



Welcome to the Family!

Volunteer Handbook

Table of Contents

	Page
About the Monterey Jazz Festival	3
MJF During the Year	4
Introduction to MJF Staff	5
All About Volunteers	6
FAQ's	9
Customer Service at its Best	11
What to do in an Emergency	13
What's What?	15
The Orientations	16
Being "Social"	17
Security Document	18
Signature Page	27



Mission

The Monterey Jazz Festival celebrates the legacy of jazz and expands the boundaries of and opportunities to experience jazz through the creative production of performances and educational programs.

History

MONTEREY JAZZ FESTIVAL

Co-founded by **Jimmy Lyons** and **Ralph J. Gleason** in 1958, the non-profit Monterey Jazz Festival has presented nearly every major artist in the world — from Louis Armstrong, Billie Holiday, Dave Brubeck, Tony Bennett, and Miles Davis, to contemporary masters Diana Krall, Wynton Marsalis, Trombone Shorty, Esperanza Spalding, and Terence Blanchard. The Monterey Jazz Festival is an international icon and model for subsequent music festivals, including the Monterey Pop Festival, Woodstock, and many other multi-stage and nonprofit festivals across the world. The Festival, one of the longest, consecutively-running jazz festivals in North America, debuted on October 3, 1958 at the Monterey County Fairgrounds. Jimmy Lyons started MJF as a 501(c)(3) with the intention that it would have an educational and outreach component. This was not only rare for music festivals at the time, it is also a little-known fact about MJF. The 8 Grounds stages (4 outdoor and 4 indoor) will feature over 80 events throughout the weekend. Each year is a celebration!

NEXT GENERATION JAZZ FESTIVAL

Monterey Jazz Festival is devoted to education by presenting year-round local, regional, national, and international programs. Each spring, the **Next Generation Jazz Festival** (NGJF) comes to downtown Monterey and is one of the premier student jazz competitions in the world. Founded in 1971 as the California High School Jazz Competition, Jimmy Lyons envisioned it as a conduit to provide top young jazz players with an opportunity to perform at the world-renowned Monterey Jazz Festival. With more than 1,300 participating students, the NGJF **is one of the largest gatherings of young jazz talent in Northern California**, outside of the Monterey Jazz Festival itself. The NGJF has grown in size, scope and importance to develop young student talent over the years.

WE HAVE VOICE

Since the beginning, the Monterey Jazz Festival has been committed to presenting, nurturing and celebrating all jazz artists. To this end, Monterey Jazz Festival has adopted the [We Have Voice Collective](#) code of conduct. This code is about ensuring safe spaces for all musicians, regardless of gender, sexual orientation, ethnicity, culture, etc. to work and perform in – something we strive towards every day at Monterey Jazz Festival, and an initiative we are proud to support.



MJF During the Year

So many times, people ask us “What do you do when the festival is over??” Well, MJF is not just about what happens in September. All year the Monterey Jazz Festival office is buzzing with activity. From Jazz Camp to Gala events, every day there is some project or activity happening to benefit the Jazz Education Program.

As a non-profit, we continually look for ways to build relationships with our community; finding partners who share the same passion for jazz that we do or educate those who might not know the first thing about jazz.

The following is just a sample of activities:

- | | |
|-------------------------------|---|
| MJF in the Schools | Summer Jazz Camp |
| Continual Fundraising | Jazz Conferences |
| Leadership Development | Next Generation Jazz Orchestra on Tour |
| Artist-in-Residence Programs | San Jose Summer Jazz Fest |
| Special Event Performances | Monterey Jazz Festival |
| Next Generation Jazz Festival | Monterey Bay Aquarium, Carmel Plaza, Macy’s, etc. |
| Public Events | Private Events |

Additional outreach activities such as Rotary meetings, civic clubs, volunteer fairs, donor events, holiday parties and school activities occur on a weekly basis. In 2018, the MJF All-Star students participated in over 35 performances.

Our volunteers help us provide the best experience and are the lifeblood of the Monterey Jazz Festival. We would not be able to do what we do without our fabulous volunteers. There are many opportunities to volunteer during events and throughout the year, and we welcome the help. Thank you for giving your time and talent to the MJF! We appreciate you!



Introduction to MJF Staff

The people listed below are the full-time staff of Monterey Jazz. We are available all year for questions and information.

Colleen Bailey	Executive Director
Tony Caparelli	Director of Finance
Paul Contos	Director of Education
Karen DeWitt	Development Manager
ReNae Jackson	Education Administrator
Tim Jackson	Artistic Director
Timothy Orr	Marketing Associate
Katherine Torres	Development & Administrative Assistant
Bill Wagner	Production Manager
Elizabeth Welden-Smith	Director of Marketing & Strategic Relations
Bobbie Young	Community Engagement Manager and Volunteers
Kimberly Zatezalo	Ticketing Services Director

The staff is here to assist you in any way we can. You can always email Bobbie Young at bobbie@montereyjazzfestival.org for any additional questions.



Why Our Volunteers Matter

Our volunteers are essential in providing additional support throughout the year in a multitude of ways, from production set-up (building sets, setting sound equipment, moving instruments), office support, volunteer check-in, ushers, vendor set-up support, hospitality, merchandise sales, gate admissions, manning community event booths, and so much more. There is a lot happening during the year – we appreciate all the support we receive from our friends!

Our volunteers are, in some instances, the first line of interaction with our community, patrons, staff, board, vendors, artists and guests. Therefore, we appreciate the attention to detail, customer service skills and general, overall good spirits of our volunteers! You make Monterey Jazz Festival look great!

Thank you! We can never state it enough – without our volunteers the work MJF does to bring jazz to the community would not be the same.

Benefits of Volunteering

The true definition of volunteering is “to freely offer to do something.” We recognize our volunteers for their time and talent, and we treat our volunteers with care. As a benefit of volunteering, we can provide you with the following during the festival in September:

1. The ability to meet other jazz-loving people
2. A wristband for the day you volunteer allowing access to the GROUNDS and Grounds stages. Wrist band colors do change daily.
3. A Monterey Jazz Festival t-shirt
4. The feeling of doing something good for others
5. Hearing some *Fantabulous* music all day long!

Throughout the year at our other events, we will provide you with whatever you need to get the job done. We welcome your input and appreciate the help.



Volunteer Areas

The options for volunteers are endless – please read through the descriptions below and consider what suits you best!

<p>Administration: Assist with participant registration and various administrative duties. Next Gen Jazz Festival Office assistance, answering phones, paperwork. MJF</p>	<p>Premier Club: Assist Premier Club Manager in check-in, clearing of tables, and high-level customer service. Must be over 19 years old. MJF Only</p>
<p>Credential Office: Assist Credential Manager with distribution and printing festival credentials. MJF Only</p>	<p>Production Crew: Assist with distribution and set-up of equipment and stages.</p>
<p>Education/Development: Assist with Education Booth and Band Escorts. Next Gen Festival Only</p>	<p>Program Seller: Sell MJF Souvenir Programs on the grounds. MJF Only</p>
<p>Education: Assist with band escorts and ticket donations. MJF Only</p>	<p>Recycling Services: Supports Offset Project in recycling and sorting. MJF Only</p>
<p>Gate Staff: Assist with scanning tickets, ticket line crowd control, patron questions and greeting guests. MJF Only</p>	<p>Rover: Assists with providing breaks and support where needed. Requires 3 years previous MJF volunteer service.</p>
<p>Grounds Crew: Assist in deliveries and vendor coordination. MJF Only</p>	<p>T-Shirt Distribution: Sort and distribute t-shirts for staff, crew, artists, and volunteers.</p>
<p>Hospitality: Assist Hospitality Manager in preparation & delivery of food & beverage to various Grounds locations. MJF Assist in food prep for staff and volunteers. Next Gen Festival Only</p>	<p>Ushers: Assist with welcoming guests, assisting patrons to their seats; providing a safe and secure area for patrons, and answering questions.</p>
<p>Merchandise Sales: Assist in merchandise venue with sales and inventory control.</p>	<p>Volunteer Services: Assist Volunteer Coordinator with check-in of volunteers and oversee volunteer hospitality.</p>

A sample position description follows on the next page.



Volunteer Position Description

Monterey Jazz Festival

Volunteers are the lifeblood of the MJF. We would not be able to accomplish all we do without your help! Thank you for giving of your time, talent and skills. We appreciate you!

Position Title: MJF Volunteer

Reports To: Community Engagement Manager/Department Directors

General Function:

The general function of an MJF volunteer is to provide the best possible experience to the patrons, staff, and volunteers in addition to providing a service of assistance.

Experience Required:

- Depending on the area of work, experience could range from sound and light board set up with the Production group, setting up a hospitality tent, administrative office support or selling programs.
- Minimum age requirement:
 - o Program sales – 14 and up
 - o All other positions – 18 and up
 - o Premier Club – 19 and older
- Visual and auditory ability to observe surroundings
- In some areas, ability to lift in excess of 40 pounds

Requirements of the Job:

- Attend volunteer gathering (date to be provided)
- Attend department specific trainings where required
- Provide excellent customer service
- Maintain a safe, clean workspace
- Maintain area specific guidelines as provided
- Have FUN!



FAQs For MJF in September

1. Can I see any of the performances?

Because we want you to have a wonderful experience at the Jazz Festival, we encourage you to come early to your shift or stay later after your shift and enjoy the 7 stages available to you on the Grounds. If you have volunteered your time the week prior to the festival (in production or administration, a minimum of 8 hours), and will not be volunteering throughout the weekend, you can be provided a grounds wristband for Saturday or Sunday of festival weekend.

2. Can I get a ticket for the arena?

*The MJF policy on Arena tickets (Jimmy Lyons Stage tickets) - everyone buys an Arena ticket. If you want to see a show in the Arena, please purchase an Arena ticket. If you have **pre-purchased** an Arena ticket, please let us know so we do not schedule you to work a shift for that day.*

3. Do I get a t-shirt?

We have been fortunate the last few years to provide t-shirts to our MJF volunteers. We hope to continue that great benefit each year.

4. Where do I park?

Unfortunately, we cannot provide parking for all our volunteers. However, we can suggest parking away from the festival Grounds and taking the MST bus to the fairgrounds. If you would prefer to park at MPC (Monterey Peninsula College), there is a fee to park (no in/out privileges). Free shuttles run continuously from MPC to Gate 4.

5. Where do I check in?

*Most volunteers will check in through Gate 4, **ARENA USHERS** will check in through Gate 6B, the Event Security will have your name on a list, check in with them and go to the office. The volunteer office (Gate 4) is located directly across from the gate. Please check in to receive your wristband and additional information.*



FAQs For NGJF in April

1. Where is the Next Generation Jazz Festival held?

The Next Generation Jazz Festival is held in downtown Monterey at the Monterey Conference Center. We work with local downtown businesses to provide spotlight performances. All locations will be available in the program.

2. Can I see any of the performances?

In general, all performances are free to the public. You are welcome to attend before or after your scheduled shift.

3. Do I get a t-shirt?

Unfortunately, we do not provide t-shirts for the volunteers at Next Gen.

4. Where do I park?

There is parking available all around the downtown Monterey area as well as the Conference Center site. We do not reimburse for parking.

5. Where do I check in?

***ALL** volunteers must check in at the lobby of the Conference Center. Look for the **Registration/Check-In** sign, you will receive a lanyard with your name badge.*



Customer Service at its Best!

Our Patrons Expect S.E.R.V.I.C.E.

Smile – Look and act genuinely happy to see our patrons

Eye Contact – Look directly to those whom you are speaking

Respect & Welcome – Greet everyone you see

Value the Music – After all, that's why they're here

Initiate Patron Contact – Don't be afraid to help

Create Service Solutions – Help find the answer

End with a Thank You – Don't forget your manners



Customer Service at its Best!

"If you're looking for hope, buy a Saturday grounds pass to the festival"

PHRASES THAT MAKE PEOPLE HAPPY

"Let me find that out for you"

"May I take you to the person that can help you?"

"May I help you with anything?"

"Are you having FUN?"

"Welcome!"

PHRASES TO STAY AWAY FROM

"No"

"I don't know"

"I can't"

"That's not my area"



What to do in an Emergency

Remember to stay **C.A.L.M.**

- **Consider Safety First** – Know your surroundings. Know your closest exit locations.
- **Assess the Situation** – What exactly is happening? Get as many details as quickly as you can.
- **Let Someone Know** – Get help and keep leaders involved. Our security providers are Miller Event Security.
- **Make a Move** – Follow the instructions given by leaders or emergency personnel. If you need to clear patrons, speak clearly and direct them exactly where they should go.

Familiarize yourself with the exits of the area by using the map provided to you in the program.



Think Safe to be Safe

We are fortunate to work with Miller Event Security (MES). They have provided our security at the gates, bag search, parking lot security, entrance gate access and safety and security to our patrons and volunteers.

If there is ever a situation with a person, or persons, that is causing you to feel unsafe, tell your area lead or the nearest MES security guard. Do not attempt to do the work of the security staff. Let them handle the situation.

PLEASE READ THE SECURITY AND SAFETY INFORMATION AT THE BACK OF THIS HANDBOOK.

Print and sign the acknowledgment sheet and bring it with you to your orientation.

And, Just in Case

Evacuation Events – Evacuations may be necessary in the event of natural disaster, fire, or any time the venue is deemed unsafe. Familiarize yourself with your location and your nearest exit and assist with patron evacuation. Remember, keep calm and keep people moving.

Safe Havens – Any large open area free of buildings, trees, power lines, etc.

First Aid is located behind the Monterey Jazz Festival merchandise booth in the midway of the fairgrounds. For **Next Gen**, the Check-In desk will have first-aid supplies.

Maps will be provided to all volunteers at the orientation for MJF.



What's What for MJF!

We always have a very exciting lineup! Program schedules will be available once you check in to volunteer. You can also download the **MJF APP** to see who is playing where. Make sure to look through the program to get the full effect of all the great music for the festival. If you are interested in seeing a performance at the Jimmy Lyons Stage, you will need to purchase an Arena Ticket. The Next Generation Jazz Festival programs are always fabulous!

Jazz Festival Stages:

The Jimmy Lyons Stage (also known as the Main Arena)

The Jimmy Lyons Stage (Main Arena) has 5 shows over the course of the weekend. The shows are:

- Show 1 – Friday Night
- Show 2 – Saturday Afternoon
- Show 3 – Saturday Night
- Show 4 – Sunday Afternoon
- Show 5 – Sunday Night

All tickets will have show numbers clearly labeled. On Saturday there is a 3-hour break between the morning and afternoon shows. On Sunday, the break is shorter.

The Grounds

There are 7 Grounds stages (3 outdoor and 4 indoor), 500+ performers over 3 days. Please check the program schedule for the performances. Each year, in the Pacific Jazz Café, we offer an art exhibit. Please check it out when you get the chance.

Next Generation Jazz Festival – Performances will be in the Monterey Conference Center Rooms. Information will be available at the Next Gen Festival.



The MJF Orientation

The Monterey Jazz Festival holds orientations to provide our volunteers the opportunity to meet each other and obtain some area specific training. We hope to impart a sense of community and family with our volunteers. Our orientations will inspire you, energize you and educate you for each festival. We will provide you an opportunity to meet each other, learn the new and exciting happenings at the festival, tour the facilities to get a better feel for the space, meet your teams and lead support, participate in a group photo and come away ready to provide the best possible service to our patrons, and each other!

MJF in September: Orientations will be held at 10am Saturday, September 21; 5:30pm Wednesday, September 25 and Friday, September 27 at 1pm. Attendance is requested, please RSVP to one of the three orientations by emailing bobbie@montereyjazzfestival.org

For **Next Gen Festival**, the orientation will be held Thursday, before the festival begins. Orientation will be held in the **Steinbeck Ballroom upstairs at 5:30pm.**

We appreciate our volunteers who come from all over the United States, and sometimes from around the world, to help at the festivals. For those volunteers who we see at the very beginning of your shift, not to worry – we will provide an on-site, at the moment update.

Attending an orientation is strongly recommended as procedures, spaces, programs and people change each year – plus, they will be FUN!! And, you never know, there could be something you don't want to miss!



Keep in Touch!

Check out the link below for more information.

All you need is on our page – if you can't find something let us know.

www.montereyjazzfestival.org

Follow us on:



Check out our Snap Chat filter during the Monterey Jazz Festival, just swipe left and add it in – in the Arena area only.



Security Safety & Emergency Procedures for the Monterey Jazz Festival Revised: May 2018

Table of Contents

1. PURPOSE

2. POLICY STATEMENT

1. Security, Safety & Emergency Procedures Handbook
2. General Public Safety
3. Police Department
4. Fire Department
5. First Aid Department
6. Security Department

3. SECURITY, SAFETY & EMERGENCY SITUATIONS

1. Types
2. Recognizing Potential Scenarios
3. Communications

4. EVACUATION PROCEDURES

1. Emergency Committee & Evacuation Response Team
2. How to React to a Security, Safety, or Emergency Situation
3. Communications
4. Media
5. Evacuation Zones & Zone Leaders

5. SPECIFIC EVACUATION LOCATIONS & PROCEDURES

1. Evacuation Procedures
2. Stage Announcement Example
3. Zone Leader Procedures
4. Evacuation Paths
5. Fairgrounds Map

6. GUIDELINES THROUGHOUT THE FESTIVAL GROUNDS

1. In & Out Policy
2. Prohibited Items
3. First Aid
4. Triage Area
5. ADA Services

7. ACTIVE SHOOTER

1. Evacuation Procedures

1. PURPOSE

The purpose of this Security, Safety & Emergency (SSE) Procedures Handbook is to establish protocols that will enable the Monterey Jazz Festival (MJF) Staff, the City of Monterey Police Department, the City of Monterey Fire Department, Miller Event Security (MES) and First Aid to anticipate, when possible, respond to any SSE situations that may occur during the Monterey Jazz Festival, and to assign responsibilities for effective management and coordination of the resources to control these situations.

This plan provides the basis for orderly evacuation, effectively utilizing manpower and equipment, to assure the minimization of lost life, injuries and/ or damaged property.

2. POLICY STATEMENT

a. SECURITY, SAFETY & EMERGENCY PROCEDURES HANDBOOK

This Security, Safety & Emergency (SSE) Procedures Handbook was developed to anticipate possible emergencies and disasters that may occur, assigning responsibilities to provide emergency preparedness/response to personnel working on or around the Monterey Jazz Festival. It shall be reviewed by the MJF staff, local police, fire departments, Miller Event Security and First Aid on an annual basis. Sections of this handbook shall be revised as necessary.

b. GENERAL PUBLIC SAFETY

It is the desire of MJF and participants in the Public Safety Program, that utmost effort be extended in a coordinated and informed manner, to respond to emergencies and incidents which may impact the safety of the public and staff at MJF.

The Public Safety Program is divided into four categories: The City of Monterey Police Department, the City of Monterey Fire Department, Miller Event Security and First Aid.

c. POLICE DEPARTMENT

The Monterey Jazz Festival has contracted with the City of Monterey Police Department to provide uniformed officers during specific hours to patrol the perimeter and festival grounds assuring compliance with all laws. These services include but are not limited to the investigation of crimes, compilation of reports, and maintaining law and order.

d. FIRE DEPARTMENT

If a fire situation should arise the necessary information shall be reported to MES. MES shall dial 911 and report the incident. MES will relay to the City of Monterey Fire Department via 911 dispatch the best location/ gate to access the incident. If a gate or gates needs to be opened for access of fire equipment, MES shall relay that information to the correct area supervisor for immediate action. The designated security supervisor will escort the City of Monterey Fire Department to the correct area.

e. FIRST AID DEPARTMENT

Monterey Jazz Festival contracts with a First Aid Provider to provide on-site first aid and medical services. First Aid will respond to medical emergencies and evaluate the situation and patients. Requests for ambulance transport or medical care will be directed through First Aid. If First Aid

personnel decide an ambulance is required, they will contact MES in order to coordinate the opening of the appropriate gate for the ambulance.

f. SECURITY DEPARTMENT- Miller Event Security (MES)

MJF contracts with MES for security services that include but are not limited to:

1. Patrolling the entire festival grounds.
2. Scheduling personnel at gates used for ingress and egress.
3. Conducting bag searches at all entry gates (prohibited items listed in Section 6).
4. Scheduling personnel for fixed and roving positions.
5. Inspecting perimeter fencing.
6. Inspecting gates during the Festival's operational hours.
7. Building inspections.
8. Periodic checks of locations and gates that require locks.
9. Determining that all vehicles entering the Festival grounds have proper credentials and/or authorization.
10. Providing venue security from the Festival end time at night until the gates reopen the next day.
11. Unlocking perimeter gates when Festival grounds open and locking gates at night when Festival grounds close.
12. Handling the sales of the MPC parking lot.

3. SECURITY, SAFETY & EMERGENCY SITUATIONS

a. TYPES

1. General Power Failure
2. Fire in one of the buildings, Festival grounds areas, or concession stands
3. Medical emergencies such as heart attack, excessive bleeding, seizure, fainting, bone fracture, apparent drug overdose
4. Bomb threat
5. Hostage/ Sniper
6. Explosion or threat of explosion
7. Discovery of actual explosive device on the grounds
8. Major injuries or fatalities
9. Chemical accident
10. Civil disorder involving a large number of people
11. Earthquake
12. Severe weather conditions (windstorm, heavy rains that result in flooding, thunder and lightning)
13. Aircraft disaster

b. RECOGNIZING POTENTIAL SCENARIOS

When MES are patrolling their positions (fixed or roving) they must always be aware of what is happening around them. This is described as 'Situational Awareness'. They should be aware of situations including but not limited to:

1. Individuals acting excessively aggressive, intoxicated, or other unusual behaviors inside or outside the Festival grounds.
2. Someone spending too much time watching a location where money is accumulated or high-level access is granted. MES should be especially alert to repeat visitors or outsiders who have no apparent business and are asking about the facility, Festival personnel or Festival performers.
3. A vehicle parked too long in an unusual area.

4. An individual appearing to be carrying a weapon (gun, mace, pepper spray or knife). Toy guns, water pistols or other imitation weapons are prohibited items upon entry to Festival grounds.
5. Gang 'colors' or paraphernalia.

This list is only to assist MES in their awareness of possible situations they may encounter. If any MES personnel observe situations they determine to be suspicious or potentially hazardous, they will radio MES dispatch and describe what they are observing. MES Supervisors will respond and further assess the situation. They will either deal with the situation directly or request assistance from the City of Monterey Police Department.

c. COMMUNICATIONS

In the event of a potential security, safety or emergency situation, all communications will be directed by two-way radio to MES Supervisors. The MES Supervisors will make a determination of the appropriate response and what agency(ies) to notify, as well as notifying the MJF staff and Fairgrounds staff for shutoff. Any water/ gas turn-off must be done ONLY by Monterey County Fairgrounds Staff.

4. EVACUATION PROCEDURES

a. EMERGENCY COMMITTEE & EVACUATION RESPONSE TEAM

In the event of an emergency, a committee consisting of MJF Executive Director or designated substitute, a designated representative from the City of Monterey Police Department, a designated representative from the City of Monterey Fire Department, and the General Manager of MES shall confer to assess the gravity of the situation and to determine a course of action. They will determine if any type of evacuation is required. This plan provides for general evacuation procedures for specific areas or buildings within the fairgrounds.

b. HOW TO REACT TO A SECURITY, SAFETY, OR EMERGENCY SITUATION

In any security, safety or emergency situation:

1. MES personnel or MJF Staff who witness the incident shall immediately radio to MES Communications with clear and concise information including location, injuries, number of people involved, and size of area involved.
2. MES Supervisors will consult with representatives from the City of Monterey Police Department, the City of Monterey Fire Department, and the MJF Executive Director, and make a decision as to what type of response is warranted and the proper action to be taken.
3. MES Communications may alert all entry gates to switch to exit only until advised otherwise.
4. MES will:
 1. Cooperate with emergency officials and follow their instructions as they arrive in response to the emergency dispatch.
 2. Always remain calm and speak with authority when giving instructions in order to move people out of danger.
 3. NOT offer information to reporters or answer questions. Any inquiries from the media shall be directed to the MJF Executive Director.

c. COMMUNICATIONS

All situations relating to SSE shall be reported to MES Communications by two-way radio or cell phone. MES Management will determine if the situation is within their scope of responsibility to

handle, or if they need to contact local authorities. MES Management will notify the MJF Executive Director or designated substitute, the City of Monterey Police Department and the City of Monterey Fire Department of their actions.

*It is imperative to have clear, accurate, detailed information when reporting situations that could potentially bring about a partial or total evacuation of the festival grounds.

d. MEDIA

The MJF Executive Director and Artistic Director shall make any statements to the media regarding security, safety and emergency evacuation situations. MJF Staff, Security and Medical Staff shall NOT offer any information, nor answer any questions from the media. All media shall be referred to the MJF Executive Director.

5. SPECIFIC EVACUATION LOCATIONS & PROCEDURES

In the event that a partial or total evacuation of the Fairgrounds needs to occur the following steps will be implemented.

a. EVACUATION PROCEDURES

1. MES will confer with the MJF Executive Director, the City of Monterey Police Department and the City of Monterey Fire Department.
2. Zone Leaders from the evacuation zones will be notified via two-way radio or cell phone. Zone Leaders will position themselves within their zone to support evacuation of people within their zone.
3. The MJF Executive Director will contact the Production and Stage Managers to have any announcement of procedures relayed on stage(s). (See below for example of Announcement.)
4. MJF Production Manager and MES Communications will remain in place for dispatch of information via two-way radio and cell phone, within teams and leaders, while staying in communication with the City of Monterey Police, the City of Monterey Fire Department and First Aid as needed.
5. MES and Gate Staff will be instructed to ensure all gates are opened and utilized as exits only.
6. Dependent upon partial or total evacuation, all Staff, Volunteers, Artists and concessionaires shall exit the Festival grounds along with event patrons.
7. MES shall place personnel on foot patrol in festival merchandise booth areas only.
8. Director of Finance will remain in place with all monies, unless in danger. If in danger, Director of Finance will contact MJF Executive Director and MES for assistance in evacuating the space.
9. Dependent upon partial or total evacuation, the onsite Hospital managed by First Aid will be evacuated with assistance from MES, and if needed the City of Monterey Police and Fire Departments, through Gate 6B (See Page 7, Zone 1 Evacuation Map for gate location).

b. STAGE ANNOUNCEMENT EXAMPLE

1. *“Ladies and gentlemen, your attention please. Everyone must evacuate the venue immediately. Please collect your belongings quickly and walk calmly to the nearest exit (and then describe the nearest exit briefly - behind you, to your right, etc) . If you need assistance, please alert security who are in yellow shirts. We will monitor the situation and communicate when it is safe to return to the venue. Thank you.”* (Repeat announcement 2-3 times)

c. ZONE LEADER PROCEDURES

1. MJF Production Manager will alert Zone Leaders via two-way radio that their zone will need to be evacuated and if any zone of the venue should be avoided.
2. The MJF Executive Director will contact the Production and Stage Managers to have any announcement of procedures relayed on stage(s).
3. MES and Gate Staff will be instructed to ensure all gates are opened and utilized as exits only.
4. Zone Leaders immediately proceed to their assigned zone. Starting from the furthest point from the exits, Leaders will determine points to position themselves, and then speak the following announcement:
“Attention please. We must evacuate immediately. Please walk calmly to the exit (and then describe the nearest exit briefly - behind you, to your right, etc). If you need assistance, please alert me, or security in yellow shirts.” (Repeat announcement 2-3 times)
5. Zone Leaders should continue to sweep their Zone in collaboration with MES, repeating the announcement and assisting those who need help until their Zone is completely evacuated.
6. If a Zone Leader needs assistance in evacuating injured people, they will radio to MES or the MJF Production Manager who will dispatch message to the City of Monterey Police and the City of Monterey Fire Department. Zone Leader should include any details about number of injured, type of injuries and specific location of injured.
7. If a Zone Leader discovers a new dangerous situation, they will radio to MES or the MJF Production Manager who will dispatch message to the City of Monterey Police and the City of Monterey Fire Department. Zone Leader should include any details about type of danger and specific location.
8. Once Zone Leaders have determined that their Zone is completely evacuated, they will remain at the exit locations of their Zone and await further communications from MES and the CRMAF Production Office Manager.

c. EVACUATION PATHS

- **Arena:** In the Arena, people in the grandstands, in the side right bleachers and in sections 7,8,11 and 12 go through the lower paddock gate and out gate 6. People in the side left bleachers and in sections 5,6,9 and 10 will go through the upper paddock gate and out gate 6 or gate 10. Sections 1,2,3,4 and the front boxes will be ushered through the front gates and out gate 5. **ZONE LEADERS: Usher Coordinators**
- **Garden Stage:** People in the area of the Garden Stage will be ushered out gate 5. **ZONE LEADER: Gates Admission Lead Staff**
- **Pacific Jazz Café:** People in the Pacific Jazz Café will be ushered out gate 5. **ZONE LEADER: Stage Manager for Pacific Jazz Café**
- **Jazz Theatre:** People in the Jazz Theatre will be ushered out the front doors and out gate 5. **ZONE LEADER: Stage Manager for Jazz Theater**
- **Dizzy’s Den:** People in Dizzy’s Den will be ushered out the front doors and out gate 3. **ZONE LEADER: Stage Manager for Dizzy’s Den**
- **Night Club/Hospitality:** People in the Night Club and the Hospitality Kitchen will be ushered out the side doors and out gate 4. **ZONE LEADER: Volunteer Coordinator**
- **Premier Club:** In the interior of the Premier Club, people will be ushered out the front doors and out gate 5. People on the patio will be ushered out the patio doors and out gate 5. **ZONE LEADER: Premier Club Manager**
- **Office:** In the interior of the office people will be ushered out the two exits leading to Fairgrounds Rd and away from the building. **ZONE LEADER: Finance Director**
- **Production Offices/Volunteer Check In:** These areas will be cleared, and people will be lead out gate 4. **ZONE LEADER: Production Crew Chief**

6. GUIDELINES THROUGHOUT THE FESTIVAL GROUNDS

a. NEW IN AND OUT POLICY

Grounds patrons may now leave and come back during festival hours (Noon - 11:00pm) through the Entrance at Gate 3. They **MUST** obtain a wristband from the Gate Admission volunteers as they exit the grounds. Arena ticket holders may exit the grounds between shows through Gate 10. MJF Staff, Concessionaires, and Artists have access to the festival grounds for extended hours through previous gates mentioned as well as Gates 3, 4, 5, 10.

b. PROHIBITED ITEMS

Weapons of any kind
Fireworks and explosives
Pop-up tents, canopies and umbrellas
Outside drinks (excluding unopened water, supplies for babies and medical reasons)
Outside foods (excluding supplies for babies and medical reasons)
Alcohol and Drugs
Glass containers
Coolers, large framed backpacks, selfie sticks
Bicycles and skateboards (both can be checked at Bike Valet at Gate 3)
Cameras with detachable lenses
Unauthorized vendors
Squirt guns
Pets (legitimate service animals permitted - must register at Patron Services inside Gate 5 Main Entrance)

c. FIRST AID

Onsite First Aid is provided by First Aid who provides non-judgmental event medicine. They are stationed at the following locations:

1. First Aid Booth on main walkway between Pacific Jazz Café and the Jazz Theater

d. TRIAGE AREA - to be determined at time of emergency

e. ADA SERVICES: MJF is a fully accessible event that offers various services to ADA patrons including but not limited to:

1. Patron Services

The Patron Services Tent is located just inside the Main Entrance (Gate 5). This is the information hub for all accessibility-related questions and/ or concerns. This is the area to access ADA transport and acquire Assisted Listening Devices.

2. Assisted Listening Devices

There are assisted listening devices available at Patron Services for patrons free of charge but require credit card or driver's license as collateral. These devices are hooked up to the main stages throughout the entire weekend.

3. Parking

A limited amount of ADA parking spaces are available on Fairgrounds Rd. on a first-come, first-served basis. Wheelchair accessible buses will be available to bring patrons to and from the fairgrounds to festival general parking at Monterey Peninsula College.

4. **A passenger loading/unloading** area with ADA access is located at the Main Entrance (Gate 5)
5. **Service Animals**
Pets and emotional support animals are not permitted on the festival grounds, with the exception of registered Service Animals. Service animals must be trained for a specific function and related to a disability. To register a service animal, visit the Patron Services Tent at Gate 5.

7. ACTIVE SHOOTER

a. WHAT IS AN ACTIVE SHOOTER?

An Active Shooter is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

b. PROTECT & PREVENT

The best form of defense is to prevent an attack before it starts. Stay vigilant to suspicious behavior or things out of place. Trust your gut. Report anything immediately to Security. MJF Staff will look to Miller Security to take the lead.

c. IF THERE IS AN ACTIVE SHOOTER, YOU HAVE THREE OPTIONS:

1. RUN

- Have an escape route & plan in mind.
- Leave your belongings behind.
- Evacuate regardless of whether others agree to follow.
- Help others escape if possible.
- Prevent others from entering an area where the active shooter may be.

2. HIDE

- Hide in an area out of shooter's view.
- Lock door or block entry to your hiding place.
- Silence your phone (including vibrate mode) and remain quiet.

3. FIGHT

- Fight as a last resort and only when your life is in imminent danger. Attempt to incapacitate the shooter.
- Act with as much physical aggression as possible.
- Improvise weapons or throw items at the active shooter.

Commit to your actions.

d. WHEN LAW ENFORCEMENT ARRIVES:

Remain calm and follow instructions. Drop items in your hands.
Raise hands and spread fingers. Keep hands visible at all times.



Monterey Jazz Festival

Volunteer Handbook and Safety and Security Information Acknowledgement

I have read through the entire handbook and security section and agree to proceed as directed.

Printed Name

Date

Signature

Please bring this form with you to an orientation or return this form to your area lead, volunteer coordinator or administration staff.