

2005-2006
Basketball Operations
Anderson Arena
Bowling Green State University

The policies and procedures contained in this manual have been reviewed and approved by the Department of Intercollegiate Athletics. All information contained in this document pertains to the event management of Men's and Women's Basketball competitions held at Anderson Arena. This is a work-in-progress and all suggestions are welcomed. Each year, revisions will be made to this manual to ensure the highest quality of safety and service may be provided to both the contestants and patrons of Anderson Arena.

Paul Krebs
Athletic Director

Mr. Jim Elsasser
Assistant Athletic Director

Contact List

Jim Elsasser

- Game management
- Officials
- Locker rooms
- Door guards
- Security
- Parking
- Ushers
- Post-game clean-up
- Scorer's Table staff
- "Count-down" to tip-off
- Post Game locker rooms policies

JD Campbell

- Media policies
- Televised games
- Press passes

Tony Fox

- Concession operations
- Workers passes / badges

Scot Bressler

- Ticket office procedures
- Ticket sellers
- Ticket takers

Jason Horn

- Promotions and half-time entertainment
- Band, cheerleaders, and mascots liaison

Andy Jones

- Facility maintenance
- Game day preparations

General Event Management Policies

Alcohol

Possession of alcohol is not permitted inside Anderson Arena or in any of the parking areas. Any person who is found with alcohol in their possession will be asked to surrender the alcohol to the police. Resistance will result in arrest.

Tobacco

The use of any tobacco product, such as cigarettes, cigars, pipes and chewing tobacco, is not permitted inside Anderson Arena. Those persons who wish to use any tobacco product will be directed to the front lobby. Here, they will receive a pass which will allow them to exit and then re-enter the building. Failure to comply with this policy will result in ejection from the building.

Throwing Objects

Any person who is caught throwing an object onto the court will be ejected from the building. Any resistance to this policy will result in arrest.

Language/Obscene Gestures

Use of abusive and/or profane language is offensive. The staff reserves the right to refuse admittance to the facility, or instruct individuals to leave the facility for such behavior.

Walking on Court

Any person who walks onto the court while the game is in process will be immediately ejected from the game. Resistance will result in arrest.

** It must be determined if the person walked onto the court on purpose or unknowingly entered the playing area as a result of excitement. In this case, the person will receive one warning. If they venture onto the court again, they will be immediately ejected from the building.

Teams Exiting Game Floor

At the conclusion of the first half, BGSU will depart the floor followed by the visiting team. Be prepared for BGSU game management officials and/or the game officials to hold your team near the bench area until BGSU has moved into the tunnel area. Please keep in mind that this protocol will not hinder your team in any way nor should it affect your ability to have the full 15-minute halftime.

Ejection Procedure

Any person who is ejected from the building, for any reason, will be escorted by a police officer. This person will not be allowed to re-enter the building. The name of any person, and reason for ejection, is to be submitted to BGSU Dean of Students Office.

Entry Policies for Anderson Arena

- Full time athletic department employees who are not working the event are admitted by ticket only.
- Athletic Department employees who are working the event are admitted by presenting a game worker pass.
- Cheerleaders and Dance Team are admitted only through the pass gate. Here, they must be checked on the gate list.
- Mascots are admitted in costume.
- Children who can be held in a parent or guardian's arms are admitted free of charge. Otherwise, they must purchase a ticket.
- Any problems or "excuses" should be immediately directed to Scot Bressler at the ticket office.

Parking

Parking

Please note positions and locations on the following map appendix.

Supervisor	S
Traffic Control (4)	T-1 through T-4
Lot N-14 Control (2)	L-1 and L-2

Procedures

1. Upon arrival, the supervisor is to pick up tickets, parking lists, flashlights, safety vests, etc., from the ticket office inside Memorial Hall. Flares will be brought to the

proper areas by the police officers when they arrive at the arena. (One hour prior to game time) Barricades will be brought to the arena from Athletic storage area (behind Ice Arena).

2. Lot N-14, Anderson Arena and Library parking, will be secured in two areas.
 - The northeast exit (NE) will be closed after university staff has exited the lot. This usually occurs around 5:15 p.m.
 - The southeast exit (SE), by the library, will be closed at the same time.
3. Parking personnel are to be stationed in their positions as detailed on the following map.
4. Several parking spaces are to be reserved closest to Memorial Hall. See map.
5. Accessible parking is available at the metered area on Lot 14. Spaces are also available on the south of the arena via Lot A.
6. Remove barricades at the end of the first half.

Policies

- Red “Event Staff” pullovers must be worn by all personnel at all times
- Only vehicles displaying a **VALID** Falcon Club hangtag, a President’s Club Tag, a Staff Pass, Season Media Pass or Media Pass for the particular game being played are permitted to park in Lot N-14.
- Visiting team buses will park on the sidewalk north of Anderson Arena. The team enters the Northwest doors.

Police Responsibilities

Report Times

Single Game - One hour prior to tip-off.

Double Header - One hour prior to start of the men’s game.

Required Staff

Six officers are required for each event. If possible, one sergeant is to be present at the arena. The Athletic Department contact for the officers at Anderson Arena will be

either Jim Elsasser. The department will be notified of any changes regarding exhibition games and post-season play.

New Assignments (officer location indicated by number)

Pre - Game:

1. Anderson Arena (rover) (OIC)
2. Student Gate in lobby
3. Memorial Hall lobby
4. Student Section "U"
5. Student Section "W"
6. Willard and Ridge (Traffic Control)

During the Game:

1. Team Tunnel First Floor
2. Southwest Floor (Visiting Team bench)
3. Second Floor Roving
4. Northeast Corner First Floor
5. Southeast Corner First Floor
6. Second Floor Roving

Post-Game:

1. Officials then back to tunnel
2. Southwest Floor (on floor in front of visiting team bench)
3. Upstairs for officials, secure officials locker room
4. South free throw line
5. North free throw line
6. Willard and Ridge (Traffic Control)

Women's games

From start of game to end:

1. Tunnel area
2. Southeast corner first floor

Post game traffic locations: Lot N-14 Exit, Lot N-14 Entry, Willard and Ridge

Officer Duties

Pre-Game

- Those officers involved with traffic control are to insure a smooth flow of traffic into Lot N-14. It is also their responsibility to protect pedestrians crossing from parking areas to the arena.
- The officer who is patrolling the lobby is to insure the smooth flow of spectators into the facility. Those found to be possessing alcohol will be forced to surrender the alcohol to the officer or will be denied entrance to the facility. Also, ticket scalping will not be tolerated outside of the arena. These people are to be moved away from the arena.

During the Game

- The officers stationed at visiting team must watch the areas adjacent to the team bench. No spectators are permitted to walk on the court. All spectators are to use the walkway in front of R/RR. The officer stationed at the team tunnel is responsible for escorting the game officials to and from their locker room.
- The officer stationed in the northeast and southeast corner is responsible for keeping the spectators from coming onto the court. At no time are spectators permitted on the court. Officers are to watch the student section vigilantly. More time should be spent watching the spectators that the game.
- The officer stationed on the second floor is responsible for all of the upper level seating. This officer should be patrolling the upper level and be prepared to assist any of the other officers if a situation should arise.

Post-Game

- Those officers involved with traffic control are to insure orderly exit of the vehicles from the parking areas. Also, these officers are responsible for the spectators crossing traffic to return to their vehicles.
- Those officers remaining in the lobby are to insure an orderly exit for the spectators. These officers should be aware of possible post-game altercations between spectators.

Each event is unique and officers may need to be positioned in different areas. During a heated competition, officers may be needed to remain on the arena floor until the teams and spectators have left the arena.

Arena Set-Up

Report Time

During Men's games, a member of the University custodial staff will also be setting up the arena.

Procedures

1. Place protective traffic mats around the outside of the arena floor. For men's games all mats are used. During women's games, only the mats on the east and south sides are used.
2. All bleachers must be pulled out and chairs secured for men's games. Balcony bleachers as needed for women's games.

3. The floor of the arena must be cleaned with the “dust mop” located in the officials locker room. The floor is only cleaned with the automatic machine before a men’s game. This is to be done by the University custodian.
4. The glass backboards must be cleaned prior to each game.
5. The turnstiles in the lobby must be set up as illustrated on the following page. The number on the turnstiles must be facing the arena. Begin setting up the turnstiles with number 1 closest to the ticket office.
6. Check the men’s and women’s restroom for supplies. Make sure they are stocked enough to last through the game.
7. Lock all doors after 5:30. Remember to lock the doors outside of the ROTC office. One door should remain unlocked outside the basketball office for players and coaches.

Once all of these duties have been completed, help Andy Jones complete the set up of the scorer’s table, scoreboard, and public address system.

Policies

- Wear comfortable clothes
- During the game, remain at or near the team tunnel for any emergencies. Otherwise notify Jim Elsasser or the University custodian as to where you will be sitting.
- Be prepared to help with any emergencies that may occur on the court or in the stands.
- Be aware of the locations of all equipment that you may need during an event.
- It is important that you know where all members of event management will be located during the game in case of an emergency.

Ushers

Report Times

Ushers are to report 1 hour 15 minutes prior to tip-off.

Positions

Please note positions and locations on the following map.

Section C	U1	Section L	U7
Section D	U2	Section M	U8
Section E	U3	Section Y (Students)	U9
Section F	U4	Section Y (Band)	U10
Section J	U5	Section T - X	U11
Section K	U6	Section R	U12

Rules and Responsibilities

- Be familiar with all areas of Anderson Arena so you will be able to properly direct spectators to their seats.
- Know where all members of event management staff are located in the case of an emergency.
- Dress neatly but comfortably. An event management jacket must be worn at all times.
- Always be courteous and remain calm when dealing with upset or uncooperative spectators.
- Always be looking for potential problems such as fights, seating disputes, medical emergencies and facility related problems such as broken seats.
- Never physically restrain a spectator. If the need should arise notify a police officer to solve the problem.
- Be familiar with the General Event Management Policies located at the beginning of this manual.
- Report all incidents or problems to Jim Elsasser.
- **Section Specific Guidelines**
 - The following guidelines apply to Sections C, D, E, F, J, K, L, and M.

- The ushers for these sections, U1 - U8, are responsible for the bench and chair reserved seats. Please face spectators as they enter the arena.
- Ushers are to assist any spectator who needs help locating their seat.
- These ushers are to prevent any spectator from climbing over the railing into the lower level general admission seats.
- At the conclusion of the game, replace all chair back seats into their upright position. Any items found may be turned in to Ticket Office
- The following guidelines apply to Section Y.
 - The usher for the “Band” side of this section, U10, is responsible for the area painted red.
 - This section is for students and band members.
 - The usher for the “Student Only” side of the section, U19, is responsible for the area not painted orange.
 - The primary responsibility for this usher is to make sure that no spectator sits in this section until the band arrives. Once the band has arrived, usher U10 is to assist in general admission for sections T through X.
- The following guidelines apply to Sections T, U, V, W, and X.
 - The usher in this area, U11, is responsible for the general admission seating along the east side of the arena. **All but section T is STUDENTS ONLY! (also changes based on demand)**
 - The primary responsibility of this usher is to be aware of any seating problems and possible fights that may appear.
 - Make sure that no spectators venture onto the court prior to or during the game.
- The following guidelines apply to Section R, RR, SS, S, TT.
 - The usher in this area, U12, is to insure that no general admission ticket holders go into the reserved chair sections. Only allow traffic to flow at dead balls.
 - Direct spectators with reserved chair tickets to their proper seats.

Security

Report Time

Security personnel are to report to the arena 1 1/2 hours prior to tip-off.

Positions

Please note positions and locations on the following map.

Press Gate	S1
Southwest Door	S2
Locker Room Door	S3
ROTC Door	S4
Team Tunnel	S5
Main Entrance	S6

Rules and Responsibilities

- Be familiar with all areas of Anderson Arena so you will be able to properly direct spectators to their seats.
- Know where all members of event management staff are located in the case of an emergency.
- Dress neatly but comfortably. An event management jacket must be worn at all times.
- Always be courteous and remain calm when dealing with upset or uncooperative spectators.
- Always be looking for potential problems such as fights, seating disputes, medical emergencies and facility related problems such as broken seats.
- Never physically restrain a spectator. If the need should arise notify a police officer to solve the problem.
- Be familiar with the General Event Management Policies located at the beginning of this manual.
- Report all incidents or problems to Jim Elsasser.

Area Specific Guidelines

The following guidelines are for the Press Gate, S1.

- The security guard positioned here is to admit only reserved ticket holders, game officials, press and media pass holders, cheerleaders and pommeretts, and players.
- The only other people admitted must be on the pass list for that specific game. Pass list will be brought to the arena by Jim Elsasser.

The following guidelines are for the Southwest Door, S2.

- No spectator or game worker is permitted through this door. All people must be directed to either the main lobby entrance or to the pass gate.
- No spectator is permitted down the locker room hall. Only players, coaches, and event management staff are permitted down this hall with proper identification.
- After the game, members of the press will be permitted down this hall only after the cooling off period.

The following guidelines are for the Locker Room Door, S3.

- Only players, coaches, trainers and equipment personnel are permitted through this door. All other people must be directed toward either the main lobby entrance or the press gate.
- Occasionally, the trainer will provide a list of student athletes who are scheduled for treatment.

The following guidelines are for the ROTC Door, S4.

- ROTC personnel are permitted through this door only if they are entering the offices. They are not permitted upstairs.
- No other person is permitted through these doors.

The following guidelines are for the Team Tunnel, S5.

- Only players, coaches, trainers, equipment personnel and game administrators are permitted through this door.
- After the game, members of the press will be permitted down this hall only after the cooling off period.
- Friends and family members of the players and coaches are asked to remain on the court after the game.

The following guidelines are for the Main Entrance, S6.

- This security position is responsible for keeping the area clear of spectators.
- This person helps the usher assigned to this area with their duties. these duties include helping spectators find seats and insuring only reserve ticket holders pass through this area.

Ticket Takers

Report Time

Ticket takers are to report to the arena 1 hour 15 minutes prior to tip-off.

Positions

Please note positions on the following map.

Ticket Taker T1 - T3

Rules and Responsibilities

- Be familiar with all areas of Anderson Arena so you will be able to properly direct spectators to their seats.
- Know where all members of event management staff are located in the case of an emergency.
- Dress neatly but comfortably. An event management jacket must be worn at all times.
- Always be courteous and remain calm when dealing with upset or uncooperative spectators.
- Always be looking for potential problems such as fights, seating disputes, medical emergencies and facility related problems such as broken seats.
- Never physically restrain a spectator. If the need should arise notify a police officer to solve the problem.
- Be familiar with the General Event Management Policies located at the beginning of this manual.
- Report all incidents or problems to Jim Elsasser.

Specific Guidelines

- One ticket taker is assigned to two turnstiles.

- Each reserve ticket is to be torn in half and one half returned to the spectator.
- General Admission tickets are to be torn in half and both halves thrown away. the spectator does not need a ticket stub.
- Direct spectators toward the general direction of their seats.
- No food or beverages, horns, or noisemakers are permitted inside Anderson Arena. If any spectator causes a problem, notify the police officer located in the lobby.
- Turnstiles will be taken down after half-time.

Media Gate/Reserve Ticket Gate

Report Time

- Report 1 1/2 hours prior to tip off

Duties and responsibilities

- All media who enter must present a valid basketball media credential
- Any media passes left at the gate will be dropped off by an Athletic Communications Staff member
- Media may enter at any time
- Reserve ticket holders may enter no sooner than 1 hour prior to tip off
- Tear the reserve ticket and give the large stub to patron
- Send all general admission and students with ID to the front lobby
- Send all individuals inquiring about will call to the front lobby
- General will call is at the ticket window
- Player will call is at the turnstile located in the front lobby (farthest east)
- Game workers, band, cheerleaders, concession workers, etc. will enter your gate. Most working staff will have a credential.
- Make sure all persons entering the gate pass through the turnstile.
- Gate closes at half time