

**Revised City Roles**

As a result of internal and external consultation staff have revised the Framework Roles and clarified their scope to the following:

Roles	Scope of Work	Proposed Division to Provide Key Resources
Strategic Leadership  (NOTE: This role was previously “Promoter”, which needed to be strengthened beyond tactics to strategy)	Offer strategic direction that proactively recognizes the positive impacts of events in our City while balancing resources, priorities, and fiscal responsibilities through Corporate ownership, collaboration, and communication that are connected to operations and processes to assist Hamilton in being an events-friendly City	TBD
Customer Service  (NOTE: This role was previously “Facilitator” – changed to use more clear / specific language)	Ensure that event organizers are provided with a one-stop and open for business approach that helps them clearly navigate through the City’s events processes in a customized, clear, proactive, and timely manner and offers self-serve online tools to aid in community organizers’ planning and understanding of City requirements	Events Office and SEAT
Regulator	Coordinate the regulation of events that take place outdoors on City property to (1) ensure the health and safety of residents and visitors, (2) maintain and enhance internal processes and procedures that support great customer service for event planners, and (3) enhance and maintain the coordination of SEAT to ensure internal efficiencies	SEAT and lead out of the Events Office
Service Provider	Support events by developing and enhancing events friendly spaces that offer priority amenities in these spaces (i.e. Parks, Recreational Facilities, and other City-owned facilities)	Parks, Recreation, Landscape Architectural Services (LAS), HSR and Facilities

Roles	Scope of Work	Proposed Division to Provide Key Resources
Funder	Provide financial resources through Community Enrichment Fund (CEF)	Corporate Services and Cultural Development
Producer	Plan, manage, deliver and / or contract out and evaluate key annual events	Events Office and Community Event Organizers