

A stylized illustration of a mountain range in shades of green. A single tree stands on a central peak, and a person is depicted on a slope below. The background features a crescent moon and several circular shapes of varying sizes, suggesting a night sky or a specific time of day.

2010 WINTER GAMES UPDATE

April 2008



WHISTLER HOST MOUNTAIN RESORT

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2010 Winter Games Update – April 2008

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The 2010 Winter Games Update is being provided to regularly update Council on the major activities taking place in the Resort Municipality of Whistler (RMOW) in preparation for the 2010 Winter Games.

2010 Olympic and Paralympic Winter Games Strategic Framework

The RMOW 2010 Winter Games Office, in collaboration with lead agencies, is updating the Whistler Strategic Framework. Version 2 of the Strategic Framework will be presented to Council in the second quarter of 2008. The second version of the Strategic Framework is being developed in two volumes. Volume 1 will contain an executive summary while Volume 2 will outline the updated strategic objectives and key deliverables in more detail.

Whistler 2020 Screening

The Strategic Framework includes a high level Whistler 2020 screening. Within the Strategic Framework, the linkages to Whistler 2020 priorities and strategies have been identified for each of the 11 Strategic Objectives.

Additionally, the Strategic Framework identifies 130 key deliverables associated with the 11 Strategic Objectives. Operational Delivery Plans (ODPs) are currently being refined by the Lead Agencies (RMOW, Tourism Whistler (TW), Chamber of Commerce (the Chamber) and Whistler Arts Council (WAC)).

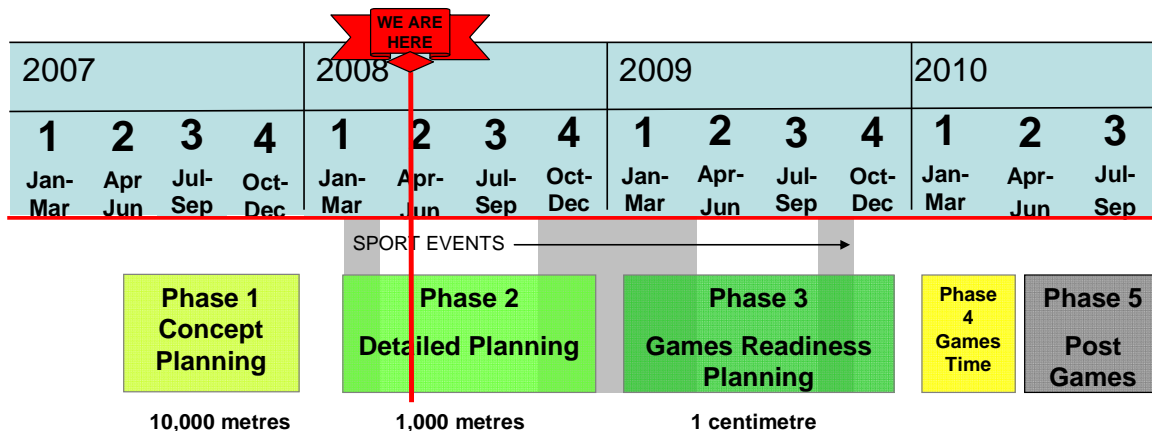
The ODP template includes a Whistler 2020 section. The individual completing the ODP is requested to respond to the following questions (1) This ODP is most directly associated with moving our community toward which of the following Whistler 2020 Priorities? (2) Indicate which Strategy area's Descriptions of Success most strongly supports the implementation of the implementation of this ODP. (3) Indicate which Strategy area's Descriptions of Success is most likely to conflict with implementation of this ODP. (4) Choose the best description of the manner by which this ODP moves Whistler towards its Sustainability Objectives.

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Games-Time Planning

The Operational Delivery Plans are being refined to ensure that the RMOW Games planning and execution is aligned with the Vancouver Organization Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) Master Schedule. In early 2008, Games-time planning shifted from the concept planning stage to the detailed planning stage, as illustrated on the following chart:

Games Time Planning



Master Planning Process

The Master Plan is a series of maps that are used by the RMOW and VANOC in ongoing planning for all Games-related events and activities.

The Master Planning Process (MPP) is a collaborative process between the RMOW, VANOC, Resort Partners (TW, WAC, the Chamber, Whistler Blackcomb) and the

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RCMP, Integrated Security Unit and Transit that is used to map the connectivity between all Games-related programs taking place within Whistler. The City of Vancouver and VANOC are undertaking a similar process with respect to Games related programs in Vancouver.

The first version of the MPP was released in December 2007. A second MPP workshop to be attended by all involved parties is scheduled for early May at which time the following key issues will be considered:

- Street Modifications and Traffic Impacts
- Sponsor Activation
- Celebration Sites Development
- Venue Parking Areas
- Broadcast Locations
- Permanent Utilities
- Information Kiosks
- Pedestrian Linkages
- Other Emerging Issues

The second release of the Master Plans is scheduled to be completed at the end of May 2008. The MPP will evolve over time. Currently, it is anticipated that there will be five subsequent releases with the final Master Plan release occurring in August 2009.

Games-Time Overlay Process

The “Olympic & Paralympic Overlay Process” has been developed jointly with the RMOW and VANOC (including code consultants and other specialist hired by VANOC) to ensure that the Games-time overlay (temporary facilities and or improvements required during the Games) are reviewed in a timely and orderly manner. The overlay review process is an iterative process that follows the design development of VANOC’s overlay drawings.

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VANOC submitted the “Olympic & Paralympic Application” with the “R3” Overlay drawings in December 2007. VANOC and representatives from involved municipal departments have reviewed the R3 Overlay drawings for The Whistler Sliding Centre, Athletes Village, Creekside and the Whistler Media/Broadcast Centre. Staff provided their comments on all of the overlay drawings. VANOC will consider staff’s comments and the resolution of identified issues will be incorporated in the subsequent revisions of the Overlay drawings.

VANOC will submit subsequent Overlay revision drawings to the RMOW every four months for the municipality’s review and comments. These subsequent drawings will supplement the original Olympic & Paralympic Overlay Application.

Games-Time Bylaw Amendments

Staff is continuing their review of the municipal bylaws, the purpose of which is two-fold: (1) to ensure that the RMOW can adequately fulfill its obligations under the Games Hosting contracts (Multiparty Agreement, Non-commercial License Agreement and Venue Agreements) and (2) that the bylaws are consistent with the municipality’s planned Games-time activities (Live Sites/Celebration Sites, sponsor recognition, Look of the Games).

Further consideration is being given to required bylaw revisions and to a Master Games-time bylaw, which will enable us to adequately fulfill our obligations or conduct the planned activities.

Staff, together with VANOC and representatives from the City of Richmond and City of Vancouver, has also met with representatives from the Provincial Liquor Control and Licensing Board (LCLB) to discuss liquor licensing and distribution policies and procedures for the Games. The LCLB is considering draft legislation that will allow for short-term Olympic/Paralympic Liquor Licenses. Details will be available later in 2008.

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Celebration Plaza

The construction plan for Celebration Plaza was presented to Council March 17, and site work is set to begin in April with planned completion in Fall 2009.

During the 2010 Winter Games this will be the anchor location for the Celebration Sites program – the entertainment throughout the village. It will be the stage for nightly medals ceremonies and concerts, as well as the Closing Ceremony for the Paralympic Winter Games.

Post Games, the area will form a significant public open space including a large children's play area, tiered seating, a large open grassy area, and more. It will be a place with a long-term Olympic connection for Whistler.

Celebration Sites (formerly Live Sites)

During the first quarter of 2008, municipal staff has been working on formalizing approval of \$10 million in funding from Canadian Heritage. The programming application was reviewed by Canadian Heritage analysts and refined by WAC and the capital application was reviewed by Canadian Heritage analysts and revised by RMOW Resort Experience. It is anticipated that the 2010 Federal Secretariat will submit both applications to Treasury Board for formal approval on May 15 on behalf of the RMOW.

In addition, efforts have been focused on raising additional funds in cash or value-in-kind from sponsors for the Celebration Sites program. To this end, on February 12, a presentation was made at a VANOC Sponsor Workshop in Whistler with approximately 250 attendees. Follow up is occurring with numerous worldwide and national partners, supporters and suppliers. The deadline for expressions of interest is April 30.

Staff is also exploring a partnership with CTV/Rogers for Celebration Sites programming. In February, initial meetings took place to identify our goals and a follow up meeting is scheduled for mid-April to explore content sharing.

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In addition, on February 5, the RMOW presented Celebrations Sites status and opportunities to a Federal, Provincial, Territorial workshop hosted by VANOC, which was attended by Deputy Ministers and Assistant Deputy Ministers from the various levels of government with responsibility for 2010 activation,

Presentations

The RMOW made a presentation to attendees at the 2010 Business Summit hosted by the 2010 BC Provincial Secretariat in Vancouver on February 11 featuring the Celebration Sites program.

The Whistler's Celebration Sites program and planning was presented to the International Olympic Committee (IOC) Coordinating Commission on February 27 when in Vancouver to undertake an in-depth review of the progress that is being made by VANOC on Games preparations.

The RMOW also made a presentation to the Integrated Security & Public Safety group in March regarding Celebration Sites.

2010 Games Operating Trust (GOT)

Effective December 31, 2007 the Board of the Games Operating Trust (GOT) resolved to divide the Legacy Endowment Fund into two venue funds – the “Oval Fund” and the “Nordic Centre and Sliding Centre Fund” (the “Venue Funds”) and a “Contingency Fund”. Each Venue Fund received approximately \$50 million and the Contingency Fund received approximately \$25 million. The revenue from the Nordic Centre and Sliding Centre Fund will be used to fund operating expenses and capital maintenance costs for Whistler Olympic Park and The Whistler Sliding Centre before, during and after the Games. Revenue from the Contingency Fund may be available to fund operating expenses and capital maintenance costs for the Whistler Olympic Park, The Whistler Sliding Centre and the Richmond Oval following the Games.

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Sport Access Guidelines are being finalized for each of the venues supported by GOT.

Applications for funding from the Venue Funds will be made in accordance with the GOT “Funding Application and Disbursement Guide” for The Whistler Sliding Centre, Whistler Olympic Park and Speed Skating Oval pre and post-Games.

With unanimous consent of all parties to the GOT agreement, the GOT was amended in March to provide additional flexibility to invest funds in a manner to better achieve its investment return targets.

Partnership with the City of Vancouver

Vancouver Mayor Sam Sullivan joined Whistler Mayor Ken Melamed to sign a 2010 Partnership Agreement between the two cities at The Whistler Sliding Centre on March 18. The signing ceremony was part of a 2010 Winter Games venue tour and informal meeting between the councils, which also included a trip to view Whistler Olympic Park to take in the Canadian Cross-country National Championships.

The Vancouver-Whistler relationship has been strong since the bid phase for the Games, and has grown as the two host communities work toward staging the 2010 Winter Games. The partnership agreement focuses on the coordination and delivery of municipal services, the Live Sites program, the Measuring Up program, the Paralympic Games, and sustainability initiatives, and demonstrates the cities’ commitment to delivering an extraordinary Games experience for their residents and visitors, and for athletes and their families.

Commercial Space Matching Program

More than 45 commercial spaces have been registered with the Commercial Space Matching Program, which is coordinated in partnership with Whistler.com and Tourism Whistler. The database will allow local businesses and property owners to connect directly with potential renters from groups associated with the Games (such as National Olympic Committees, International Sport Federations and sponsors),

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who have a variety of space needs. As of March 31, 2008 no official enquiries from the Games related parties have been received.

In addition to assisting with Games-time planning, the objectives of the matching service include providing an excellent guest experience and ensuring commercial spaces are well utilized.

VANOC Volunteer Program

The “Call for VANOC Volunteers” occurred in February generating high interest across the country.

Squamish was announced as the home to the VANOC Sea-to-Sky Volunteer Centre for the 2010 Winter Games. The Volunteer Centre will serve as the primary regional hub for recruitment, deployment and training for volunteers residing in the Sea-to-Sky corridor. The facility will also host many workforce planning activities in the lead up to the 2010 Winter Games.

VANOC would like to enhance the volunteer numbers in the Sea-to-Sky Corridor and has recently engaged a local Whistlerite to assist with this initiative.

Whistler Chamber Luncheons

At the three Chamber luncheons held in 2008, businesses have been provided with first-hand information from guest speakers with Games knowledge and experience:

In January, Mark Lewis, President of JetSet Sports, spoke about hospitality services during Games time.

In February, David Atkins, Executive Producer of the Opening & Closing Ceremonies & Victory Celebrations at BC Place Stadium for 2010, shared the history and economic importance of Olympic ceremonies.

In March, Colin Hansen, Minister of Economic Development and Minister Responsible for the Asia-Pacific Initiative and the Olympics summarized the many

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opportunities associated with the Games and stressed the importance of offering fair value for the long term success of the Resort. All events were well attended.

2010 Business Opportunities Workshops

In partnership with the RBC Whistler Branch, the Chamber hosted three 2010 drop-in meetings to answer any 2010-related business questions and to identify potential needs of the business community. The Chamber provides business opportunities and leads for further research. The new 2010 Business Opportunities Guide featured on the Chamber home page.

2010 Tourism Consortium

As part of the ongoing work of the 2010 Tourism Consortium, joint Tourism Plans are well underway for areas ranging from media relations and visitor services, to marketing, sponsorship and research. A public version of the plans will be ready for distribution in May. Many of the groups have now moved from planning into execution and the tourism partnership is in full swing.

The Tourism Consortium has been meeting with VANOC on a number of items:

- International marketing opportunities through the authorized ticket retailers
- Messaging around accommodations
- Providing tourism and communications services to sponsors

The Consortium is steered by representatives from TW, Tourism Vancouver, Tourism BC and the Canadian Tourism Commission.

Beijing – BC Canada Pavilion (BCCP)

Plans are continuing to move forward in preparing to maximize the potential of the Whistler's attendance at the Beijing 2008 Olympic Games led by TW and its role with the 2010 Tourism Consortium. This is primarily a communications opportunity

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where partners will have an active presence at the International Broadcast Centre and the Main Press Centre as well as the BCCP location.

Whistler content has been built into several initiatives at the pavilion including the B.C. Explorer kiosk program, a magazine, and the B.C.-themed interactive display – the feature component of the pavilion experience.

A 2010 Winter Games mayors' reception is planned for August 23 at the facility and will include presence by Vancouver, Whistler and Richmond. Detailed event planning will take place starting in April.

Olympic Broadcast Services Vancouver (OBSV)

The RMOW and OBSV have had several meetings to determine locations for the studios and stand-up locations in the Village, which will be used by various accredited broadcasters during the Games. OBSV is in discussions with several accredited broadcasters who have expressed an interest in being located in Whistler in 2010. Some of the broadcasters may broadcast from their country houses.

The OBSV studio and stand-up locations will be incorporated into the Village Master Planning Process mentioned later in this report.

There have been numerous meetings with OBSV staff, Bell and BC Hydro to coordinate broadcasting infrastructure requirements – fibre optic cable, electrical conduits and additional live broadcast hook-up locations – with Village capital projects. These infrastructure requirements will be a legacy post-Games.

As part of the ongoing planning and community engagement, a number of meetings have taken place in February and March with representatives from the Chamber, RMOW, OBSV and local merchants and property owners. The feedback has been very positive and supportive.

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Media Outreach

In January, TW joined the Tourism Consortium partners on a mission to Asia to meet with broadcasters in key markets including Australia, Japan, South Korea and China. The goal is to maximize broadcaster presence in Whistler during the Games by ensuring the resort is facilitating all services and assistance required – from story ideas and locations, to accommodations and top-of-the-line pre-shot video footage.

This mission follows similar Games-themed trips to Europe, U.S and Canadian broadcasters in 2007.

Olympic Broadcaster's Meeting

Olympic broadcast rights-holders were hosted by VANOC and OBSV for meetings in Vancouver and Whistler in February. The 2010 Tourism Consortium has been working strategically on establishing and building relationships by visiting and following up with these key media in Asia, Australia, Europe and North America over the last year.

TW representatives joined Tourism Vancouver, Tourism British Columbia and the Canadian Tourism Commission at an impressive Canadian-themed dinner and show at the Vancouver Convention Centre to welcome and treat the broadcasters. Tourism British Columbia and the Canadian Tourism Commission invested significant resources in the event leaving a positive impression on the broadcasters.

Two-year Countdown Media Opportunities

Led by TW, Whistler resort partners promoted and secured significant media attention for Whistler during the celebration of the two-year countdown, which resulted in excellent, positive nation-wide exposure for Whistler including live broadcasts by CTV's Canada AM, Global B.C.'s morning and evening news, as well as CTV and CBC TV news. It demonstrated the strong level of broadcast media interest to have a presence in Whistler to take advantage of the views and visuals.

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TELUS presents the Whistler World Cup in February provided a significant learning opportunity for the Whistler tourism industry partners as efforts were made to effectively support the event with community engagement techniques, media interaction and support for the 200-plus accredited media and the host broadcaster as well as close partnership with VANOC and Alpine Canada Alpin in the communications efforts.

Beijing Paralympic Torch Relay

The RMOW and City of Vancouver will participate in the Beijing Paralympic Torch Relay. This is the first time that a Paralympic Torch Relay has traveled to international destinations. The Beijing 2008 Paralympic Torch Relay will cross Vancouver, Whistler, London and Sochi, all future host cities of the Paralympic Games. The Paralympic Torch will be in Whistler on the morning of August 29 and approximately 20 volunteers will have the opportunity to carry the torch in the resort. This event is in the early planning stages and will likely include Paralympic sport demonstrations while incorporating key Whistler locations, such as Whistler Mountain and the village, into the relay.

Olympic Transportation Planning

VANOC has created a new structure to plan, coordinate and provide integrated transportation services for the Games. The “Olympic and Paralympic Transportation Team” (OPTT) has replaced the Transportation Advisory Committee. OPTT consists of three key levels of management – the Executive Board, the Senior Leadership Team and the Program Team. The Executive Board will lead and oversee delivery of the 2010 Transportation Plan. The Senior Leadership Team will be responsible for ensuring their respective agencies deliver on project tasks and timelines. Executing each of these tasks will be the Program Team. The RMOW is represented on the Executive Board by Bill Barratt. Brian Barnett, General Manager Environmental Services, is the RMOW representative on the Senior Leadership Team.

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VANOC is also preparing a Transportation Communication Plan as well as a Public Engagement Plan. These plans are linked and will support VANOC and Partners' efforts to inform and engage the community.

FIS Alpine World Cup

The first of the Games "Sport Events" in preparation for 2010, the FIS Alpine World Cup, took place in Whistler February 21-24. All stakeholders – the RMOW, Whistler Blackcomb, TW, VANOC, the Weasel Workers, Alpine Canada, and the Canadian SnowSport Association – demonstrated a thorough commitment to collaboration, co-operation and learning.

The field-of-play received excellent reviews from athletes, coaches, technical delegates and broadcasters; and the Live Site in Village Square was well-received by audiences, merchants, and performers.

There were also several important lessons learned; among them the need to immediately engage all volunteers with proven expertise in alpine events. Most alpine volunteers are seeking confirmation regarding their role during the Games. There is also a need to develop a greater number of skilled volunteers for alpine events. World Cup and NorAm events at other venues in Canada during 2008/09 will provide opportunities to train volunteers and identify volunteers with leadership skills.

An informal accessibility audit indicated that the on-site infrastructure was excellent for people with disabilities; however, resort staff did not have adequate information to assist people with disabilities in planning a visit to the event. In future, resort staff will be thoroughly briefed on all arrangements to assist people with disabilities.

It was also felt that visitor and community communications and engagement was underdeveloped. Limited awareness-building activities and local media coverage prior to the event, compounded by poor transportation to the site, and restrictions to

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on-mountain viewing during the event, were some of the areas identified for improvement through event debrief sessions.

An in-resort communications team – including representatives from TW, the RMOW, Whistler Blackcomb, VANOC, the Chamber of Commerce, and the WAC – developed a comprehensive communications matrix to manage media requests around events. The matrix assigns roles and responsibilities across a complete list of issues, opportunities and potentially unexpected challenges. The matrix also enables integration of National Sports Organizations and International Sports Federations into the communication protocol.

Children's Programs during the Olympic Games

The RMOW, VANOC and Whistler Blackcomb are working collaboratively to create meaningful programs during the one-week closure (February 22-26) for the elementary school students and for the three-week closure period (February 8-March 2) for the Whistler high school students. The programs potentially include on-mountain and off-mountain activities. These plans are still preliminary and no program details have been determined as yet.

Urban Domain Delineation Process – Service Agreements

RMOW staff and VANOC have had a series of meetings to commence integrated planning for Village Cleaning and Waste and for Snow Management during the Games. These plans will form the basis of the Service Agreements to be entered into between VANOC and the RMOW, which will outline the levels of municipal services during Games time and who is responsible for payment of those services.

Cultural Olympiad

WAC successfully co-presented WHISTLER CELEBRATION 2010™ with the Vancouver Cultural Olympiad 2008 throughout the month of February 2008. Whistler's festival featured programming produced in partnership with community groups including the Whistler Museum & Archives Society, Whistler Film Festival

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and Whistler Writers Group. Through the partnership with Vancouver Cultural Olympiad (\$50,000), WAC was able to launch Celebrate Live, featuring outdoor entertainment and film screenings in Village Square February 12-17. VANOC also facilitated a funding relationship with the Alberta Foundation for the Arts enabling WAC to present artists from Alberta at this year's festival. The Vancouver Cultural Olympiad also enabled broader programming with independent groups including a workshop presentation at Lost Lake of NiX by The Only Animal, a theatre company from Vancouver as well as Famous Puppet Death Scenes from Alberta. Whistler Celebration 2010 was made possible by the generous financial contributions of a number of parties and in particular the RMOW.

Olympic Journey Exhibit

WAC is continuing its work with the Whistler Museum & Archives Society to develop funding for the research and design of an Olympic Journey exhibit, to be unveiled in the renovated old library building in February 2009.

Commissioned Works

WAC was successful in its application to Arts Partners in Creative Development (APCD) for \$100,000 in funding for a multi-disciplinary project that will commission five established contemporary artists to collaborate with the local community in creating a multi-disciplinary work. WAC will be working with Aeriosa Dance (an aerial dance company based in Vancouver) to create "Inspired by Place", a portrayal and celebration of local distinctiveness that will have global resonance by expressing the fundamental values that draw people to mountain communities. Drawing upon the multiple disciplines of dance, sound art, digital media and performance/cirque art, the project will be inspired by physical adventure, sensory exploration and the connectivity between body and place. The resulting work will be presented out-of-doors, using the natural environment as a backdrop, during 25 days of the Olympic and Paralympic Arts Festivals in 2010. A preliminary premiere is planned for February 2009.

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School Media Arts Program

WAC was successful in launching a secondary school media project in partnership with Shaw Cable, the Whistler Blackcomb Foundation, School District No. 48 and Whistler Film Festival. The project was initiated in February and is currently being held after-hours on a weekly basis at the school. Student-produced films will be aired on Shaw Cable in June. The media arts program will provide skills development, career readiness, community service and potential job opportunities to fill a need expressed by visiting media during the 2010 Winter Games. It is intended to continue after 2010 as a legacy program in the Whistler High School.

2010 Community Town Hall and Open House

The RMOW held a Community Open House and Town Hall Meeting on January 12 to provide the opportunity for community members to learn about Whistler's role in the Games and progress in Games' planning, and have dialogue with Council and other representatives.

The event featured information and displays about the Whistler venues and models of the athlete village/legacy neighbourhood were on display for the first time.

RMOW and VANOC made presentations to provide an overview regarding Games planning, followed by an "armchair discussion" between John Furlong, CEO of VANOC and Mayor Ken Melamed. A lively discussion between Council and attendees took place during the town hall question period.

Nearly 200 members of the community attended, and surveys and informal feedback indicated that the event was a success.

Whistler Olympic and Paralympic Marketing Strategy

A strategic planning session to launch the development of Whistler's marketing strategy for 2010 took place involving TW, the RMOW, Whistler Blackcomb, the Chamber, WAC and VANOC.

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The 2010 Marketing Plan will include marketing strategies and tactics to fully leverage Whistler's role as Host Mountain Resort of the 2010 Olympic and Paralympic Winter Games. The overarching goal is to generate long-term growth in resort visits.

This will be a resort-wide plan. Initiatives will be developed and executed by all partners. Each will develop and execute initiatives that fall within that organization's mandate. To eliminate marketing gaps, to prevent duplication, and to ensure the most efficient use of existing resources, the plan will be coordinated by a working group of representatives from all stakeholders. Specific goals include:

Pre-Games

- Reduce consumer reluctance to travel to Olympic Host cities the year prior to the Games
- Engage the community to create passion and ownership for the Games

Games Time

- Maximize exposure of Whistler for the duration of the Games
- Fully develop the Paralympic opportunity

Post-Games

- Generate awareness of and interest in Olympic and Paralympic legacies
- Leverage the 'after-glow' to maintain momentum

2010 Olympic Torch Relay

WAC and the RMOW participated in a Municipal partners meeting for the Torch Relay in January. This was an initial meeting to discuss the overview and timelines of the Torch Relay. Resort partners will be involved in the planning of Whistler's involvement around the Torch Relay for Canada.

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Whistler Legacies Society (WLS)

In December, the Nordic Competition Centre in the Callaghan was officially named “Whistler Olympic Park” and the Sliding Centre was named “The Whistler Sliding Centre”. These names reflect the agreement negotiated during the bid phase so that Whistler is promoted in the lead up to and during the Games and is mentioned by the broadcasters during the Games time media coverage. Whistler Olympic Park opened December 15 to the public.

VANOC and the WLS have finalized the Athletes Centre License of Occupation and Use Agreement that sets out the terms of use for the Athletes Centre by VANOC before and during the Games exclusive use period. VANOC and WLS are continuing in their negotiations to finalize the Asset Transfer Agreement, which will describe how venues and assets will be transferred by VANOC to the WLS post-Games.

Volunteerism and Community Pride

The RMOW partnered with VANOC to establish and test the HomeStay program for volunteers during the February 2008 World Cup. TW (whistler.com) established the website and provided resources for the application process. The organizing committee, VANOC and the RMOW collaborated to match volunteers with host families. Fifty families applied to provide a minimum of four nights each. This produced a capacity of 200 nights, although only 119 nights were utilized. This under utilization was a result of VANOC placing volunteers in paid accommodation and the challenge of matching dates and needs. Ultimately accommodation was found for all volunteers.

Staff has conducted cross guest information training sessions with VANOC, Whistler Blackcomb and TW to develop accurate and consistent information. These sessions will continue through to the Games. Currently the cross training sessions are conducted twice a year. It is anticipated that the sessions will increase to four times a year in 2008.

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The RMOW is in discussions with VANOC concerning the Games-time volunteer program. VANOC and the RMOW are working on the development of a memorandum of understanding concerning this important component of Games-time planning.

The RMOW along with its resort partners are working with VANOC to produce the Whistler-specific component of the Games-time volunteer training package.

Nation Houses – Neighbourhood of Nations

In January, a Request for Expression of Interest (REOI) was sent to 15 nations. The REOI was in the form of an eight-page brochure – an ‘Invitation to Participate’ – describing the overall concept, the location, Games-time opportunities, and post-Games conversion to community facilities. The REOI was sent by RMOW staff to Norway, Germany, and Austria – the three nations with which RMOW staff had already met, and by the Government of Canada Department of Foreign Affairs & International Trade (DFAIT) to 12 other nations. The deadline for expressions of interest (EOI) is April 30.

The RMOW has already received a positive response from seven nations. This includes written EOI from Austria, Germany, Norway; and less formal EOI – expressed verbally during meetings with RMOW staff – from Finland, Italy, Switzerland, the U.K, and USA. In addition, China, France, Japan, Korea, Russia, and Sweden all expressed interest to DFAIT. RMOW staff is currently following-up with each of those nations.

Several nations asked questions around three main topics: design guidelines, business model, and construction logistics. During April, RMOW staff will provide nations with design guidelines, general terms, an explanation of process and timelines, and will respond to any further questions. By mid-May, RMOW staff will ask each nation to submit detailed design proposals by June 27.

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Information Kiosks

As part of the 2010 Tourism Consortium work, the Visitor Services sector made up of members from Tourism Vancouver, Tourism British Columbia, TW, Tourism Richmond and West Vancouver have been working on developing the concept of temporary Kiosks. The Kiosks, which will be placed in strategic locations throughout each municipality, will provide much needed touch points to service the thousands of extra guests visiting our destinations during the Games.

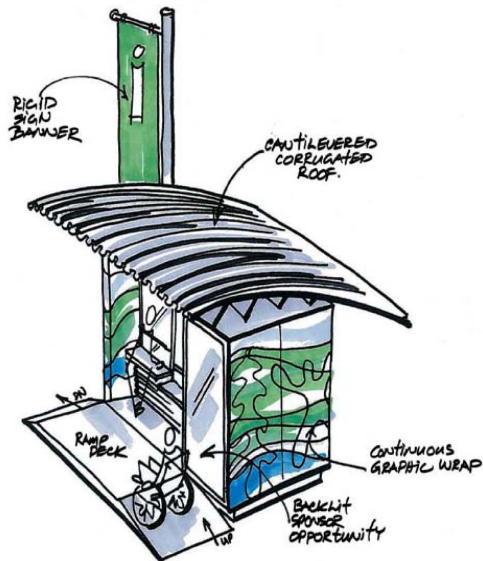
Stakeholders were first introduced to the idea during the 2006 Winter Games in Torino. In Vancouver, Richmond and Whistler it is believed that the kiosks will be an integral part of ensuring the visitor experience is better than in any previous host Olympic city.

The pilot project has been 12 months in the design stage. A working prototype has now been completed and will be installed in Vancouver at the Public Art Gallery on Robson Street (see next page for prototype sketch). The cost of each kiosk is approximately \$50,000. Tourism BC has agreed to fund this project, on the understanding that the kiosks be redeployed after the Games into smaller communities throughout BC. The creation of this legacy is a win-win for Whistler, Vancouver and Richmond as each would not have been able to afford this program on its own, and it provides for enhanced guest service delivery both during and after the Games.

The kiosks are 10" x 12", will accommodate three to four staff members and will be equipped with wireless connectivity to provide information and point of sale options. In addition, all kiosks will be outfitted with ramps making them fully accessible to those in wheel chairs. TW has been working with the RMOW to determine the correct number of kiosks needed and the placement of each within the village to provide maximum exposure and guest servicing. At this time it is anticipated that five or six kiosks will be placed through out the village, with the locations to be set by May 2008 as part of the Master Planning Process (see earlier section). TW

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anticipates that one kiosk will be complete for the winter of 2009 to test functionality and village access points.



2010 VISITOR CENTRE KIOSK
VANCOUVER



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Looking Forward

Chamber Luncheon

At the Chamber luncheon on April 23, Bill Cooper and Kim Gordon from VANOC will talk about 2010 brand awareness. Following the luncheon, VANOC, RMOW staff, Chamber representatives will attend a workshop that will provide a more focused strategic discussion for the resort partners' benefit.

Government Partners Conference

Ten representatives from the RMOW will be attending VANOC's first Government Partners Conference on April 15-16. The conference is intended to facilitate interaction between VANOC and the government partners by creating a forum for dialogue and idea exchange.

The conference is part of VANOC's ongoing goal to maximize Government Partners' contribution and commitment to the 2010 Winter Games. The conference will include a tour of the venues in Vancouver and include presentations on the Olympic Torch Relay, Look of the Games, sustainability initiatives, non-commercial rights and benefits, and the Paralympics.

Staff Event

The RMOW is planning an all staff event on May 12 to inform and increase understanding about the Games. The meeting will include a guest speaker and general presentation, and the opportunity to ask questions about the Games.

The Olympic Excellence Series

May 9-12 the Canadian Olympic Committee will host 80 of Canada's top winter athletes and coaches at the Olympic Excellence Series (OES) conference in Whistler. Athletes are invited based on criteria of a top five result in the most recent world championship, a top five world ranking, or a series of results that indicate strong potential for a podium finish in 2010. OES is designed to help athletes and coaches

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prepare by providing practical skills and strategies, and to inspire and motivate athletes, coaches, and support team members in their quest for the podium.

The Whistler conference is the first of two OES prior to the 2010 Games. The second will take place during the summer of 2009.

Canadian Olympic Academy

On Olympic Day, June 23, the Canadian Olympic Committee will bring 40 members of its annual Canadian Olympic Academy group to Whistler. The group will tour Whistler and Games venues, participate in Whistler activities and hold a meeting featuring presentations by Canadian athletes and ambassadors.

World Press Briefing

TW, as part of the Tourism Consortium mission, will attend the World Press Briefing in Whistler and Vancouver (coordinated by VANOC) in November 2008 as another opportunity to meet with and host print journalists and photographers who will be covering 2010 and events leading up to the Games following the Beijing Olympics.

