First Night® Akron 2016

First Night Akron 2016 Button

Volunteer Handbook

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First Night® Akron is a program of the Downtown Akron Partnership
Greystone Hall • 103 S. High St., 4th floor • Akron, OH 44308
www.downtownakron.com • www.firstnightakron.org

Founders – The City of Akron and The Akron Beacon Journal

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Thanks to volunteers...the heartbeat of First Night

Thanks to you, our wonderful volunteers, First Night is Akron's premier festival. We could not present an event of this magnitude without your dedicated assistance. Whether you work in advance of the event to help us coordinate the many pieces of this celebration or work the night of the event to assure that everything runs smoothly, your assistance is greatly appreciated. Your commitment to First Night makes this a true community "happening."

An enormous **THANKS** is extended – **YOU ARE APPRECIATED**!

POLICIES AND PROCEDURES

Button Admission Policy:

• A **First Night Admission Button** is needed to access all indoor sites. Downtown Akron Passports alone are not valid without a button. Passports come with a First Night button. If the individual received a passport without a button, he/she must come to DAP offices in Greystone Hall, 4th floor, to redeem their button and have their passport stamped.

• 2016 Buttons for those 10 and over are $10. Passports are $15.

• **Children 9 years and under** are admitted free when accompanied by a button-wearing adult.

• On December 31, buttons and Passports will be for sale at **Stage Left Boutique at Akron Civic Theatre,** the **Main Library** and until close at **Acme Fresh Markets** (8 p.m.)

• All **outdoor activities** are free to the public.

• A **volunteer blue lanyard wallet** is also valid for admission during the first shift (5:30-9 p.m.).

• An **artist badge** is valid only for the venue in which the artist is working with the exception of roaming artists.

• **Working press** will be admitted free to all events upon displaying an official press badge.

• **Volunteers/Work Staff** will be admitted free either before or after their assigned shifts to all events when wearing an official Volunteer Lanyard Wallet or First Night Button. Spouses, significant others and family members of Volunteers/Work Staff must purchase buttons at full price.

• **Performers** may attend shows or events free only within their building, if they are wearing their performer badge. To attend other buildings, performers must purchase an official admission button. Performers and performers' families receive a discount coupon for $2 off the $10 button purchase. These $2 off coupons must be submitted at time of advance button purchase only. The $2 off coupons will NOT be accepted on December 31.

POLICIES AND PROCEDURES (continued)

Parking: Free parking in Downtown decks and garages after 3 p.m. is identified in the Event Guide. Volunteers should select parking in close proximity to their assigned duty location.

"Check-In" Upon arrival: All volunteers are required to report to a specific check-in area at each site. Upon checking in, you will receive your official First Night Button and your Volunteer Lanyard Wallet as well as special instructions. You will then report to your assigned area to begin your shift. Second shift volunteers may report early, pick up their Volunteer Lanyard Wallet and enjoy the festivities until their shift begins. Please familiarize yourself with your site's surroundings. All volunteers need to be familiar with emergency exits, restrooms, where to find the Site Leader, Lost & Found and Medical Emergencies. Procedures will be reviewed with all the volunteers.

Leadership Team: At each location, the leadership team will have the authority to make changes to the operations plan based on attendance, weather, etc. Any instructions you receive from these individuals throughout the night supersede any previous instructions.

Appropriate Dress: First Night volunteers should dress according to the weather and their duty location. Layered clothing is your best bet to stay warm and comfortable. Volunteers will be provided with a Volunteer Lanyard Wallet, which identifies them as volunteers. Don't forget...a warm coat, hat, gloves and comfortable shoes or boots are a must for some jobs! Cleanliness is important.

Lost and Found: Any found items should be given to the Site Leader and will be kept in the volunteer check-in area until the venue closes. At the end of the evening, the Site Leader will return any remaining items to the First Night Communication Center. Items may be picked up at the Downtown Akron Partnership office at Greystone Hall, 103 S. High Street and will be kept for two weeks following the event.

METRO Bus Shuttle: METRO provides free shuttle service from 6-11:30 p.m. and again after the fireworks throughout the footprint. Buses will remain to take those watching the fireworks back to their parking area. Zoned buses leave the transit center at 1 a.m.

Communications: All Site Leaders will be provided with a handheld radio for use during the event. This radio will enable them to be in contact with the First Night Communication Center at all times.

Security: A member of the Akron Police Department and the Akron Fire Department will be present at each building throughout the night. Any problems with security should be referred to the police officer on duty.

Enjoy the Evening: Your First Night Button and Volunteer Lanyard Wallet are your credentials and enable you to enjoy performances in all indoor venues either before or after your shift. Second shift volunteers may check-in early at their designated work site to obtain the Volunteer Lanyard Wallet, which will allow access to all sites. After you have enjoyed some of the other festivities, arrive promptly for your scheduled shift. (It is then you will receive your Volunteer Button.)

VOLUNTEER SCHEDULE

Shift Information: Volunteers will be divided into two working shifts. All volunteers are required to check-in at the Volunteer Check-In area at their assigned site. Upon arrival you will receive your official First Night Volunteer Lanyard Wallet. Then report to your assigned area to begin your shift.

First Shift: 5:30 p.m. – 9 p.m. **Second Shift: 8:30 p.m. – 11:30 p.m.**

**Please note, some venues close early and may have different time frames. Please reference your volunteer assignment card for specific times.

(Most performances will conclude at 11:30 p.m. Please stay a few minutes to assist your Site Leader in re-organizing the building for closing. **Shifts may vary slightly from venue to venue.**)

Encourage family, friends and colleagues to buy First Night Admission Buttons now. The First Night 2016 Button is $10 and admits First Night guests to all venues. Children under 10 are admitted free with a button wearing adult or guardian.

THINGS TO KNOW

In order to be helpful to the public during First Night, it is wise to know the locations of the following:

Admission Buttons: First Night 2015 admission buttons may be purchased at **Stage Left Boutique at Akron Civic Theatre**, **Main Library** or until close at any **Acme Fresh Market** (holiday hours).

Restrooms: Public restrooms are located in most First Night venues. Portable facilities will be placed near the Main Stage (next to the Civic Theatre).

Event Guides: Event Guides will be available at First Night locations throughout the footprint.

Communication Center: The First Night Communication Center is located in the Egyptian Room at Greystone Hall, 103 S. High St., 4th floor.

EMERGENCY PROCEDURES

All First Night® Akron volunteers should be ready for any emergency that may occur during the event. Below are some tips on how to proceed.

Lost Children:

1. Keep the child with you. Identify a public area in your building where children should be taken. Keep children in full public view. Always have another adult with you.

2. Alert the Site Leader.

3. Site Leader must notify the First Night Communication Center and the police officer in your building immediately of lost child/parents.

4. If possible, the Site Leader or Emcee will announce the lost child/parent name and where to meet on the public address system or from the stage. Emcees will tell the audience where lost child/parent location is in each site.

5. The Site Leader will take the child to the identified public area to be claimed.

6. At this point the First Night Communication Center and APD will monitor progress.

7. Notify the Communication Center when re-united.

MEDICAL EMERGENCIES

1. Please report any medical emergency to the Site Leader.

2. The Site Leader will contact Akron Fire on scene. Appropriate medical personnel will be summoned to your building by the Lieutenant stationed in the communcation center at Greystone.

3. First Night volunteers should not administer medication or treatment of any kind.

EMERGENCY EXIT PROCEDURES

If an emergency in which the First Night site would need to be evacuated, please follow these important steps:

1. When possible, the Site Leader should make an announcement from the stages.

2. All volunteers need to help maintain crowd order and control.

3. Volunteers should swiftly and safely guide patrons to the nearest exit.

4. All volunteers need to be familiar with emergency exits, restrooms, where to find the Site Leader, Lost & Found and Medical Emergencies. Procedures will be reviewed with all the volunteers.

VOLUNTEER JOB DESCRIPTIONS

Site Leader

Part of the Leadership Team for each building. Coordinates the public spaces of the building. Maintains communication with First Night Communication Center. Acts as building Team Captain.

Key Responsibilities:

- Coordinate public spaces of building where patrons are enjoying or waiting to enjoy a performance.
- Assure that volunteers are checking buttons of all entering the buildings.
- Maintain crowd control and house capacity; clear house after each performance.
- Answer public questions, handle problems, complaints, concerns of patrons.
- Coordinate any building needs throughout the night; accessing pool of volunteers and making job shifts as needed.
- Coordinate with your venue's volunteers to facilitate a smooth running event.
- Work with police and fire officials to close the venue when capacity is reached.
- Maintain communications with Communication Center.
- Make sure all pass-outs are ready for distribution.
- Meet with shift changes.
- Coordinate hanging or display of specialty signs within the building.

Button Checker:

Greets patrons and checks to make sure that all have a First Night Button. Maintains smooth entry and exit to the venue. Reports directly to Site Leader.

Key Responsibilities:

- Be polite and welcoming at all times.
- Maintain position at venue entrance.
- Check everyone entering for a First Night 2016 button.
- Politely inform anyone 10 or over who is not wearing a button the location where a button can be purchased.
- Be mindful that children may look older than they are. Use your best judgment but avoid being confrontational.
- Provide assistance and direction to visitors.
- Be knowledgeable about the entertainment choices and times of performances within the building.
- Assist the Site Leader in closing the venue in the event your building reaches maximum capacity.
- Hand out First Night information.

Mascot and Stiltwalker Handler:

Walks with stiltwalker and various mascots as assigned. Reports directly to Site Leader.

Key Responsibilities:

- Be second set of eyes for mascots who costumes may limit their line of sight.
- Assist with crowd control to make path for stiltwalker/mascot you are assigned to assist.

VOLUNTEER JOB DESCRIPTIONS (continued)

Usher:

Safely guides the audience in/out of the performance area. Reports directly to Site Leader.

Key Responsibilities:

- Be polite and welcoming at all times.
- Assist with crowd control and direct people to seats.
- Answer audience questions.
- Clear room after each performance in a polite, safe and swift manner.
- Fill seats from front to back when possible.
- Be knowledgeable about location of restrooms.

Button Clickers:

Responsible for counting and logging total number entering the building. Click-in every adult and child entering the building. Each hour the site leader will collect your clicker total. **Do not reset the clicker!**

Bus Tour Guides:

See supplement for Bus Tour Guides

Emcees:

See supplement for Emcees

Special Assignments:

You may have a special assignment, such as assisting with the carriage rides.
Please reference your volunteer assignment card for specific duties and times.

IMPORTANT INFORMATION FOR EACH VOLUNTEER

If you can fill in all of these blanks, you're ready for your FIRST NIGHT job!!

- My First Night Site Location is _____ Building # _____
- My shift time is _____ to _____
- I report to the Volunteer Check-In center area at _____ p.m.
  located at _____
- I have located parking and familiarized myself with my site location! _____
- I am knowledgeable about my site and its entertainment schedule!_____
- My Site Leader is_____
- The First Night Communication Center emergency phone is **330-374-7690** or **330-374-7676**.

First Night Akron Map

NOTE: The red and green city trolley route extends to the Northside District

Event Sites

1 Mainstage
2 Lock 3
3 Akron Civic Theatre
4 Akron-Summit County Public Library
5 The Nightlight
6 Akron Art Museum
7 Summit Artspace
8 John S. Knight Center
9 Greystone Hall
10 Zion Lutheran Church

Free Parking

A Opportunity Park Deck
B Main & Bartges Lot
C AES Lots
D O'Neil's (State St.) Deck
E Cascade Deck
F Akron Centre Deck
G Dart Ave. Lot
H High/Market Deck
I Summit/E. Market Lot
J CitiCenter Deck
K Broadway Deck
L Morley Deck
M Summit County Deck
N Polsky Deck

Main Street will be closed from Bowery to State streets during the event.

First Night Bus Loop Route

Event Night button Sales Sites:
Library Shop at Main (60 S. High)
Civic Theatre (182 S. Main)

Outdoor Restroom
Main Street between Civic Theatre and Lock 3

First Night® Akron 2016 Partners

First Night Akron is a program of

DOWNTOWN AKRON PARTNERSHIP

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Step2

Special Friends:

Akron Summit Community Action, Inc.

Coca Cola

Glenn R. and Alice V. Boggess Memorial Foundation

The Maynard Family Foundation

Miller's Party Rental Center

Official Radio Partner:

98.1 WKDD

As a First Night Volunteer

You're invited!

Mark your calendars now

The 20th Annual Downtown Akron Partnership
Volunteer Party
will be held on

January 12, 2016
5 - 7 p.m.

at

Zion Lutheran Church

139 S. High St. (corner High/Bowery)

Parking is free in the CitiCenter Deck (132 S. High St.)

Please RSVP to volunteer coordinator Tiffany Schmidt at least three days prior to the Volunteer Party at 330-535-3179 ext. 211 (leave a message), Fax: 234-525-6467 or email tschmidt@akroncivic.com