SSN Season.

Game day planning occurred with the Magpies team earlier this week to finalise activation and event bump in requirements- nothing out of the ordinary from the previous two games. Continuing the Easter theme, the Magpies had arranged for an Easter Bunny to roam the concourse handing out miniature easter eggs to all the kids.

Courtside guests were treated to a food drop in their seats as well as floor bar access throughout the game.

Both ingress and egress were smooth at Gate 6 with no large lines.

The Magpies take the win this afternoon and will be back celebrating their ANZAC Day game on Tuesday 25 April against the Sunshine Coast Lightning at 1pm.

How things happen now

MELBOURNE OLYMPIC PARKS

Event Management Report
Bert Kreischer - 21 Apr 2023
21/04/2023 04:00:00 - 22/04/2023 04:00:00 (AEST)
Generated on 11/05/2023 21:13:41 (AEST)

Event Management Summary

Entry & Exit
Ingress: Gate 6. Long queues started forming at 18:30 making their way onto GSO. Staff deployed to handscanning and queue management team assisted with moving the crowd along and into the runs more quickly. Lines moved quickly and steady from 18:45.

Egress: Gate 6 and 7 East and West

Ticketing
Fully ticketed event. Allocated reserved seating on floor, lowers, mezz and uppers.

No ticketing issues on the night.

Venue Management
Recommended to relook at gate structure at Gate 6 for sold out events. Need to assess opening additional Gate at 7 East or West to assist with late arriving crowd. JCA Team to reassess

Operations
Production Manager was clear from the beginning with his requirements. This made the day run extremely smoothly for the Operations Team. All additional calls throughout the evening were actioned quickly.

Problem One:
How do we run our Control Centre and our events better?

Evolving for Success

- *Support our people using the product*

- *Leverage the team to improve the product*

- *Enabling champions*

Problem One:
How do we run our Control Centre and our events better?

Where do we want to go next?

Tasks

Task Name

Assigned To [+]

○ In Progress   ○ Suspended   ○ Closed

| Department ▾ | Location ▾ | Section ▾ | Priority ▾ | 🕐 Due |

Summary

Reset   ◉ Event Mode   ○ 24/7 Mode   Save

Event Tasks Queue

#	Actions	Task Name	Priority ≡	Due Date/Time
00035	🗒 ✎ 🗑	Check fork gas supplies	Standard	Set Up Phase (Pre Contracted Period) +0 mins
00034	🗒 ✎ 🗑	Check / install turnstiles as required and place tensa barriers eith		Set Up Phase (Pre Contracted Period) +0 mins
00033	◼ ✎ 🗑	Build FOH and camera risers if required	Standard	Set Up Phase (Pre Contracted Period) +0 mins
00032	🗒 ✎ 🗑	Conduct shift Toolbox meeting with all staff present	Standard	Set Up Phase (Pre Contracted Period) +0 mins
00031	🗒 ✎ 🗑	Turn on all lights	Standard	Set Up Phase (Pre Contracted Period) +0 mins

Tools in the hands of more of our people

Live Mapping

Problem Two:

How do we report across the precinct better?

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How do we report across the precinct better?

- *An easy way for everyone to contribute to the safety of the precinct*

OH&S Request Form

MELBOURNE & OLYMPIC PARKS

Melbourne & Olympic Parks
Hazard Report

This process is for NON-EVENT reporting of Hazards or Safety issues. If your request is related to an event, please contact the VCC/SCC and for an Emergency, where immediate assistance is required, contact Precinct Control Centre 03 9286 1000.

Details

Person Reporting

[   ]

Email Address

[   ]

Phone Number

[🇦🇺 ▾ 0412 345 678   ]

Location

[Select   ▾]

Sub Location

[Select   ▾]

Additional Location Info

[   ]

Summary

[   ]
[   ]

Attachments

Attachments

[Choose Files] No file chosen

[Reset] [**Submit**]

Problem Two:
How do we report across the precinct better?

- *An easy way for everyone to contribute to the safety of the precinct*

- *An easy way for our guests to be reunited with their lost items*

Lost & Found Request Form

LOST PROPERTY

Lost Item Details

Facility *

Melbourne & Olympic Parks ▾

Lost Date *

[   ] 📅

Item Category *

Select ▾

Item Description (include name if located on the found item) *

[   ]

Location *

Select ▾

Additional Location Information

[   ]

Event Name / Purpose of Visit *

[   ]

Problem Two:
How do we report across the precinct better?

Where do we want to go next?

Problem Three:

How do we communicate with guests better in the event environment?

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How do we communicate with guests better in the event environment?

- *Direct way for our guests to talk to our people*

Problem Three:
How do we communicate with guests better in the event environment?

How things used to happen

Problem Three:
How do we communicate with guests better in the event environment?

What have we learnt?

- Personalised communication became such an opportunity

- Practical solutions for guests

- Opportunity to educate guests

- Genuine safety and validation that our guests needed

Problem Three:
How do we communicate with guests better in the event environment?

Where do we want to go next?

Guest Services Helpline

 WhatsApp Integration

TEXT "ASSIST" TO: 0412 345 678

Successes & Challenges

- *Partnership*
- *Communities*
- *Ownership*
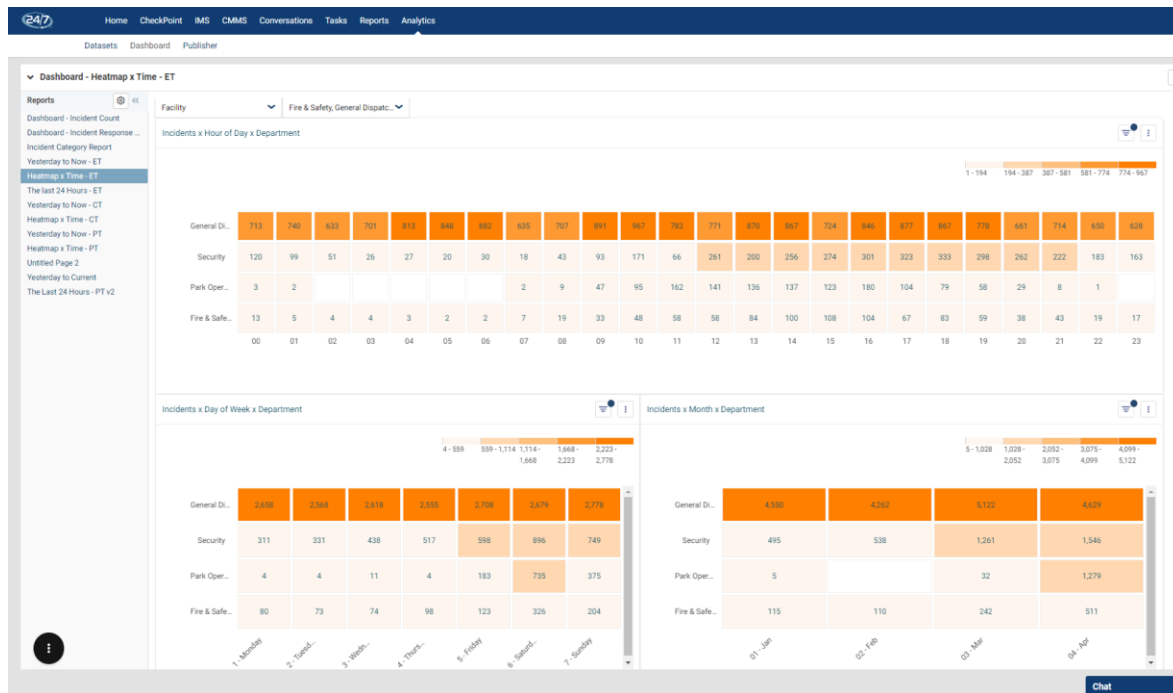- *Enabling and empowering frontline teams*
- *Governance*

Where to next for 24/7 Software?

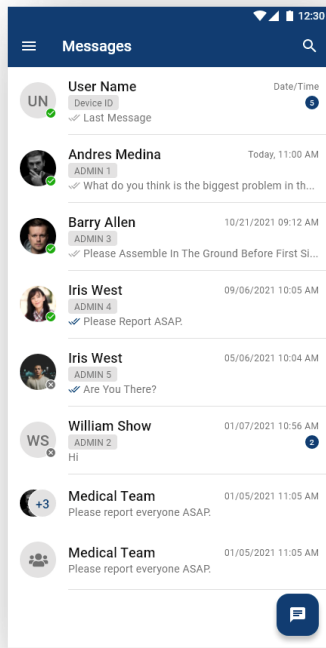# *Continuing to Build our Market Leadership for Data and Analytics*

Predictive Safety and Risk Dashboards:
Understand Key Areas of Risk Withing Your Venues

District and Group Level Dashboards:
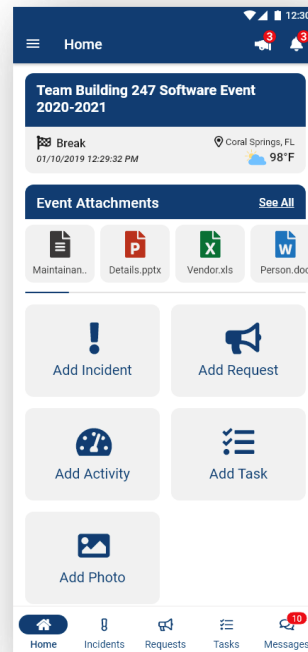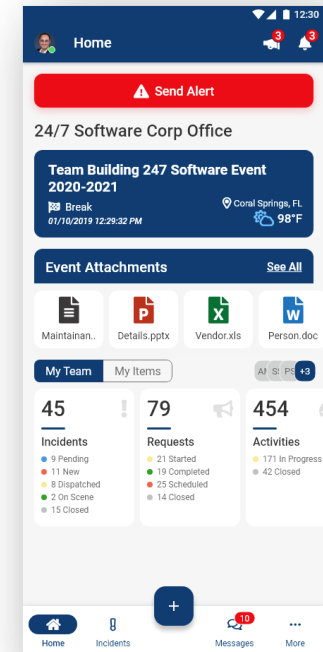*Compare Multiple Venues Withing Your District or Group*
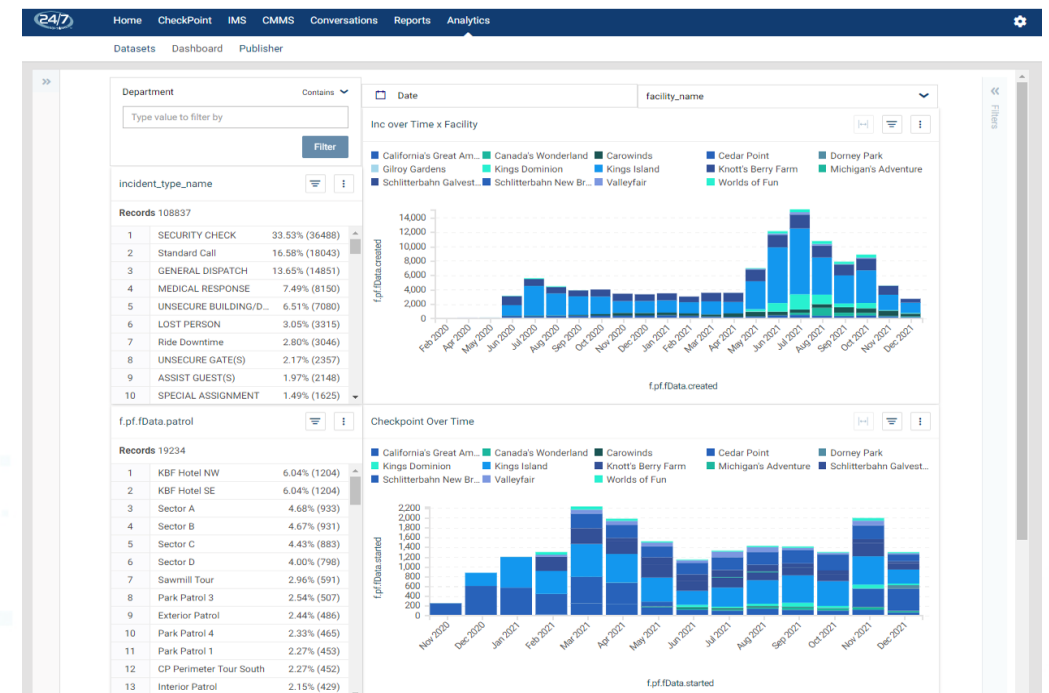
SOLUTIONS & PROBLEM SOLVING
Integrating an IMS with Ticketing Data and Body Cams

Integrations & Implementations

- *Understanding the Guest Interaction Workflow*
- *Driven by Safety and Event Security Director + Special Projects Lead*
- *Outsize Benefits of Integration Quickly Made Clear*

Results:

- **REDUCTION of 98.75%** *on Time Spent Linking Incidents to Videos*
- **Scalable, Real-Time, In-Event** *Investigation*
- *Best Practices for Addressing Fan Interactions*
- *Guest Encounter Preparation & De-escalation*
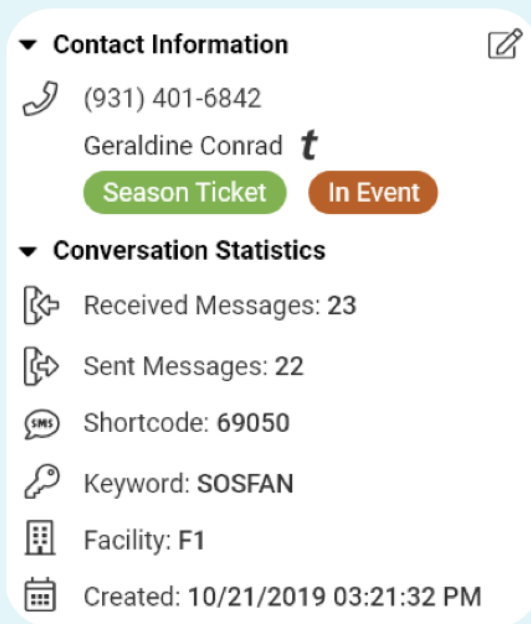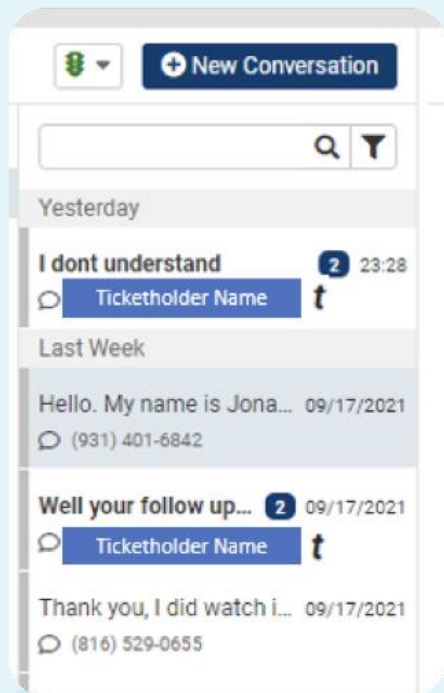- *Streamlined Fan Conduct Reporting*

Questions & Answers