



2010 Olympic & Paralympic Games Journey to Excellence in Service Delivery

Presented by:

Frank Rogers – Public Works & Government Services Canada

To:

Real Property Institute of Canada

November 26 2009

77 days to go!



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



In the Beginning

- Vancouver/Whistler was awarded the 2010 Olympic & Paralympic Games July 2nd, 2003
- In November 2002, the GoC entered into a MPA which outlines each partner's obligations in the delivery of the 2010 Olympic and Paralympic Games. Partners include:
 - **Government of Canada**
 - **Government of British Columbia**
 - **City of Vancouver**
 - **Resort Municipality of Whistler**
 - **Canadian Olympic Committee**
 - **Canadian Paralympic Committee**
 - **Vancouver 2010 Bid Corporation**

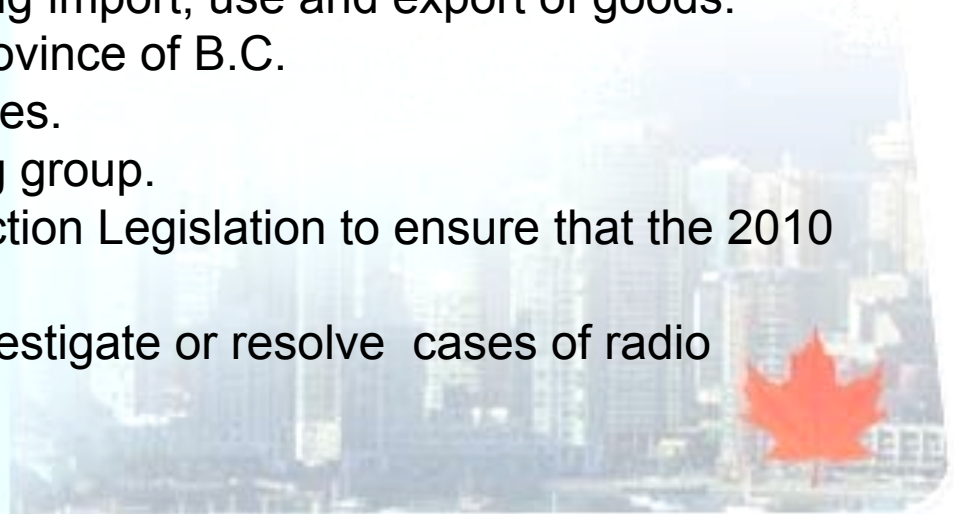
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Key Covenants for the GOC

- Support all partners.
- Facilitate the entry to Canada of all accredited Olympic and Paralympic family members and required personnel.
- Cooperate with partners concerning import, use and export of goods.
- Contribute amount equal to the province of B.C.
- Provide all essential federal services.
- Lead on integrated police planning group.
- Comply with Environmental Protection Legislation to ensure that the 2010 Games are as green as possible.
- Allocate radio frequencies and investigate or resolve cases of radio interference.





The World is Coming to Canada!

60-day period of celebration in February and March 2010 to include 17 days of Olympic events and 10 days of Paralympics' events.



Participating Countries:

Olympic Games → 85

Paralympic Games → 45

The Vancouver and Whistler areas will host:

Athletes and Officials: 6,900

Media representatives: 10,000

Recruited volunteers: 25,000

Estimated Workforce: 55,000

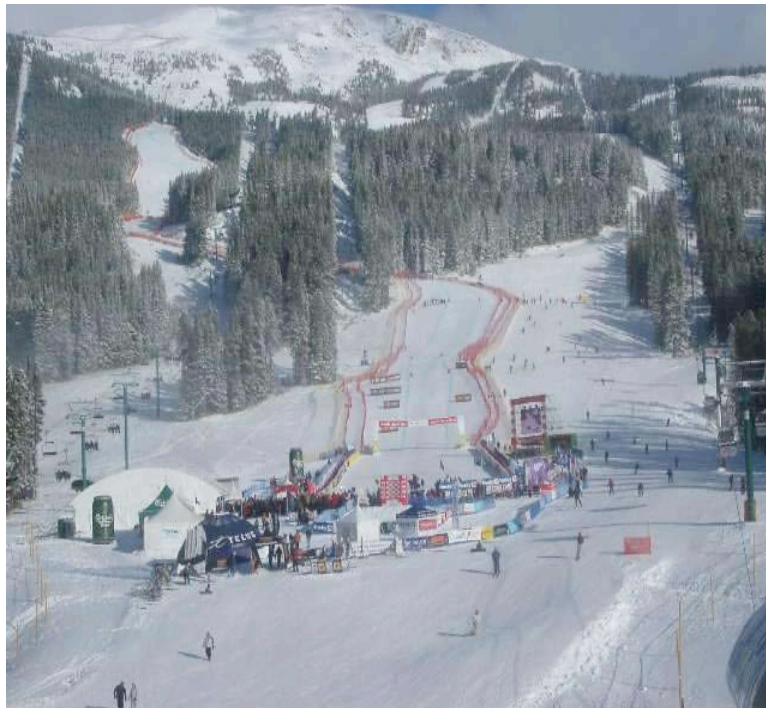
Expected TV audience: 3 Billion

Estimated visitors: 250,000

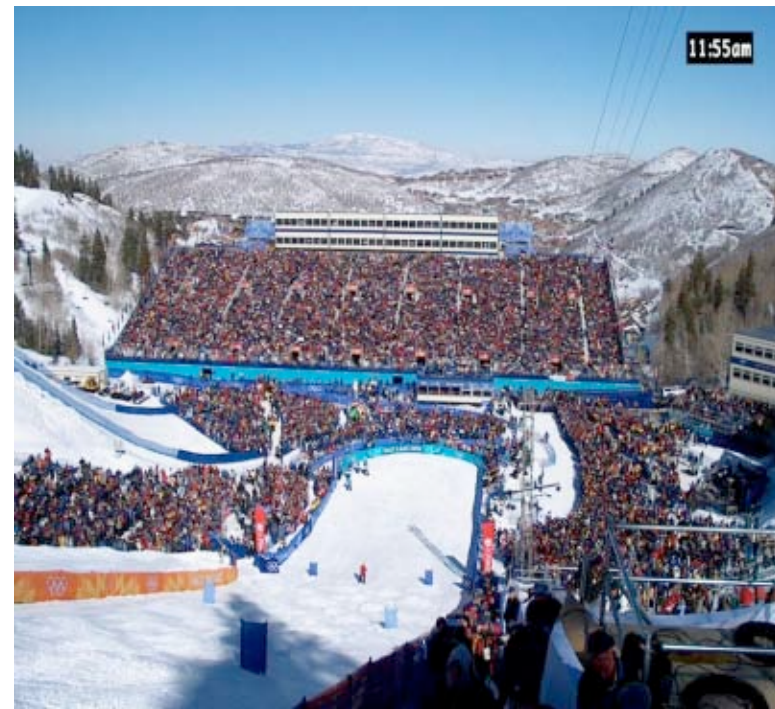


Spectators

2005 World Cup



Salt Lake City Olympics





Games Timeline



Main Media Center Opens

January 12, 2010

Olympic Games Opening Ceremony

February 12, 2010

Olympic Games Closing Ceremony

February 28, 2010

Paralympic Games Opening Ceremony

March 12, 2010

Paralympic Games Closing Ceremony

March 21, 2010





2010 Legacies

Official Languages



Culture



Aboriginal Participation



Environment



Economic Development





PWGSC's Role

- To provide federal departments with common services enabling them to deliver on their mandate and commitments outlined in the **Multi-Party Agreement**
- Deliver expert advice and service within the limited timelines available
- Support the 2010 Federal Secretariat (Canadian Heritage) in their mandate of horizontal coordination on behalf of the **Government of Canada**





2010 Coordination Unit

Bill Cooley
Acquisitions Manager

Brenda Gable
Client Service
Director

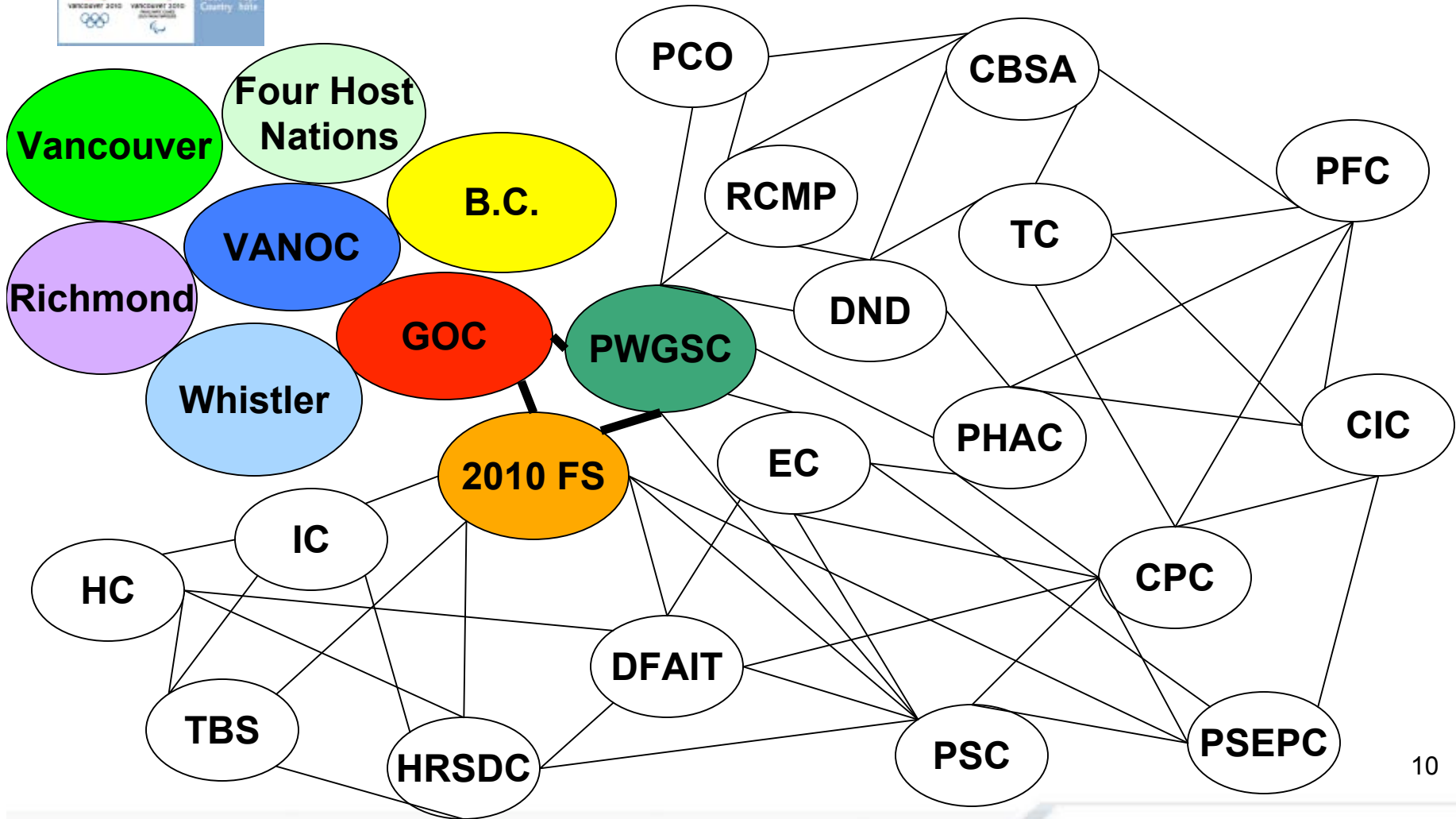
Rod Maides
Senior Communications
Advisor

John Naisby
Acquisitions Advisor

Blair Polychronopoulos
Client Relations Officer



2010 Web of Interaction





The 4 Phases - From Preparation to Post-Games

Games-time Planning

Preparation



Post-Games



Games-time





Preparing for the Games

June 2004

Satisfying the first Real Property requirement



December 2009

Acquiring the last of the Goods & Services needed



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Major Preparation Activities

Meeting the needs of our clients by:

- Ensuring the Integrated Security Unit have the space, equipment and tools that they need
- Ensuring lodging, ground and air transportation needs are met for all federal departments
- Complete real property acquisitions and project activity for departments who need office, command centre and warehouse space
- Acquiring the goods and services departments will require to deliver on their mandate

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Positioning PWGSC 2010 PWGSC Portal

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2010 Winter Games Service Delivery Portal

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Service Delivery Timeline Tool

The timelines presented are to serve only as very rough estimates of throughput time. Complexity of the requirement and staff workloads will have a marked impact on the accuracy of these projections.

Available Services:

Interval/Threshold:

Required By:

[Add Service](#)

[Generate Timeline](#)

Instructions

This tool can be used to plot the timeframes of the processes associated with our services in relation to delivery dates that you specify.

1. Select a service
2. Specify the threshold/interval that your requirement falls into
3. Specify the date that you need the service delivered by
4. Add additional services using the "Add Service" button
5. Click "Generate Timeline" to view a graphical representation of your service delivery timeframes

Click here



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Service Delivery Timeline Tool

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Available Services:

Interval/Threshold:

Required By:

Add Service

Service Description

Construction Services

Building construction is the process of adding or assembling structure to real property and includes the entire process of planning, design, construction and commissioning.

My Timeline

1 Sorry, the required start date for Construction is past.

19/10/2009 12/02/2010

1: Construction

To receive your goods or services by 19/10/2009 you must define your requirement and provide it to PWGSC by 09/03/2009

Process	Required Delivery Date	Suggested Start Date	Days
Design	04/05/2009	09/03/2009	56
Doc. Prep. and Tendering Period	13/07/2009	04/05/2009	70
Construction	19/10/2009	13/07/2009	98
Total			224





Developing our Games-time Plan

Summer of 2008
**2010 PWGSC
Operations Committee**



December 2009
**Developing the
Games-time plan**

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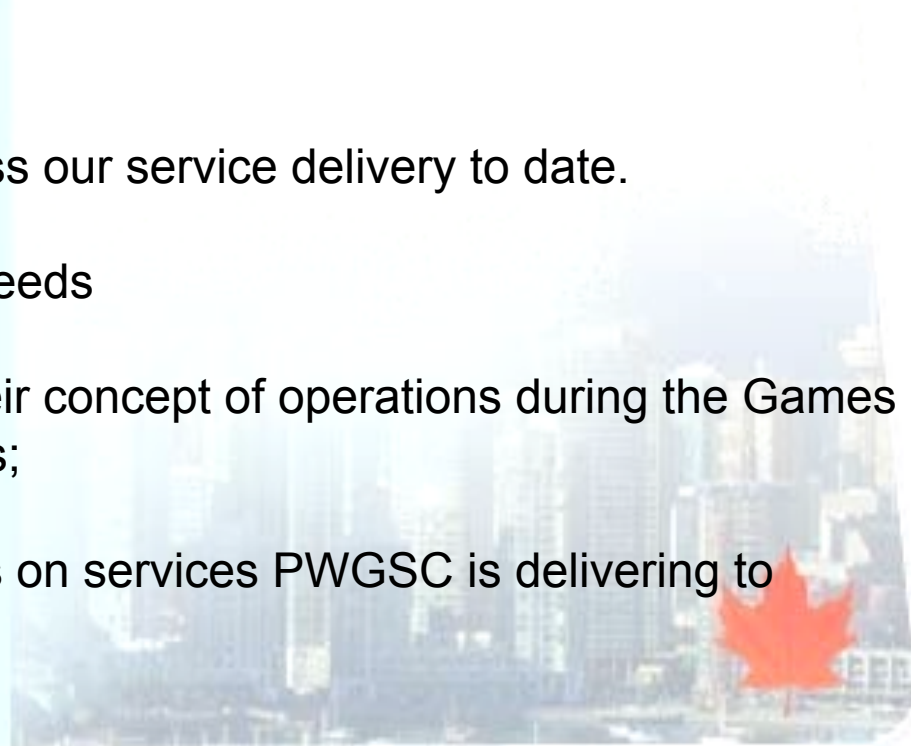




Major activities Planning for Games-time

Client Outreach

- Meeting with Clients to assess our service delivery to date.
- Determine additional client needs
- Gain an understanding of their concept of operations during the Games to assist us in our preparations;
- Track and report on progress on services PWGSC is delivering to federal departments;



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Major activities Planning for Games-time

Facility Planning

- Establish an SNC-Lavalin O&M / PWGSC team
- Prepare Threat & Risk Assessments for crown-owned buildings
- Develop a project plan
- Consult with RCMP and Fire Commissioner
- Consult with landlords in leased premises
- Consult with tenants in the leased and crown owned facilities

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Positioning PWGSC 2010 PWGSC Portal

Pick from 20 locations



Positioning PWGSC 2010 PWGSC Portal

Find Your Building 701 West Georgia


701 West Georgia

Transportation Impacts

- Pedestrian Corridor from noon to midnight on Granville Street
- 24-hour Olympic Lane on Georgia Street

Departments Affected

Health Canada



Security Transportation Presentations Resources Q & A

Security

How will your building and department be protected?

PWGSC (through our service provider, SNC-Lavalin Profac) is responsible for base building security in Crown owned Buildings, while independent landlords are responsible for the security of their leased buildings.
All departments are responsible for the protection of their own property and people

- There will be an increased security presence during the Games in our Crown-owned buildings
- Security hardware changes will also occur prior to Games-time.
- In some situations, building access modifications will be made.
- **SNC-Lavalin Profac will be discussing the issue of security at upcoming tenant meetings.**





Major activities

Planning for Games-time

Employee Engagement

- Establish a 2010 PWGSC Operations Committee
 - Develop a service delivery plan to ensure PWGSC can deliver.
 - Develop a communication strategy for PWGSC employees.
- Participate in Table top exercises coordinated by the 2010 FS and Silver and Gold Exercises led by the RCMP ISU;
- Conduct an internal table top exercise to test PWGSC's readiness
- Develop an internal issues reporting process
- Finalize PWGSC's Games-time Plan by November 2009!

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Contributions to Date

- **Acquisition and fit-up of new or existing leased premises:**
 - **\$30 M to date**
- **Significant projects include:**
 - **RCMP ISU Command Centre & Planning Centre**
 - **RCMP ISU Operations Centre**
 - **DND Camp Summits**
 - **Canada Business Centre**

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Contributions to Date

- **Procurement of goods and services:**
 - **\$172 M to date**
- **Significant Procurements include:**
 - **Security Guard Service**
 - **Lodging and Ground Transportation**
 - **Canada Pavilion**
 - **Fencing for Venues**





Contributions to Date

- Environmental assessment of venue sites;
- Participation in emergency planning exercises;
- Provision of site and services for the GOC Business Centre/ Special Guest Program;
- Collaboration with the City of Vancouver for the Public Art/lighting program for Library Square;
- In-kind contribution for the Joint Protocol Office;
- Security planning
 - International Protected Persons
 - Domestic dignitaries
 - Crown-owned properties
- Translation services





Games-time Focus

August 2009

Being prepared for anything!

December 2009



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Games Time Focus

- **Managing unanticipated requirements for provision of goods and services;**
- **Acquiring emergency space if required (ex: Increase in threat level; pandemic)**
- **Clarification/interpretation of contracts secured on client's behalf;**
- **Assisting with logistical needs for the Special Guest program and Protocol Office;**
- **Managing issues that may occur in PWGSC-custodial properties;**
- **Translation and simultaneous interpretation service needs;**

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Games Time Focus (Cont'd)

- **Providing protocol services for the Dignitary program;**
- **Responding to media enquiries and ATIP requests;**
- **Co-location with the 2010 Federal Secretariat;**
- **Provide daily briefings;**
- **Prepare daily issue reports.**



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2010 Post-Games

April 2010



June 2010

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2010 Post-Games Activity

- **Assisting federal departments with surplus items**
- **Post-Games Reporting**
- **Legacies**
- **Developing Lessons Learned**
- **Conducting Audits**
- **Responding to ATIP requests and media enquiries**



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PWGSC Portal



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Assets Disposal Initiative

PWGSC is trying something new to bring buyers and sellers together, with the [2010 Marketplace](#) as the spot for you to list those unneeded assets that can be made available to the federal community.

In its role as a common service provider to federal departments and agencies, PWGSC is perfectly poised to coordinate the disposal of partner assets during and after the 2010 Winter Games. Although [Crown Assets Distribution](#) is the mandatory disposal agent for federal assets being sold to the public, every effort should be made to re-use these assets internally prior to their disposal.

Treasury Board Directive on Disposal of Surplus Material states that:
Whenever practicable, departments must make surplus materiel assets available, whether gratuitously, at book value, or at market value, to other federal departments and agencies before disposing of them outside the federal domain.

Let's give these assets a new home within the federal family!

[PWGSC Acquisitions](#) is ready to work with your organization to ensure that these assets, which may be available under exceptionally advantageous conditions, can be purchased with a minimum of hassle. Depending on the dollar value of the assets, the required processes may vary slightly, and it is therefore best to consult with your PWGSC Acquisitions specialist early if it looks like a particular asset could be of use in your organization.

Let's do our part by working together, conserving our resources and contribute to a healthier environment.

2010 Winter Games Partners:

- Province of British Columbia
- City of Vancouver
- City of Richmond
- Municipality of Whistler
- Vancouver Organizing Committee for the 2010 Olympic and Paralympic Games (VANOC)

The place to go



PWGSC Portal

2010 Marketplace

First Aid Kits & Extinguishers -



Contact Person: Amanda Bondar
Phone Number: 604-403-5507
Email: Amanda_bondar@vancouver2010.com
From: VANOC, Vancouver
Date Available: Mar 21, 2010

Note: Departments should anticipate pickup between March 1, 2010 – May 30, 2010 depending on the items and the venue they will be recovered from. Beginning August 15, 2009 orders will be accepted through to February 28th, 2010.

Description	Unit	Qty	Sell Price
First Aid Kit, Basic	EA	528	\$7.75
Multi-purpose Fire Extinguishers, 10lb	EA	50	\$8.64
Multi-purpose Fire Extinguisher, 10lb CO2	EA	50	\$38.40
Multi-purpose Fire Extinguisher, 20lb	EA	50	\$14.28
Multi-purpose Fire Extinguisher, 20lb, CO2	EA	50	\$54.12
Multi-purpose Fire Extinguisher, 5lb	EA	435	\$5.75

[[View Market List](#)]





Conclusion

Canada's 2010 Olympic & Paralympic Games are a great opportunity for the Federal Government to demonstrate our contribution towards a safe, green, and smoothly executed international event.

