



Evaluation Report

The Word Games 2017, Wroclaw Poland
Post Games Evaluation Report

Post Games Evaluation Report

The World Games 2017

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IF EVALUATION REPORT

1 REPORT SUMMARY

1.1 METHOD AND DATA PROCESSING

The input of the IF's questionnaires in the IGMS database have been processed (through Excel and Access) into a number of data reports. The data of the questionnaire are scores, yes/no and text comments, which are labelled by Categories, Sections and Questions.

In particular the inventory of the comments given by the IF's is a substantial report of 50 pages of text. Many IF's specified very detailed and extensive remarks, which in several cases only applied to their sport. The IWGA staff should certainly read these comments and if necessary contact the IF on the issues mentioned.

The TWG 2017 IF Evaluation Report is a survey per Category and Section of the Questionnaire, using the TWG 2017 Data Reports as data sources. The report also provides recommendations, which are suggested actions to remedy weak points in the organization in order to improve future TWG events.

1.2 OVERALL OUTCOME

It's good to see that the IF Evaluation of TWG 2017 does not show any item with a average score below Standard (3). As the last three TWG events have been evaluated in a very similar way, it is possible to compare the overall average score of items that were included all three questionnaires. The overall scores are;

TWG 2017 Wroclaw (3,98), TWG 2013 Cali (3,52) and TWG 2009 Kaohsiung (3,85).

TWG 2017 scores the highest of these three events; just above Kaohsiung, but a fraction under an average score of Good (4), so there is room for progress.

The categories that scored higher than in Kaohsiung are; Doping Control service, Sport Presentation and Press Operations. Press Operations were in previous events Below Standard and have now reached a score of 3,63, which could still be further improved.

1.3 REQUIRED IMPROVEMENTS

There are 6 subjects in TWG 2017 Evaluation that score below 3,50. The value of 3,5 is considered a level that requires improvement. The low score is a trigger to investigate the subject, however the comments given by the IF's should also be taken into consideration when searching for improvements.

1.4 RECOMMENDATIONS

The recommendations relate to topics and services managed either by the IWGA, the service providers, the IF's or the Host City (LOC). The TWG 2017 IF Evaluation Report show 8 recommendations to improve elements in future TWG events. For the topics "Registration System (IGMS/EMS)" and "Entertainment in the arena", recommendations have been given in three consecutive TWG Evaluation Reports. These subjects score very low, 3,20 and 3,38 respectively. It is therefore essential to take substantive measures to improve these elements in future TWG events.

Some elements with a low score might need further research to find solutions for improvements. Actions to improve elements of TWG events should be discussed with parties involved. If possible new services or systems should be thoroughly tested before implementation.

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2 GENERAL

The purpose of the evaluation of the World Games event in Wrocław, Poland is to learn from the experience and to improve future World Games events. To obtain the opinion of the International Federations on the quality of the preparation and actual performance of TWG 2017, the participating IF's have been requested to complete an Evaluation Questionnaire after the event. The Evaluation Questionnaire has a standard format, which also has been used in TWG 2009 and TWG 2013. As the IWGA has introduced the IGMS (IWGA Games Management System), the questionnaire for TWG 2017 was included in the IGMS and IF's could list their opinion online.

2.1 EVALUATION METHOD

The questionnaire covers 16 categories;

- A-General
- B-Pre-Games Period
- C-Sport/Competition
- D-Competition personnel
- E-Sport presentation
- F-Sport publications
- G-Accommodation
- H-Catering Services
- J-Transport service
- K-Information/language service
- L-Accreditation/Access control
- M-Medical service
- N-Doping control
- O-Press
- P-Video screen/Broadcasting/Internet
- Q-Additional comments

Fourteen Categories have Sections containing the Ques-

tions of the questionnaire. The questionnaire uses three types of questions; Score questions, Yes or No questions and Comments questions.

2.2 DATA PROCESSING

The questionnaires were received online in the IGMS. The information is exported from the IGMS database to analyse the data. The data is processed (in Excel and Access) and sorted to provide input for the TWG 2017 Evaluation Report.

2.2.1 Processing of the Score questions

The questionnaire uses a scoring scale of 1 to 5

- 1 – (Poor)
- 2 – (Below Standard)
- 3 – (Standard)
- 4 – (Good)
- 5 – (Excellent)

The average value of the scores has been calculated per Category, Section and Question.

2.2.2 Processing of the Yes/No questions

The replies of the Yes/No questions have been summed and expressed in a percentage of the number of replies received.

2.2.3 Processing of the Comment questions

The comments have been sorted per Section.

3 RECEIVED QUESTIONNAIRES

The request to complete the online evaluation questionnaires was sent to the Secretary General of the IF. In total 22 questionnaires have been received from the

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participating International Federation.

4 ANALYSING THE INFORMATION

4.1 ANALYSIS OF IF REPLIES TWG 2017

In the data processing the following reports were made and used as input for the TWG 2017 Evaluation Report;

- Average score - TWG 2017 Data Report (1) Average Score
- Yes/No replies - TWG 2017 Data Report (2) Yes/No
- Comments - TWG 2017 Data Report (3) Comments

In many cases the comments given to a specific Section is explanatory information to the score value and are therefore important in the analyses of the Evaluation Questionnaire

4.2 GROUPING OF ANALYSES

In general the Evaluation Report analyses the information per Category (16). However some Categories include a wide diversity of issues, in those cases also an analysis is given on the Sections and in a few cases even per Question.

4.3 COMPARISON BETWEEN SCORES OF TWG 2009, TWG 2013 AND TWG2017

The Questionnaire used for the evaluation of TWG 2017 is basically the same as used for TWG 2009 and TWG 2013. Therefore it is possible to compare the scores.

Comparison score TWG 2017 Data Report (4) Score TWG events

4.4 RECOMMENDATIONS

As mentioned before the main reason of the evaluation is to learn from the experience and to improve the or-

ganization of the next event. Therefore in addition to the analyses, actions are proposed to remedy weak points in the organization of TWG events. These recommendations are provided to achieve the required improvements.

In the Evaluation Reports of TWG 2009 and TWG 2013, such recommendation were specified. The recommendation from the Evaluation Report TWG 2013 are shown at the applicable Section/Question of this report. ANALYSES OF SCORES AND COMMENTS

Note: The scores figures in brackets represent:

(2017)(2013)(2009) PRE-GAMES PERIOD (B)

(3,50) (3,15)(3,54) This period covers the activities before the actual event. In the questionnaire for TWG 2017, Test Events have not been evaluated.

Cooperation between IF-LOC (3,80) (3,15)(3,92)

Some IF's suggested to have in future events only one point-of-contact with the LOC. Several complains were made regarding the (too) long response time from the LOC. Other complaints indicated that agreements were not kept or were changed by higher authorities.

Registration System (IGMS/EMS) (3,20) (3,19)(3,17)

As in previous event, IF's had problems with the operational use of the registration system EMS. In this event also the IGMS was included in the registration. A complaint from team sports refer to the far too early request for athlete names of teams. The IF's considered the system not user friendly (3,09), too complicated and creating a high workload. Furthermore a better participation of National Federations is requested (3,00), as well as options for bulk upload. Note: This is the lowest score in the questionnaire.

In previous evaluation reports a recommendations was made to give attention to this problem. As this element of TWG is in the hands of the IWGA Staff and Swiss Tim-

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ing, the IWGA should take appropriate measures to solve this lasting and continuous problem.

Recommendation for TWG 2021

- The IGMS/EMS system for registration of athletes and officials should be totally reviewed, taking all comments of IF's into consideration.

Recommendation for TWG 2017, New recommendation for TWG 2021

- The Accreditation process still needs attention to assist the IF's in the operation of the system.

SPORT/ COMPETITION (C) (4,10) (3,60)(4,29)

The category Sport/Competition covers the actual event and includes all elements specific to the sports competitions, such as venue and facilities, timing scoring, seating and medal ceremonies.

General (4,38) (3,89)(4,42)

No common comments. Various sport specific comments given by IF's.

Competition Venue facilities (4,32) (3,42)(4,50)

Venue (4,05) (3,55)(4,50)

Overall the IF's felt that venues in Wroclaw were Good. There are some remarks regarding the quality of the public areas which were not well prepared. In some outdoor events the refreshments for VIP and spectators were not up to the required standard. Capacity of public seating was sometimes a problem. In several cases the LOC announced that the venue was sold out, but there were still seats available.

Competition Area (4,08) (3,70)(3,69)

No paramount remarks. Positive comments towards the Swiss Timing staff. In previous events comments were given regarding the video screen, which resulted in a rec-

ommendation to provide video screens to all venues. In TWG 2017 all venues had a Video Screen. Comments on video screen are given under Category P Section Video screen.

Recommendation for TWG 2017 Completed in TWG 2017

- Ensure that all sports have video/score screen at their venue
- Ensure that IF scoring systems are integrated into the Swiss Timing system and arrange for adequate coordination between IF and ST in the preparation stage and during the event.

IF Competition Office (3,82) (3,20)(4,38)

The main complaint of the IF's was that the IF office was too small and was missing equipment (printers). The provided furniture was sometimes insufficient and inadequate (tables and chairs).

Medal Ceremonies (3,68) (3,63) (4,50)

The main problem has been that the ceremony staff arrived late or too late. Also they were not properly briefed on the procedure of the ceremonies. The same complaints were made in TWG 2013, so the recommendation from TWG 2013 will remain necessary and follow-up should be given by the organizers of TWG 2021

Recommendation for TWG 2017 Still valid for TWG 2021

- Ensure that rehearsals are staged well before the competition and arrange that ceremony staff and equipment is timely present at the venue.

Service Level (4,38) (3,99)(4,63)

Although comments are in general positive, the comments differ per IF, as they have specific requirements per sport.

Apparently more coordination between IF and service providers is required.

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Recommendation for TWG 2017 Still valid for TWG 2021

- Ensure adequate and timely coordination between IF and service providers.

Technical Meeting LOC (4,30) (3,13)(4,50)

In general positive comments to the support at the Technical Meetings with the LOC, which were mostly attended by staff of the National Federations.

COMPETITION PERSONNEL (D) (4,49)(4,26)(4,75)

Venue Management (4,40) (3,97)(4,75)

Positive comments to Venue Managers and staff involved. In some cases the Venue Manager was only recently replaced which caused problems.

Technical Volunteers (4,57) (4,48)(4,75)

Technical volunteer did a good job. Most of these volunteers were from the national federation of the sports.

Other Volunteers (4,55) (4,48)(4,75)

Volunteers are praised for their commitment and friendliness.

SPORT PRESENTATION (E) (3,90)(3,73)(3,21)

Almost all venues (96%) had bilingual announcements, however some announcers gave their commentary predominantly in Polish.

Based on experience in previous World Games events, some IF's had provided their own announcer with knowledge of the sport.

Announcement system (4,38) (3,88)(3,75)

In general the announcements systems were good. Problems were sometime caused due to the acoustics of the hall, outside systems were working well.

Music (4,03) (3,87)(3,25)

Somewhat mixed comments. Technical quality was good; some IF's indicated that there could be a greater variety in the choice of music.

Entertainments in arena (3,38) (3,57)(2,38)

The majority of the IF's indicated that either there was no entertainment or it was not up to standard.

Recommendation for TWG 2017 Still valid for TWG 2021

- It appears that not all IF's are aware of the fact that they have to "entertain" the public; spectators as well as the viewers of the video image (live stream or delayed).
- Ensure that IF's understand the purpose of and the need for entertainment in breaks between competitions.
- Ensure that the announcers for the sport competitions are selected in good coordination with the IF.
- Such coordination should also exist for the timing and scheduling of any entertainment programs.
- Sports should arrange for an "event director" in charge of the coordination of the screen display (video/score), announcements, and music, entertainment and medal ceremonies.

SPORT PUBLICATIONS (F) (3,60)(3,20)(4,00)

These comments refer to the Participant Guide and the Sport Program. The comments are therefore somewhat mixed and confusing. In general the IF's felt that the information provided was not adequate and could be improved for future events.

Recommendation for TWG 2017 Updated for TWG 2021

- Clarify what material will be provided (published)

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and the target audience of the publications.

- Ensure that the IF's are involved in the editorial aspect of the publications of their sport by the organizers.

ACCOMMODATION (G) (3,71)(3,82)(3,50)

A number of complaints on the quality of the athlete accommodation. Special the campus or dormitory accommodation had complaints regarding the cleaning. The issue for officials is not the quality of the rooms, but the shortage of single rooms. In other comments the IF also complaint about the room allocation issue.

Recommendation for TWG 2017 Updated for TWG 2021

- Inform IF timely on the selected accommodation (hotel/campus)
- Arrange for a timely and effective room allocation system.
- Closely monitor the quality of allocated hotels/campus in the preparation phase and ensure that
- Changes in selected accommodation are coordinated with the IWGA.

CATERING SERVICES (H) (3,68)(3,49)(3,89)

Service on site (3,71) (3,49)(4,00)

Catering Centers (3,65) (3,50)(3,81)

The comments to the question on Catering shows that there is a confusing to food(onsite) and food(catering centre).

Based on the scores the quality of the food was satisfactory, but there could be some more variation in the dishes served. There are also some complaints on the quality of the food provided at the competition venues.

TRANSPORT SERVICE (I) (3,61)(2,96)(3,50)

There were various problems with transport. In some cases the transport desks at the venue were not manned.

Another problem was the language issue of the drivers. The score (3,14) is one of the lowest in the questionnaire. Several IF's had a problem obtaining transport from the hotel to the airport on the departure days.

INFORMATION/LANGUAGE SERVICE (K) (4,31)(3,42)(4,14)

Service level (4,47) (3,68)(4,00)

In general very positive comments to the service at the various info desks.

Language Services (4,28) (3,58)(4,38)

The question regarding language service in the evaluation form is not clearly understood

Directional Signage (3,95) (2,70)(4,25)

Signage at the venue was OK. However outside the venues, there was very few signage. The signage that was positioned outside venues should be bigger in size.

Environment (no score in questionnaire)

Varity of comments. In general positive, in particular with regard to the availability of trash bins at the venues.

ACCREDITATION/ACCESS CONTROL (L) (3,88)(3,16)(3,58)

Accreditation and collection process (3,91) (3,13)(3,90)

Some problems with accreditation cards are related to the IGMS and EMS procedures. Some IF had problems related to access rights (access codes) printed on the cards. Some officials could not enter FOP and other persons were given unnecessary access to Doping Control areas.

Recommendation for TWG 2017 Completed in TWG 2017

- In the review of the accreditation system the op-

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tion of issuing "day passes" should be developed.

Efficiency of access control (3,85) (3,18)(3,19)

Very few comments, however it seems that control was not done in all areas. Also some doubt was expressed about the level of training of the volunteers. As in previous TWG this however has not caused any major problem.

Recommendation for TWG 2017 Still valid for TWG 2021

- In future events the access control should be better structured.

MEDICAL SERVICE (M) (3,70)(3,50)(3,63)

No major problems reported in this category. Two (2) IF's indicated that their medical staff had visited Wrocław prior to the event.

DOPING CONTROL (N) (4,33)(4,06)(3,25)

Positive comments to the Doping Control Service. One IF complaint that the testing protocol was not inline with WADA regulations.

PRESS OPERATION (O) (3,63)(2,96)(2,50)

Venue Press facilities (3,60) (2,98)(3,13)

IF's indicate that press facilities should be more than "just seats in a zone marked MEDIA". Some complaints to the control of press (photographers) in FOP.

Mixed Zones (3,65) (2,95)(1,88)

Based on the comments, mixed zones were apparently not created in every venue.

Recommendation for TWG 2017 Updated for TWG 2021

- Ensure that in future events adequate press location/ facilities as well as mixed zones are established.

- Ensure that IF has staff available for coordination with Press

VIDEO SCREEN/BROADCASTING/INTERNET (P) (4,05)

These sections have a different set-up of the questions than in previous events, so they can not be compared with previous results. The score of this Category is above Good. The IF involvement in providing format and content in all three sections of this category is below Good. In particular the IF involvement in the Video Screen score is low (3,60)

Video screen (4,12)

From the new questions in this section, Position of screen and Clarity and readability score well above Good (4). However the IF involvement is only (3,60)

TV/Set-up and Service (4,30)

Positive comments of IF's. Some IF are very much used to having TV production and coverage. Others have no experience and need advice and tutoring. Some sport totally missed TV coverage, including web-streaming

TV Graphics used (4,40) (3,71)(2,75)

The only item that had been part of previous questionnaires is TV Graphics. The score for this item has significantly increased since TWG 2009.

Internet Service (3,80)

No prevailing comments. Different issues for each IF

In the Evaluation Report of TWG 2013 a recommendation was given regarding TV and Internet service. The introduction of the World Games Channel and the cooperation with the Olympic Channel has made most items of this recommendation redundant, however the new recommendation (below) is given to reassure that all World Games Sports are equally enhancing their exposure through these new media.

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Recommendation for TWG 2021 New recommendation

- Ensure that IF with little or no TV broadcast/web streaming experience are informed and coached on the options for TV coverage/web streaming of their sport

Recommendation for TWG 2017

- Arrange expert input to organize workshops for the IF's on the existing possibilities of the "new media".
- Customize the IWGA website to accommodate "on line video" to be watched on television
- Encourage and assist the IF's in the use of streaming video (live or edited) at their international events and arrange for exposure of the video on the IWGA- and IF websites.
- Promote watching sports events of World Games members on the IWGA website via "online video on television".
- Ensure that future World Games provide streaming video for all participating sports and arrange for exposure on the various websites.
- Continue to use the video signal of the World Games events for television broadcasting via national and international distribution.

ADDITIONAL COMMENTS Q

The IF's provided additional comments to express their views on the World Games 2017. Most comments indicate positive praise for the event, in particular to the broadcasting and live streaming. Some IF's refer to earlier expressed weak points of the organization. Several IF's have specific remarks on their sport with suggestions for improvement. One IF suggested an editorial review of the questions in the Evaluation Questionnaire to avoid confusion in drafting the answers and comments.

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5 LIST OF RECOMMENDATIONS FOR TWG 2021

5.1 REGISTRATION SYSTEM (IGMS/EMS)

- The IGMS/EMS system for registration of athletes and officials should be totally reviewed, taking all comments of IF's into consideration.

5.2 MEDAL CEREMONIES

- Ensure adequate and timely coordination between IF and service providers.

5.3 ENTERTAINMENTS IN ARENA

- It appears that not all IF's are aware of the fact that they have to "entertain" the public; spectators as well as the viewers of the video (live stream or delayed).
- Ensure that IF's understand the purpose of and the need for entertainment in breaks between competitions.
- Ensure that the announcers for the sport competitions are selected in good coordination with the IF.
- Such coordination should also exist for the timing and scheduling of any entertainment programs.
- Sports should arrange for an "event director" in charge of the coordination of the screen display (video/score), announcements, and music, entertainment and medal ceremonies.

5.4 SPORT PUBLICATIONS (F)

- Clarify what material will be provide (published) and the target audience of the publications.
- Ensure that the IF's are involved in the editorial aspect of the publications on their sport by the organizers.

5.5 ACCOMMODATION (G)

- Inform IF timely on the selected accommodation (hotel/campus)
- Arrange for a timely and effective room allocation system.
- Closely monitor the quality of allocated hotels/ campus in the preparation phase and ensure that changes in selected accommodation are coordinated with the IWGA.

5.6 EFFICIENCY OF ACCESS CONTROL

- In future events the access control should be better structured

5.7 PRESS OPERATION (O)

- Ensure that in future events adequate press location/ facilities as well as mixed zones are established.
- Ensure that IF has staff available for coordination with Press

5.8 TV/SET-UP AND SERVICE

- Ensure that IF's with little or no TV broadcast/web streaming experience are informed and coached on the options for TV coverage/web streaming of their sport

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OBSERVER EVALUATION REPORT

1 REPORT SUMMARY

1.1 METHOD AND DATA PROCESSING

The evaluation report made by the group of Observers (Evaluation Committee) is directed at the assessment of the quality of the venues, facilities and services provided by the LOC, as well as the quality of the sport presentation by the International Sport Federations. The input of the Observer questionnaires in the IGMS database have been processed (through Excel and Access) into a number (7) of data reports. The data of the Observer Questionnaire are; scores and text comments. The questionnaire contains six topics (Facilities, Spectators, Competition, Announcement, Music and Entertainment) where score and comments are required and two topics (Main strength and Main weakness) where opinion (text comments) are requested

The TWG 2017 Observer Evaluation Report is a survey per topic of the questionnaire, using the seven TWG 2017 Data Reports as data sources. The report also provides recommendations, which are suggested actions to remedy weak points in the organization in order to improve future TWG events.

1.2 OVERALL OUTCOME

The Data Report (1) provides the average score per item, which shows a picture of the overall outcome. The topic Facilities obtained an average score of 4,2 , with the "Quality of the Competition Area" having the highest score of 4,3. All other topics, with the exception of Entertainment, scored above 3,5, which is accepted as a satisfactory level. Also these topics scored higher than in the previous TWG event. In the topic Competition, the item "Quality of overall organization" scored above Good (4,1).

It is fair to conclude that the Wroclaw OC provided good facilities. In the comment of the observers there is praise

for the excellent video images shown at the venue, though they found that the TV graphics are excellent for television broadcast, but too small for use in stadium or competition areas.

The World Games 2017 has indeed made "the next step" in its performance, both in the quality of the venues and facilities, as well as in the production of video images and world wide distribution.

1.3 REQUIRED IMPROVEMENTS

The topic Entertainment scores in average 2,85 , which is Below Standard. Like in previous events this topic scored the lowest in the questionnaire and requires remedial action to improve in future TWG events. The Observer questionnaire contains 6 topics ,with a total of 19 score items. From these 19 items, the 2 items from the topic Entertainment scored Below Standard (2,9 and 2,8).

Whilst all other items scored higher than in the previous TWG event, the Entertainment is the only topic that scored lower than in the previous TWG event is on a lower than standard level.

1.4 RECOMMENDATIONS

In the Observer Evaluation Reports (as well as in the IF Evaluation Reports) of previous events, it was found that the topic "Entertainment" scored low and recommendations were given to improve this element of the sport presentation.

It is necessary that this item is fully examined and discussed with the International Federations and the Organizers of future TWG events. The IWGA needs to ensure that all of its members are performing on the same high level and that all of its members be provided with the same quality of service.

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2 GENERAL

2.1 PURPOSE OF EVALUATION

The objective of the evaluation of The World Games is to obtain an assessment of the organization quality of all parties involved in TWG event. Evaluation Reports have been requested from International Federations, Service Providers, Media, as well as a group of Observers of the event.

Results of the various reports provide a wealth of information regarding the organization, presentation and appreciation of the event and will be used to ensure that weak points are improved and good points are maintained. The most important outcome of the evaluation will be the formulation of recommendations aimed at improving the next WORLD GAMES event.

The evaluation report made by the group of Observers (Evaluation Committee) is directed at the assessment of the quality of the venues, facilities and services provided by the LOC, as well as the quality of the sport presentation by the International Sport Federations.

To obtain a insight in the actual quality of the facilities/ services and the presentation of the sport competitions at the venues of The World Games, the Evaluation Committee members visit the competitions of the participating sports during the event. To structure the observations of the officials, the Evaluation Committee members use a standardized Evaluation Report to register their observations.

2.2 OBSERVATION METHOD

The assessment is done by means of a Questionnaire, which comprises the various aspects of the venues and the presentation of the sports at the World Games. The score is done by a five-point scale:

5 = Excellent

4 = Good

3 = Standard

2 = Below Standard

1= Poor

The questionnaire has eight SECTIONS dealing with

1. FACILITIES

2. SEATING

3. COMPETITION

4. ANNOUNCEMENT

5. MUSIC

6. ENTERTAINMENT

7. MAIN STRENGTH

8. MAIN WEAKNESS

2.3 EVALUATION IN THE IWGA GAMES MANAGEMENT SYSTEM (IGMS)

The IWGA uses a web based management system (IGMS), where all Games related data is stored. The Evaluation Reports are submitted online and stored in the IGMS database.

As using a Notebook or iPad on the grandstand is mostly difficult (Wi-Fi quality and readability in sunshine), a paper form of the Evaluation Report had been provided to register the score and comments. The registered scores and comments can later be entered into the IGMS with any online device.

See Evaluation Report

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2.4 VENUES OBSERVED

As the purpose of the evaluation is to assess the quality of the venues, as well as the quality of the sport presentation, all combinations of venue/sport/discipline needs to be evaluated.

Some venues are used for two or more sports and some sports have used multiple venues for their respective sports disciplines. The observers have visited 23 venues.

Note: One Venue, the Sporthall for Rowing-Indoor has not been evaluated.

1. **Millenium Park:** Roller Skating Speed
2. **Orbita Hall:** Kickboxing, Muaythai, Sumo
3. **Orbita Outdoor Swimming Pool:** Canoe Polo
4. **Orbita Indoor Swimming Pool:** Finswimming, Lifesaving
5. **Old Odra River:** Waterski
6. **Airport:** AirSport
7. **The Beech Forest:** Orienteering Middle Distance
8. **Sports and Recreation Centre:** Roller Skating Artistic, Roller Skating Hockey
9. **Hasta La Vista Squash Centre:** Squash
10. **Sky Tower:** Bowling
11. **National Forum of Music:** Powerlifting
12. **New Market Square:** Orienteering Sprint, Sport Climbing
13. **Olawka Stadium:** Fistball, Lacrosse
14. **GEM Sports Complex:** Ju-Jitsu, Karate
15. **WKK Arena:** Floorball, Korfball
16. **Witelona:** Archery Compound (Elimination)

17. **Szczytnicki Park:** Archery Field
18. **Centennial Hall:** DanceSport, Gymnastics
19. **Wroclaw Congress Centre:** Billiards
20. **Pergola:** Archery Compound (Final), Boules, Orienteering-Relay
21. **Olympic Stadion:** American Football, Speedway
22. **Marsowe Fields:** Flying Disc, Beach Handball, Tug of War Outdoor
23. **AWF- Multifunctional Hall:** Tug of War Indoor
24. **Sporthall:** Indoor Rowing

2.5 RECORDED OBSERVATIONS

To obtain a balanced assessment of the various sports disciplines, it was planned to have three (3) different observers evaluate each venue/sport/discipline. Due to the workload of the observers with other commitments, some planned observations have not been made; as a result two venues have only been visited by one observer.

The Evaluation TWG 2017 by Observers comprises of 39 venue/sports/disciplines used by the 29 sports on the program. A total of 116 Evaluation Reports have been recorded by 14 observers of the Evaluation Committee.

3 DATA PROCESSING

The information from the Evaluation Reports is stored in the database of the IGMS. This data has been exported to an csv file and imported into a MS Access database for analyses and report processing.

3.1 CALCULATING THE AVERAGE OVERALL SCORE

Sections 1-6 of the Evaluation Report contains 19 items,

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each with five check boxes for the score. The average overall score for each of these 19 items of the Evaluation Report has been calculated. See Report 1 Average score per observed category

3.2 CALCULATING THE ACTUAL SCORE PER CATEGORY

The actual score for each category (item) in a section of the Evaluation Report is the average of the scores given by the observers visiting the venue/sport/discipline.

3.3 COMPARING THE AVERAGE OVERALL SCORE WITH THE ACTUAL SCORE

To assess the quality of each venue/sport/discipline, the eight (8) sections have been grouped into four (4) clusters and for each cluster a separate report is compiled.

(1) FACILITIES – SEATING

(2) COMPETITION

(3) ANNOUNCEMENT-MUSIC-ENTERTAINMENT

(4) STRENGTH-WEAKNESS

For each of the clusters 1-3, the average overall score of a category is compared with the actual score of that category. This way the actual score of a venue/sport/discipline can be judged and it can be seen whether the venue/sport/discipline is above or below the average overall score. The comments of the observers for these sections are also listed in the relevant report. Cluster 4 has only text boxes for comments.

4 RESULTS

4.1 RESULTS FACILITIES AND SEATING (WOC PERFORMANCE)

Most categories in the sections FACILITIES and SEATING depend on the venues, facilities and seating provided by

the WOC. See Report 2 Quality Facilities and Seating

4.1.1 Venues

The average overall scores of all categories in the section FACILITIES are above Good, which showed that in general the WOC has provided good facilities.

Looking at the actual score per venue, it shows however that some venue/sport/disciplines are scoring below Good, but none below Standard.

The GEM Sport Complex (Ju-Jitsu and Karate), Marsow-field (Tug of War – Outdoor), Old Odra River (Water-ski), Pergola (Orienteering-Team Relay), Sport and Recreation Centre (Roller Sports Artistic and Inline Hockey) and Wrocław Congress Centre (Billiards) scored between 3.6 and 3.7, which is above Standard but not Good.

These six (6) venues had evidently less quality and excellence than the other venues.

4.1.2 Seating

The average overall scores of the categories in the section SEATING are between Standard and Good. In the actual scores per venue, there are a few venues with a lower than Standard (<3) score for the categories Quality and Capacity. However the actual score for the category Volume Attendance shows 10 venues with a lower than Standard (<3) score.

From the comments in the Evaluation Reports as well as from discussions with IF's, it showed that many venues were said to be sold out, but the grandstands showed many empty seats. In one case the IF was advised to buy VIP tickets as the venue was sold out, whilst on the actual competition days they could still buy normal tickets.

Apparently there have been communication problems within the WOC.

Also the fact that day-tickets had been sold, but specta-

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tors did not stay for the whole period, has been a reason why a lot of empty seats were to be seen.

In some cases however the opposite situation was an issue; some venues had shortage of seats and a larger capacity had been required.

In general the quality of the seats was "Standard to Good"

4.2 RESULTS COMPETITION (IF PERFORMANCE)

The items in the section COMPETITION mainly depend on the performance of the International Sport Federation.

See Report 3 Quality Competition

4.2.1 Competition

The average overall score of the four categories in the section COMPETITION is between 3.7 and 4.1.

With regard to the categories Presentation and Results, there are four (4) venue/sport/disciplines where either the Presentation or the Results are lower than Standard (<3). One of these sports also scored lower than Standard for the category Overall quality of the competition

4.3 RESULTS ANNOUNCEMENT/MUSIC/ ENTERTAINMENT (PERFORMANCE IF AND WOC)

The sections ANNOUNCEMENTS, MUSIC and ENTERTAINMENT relate to items which depend on the performance of the

IF in cooperation with the WOC staff.

See Report 4 Quality Announcement Music Entertainment

4.3.1 Announcement

The average overall scores for this sector were between 3.4 - 3.7, though in the actual score there are 10 venue/sport/disciplines where the score for ANNOUNCEMENT is lower than Standard (<3).

From the comments to this category it is seen that although in all cases there was a bi-lingual announcer, the commentary was predominantly in Polish. In some sports only announcement were made at the introduction of the teams/athletes, but no commentary at all.

4.3.2 Music

For this section the average overall scores were between 3.6 - 3.8, which is somewhat higher than the score for the section ANNOUNCEMENT.

Only in one venue/sport/discipline, the actual score was lower than Standard (<3).

4.3.3 Entertainment

This is the only section where the average overall scores of the categories are lower than Standard (<3).

In the actual scores there are 22 (out of 39) venue/sports/disciplines where either one or both elements of the

ENTERTAINMENT section is lower than Standard (<3).

This section is by far the lowest scoring section in the Evaluation TWG 2017.

4.4 RESULTS MAIN STRENGTH AND MAIN WEAKNESS

The Evaluation Report provides an option for the Observer to give her/his assessment of the MAIN STRENGTH and the MAIN WEAKNESS.

See Report 6 Strength and Weakness per Venue/sport/discipline

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The assessments given by the observers relate mainly to the sport itself, however in various cases also views and opinions on the venues and facilities are expressed.

4.4.1 Weakness

One of the most common comments is the low quality of the Entertainment or the total lack of Entertainment. This was in particular with sports with breaks in the programme due to rest periods of the athletes or the change of disciplines.

Note: in a number of cases the position of the grand stand was not well chosen.

Another common observation is the lack of explanation by the announcer/speaker. Many World Games sports are not widely known, so in many cases the competition rules, in particular the scoring rules, are unknown to the spectators (in particular spectators from the Host Cities)

The announcement is a regular item mentioned under weakness, as in many cases the announcements were predominantly done in Polish only.

Although the quality of the video screens is widely praised by the observers, there are quite a number of complains related to use of the video screen for result presentation. In many venue/sport/disciplines the video images of the competition were shown on the screen together with the TV graphics for results. Whilst the TV graphics were excellent for television viewers, the graphics are too small for stadium or competition areas.

4.4.2 Strength

With regards to Main Strength the comment are more divers than in the case of Main Weakness. As already mentioned the quality of the video screens received a lot of praise, as well as the video images (instant replay and even slow motion)

The elements mentioned in the main strength of the

venue/sport/discipline refers mostly to the attractiveness of the sport and the presentation of the sports.

Note 1: For a number of sports the presentation of the sport is just the most weak point in their performance.

Note 2: Whilst the video screen and the video images received a lot of praise, it is striking that some sports did not have the luxury of these excellent video images

4.5 RESULTS PER SPORT

As all venue/sport/disciplines have been evaluated by three observers (with the exception of two sports), the score per sport is the average judgement and appreciation of three observers. Nevertheless the scoring and judging by observers is a personal appreciation; the observers nevertheless have made fair and impartial observations.

See Report 5 Score per Venue/sport/discipline

The overall results expressed in the scores provide a fair and rational appreciation of the performance of the International Sports Federations. It can therefore be concluded that there are two sports that stand out negatively in relation to the other scores.

One sports scored 13 items (out of the total of 19 items) with a result lower than Standard (<3) and the other sport scored 9 (out of the total of 19 items) lower than Standard (<3).

These sports might require further discussions and consultation for future participation.

4.6 RESULTS COMPARED TO PREVIOUS WORLD GAMES

As the questions in the TWG 2017 Evaluation Report are similar to the list used in TWG 2013, a comparison can be made between the average scores of the two World Games events.

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See Report 7 Comparison between TWG 2013 and TWG 2017

In the section FACILITIES it is very clear that TWG 2017 has substantially improved in relations to the scores of

TWG 2013. In particular the 1.2 rise in the score for Quality of Training/Warming Up Facilities is noticeably.

With regard to the score for the COMPETITION it is positive to see that Quality of the overall Organization by the

IF's has grown to above Good (4.1).

In general all scores (with the exception of one section) have gone up in TWG 2017 in comparison to TWG 2013. The one section that did not improve, on the contrary which did deteriorate, is ENTERTAINMENT.

Whilst ENTERTAINMENT in TWG 2013 was above Standard, it is now lower than Standard (<3).

There are only 7 venue/sport/disciplines which score Good in this category.

5 CONCLUSION

5.1 FACILITIES AND SEATING

As the scores of venues/facilities and seating are all above Good and have noticeably improved in relation to the score of TWG 2013, it is only fair to conclude that venues/facilities and seating provided by the Wrocław OC were of good quality. The most noticeable change is the improvement of the training/warming-up facilities

The seating scores above Standard and there is a noticeable improvement in the quality of the seating. In several cases however the grandstands were not in the correct position for a good view of the competition area. The seating capacity in most cases was sufficient. In some venues the capacity was limited, such as in the indoor swimming pool and the bowling hall. This is inherent to

these types of venues. As earlier mentioned, the comments related to the spectator attendance indicated that the volume of attendance was low, although it was announced that the venues were sold out. The cause of this problem; the miscommunication within the WOC and the "part-time" attendance of residents who had bought day-tickets, should be avoided in future events.

The conclusion that the venues of a number of sports were noticeably less excellent than the others, raises the question whether the IF should more closely monitor the selection and preparation of the venues in the host city.

5.2 COMPETITION

It is very positive to conclude that the average overall score for quality of organization of the competition has improved and is now above Good. The continuity of the competition has also improved noticeably.

The use of the excellent video screens and images has greatly supported the presentation of the sports. As mentioned earlier in the report there was some criticism to the result presentation, as the TV graphics are too small for result presentation on video screen in the competition area. Some suggestions were made regarding the use of a second video screen for results or to alternate on one screen between video images and results presentation.

The issue of the video images not being provided with the same excellence at all venues, evidently needs further study. Some IF's are seemingly not aware what to do to ensure that they have the same quality of video camera recording on site.

5.3 ANNOUNCEMENT MUSIC ENTERTAINMENT

Though the announcement has somewhat improved, it is the general opinion that in most cases the announcing was too much in Polish. As there were quite a lot

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of supporters and fans from abroad, sufficient English commentary was required. The IF's should be involved in selecting the announcer(s). Such a persons should also be fully knowledgeable of the sport and the rules in order to be able to give explanation where needed.

The use of music has noticeable improved, although some remarks were made to the volume (loudness) of the music.

Entertainment remains as before a problem. It is only element that has deteriorated in comparison to TWG 2013. In most cases there was a total lack of entertainment.

In the conclusion of the Evaluation by Observers TWG 2013 the following text was used:

As was concluded in earlier evaluation reports, the World Games sports in many cases are still "participants" sports, which means that the competitions are well organized for the participants, but with insufficient focus on the presentation to public and media. The Federations need to be convinced and educated that sports on the World Games programme should be "spectator/media" sports, where presentation and information to the public and media is as important as competition itself.

Many sports are not aware that the spectators at The World Games and viewers on television are not the same spectators as the (expert) fans at their own IF Championships.

Many sports have improved their score system. However there are still sports where the presentation of the results to spectators via the video screen should be improved, so that the spectators can easily follow the progress of the competition. Also the use of music, were applicable, should be improved. In some cases the music was non-existent while it could add some value to the event and in other cases the music was too loud and interfered with the announcements. The IF will need a producer to control the music, together with the announce-

ments and the control of the video screens.

This text (which refers back to TWG 2009) is now even more relevant for the Conclusion of TWG 2017. The IWGA should give more attention to the follow-up and monitoring of recommendation made in the past. Where needed IF's should be assisted and educated to ensure that their sport lives up to the the current standards of The World Games events

5.4 OVERALL CONCLUSION

The World Games 2017 has indeed made "the next step" in it's performance, both in the quality of the venues and facilities, as well as in the production of video images and world wide distribution.

The IWGA needs to ensure that all of its members are performing on the same high level and that all of its members be provided with the same quality of service.

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IWGA COMMUNICATION REPORT

SOCIAL MEDIA

FACEBOOK

Followers (people following IWGA page):

19.6.2017: 9,994

19.7.2017: 10,957

2.8.2017: 13,413

Increase: 34 % from 19 June to the end of the Games.



(Compare WOC: before TWG 50 000, after TWG 74 000)

Progress since June 2016:



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Reach 19–31 July 2017 (i.e. how many people have seen our posts):

761,373 people (58,567 / day, max. 78,278 / day)

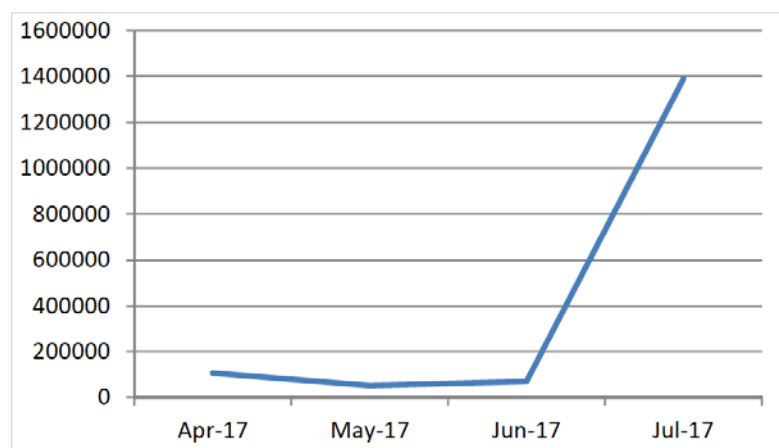


TWITTER

@theworldgames: 1,443 new followers (including @Olympics, the official account of the IOC) during July.

In total, 4,070 followers.

Tweet impressions (how many accounts have seen our tweets).

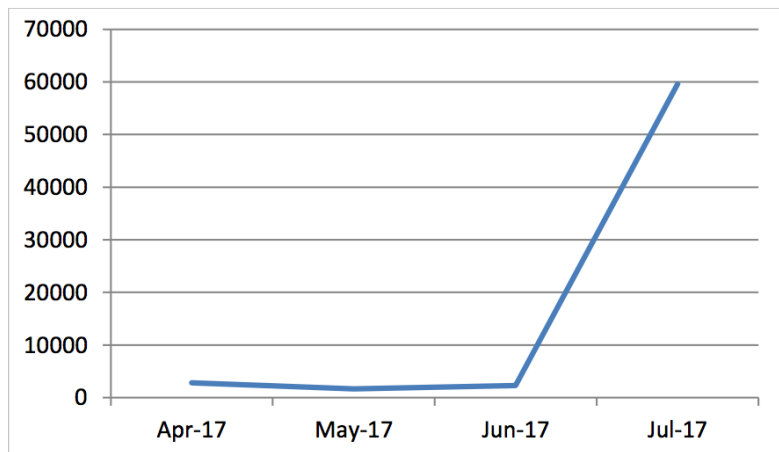


April 2017: 107,000
May 2017: 53,300
June 2017: 70,600
July 2017: 1,390,000

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Profile visits (how many accounts have taken a closer look on IWGA profile page in Twitter):



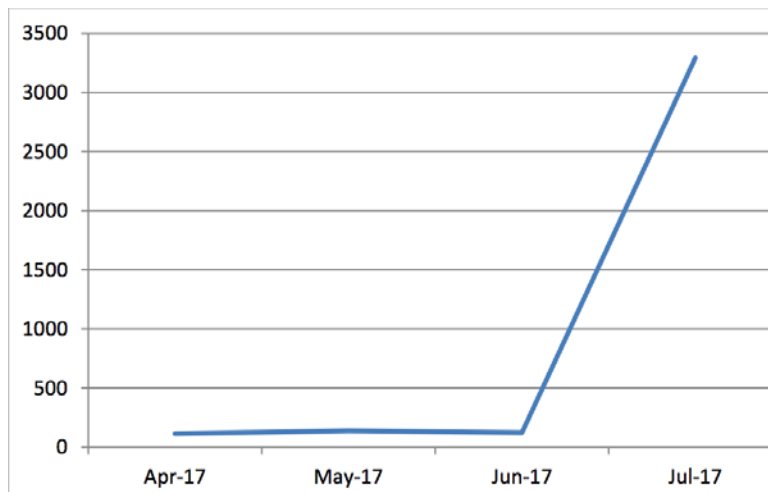
April 2017: 2,821

May 2017: 1,651

June 2017: 2,309

July 2017: 59,600

Mentions (how many accounts have tagged us in their tweet):



April 2017: 114

May 2017: 140

June 2017: 124

July 2017: 3,292

Twitter Media (@TWGmedia): 78 followers (all new)

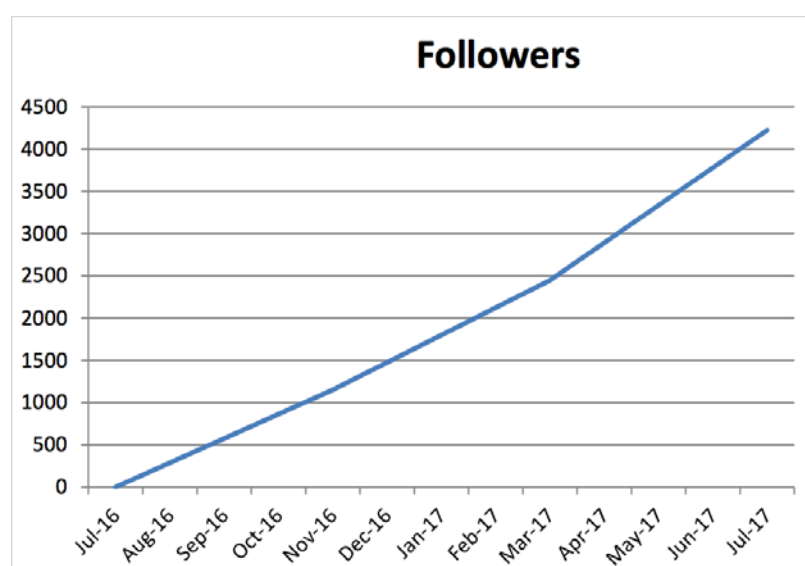
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INSTAGRAM

Followers: 2.8.2017: 4,227

During July 1,200 new followers



CLOSING THE GAP

2015: IWGA 2,000 followers on Facebook, FISU 8,500

2017: IWGA 13,500 followers on Facebook, FISU 15,000

2016: IWGA 0 followers on Instagram, FISU 4,000

2017: IWGA 4,300 followers on Instagram, FISU 6,300

(N.B. FISU has dozens of events every year so the comparison is not completely fair to the IWGA)

SOCIAL MEDIA GROUP

Social media group worked well and from morning to late evening. Some more clear instructions for the volunteers on what kind of photos/videos to make would have been good. The group got a lot of good interviews and videos of athletes just by approaching them at the venues and in the city.

NEWSLETTERS

The concept of two newsletters a day (afternoon summarising evening and morning and looking forward to the evening, evening newsletter summarising the day and previewing the following day, including Quote of the Day, Video of the Day) was good. WOC did not deliver English news every day. IWGA covered nearly all events in the two newsletters and all articles were also published on the website. Sending evening newsletter after Athlete of the Day meant long days for some team members.

The newsletters received very good feedback from IFs, NOCs and the Olympic Channel, to name a few. Altogether 8,629 addresses received the newsletter.

IWGA WEBSITE

The website with its new design was launched in April 2017. The webpage designed for The World Games 2017

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was introduced eight days before the event. The Games' page presented the most important information directly on the front page.

Statistics showed a significant increase on the visits to the webpage:

Before the Games: 2,000 to 4,000 pages viewed per day

During the Games: 45,000 to 75,000 pages viewed per day.

Best day: 75,000 on the 21th July

Visitors 10 July – 5 august 2017:



Most visited pages:

- 24% homepage
- 6.6% sports in general
- 6% Wroclaw page
- 5.6% schedule
- 5.1% channel
- 4% medal history

Top 10 countries where visitors came from 10 July – 5 August 2017:

Country	
1.	Germany
2.	United States
3.	Poland
4.	France
5.	Italy
6.	United Kingdom
7.	Netherlands
8.	Belgium

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From which websites (no social media) the visitors came via link to our website 10 July – 5 August:

Source ?	Acquisition	
	Sessions ? ↓	% New Sessions ?
	28,498 % of Total: 14.44% (197,416)	63.86% Avg for View: 65.90% (-3.09%)
1. federbocce.it	2,871 (10.07%)	72.90%
2. ultiworld.com	1,286 (4.51%)	64.39%
3. powerlifting-ipf.com	1,230 (4.32%)	53.01%
4. ikf.org	1,197 (4.20%)	54.47%
5. beatriceivaldi.com	913 (3.20%)	44.47%
6. en.wikipedia.org	690 (2.42%)	55.22%
7. jwga.jp	605 (2.12%)	40.50%
8. polskanova.com	580 (2.04%)	62.41%








Pages that the visitors were at immediately before coming to The World Games website:

1. google / organic	99,387 (50.34%)	64.06%	63,665 (48.88%)
2. (direct) / (none)	39,381 (19.95%)	72.07%	28,380 (21.79%)
3. m.facebook.com / referral	12,266 (6.21%)	77.56%	9,513 (7.30%)
4. facebook.com / referral	6,592 (3.34%)	50.18%	3,308 (2.54%)
5. bing / organic	4,374 (2.22%)	68.88%	3,013 (2.31%)
6. federbocce.it / referral	2,871 (1.45%)	72.90%	2,093 (1.61%)
7. t.co / referral	2,023 (1.02%)	60.31%	1,220 (0.94%)
8. yahoo / organic	1,963 (0.99%)	60.06%	1,179 (0.91%)
9. ultiworld.com / referral	1,286 (0.65%)	64.39%	828 (0.64%)
10. powerlifting-ipf.com / referral	1,230 (0.62%)	53.01%	652 (0.50%)

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The pages through which visitors landed on our homepage:

Landing Page ?	Acquisition	
	Sessions ? ↓	% New Sessions ?
	39,381 % of Total: 19.95% (197,416)	72.07% Avg for View: 65.90% (9.35%)
1. / 	18,223 (46.27%)	75.22%
2. /channel/ 	2,840 (7.21%)	83.66%
3. /editions/Wroclaw-POL-2017-4/schedule 	2,507 (6.37%)	64.02%
4. /editions/Wroclaw-POL-2017-4 	1,388 (3.52%)	70.75%
5. /sports/Boules-Sports-24 	1,320 (3.35%)	93.71%
6. /sports/Karate-22 	1,115 (2.83%)	70.22%
7. /editions/Birmingham-USA-2021-13 	728 (1.85%)	90.80%

NB. Casting, Life Saving and Boules were linked to in New York Times article about The World Games just before the beginning of the Games.

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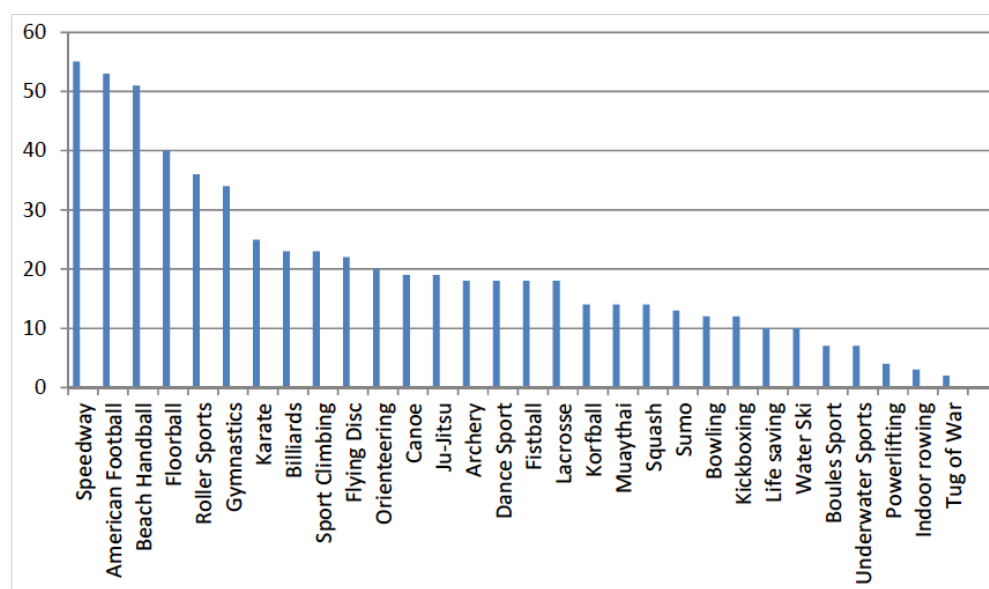
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OTHER COMMUNICATION MATTERS DURING TWG2017

MEDIA ACCREDITATION

Due to the huge number of problems in media accreditation, especially during the months before the Games, it should be considered whether the IWGA should be responsible for the accreditation of foreign journalists. It is of course an additional task and maybe not possible, but this time the IWGA had to anyway do a lot of the work the WOC should have done plainly because the WOC did not reply to emails, and then the journalists turned to IWGA for help.

Altogether 861 media representatives from 50 countries were accredited to TWG2017. In 2013, there were 910 accredited media representatives.



When accrediting, the journalists were able to add the sport on the form that they were primarily interested in.

In the table the sports have been organised according to the interest by the journalists.

COVERAGE IN NEWSPAPERS

Analysis on international newspapers' and internet media coverage of TWG2017 will be made during September/October by media monitoring company Meltwater. So far, Meltwater has informed us that there were 1020 articles published during June-August about The World Games. WOC has done media monitoring in Poland, results have not yet been received.

NEWS TO NEWSPAPERS, NOCS, IFS

In advance of TWG 2017 the Communication department announced a special news service for the NOCs and other interested stakeholders (media, IFs). The media department offered to send out pictures and news about athletes and results from specific countries or sports, in addition to the regular news.

Speedway American Football Beach Handball Floorball Roller Sports Gymnastics Karate Billiards Sport Climbing Flying Disc Orienteering Canoe Ju-Jitsu Archery Dance

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Sport Fistball Lacrosse Korfball Muaythai Squash Sumo
Bowling Kickboxing Life saving Water Ski Boules Sport
Underwater Sports Powerlifting Indoor rowing Tug of War.

Before the Games, 14 NOCs ordered this service: Belgium, Brazil, Czech Republic, Estonia, Germany, Hong Kong, Israel, Italy, Japan, Mexico, The Philippines, Russia, South Africa, Slovenia, and Spain.

The pictures and results were sent out by a volunteer shortly after receiving the pictures to the NOCs and media.

The service was well received: Several recipients came back with credits for this service and some others asked for additional information or pictures. Even the complaints – when a link to picture was broken – can be acknowledged as a success of this procedure.

With a look to 2021 the cooperation with the NOCs and their access the media outlets in their specific countries should be intensified. Another goal must be to encourage more NOCs to be present with their media personnel at the event.

During the Games, the service was extended to sending photos to the guests of the daily press conferences and participants in the Athlete of the Day ceremonies. It was very well received, and the recipients were thankful for the photos.

PHOTOS

The IWGA Flickr account (<https://www.flickr.com/photos/iwga/albums>) was widely used by all stakeholders before, during and after The World Games. It was the main point where to guide organisations and media asking for photos.

The WOC photographers were a disappointment. They delivered some very good photos, but also many not good enough pictures especially from athletes not coming from Poland, and the number of photos should have been higher. This must be checked next time in advance.

Photo tagging system does not include information in readable form about the photo. All information must be added manually when moving photos to Flickr, which is not ideal. Meta tags should be used, as they are readable and usable for any photo platform or software.

WOC should have tagged their material too (with meta-tags), or at least named the photos, which they did not. The file names were random numbers and the folders were named in Polish and most of the sports or even disciplines were spelled or even named wrongly: Artistic Gymnastics, Thai Box, Uni Hoc, etc. Many disciplines are difficult to tell apart because they are all in one folder.

IWGA got good material through Kathy Lang (photos, videos) on the days that Katherine Bett took care of social media. For three days Kathy Lang and Anna Jacobson took care of social media and had less time for other tasks.

Photographer Kaan Verdioglu took photos for IWGA during 6 days when not working for Handball.

VIDEOS

The quality of the TV material was outstanding. However, the TV material should have been accessible for the whole team during the Games and afterwards (and they are not even accessible at this very moment, August 25) in order for us to make highlight videos and post them on social media. To stress the importance of good video material right on the spot: One of our best posts on Facebook, Twitter and Instagram was a video of a Polish powerlifter. This video was recorded by one of our volunteers by chance. Several other videos were taken by Kathy Lang or our volunteers, and they were very popular on social media.

OFFICE

Office at Main Media Centre was good (although plain), but there were problems with Wi-Fi both at the Main

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Media Centre and at the hotel. This caused delays and problems for the communication team. It would have been better to have the Communication office close to the main IWGA office, and that is an issue that should be considered for next time. However, it was also important to be where the press (possibly) is.

PRESS BRIEFINGS

Although the press briefings were not attended by a big crowd of journalists, as most of them were at the venues at that time, the live streaming of the briefings was surprisingly popular on Facebook. The briefings were also covered in the afternoon newsletter. Next time the timing and place of the briefings should be considered and planned earlier. Main Media Centre is possibly the best place for them, if journalists work there. Now very few journalists stayed at the MMC during the day.

ATHLETE OF THE DAY

The ceremonies were good and cooperation with the IFs mostly good. There was no audience at the Plaza, but the live streaming on Facebook was popular. Some athletes/days caused big problems for the organising team and one recommendation would be to next time pick up all the athletes by our team, to be sure they are there on time. Also possible delays in competition schedule must be prepared for. And most of all, the team needs to be prepared for last-minute changes to handle them so that nothing is seen on the outside (as was done this time too).

VOLUNTEERS

The IWGA Communication team was extremely lucky with good volunteers, of which one was an excellent sports journalist! He wrote many of the newsletter articles, and they were of very good quality. Also he was a native English speaker. However, we received the information about the volunteers very late (1-2 weeks before the Games) and at the end did not get as many volun-

teers as we had asked for (asked for 3, got 2) from the WOC.

OVERALL

Despite several problems, both technical and other, what was seen from the outside, was a good coverage of the Games with the small team available. Next time, planning should be made in more detail based on the experience from TWG2017. Also it is very important to have a closer cooperation with the BOC than there was with the WOC. As much as possible should be planned with the BOC beforehand so that there is as little as possible overlapping in the tasks.

COOPERATION WITH THE IFs

The IFs received a TWG Media Manual from the IWGA well ahead of the event. The Manual described how to best promote the Games before and during the event. Many IFs showed great interest in promoting the Games and cooperating with the IWGA, but some only published a news article or two, often the ones delivered to them by the IWGA. The willingness and ability to cooperate in communication and to promote the Games should be considered when evaluating the applications for the future editions of the Games.

Post Games Evaluation Report

The World Games 2017

MEDIA ANALYSIS BY MELTWATER

Objectives

To map out media coverage of World Game before, during and after 2017 competitions.

Sources

3800 Finnish and 230 000 global editorial sources: newspapers, press releases, news agents, industry magazines and eTV + eRadio

Social media database consists of over 300M global sources: Blogs, forums, Facebook, Twitter, Instagram & YouTube.

Search Words

("world games*" NEAR/10 (Wroclaw* OR Breslau* OR Wrocław))

Time Range

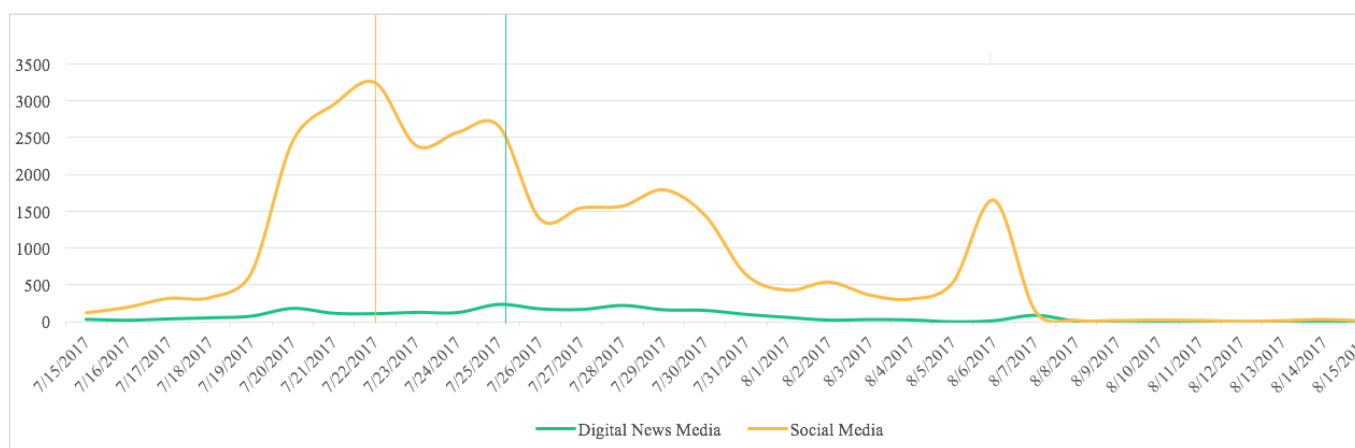
15.7.2017 – 15.8.2017

Social Media High Point

On the 22nd of July World Games generated 3 251 hits – most discussed sport was floorball.

Digital News Media High Point

Media wrote globally 239 articles

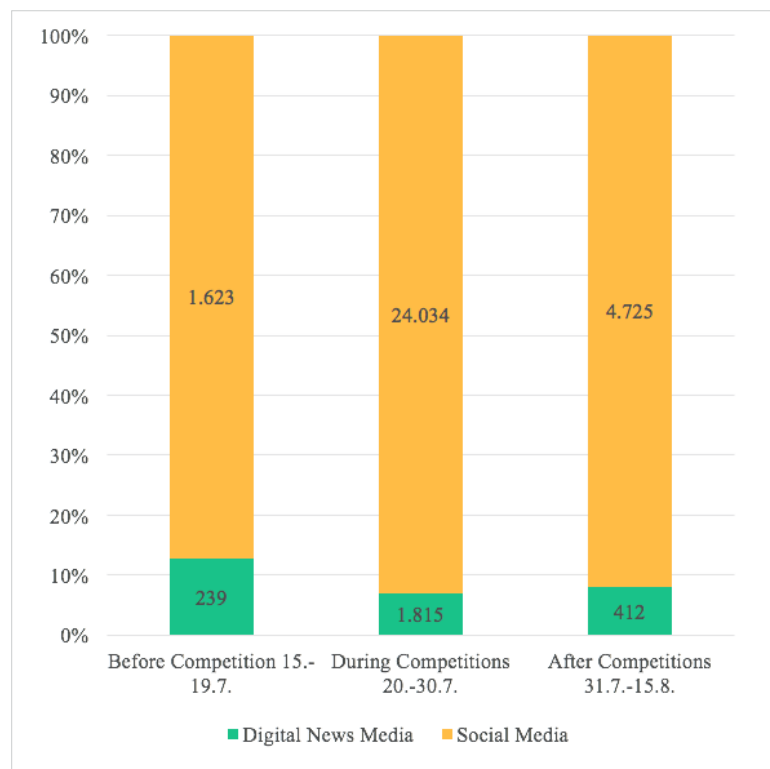


MEDIA COVERAGE SUMMARY

- As expected the vast majority of hits were dated during the competitions.
- On the time period before the competition there was 239 digital news media hits and 1 623 social media hits.
- During the competition there was 1 815 digital media hits and amazing 24 034 social media hits.
- After the competition there was 412 news media hits and 4 725 social media hits.
- Altogether World Games generated 2 466 news media hits and 30 283 social media hits.

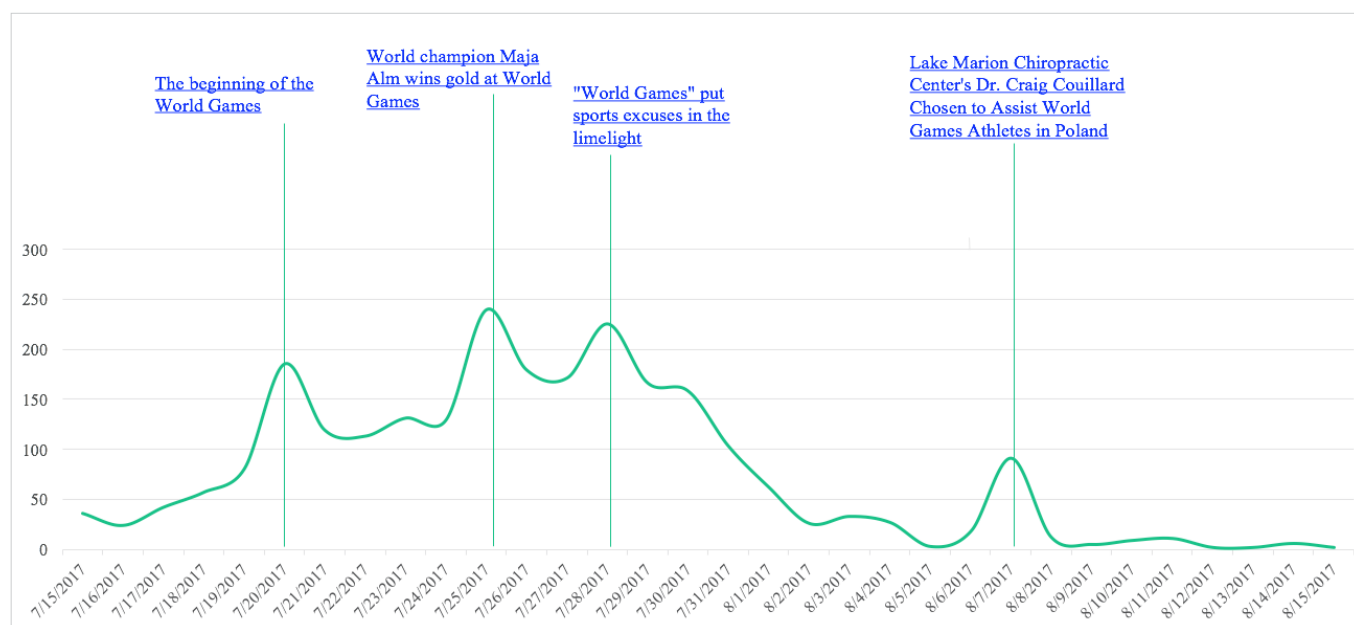
Post Games Evaluation Report

The World Games 2017



- In digital news media the most discussed sport were karate and fistball.
- In social media the most visible topics were floorball and korfbal (based on Twitter hashtags).
- Trough digital media the World Games reached potentially over 31 million people and trough social media 410 million.

Media coverage and press spikes 15.7.-15.8.

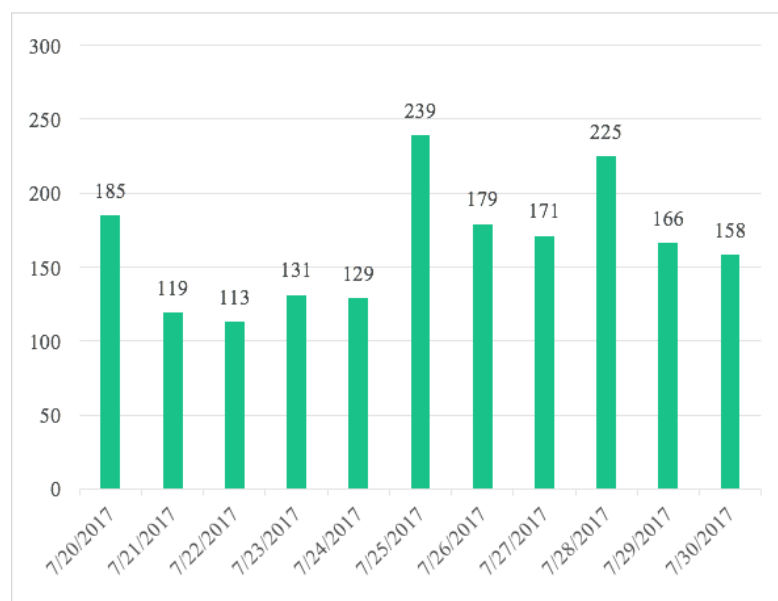


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Media volume

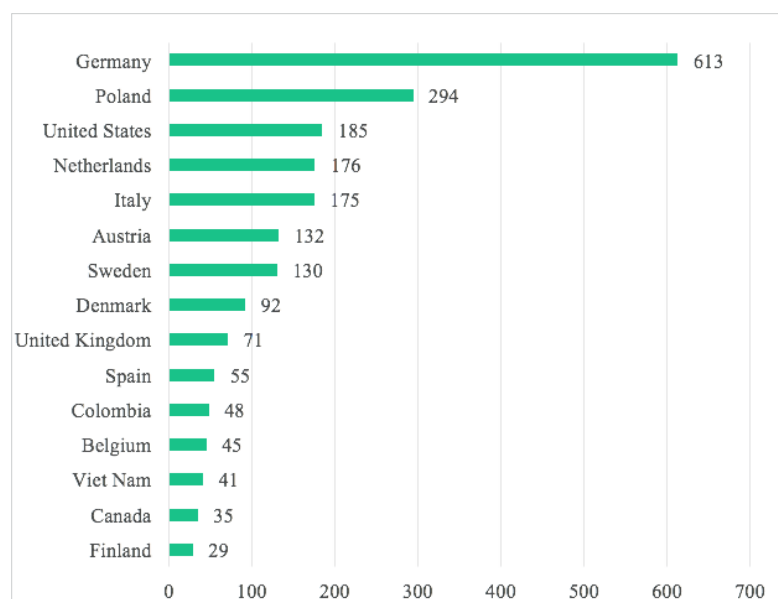
Daily distribution of news during the competition



- There was a total of 2 466 digital media hits about the World Games during 15.7.-15.8.2017.
- There was 239 hits before the competition, 1815 during and 412 after.
- Mostly the media hits consisted of sport related and competition related topics – as one could expect.
- There was no unequivocal press spikes: while other publications mentioned floorball other mentioned Ju-Jitsu.
- Medal-related news were also popular.
- The press spike in August 7th was due a press release in USA which circulated well in the local news stations. Altogether this one release generated 83 media hits.

Countries

Top 15 countries



- Altogether 65 different countries featured the World Games during 15.7.-15.8.2017.
- Most of the news came from Germany where the competition generated 613 World Games related hits.
- Only four not-European countries made to the top 15 list; United States, Colombia, Viet Nam and Canada.
- The German press focused a lot to the fact that while World Games sports are equally important, Olympics are still more hyped competition.
- Polish media on the other had a wider focus that included all from the administrative things related in organizing this competition to sport results.

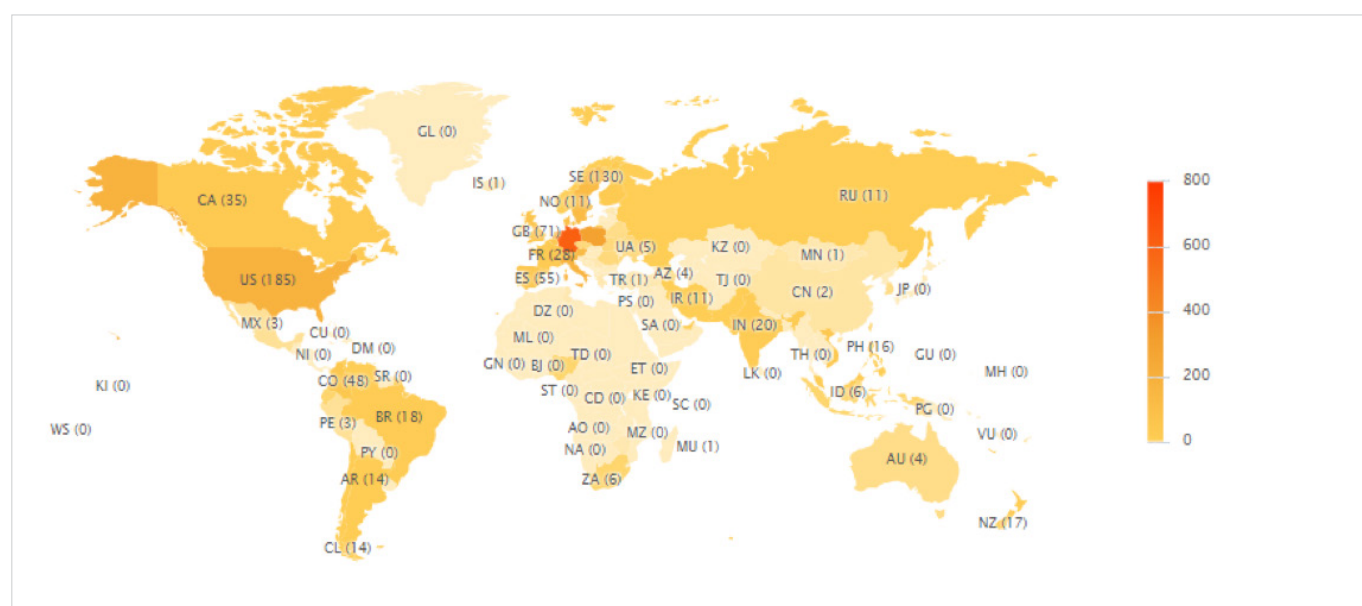
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Most visible disciplines:

Discipline	Number of Mentions
Karate	316
Fistball	204
Bowling	175
Korfball	174
Squash	149
Sumo	141
Billiard	134
Ju-Jitsu	121
American Football	121
Lacrosse	102

Heat map:



11.555.550 € of Advertising Value Equivalency

$$AVE = \text{reach} \times 0,37$$

Reach = Unique website visitors x 1/40

Post Games Evaluation Report

The World Games 2017


Highlights by Reach:

NBC NEWS

The Week in Pictures: July 21 - 28

by NBC NEWS

Santas gather in Copenhagen, wildfires rage in Portugal, divers fly high and more of the week's best pictures.



17. Chaewon Kim of South Korea competes during the Rhythmic Gymnastics Women's Individual Hoop Qualification of The World Games at Centennial Hall on July 21 in Wrocław, Poland.

Potential reach: 15 032 456

onet SPORT

The World Games: ceremonia otwarcia: transmisja w telewizji i Internecie. Gdzie obejrzeć?

20 lip, 16:00

The World Games we Wrocławiu rozpoczną się od ceremonii otwarcia. Transmisja z tego wydarzenia będzie dostępna na kanale Polsat Sport i na platformie Ipla.



Stadion Wrocław

Potential reach: 14 851 210

搜狐 (Sohu.com)

这赛事，估计在国内没多少人知道

2017-07-27 22:29

话说，这几天，在波兰的乐斯拉夫(Wroclaw)举行了四年一度的世界运动会(The World Games)，今年已经是第十届了。



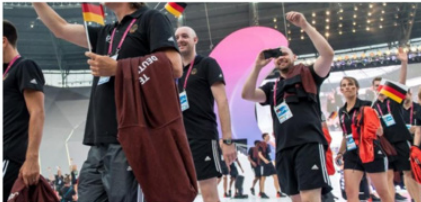
Potential reach: 13 168 205

Highlights by most visible headlines (Germany):

WESTFÄLISCHE RUNDSCHAU

"World Games" rücken Sportexoten ins Rampenlicht

2017-07-26 10:26



BRESLAU Sie surfen auf der Oder und schießen in den Parkanlagen Breslaus mit Pfeil und Bogen: Bei den World Games in Polen zeigen Athleten nichtolympische Disziplinen ihr Können. Deutschland hat bereits mehrfach Gold gewonnen. Doch um Medaillen allein, geht es nicht.

Waltroper Zeitung

Korfball: World Games Deutsche Korfball-Auswahl steht im Halbfinale

CASTROP RAUDEL Da war am Sonntagabend die Freude groß in der heimischen Korfball-Gemeinde: Die deutsche Nationalmannschaft hat beim World Games Turnier in Breslau (Polen) das Halbfinale erreicht. Nur knapp setzte sich die Auswahl des Deutschen Turner Bundes (DTB) im abschließenden Vorrundenspiel gegen Großbritannien nach 43:10 Minuten durch.



Um 20.09 Uhr Ortszeit in Breslau bejubelte die deutsche Korfball-Nationalmannschaft ihren Halbfinaleinzug. Foto: DTB

freenet.de

IOC-Präsident Bach: World Games stehen für Vielfalt des Sports

Bach zu Korea-Krise: "Olympische Spiele werden nicht infrage gestellt"



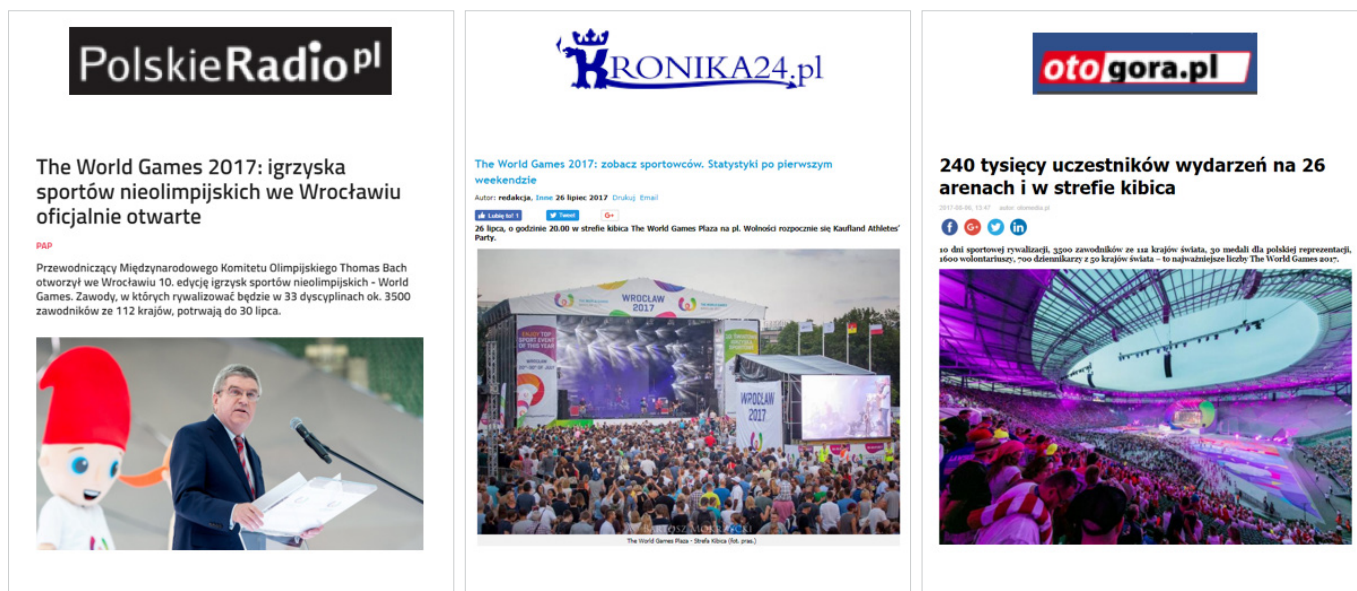
20.07.2017 - 19:35 Uhr

IOC-Präsident Thomas Bach hat vor Beginn der zehnten World Games in Breslau die Entwicklung des Sportfestivals der nichtolympischen Sportarten gelobt.

Post Games Evaluation Report

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Highlights by most visible headlines (Poland):



SOCIAL MEDIA

- There was a total of 30 283 social media hits about the World Games during 15.7.-15.8.2017.
- There was 1 623 hits before the competition, 24 034 during and 4 725 after.
- During the 6 first days of the competition there was a daily amount of over 2000 social media hits while on day 7 the visibility decreased to under 1 700 hits.
- Did people get tired or were the most popular sports during the first days?
- Most visible sport in social media was floorball – Philippian floorball fans continued their support to their teams until August.
- Twitter was the most important social media channels for the World Games.
- Altogether social media hits generated from 131 different countries during 15.7.-15.8.2017.
- Tracking countries in social media is tricky because majority of users will not declare their country status to their social media accounts.
- Therefore there was 14 662 social media hits from unknown countries.
- Polish social media users were over 50 % more active than the second most active Somalians – but that is no wonder since they hosted the competitions.
- English was the most used language by far with 13 232 social media hits, followed by Spanish (3504 hits) and Polish (3467 hits).

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410 034 970 reached by social media

2 050 174 € of Advertising Value Equivalency

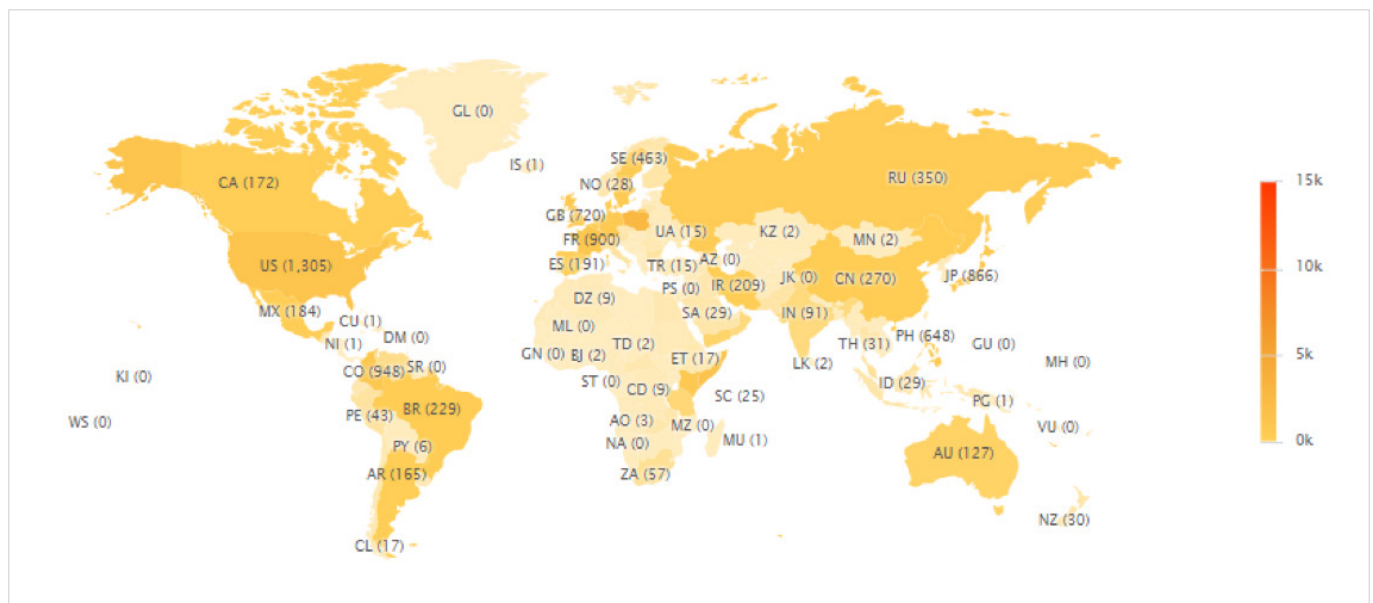
Reach is potential value that is based on the maximum potential viewership number of likes or followers a Twitter, Facebook or Instagram page or group has or the number of views a YouTube video has.

AVE (Advertising Value Equivalency) is an estimated value of earned social media coverage measured by the opportunity cost of buying the same amount of visibility through traditional digital marketing efforts.

The value is calculated using the following formula:

$(\text{reach} / 1000 \times \text{CPM}), \text{CPM}=5\text{€}$

Heat map: Media Hits by Countries in Social Media



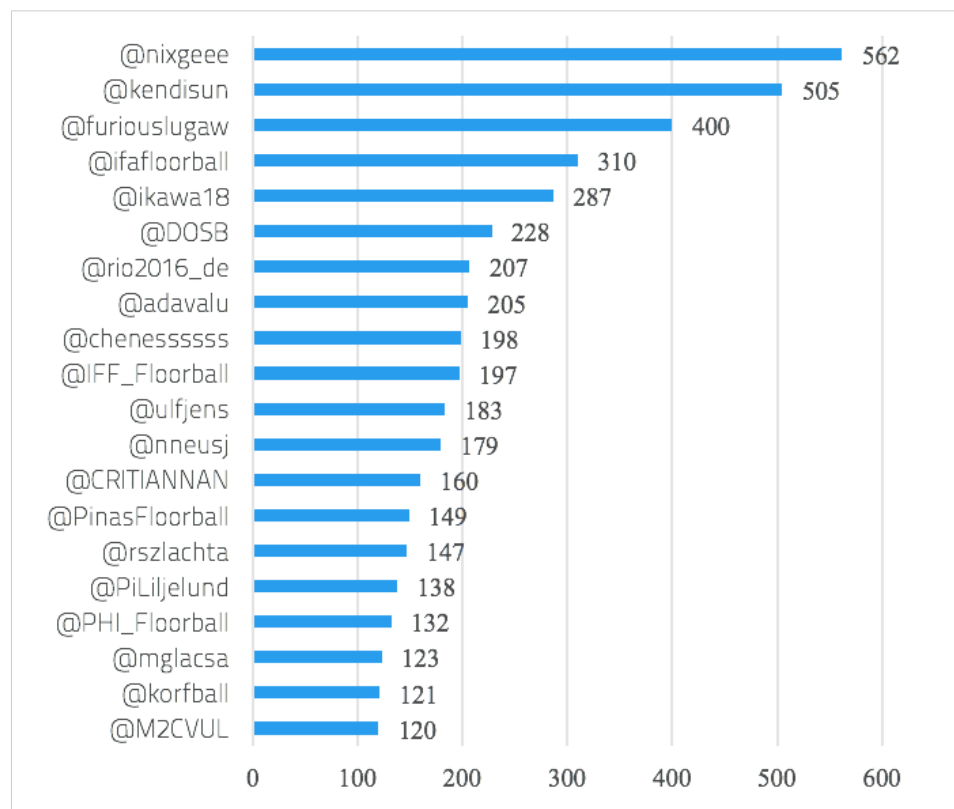
Social Media Channels

- 26 437 tweets
- 3 424 Facebook posts
- 7 221 Instagram hits (Instagram hits are not included in the total number of social media hits since the account was not linked to FairHair)
- No mentions on forums.
- 89 blog posts
- 432 YouTube videos

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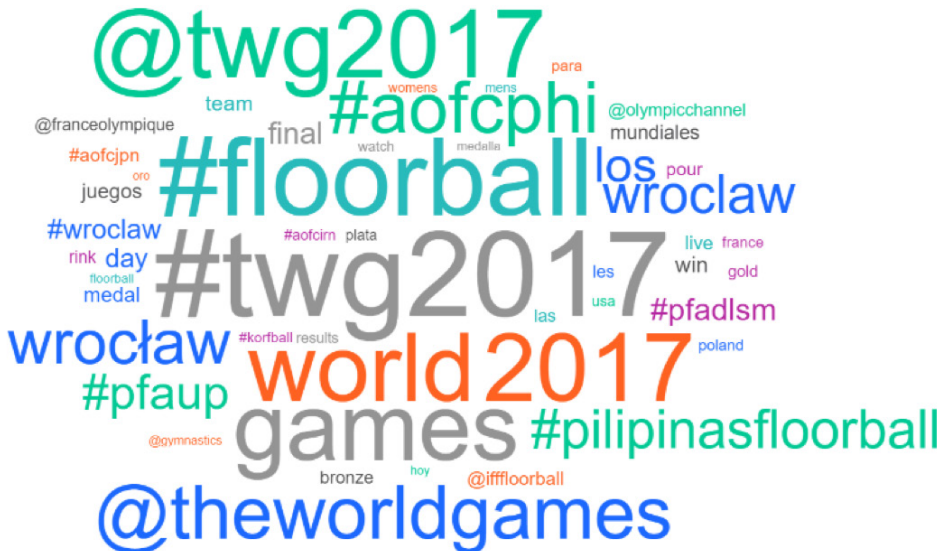
The World Games 2017

Most active tweeters



Top Hashtags

Hashtag	Number of mentions
#twg2017	23 431
#floorball	7 689
#aofcphi	4 185
#pilipinasfloorball	2 244
#pfaup	2 019
#pfadlsm	1 308
#wroclaw	1 147
#aofcjpn	783
#aofcirn	611
#korfbal	595





Olympic Channel

@olympicchannel

Seuraa

▼

1 sport, 2 environments, simply exhausting. #TWG2017

@Olympics @WorldRowing @TheWorldGames

Käännä kielestä englanti



17.05 - 30. heinäkuuta 2017

34 uudelleenlittäusta 111 tykkäystä

Jhonatan Valcarlos • Noticias Caracol  July 22 · 

GRANDES ESFUERZOS SE REALIZAN EN POLONIA EN (THE WORLD GAMES WROCLAW) MUNDIAL DE ULTIMATE FRISBEE Y NUESTRA SELECCION COLOMBIA MUY BIEN POSICIONADA #1 TRAS VENCER A ESTADOS UNIDOS, CANADA, JAPON Y POLONIA QUE BONITO SERIA QUE NUESTRO PAIS COMENZARA A RECONOCER ESTE HERMOSO DEPORTE QUE GRAN POTENCIAL TIENE PARA LLEVAR NUESTRO NOMBRE Y BANDERA.

Great efforts are made in Poland in the world's world games wroclaw and our selection Colombia very well positioned #1 after defeating the United States, Canada, Japan and Poland it would be nice if our country started to recognize this beautiful Sport that great potential has to bring our name and flag.

 [Rate this translation](#)

THE WORLD GAMES WROCLAW 2017
ULTIMATE MIXED FLYING DISC
GROUP INFORMATION

	G	W	L	G	G
1.  COLOMBIA	4	4	0	62	88
2.  UNITED STATES OF AMERICA	3	2	1	58	69
3.  AUSTRALIA	3	2	1	63	92
4.  CANADA	3	1	2	55	59
5.  JAPAN	3	1	2	62	84
6.  POLAND	4	0	4	25	62

 Meridiano
@MeridianoTV

Seuraa

#TWG2017 Ildemaro Ruiz se adjudicó la
presea plateada en #bowling ->
bit.ly/2eEbYk4

Käynnä kinnostu espanja



18.40 - 23. heinäkuuta 2017

2 uudelleentwiittausta 1 tykkäys



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Highlights (Germany)

SPORT1 PR @SPORT1_PR
Seuraa

Sportvielfalt & Live-Rekord: @SPORT1 erreicht im #Julive 1,3% Männer-Marktanteil, u.a. mit @twg2017, @OfficialPDC. bit.ly/2vdmhlE

Käännä kielistä saksa



12.15 - 1. elokuuta 2017 paikasta Iomaning, Deutschland

1 uudelleentwittaus 3 tykkäystä

The World Games 2017, DOGB ja Team Deutschland

Team Deutschland shared World Games Team Deutschland's GIF: July 20 · €

Wir wünschen unserem World Games Team Deutschland viel Erfolg! Rockt Breslau! Wir schauen auf SPORT1 zu und feuern euch an!

#WirfuerD #TWG2017
See Translation



178 Views

World Games Team Deutschland July 20 · € Like Page

Let's go! today, the 10. World games are starting in breslau. At Ten Wettkampftagen, our 187 German athletes and athletes will be able to perform the best possible performance. We keep our fingers crossed and wish a lot of success. the opening ceremony is available from 19 pm live at SPORT1

#WirfuerD #TWG2017
See original · Rate this translation

Like Comment Share

37

Sport @DLF_Sport Seuraa

Die Dopingkontrollen bei den World Games 2017 in Polen sollen verschärft werden. #TWG2017

Käännä kielistä saksa



World Games in Polen - IWGA will die Zahl der Dopingkontrollen... Heute beginnen in Breslau die World Games. Die Spiele der nicht-olympischen Sportarten haben in vielerlei Hinsicht Nachholbedarf im Vergleich zu Olympia - auch bei den Dopingkontrollen. deutschlandfunk.de

21.42 - 20. heinäkuuta 2017

2 uudelleentwittauksia

ran @ransport Seuraa

Glückwunsch .@EsumPatrick! Und an unsere Jungs: Kopf hoch und weitermachen! #TWG2017 #ranNFL

Käännä kielistä saksa



NFL - Patrick Esumes Franzosen schlagen Deutschland im Finale der World ... Die deutsche Football-Nationalmannschaft hat bei den World Games in Polen die Goldmedaille verpasst. Im Finale gegen Frankreich verloren die Deutschen mit 6:14. ran.de

22.51 - 24. heinäkuuta 2017



16 uudelleentwittauksia: 87 tykkäystä

Highlights (Poland)

Kamil Bednarek added 3 new photos. July 15 · €

Jak Wam mija sobota? U mnie od rana próba przed The World Games 2017 - Wrocław 🎹🎸🥁 a później... no wiecie... takie tam 😊😊😊 na łonie natury.🌿🌳🌲

See Translation

Like Comment Share

3.5K Top Comments

13 Shares 60 Comments

Przegląd Sportowy July 26 · €

Brawo! #twg2017
See Translation



[The World Games] Jarosław Olech: ten medal zdobyłem dla kibiców

EUROSPORT.ONET.PL

Like Comment Share

200 Top Comments

2 Shares 2 Comments

Write a comment...

Grzegorz Listwon brawo jarek
See Translation
Like · Reply · July 26 at 10:35pm

Oliwier Przerwa Szacun !!!
See Translation
Like · Reply · July 26 at 3:16pm

Adam Malysz July 31 · €

Wczoraj zakończyły się The World Games 2017 - Wrocław - igrzyska sportów nieolimpijskich. Polacy zdobyli w nich 30 medali, w tym 9 złotych 🏆. To całkiem ciekawa impreza. Niektóre dyscypliny są dość egzotyczne, jak latające dyski, korbalki czy plażowa piłka ręczna. Inne – jazda na wrotkach, kręgle czy przeciąganie liny – kojarzą mi się z zabawą, odpoczynkiem, a nie rywalizacją sportową. Ale nie umniejszam rangi tych zawodów. Sądzę, że dla wielu uczestników wywalczona tu medale są tak samo cenne jak te z igrzysk olimpijskich. A udział w tej imprezie na pewno dał im niezapomniane przeżycia i olbrzymią motywację do dalszej pracy.

Yesterday, the The World Games 2017-Wrocław Sports games were completed. The poles won 30 medals in them, including 9 Gold 🏆. It's a pretty interesting party. Some discipline is quite exotic, like flying discs, korbalk or beach handball. Others - roller skating, bowling or tug-of-war - I think of the fun, the rest, not the sports competition. But I don't rank the rank of these professions. I believe that for many participants, medals are as valuable as those from the Olympic games. And participation in this party certainly gave them an unforgettable experience and a great motivator for further work.

Rate this translation

Like Comment Share

1.3K Top Comments

11 Shares 21 Comments

Write a comment...

Tomasz Górski Panie Adamie. Dla niektórych skoki narciarskie to sport egzotyczny 😊
See Translation
Like · Reply · 51 · July 31 at 6:05pm

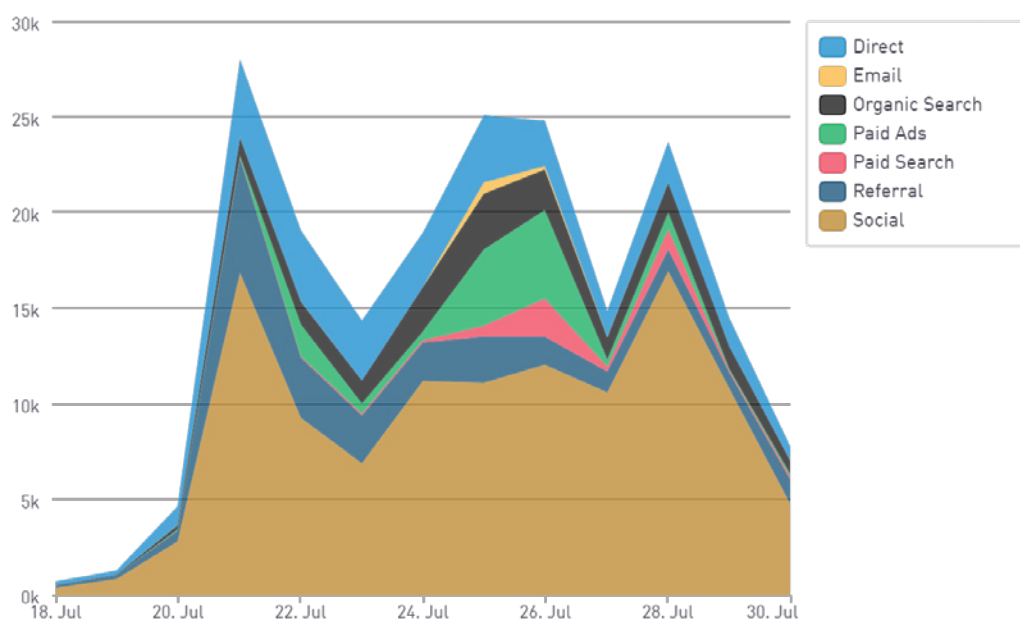
2 Replies

Post Games Evaluation Report

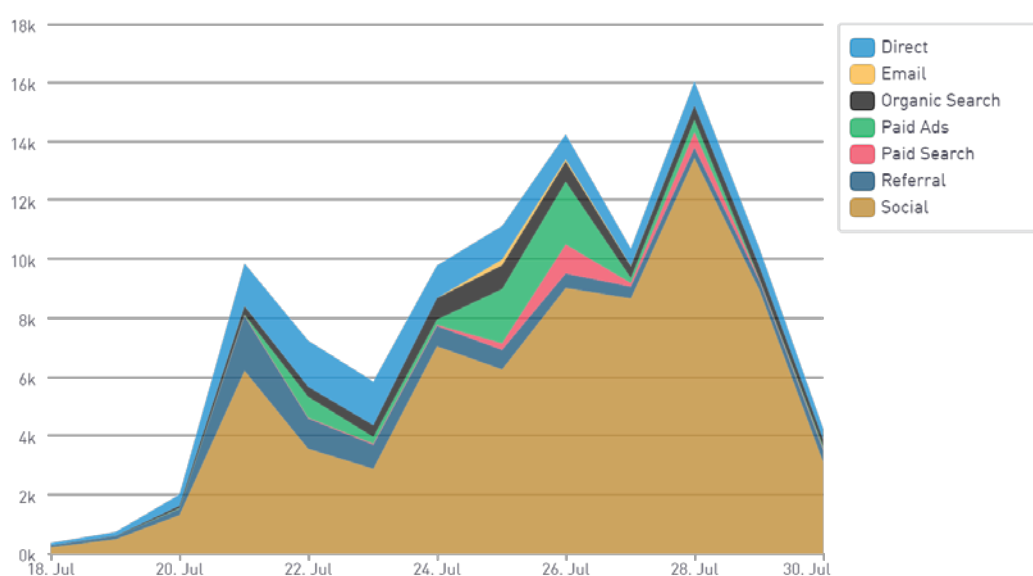
The World Games 2017

OLYMPIC CHANNEL

PAGEVIEWS BY CHANNEL



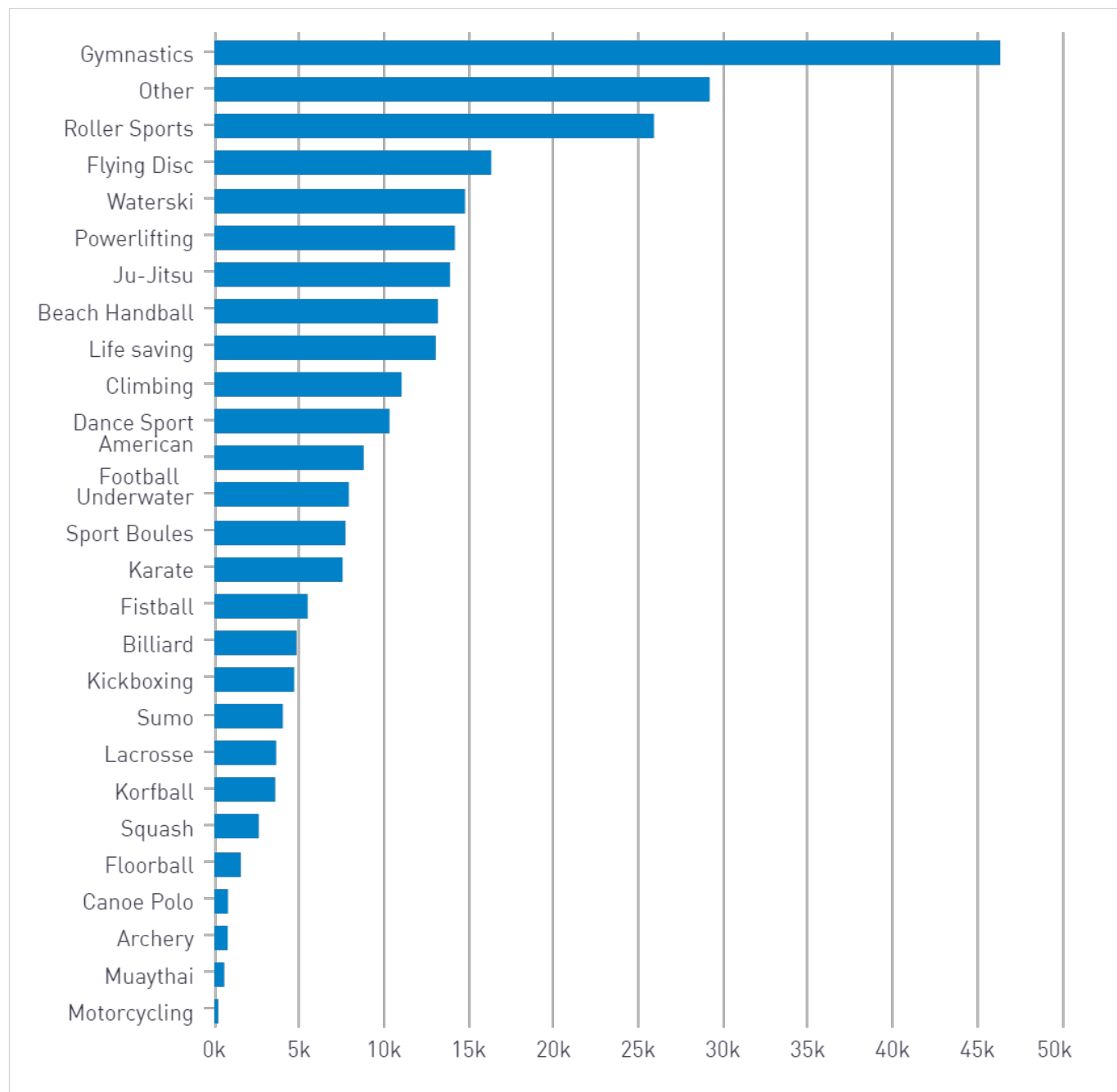
SESSIONS BY CHANNEL



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LIVE VIEWERS BY SPORT



Post Games Evaluation Report

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ISB POST GAMES REPORT

1. INTRODUCTION

ISB initially entered into discussions with IWGA in September 2015, when it presented a proposal to be the Host Broadcaster for the upcoming World Games (Wrocław, 2017 and Birmingham, 2021) and possibly to assist with worldwide Broadcast Rights and Distribution as well as to eventually become the IWGA broadcasting arm, with the same goals and objectives similar to what OBS is for the IOC.

Rather than a general agreement, due to the advanced planning for Wrocław, the IWGA asked ISB to discuss each of the events separately a) for Wrocław - to discuss the possibility of becoming the Host Broadcaster with the WOC, since the contract had not yet been awarded and b) For Birmingham - Host Broadcasting and Broadcast Rights & Distribution. After this initial approach, ISB learned that the WOC had awarded the Host Broadcasting role to a local company, ATM.

Following the ATM appointment, discussions took place with IWGA and the WOC, after which a basic agreement was reached with the IWGA in June 2016, whereby ISB would be appointed as the IWGA Host Broadcasting Project Leader. In this role ISB would support and work with ATM, but also take responsibility for the overall management and leadership of broadcast operations for The World Games in Wrocław. ISB would also provide additional production coverage and the creation of the 24/7 IWGA World Games Channel.

A draft agreement was created between IWGA and ISB and comprehensive planning began after the 2016 Olympic Games in Rio. There were meetings, conference calls and site visits to Wrocław on different occasions to conduct surveys.

Progress for the planning was interrupted in December 2017 due to IWGA financial issues as well as the lack of

agreement between IWGA and WOC regarding the role of ISB. IWGA resolved the financial problem with the assistance of the IOC and OCS, whereby OCS agreed to create the 24/7 IWGA Games Channel in their Madrid Headquarters (for VIK) and ISB agreed to a reduced budget. This obviously introduced OCS as a new partner in the equation.

In line with this, the WOC agreed to accept that IWGA would increase the coverage of the Games with the services of ISB.

At the end of February 2017, a revised basic understanding had been agreed upon by all of the parties involved - IWGA, WOC, ATM, OCS (IOC) and ISB, and from that point on the planning continued for the Host Broadcasting of The World Games.

The final agreement between IWGA and ISB was signed on 10 April 2017. Below is a brief summary outlining each of the parties responsibilities.

a) ISB provided:

- The management team, overall planning and project management
- Venue Production (4 Mobile Units)
- IBC services in Wrocław (Production Quality Control, coordination with IOC/OCS Madrid and coordination of potential unilateral feeds)
- Onsite distribution and communication with the Broadcasters on broadcasting related matters
- Coordination of worldwide distribution, increasing the footprint beyond Europe

b) ATM provided:

- Venue Production (4 Mobile Units)
- IBC technical facilities including video server, MCR

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- Venue to IBC transmission
- Production of Daily Highlights
- Uplinking of the 24/7 IWGA Games Channel (European footprint)

c) OCS was responsible for:

- Bringing the venue signals from the IBC in Wrocław to OCS in Madrid with Broadcast quality (10 channels)
- Production of the International 24/7 IWGA Games Channel with English Commentary and Graphics (which included the Highlights programme produced by ATM in Wrocław)
- Production of an IOC/OCS version of the IWGA Games Channel, with geoblocking as required

2. BASIC PLANNING

2.1. PLANNING AND COOPERATION WITH WOC

During the planning stage ISB made a number of surveys and visits to Wrocław (5) all of them with very poor results due to the initial lack of willingness from the WOC to cooperate.

During the last major survey in June 2017, ISB tried to obtain at least visual confirmation of most of the items at the venues, however there were still many unknown items. We discovered in this survey two very major things: a) that the Waterski location had changed, with potential issues for the mobile unit and b) at the Squash venue, the distance between the parking area for the mobile unit and the venue was so great, it made it impractical to use a mobile unit, therefore we had to change it to a flight pack.

Upon returning to Madrid, the survey was followed by several conferences calls with the WOC, since it was very

difficult to obtain any written information. Even up until the last minute, in most cases, there was a lot of information missing.

It was very difficult to create a detailed operational plan because of the lack of operational timelines at the venues. Only a couple of weeks before the Games, did we obtain some of the daily scenarios which we had been requesting for a long time and these were modified by the WOC on a couple of occasions, thus the planning of the 24/7 Programme was lacking certainty.

Also, minimal or no details were received regarding basic facilities and services such as:

- Venue services (camera platforms, lighting, "Look" of the Games, etc)
- It took a long time to get any confirmation regarding power at the venues and once ISB learnt there would be generator power at some of the venues, it was difficult to obtain specifics of the generators being used
- Internet
- Accreditation (types, privileges, access, etc)
- Media Transport
- Media Accommodation
- Catering
- Venue security (confirmation only received a few days before the start of the Games)

2.2. PLANNING WITH ATM

a) Venues

It took a very long time to understand the planning of ATM on matters such as the number of cameras, type of equipment, mobile units, ENG and the entire ATM Venue Production Plan. This plan was also very heavily influ-

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enced by the contract between the WOC and ATM which was very bureaucratic and lacked any flexibility.

It was only late in the planning and particularly during the ISB Production Seminar held in Madrid, that it was possible to convince ATM to follow ISB's overall concept, to maximise the broadcast coverage as much as possible of these Games.

Plans were also hampered by the fact that ATM, being responsible to create the programme for the domestic coverage of Polsat, created sometimes conflicting demands.

ATM had dedicated practically no time for rehearsal.

b) IBC

Regarding the IBC planning, although ATM had complete control of the facility and this was a matter independent of the WOC, it was not easy from the outset to obtain information regarding the space, technical facilities and other services such as internet, telecommunications, catering, etc.

However, in the end and only a couple of weeks before the start of the Games, ISB started to receive some detailed information, although not always complete. The delivery of the IBC and technical services we later and left ISB with very little time to check, test and rehearse.

2.3. PLANNING WITH OCS

Once the OCS team was appointed, we tried to provide information regarding both the technical requirements (bringing the signals from Wroclaw to Madrid and return) as well as the Production requirements.

The technical requirements for transmission were awarded by OCS to a company called Aldea, who set up and tested links between Wroclaw and Madrid one week before the Games.

The planning for the 24/7 IWGA Games Channel progressed a little more slowly. It was only a few days before the Games that ISB received the graphics that would be used by OCS on the Channel, which left very little time for any substantial comment or discussion. It was also only a couple of days before the Games that ISB received a 24/7 IWGA Games Channel plan, created by OCS to be used for the Commentators. This plan was totally different to the 24/7 IWGA Games Channel plan that ISB had created and distributed OCS and the Rights Holders and also wanted to change the timings of the Highlights. This came as a complete surprise and a conference call was arranged immediately to clarify and correct.

2.4. PLANNING WITH SWISS TIMING

Planning with Swiss Timing was very professional. They were very responsive, to the point and the information from them was very clear and precise.

The information service provided by Swiss Timing on the WOC website was a great help.

2.5. PLANNING WITH LAGARDERE

In general, information about potential Rights Holders was very late and the information that was received was without details about any potential requirements Rights Holders may have for the Games.

ISB produced a document and sent it to Lagardere on 16 June 2017 to send to Rights Holders to try to clarify potential requirements that they may have onsite in Wroclaw, the deadline being 10 July in order to meet their needs and service their requirements.

However several broadcasters made substantial requests after that date which ISB tried to accommodate. The impression was that the Rights Holders had not fully understood the coverage plans.

For the distribution beyond Europe, ISB selected Globecast, although the contract was made directly with Lagardere.

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2.6. PLANNING WITH INTERNATIONAL FEDERATIONS

Access and conditions for the International Federations to access the signals at the venues was not clear so ISB tried to clarify this with IWGA and prepared a general document which was provided to Hagen Bossdorf "IWGA: Procedure for the use of video content by IFs during TWG 2017" on 30 March.

We believe several IF's came too late with their requirements.

3. OPERATIONAL PHASE

ISB operations started when their initial team moved to the IBC on July 13th, once the ISB space was made available by ATM.

ISB provided equipment which was installed and then tested on July 16th and on July 19th, tests were made with OCS to simulate how the feeds would work during the Games.

Also on July 19th, the ATM team responsible for producing the Highlights arrived in Wroclaw and ISB met with them to discuss the production and content of the Highlights.

In parallel, Mobile Unit from ATM and ISB were arriving to the venues and being set up there on July 17th, 18th and 19th.

ATM rehearsals for the Opening Ceremony took place on July 17th, 18th and 19th but in general there was no time for rehearsals of the production of the different sports.

The BVM played a very important role in clarifying and smoothing the integration of the mobile units at different venues as well as trying to coordinate the competition schedule with the different IF representatives.

More details regarding venue operations as well as some of the most significant issues follow below.

3.1. VENUE OPERATIONS

a) Competition schedule changes

Several sports wanted to change the scheduled competition start times, for example Roller Sports Sprints, or the real time did not match the scheduled competition time. Also the time that was allowed for some sports was inaccurate and some sessions finished early or were delayed, thus affecting the 24/7 IWGA Games Channel.

Major delays and schedule changes, some of which affected the 24/7 IWGA Games Channel schedule:

DAY 2 - JULY 21st

GYMNASTICS

Competition finished at 21:58 (the scheduled finish time was 21:15).

DAY 3 - JULY 22nd

ROLLER SPORT TRACK

The Medal Ceremonies were delayed a lot in the afternoon because the judges did all results manually.

GYMNASTICS

Competition finished at 22:10 (the scheduled finish time was 21:21)

DAY 4 - JULY 23rd

Due to big storm some sports were delayed. All sports restarted around 14:00

BOULES

Delays

FLYING DISC

A match was cancelled.

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ROLLER SKATE TRACK

After the storm, competition restarted at 17:00. The track was fixed because the venue video screen had fallen over the track and caused some damage.

SUMO

Delays

DAY 6 - JULY 25th

FISTBALL

All matches were delayed 1 hour. This was a decision by the IF and Sport Manager. The first match ARG-CHI started at 12:10, teams entered the FOP at 12:00.

ROLLER SKATE ROAD

There was a long delay in the Men's 10,000m Medal Ceremony because of a complaint and there was a change in the final ranking. This final ranking graphic was shown and before the Medal Ceremony.

DAY 7 - JULY 26th

WATERSKI

Competition was delayed almost 30 minutes which caused the change of the programming to the 24/7 Channel. Karate finals were moved to 21:30.

DAY 8 - JULY 27nd

KICKBOXING

Competition finished early at 20:45 instead of 22:30.

ROLLER IN LINE

CZE-USA match, added in the 24/7 Channel program at 20:50 to fill the gap.

The schedule was checked on 26 July to prepare for the

24/7 program on the next day and it was OK. However, the next day it was changed.

DAY 9 - JULY 28th

JU-JITSU

Competition started on time but at 09:30 the Venue Manager informed us that the session would finish 30 minutes earlier than the scheduled time of 15:00. The reason given was that many matches finished 30 seconds to 1 minute earlier and some of the competitors did not show up.

For the afternoon session the IF and the Sport Manager decided to have all finals in Tatami 1. Competition finished 20 minutes earlier than the scheduled time of 20:35.

DAY 11 - JULY 30th

ARCHERY

Compound Men Final started at 14:45, 15 minutes earlier than the scheduled time of 15:00. Fortunately the 24/7 Channel was recording it and it was playedback from the beginning. No information about the change of the schedule from the venue, either our venue Manager or sports.

MUAYTHAI

Competition running on time according to the Venue Scenario. The official website schedule is something else. The 81kg match started at 16:00 and on the website at 14:45. Tissot says that the schedule in the website is the one sent by the venues.

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b) Other issues

Power supply failed on a couple of occasions damaging ISB equipment (Squash, Sumo). In general, the response of the WOC was good. Of course, during the big storm on July 23rd, power and other items were affected by the weather.

3.2. OPERATIONS WITH OCS

Communication was not always easy as there were different expectations.

The events that were edited in Madrid, sometimes began at random points that made no sense. In one instance the quarters of an American football match were played out in a different order, not in sequence.

On a couple of occasions the 24/7 Channel coverage was finished before the session had ended, thus not covering the final athletes competing in that event. This caused complaints from the French broadcaster. However we believe that for the type of broadcast schedule the French broadcaster was planning, they should have been advised to receive the individual feeds rather than the 24/7 IWGA Games Channel.

Also, in a few instances, some of the matches were not played because of the lack of commentary. Some of the daily issues encountered throughout the Games included:

- Going to next events at the wrong time
- Countdown clock still playing
- Opening animation still playing
- Leaving too early or starting too soon
- On Day 10 the 24/7 Channel went to the wrong venue, but reaction time was quick
- Day 10 also saw audio from the previous feed still on air while playing pictures of the next venue

(Squash to Kickboxing at 17:00)

- Picture in picture caught countdown clock, opening animation, or wrong GFX.
- OCS playout encountered freezes from their end and had to go to full frame graphic indicating technical issues. This only happened twice.
- As the Games progressed, the coordination improved, once all parties understood what was possible.

3.3. OPERATIONS WITH ST

As mentioned in the planning section, it was a great help when Swiss Timing confirmed that the information service would be available on the WOC website. However, this information was very late appearing on the website and was only available one day before the Games which made it difficult for broadcasters to plan properly.

Additionally, in some instances information on the website did not correspond with the information ISB had received regarding start times and session information.

3.4. OPERATIONS WITH LAGARDERE

Information that ISB received about potential Rights Holders was very late and Rights Holder requirements were unclear up until the start of the Games.

The deadline for Rights Holder requirements was set at 10 July in order to meet their needs and service their requirements however several broadcasters made substantial requests after that date which ISB tried to accommodate.

Major broadcasters such as Sport 1 (Germany), L'Equipe (France) and CCTV (China) made some substantial requests after that deadline which ISB tried to accommodate. Some requests were made by Rights Holders during the Games such as Ju-Jitsu for Abu Dhabi and recordings for TBS.

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3.5. OPERATIONS WITH INTERNATIONAL FEDERATIONS

There were few International Federations (Billiards, Canoe, Boules, etc) that had contacted ISB a few days before the Games in order to make sure that the coverage of their sport would be properly carried out. We also received some enquiries about how they would be able to stream their sport on their own platforms. We tried to help as best possible.

4. CONCLUSIONS

We believe that in spite of many odds stacked against us The World Games 2017 was a very successful operation from a broadcasting perspective. In a way, it was partly helped by the fact that we were very lucky not to encounter any significant issues. There was very little room for error because of the short time available, hence making it a high risk operation.

Working with ATM & OCS not always easy and it was a difficult task to integrate all of the different stakeholders because of their different interests, expectations and strategies as to how the operation should function.

In future, we believe that a single clear Host Broadcasting organisation with full control of all broadcasting related matters, as is usual in these kind of events, needs to be in place, working alongside the IWGA.

Additionally, the WOC responsibilities and deliverables were not clear which caused uncertainty and confusion. The key to solving this issue in the future, should be a very clear understanding between the IWGA and OC regarding the respective obligations, commitments and deliverables.

The contract with the OC should allow for some flexibility to make modifications to the broadcasting plan, so that the coverage can be maximised and enhanced, so long as there is no financial impact.

We would recommend that the IWGA create one single document where all of the facilities and services the OC is required to provide, are clearly outlined to avoid any misinterpretation.

Planning of the competition schedule with the IF's should be done earlier and be more detailed, so that the broadcasting schedule can be produced with sufficient time so that the Rights Holders interests are registered. This may include revising the schedule with the IF's to make changes to items such as the format of competition, timings, etc, in order to maximise the broadcast coverage.

Relations with Broadcasters: Irrespective of who is marketing the Broadcast Rights, a clear and early communication should be established between the Host Broadcaster and the Rights Holders. This will enable Rights Holders time to understand the programme value that can expect, plan their transmissions as well as organise and book their own unilateral activities.

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SWISS TIMING END OF GAMES REPORT

AIR SPORTS

No input

AMERICAN FOOTBALL

- Team Roaster and Line-up USA was delivered in the last minute
- Positioning of players didn't match from the list provided by the competition management; best estimates made in defining positions, need help from volunteers to chase the relevant team representative for a final check
- Team had to change to another OVR room
- warm OVR room - no AC, just small fan

ARCHERY

- Operational Venue Readiness
 - Tents in SCZ were setup until noon on 1st preparation day - delay due to late venue handover
 - Network was done in the afternoon - generally very good service from IT provider
 - AWF container was provided the same day - with network
 - after changeover problems with network - solved within 45min
 - GENERAL: very good venue management - helpful, very good cooperation; proactive with handling of exceptional situations
- Exceptional situations encountered during the event
 - Heavy rain and thunderstorm leads to emer-

gency evacuation

- Gaps you and your team members have noticed
 - TV graphics couldn't show arrow speed - interference with other graphics
 - Wind graphics were wrong - wind direction was mirrored
- Does the technology and service met the IF expectations
 - Service was used only for INFO - operation for competition was done through IF T&S provider
 - Very good software preparation from STSO
 - Until last competition day in PER everything was perfect in order - very good cooperation with IF
 - huge complains from IF about the TV graphics for the last competition day
 - Results manager of the federation was wondering, that we used the data protocol (which was provided 3 months in advance) only for the wind and arrow speed
 - had sometimes to resend the data twice until it was generated
 - There was a TV rehearsal on the final day. We showed up late, because nobody informed us. All people involved were around me the previous day. Due to the late arrival we were just able to do pieces of the rehearsal. Later the situation calmed down after I made some explanations to the IF president.
- Level of Support from the Federations
 - very good level
- Recommendations for the next events
 - INFO: overview result page should include the arrow count

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- TV graphics:
 - Data must be used from the data protocol to increase the speed
 - There should be a separate Shoot-Off graphic. All the time the score was present, but when it came to the final decision the screen was empty
 - Team member names should be presented - only nation was shown: Event presentation introduced every single athlete
 - Arrow speed must be a separate graphic - now it was overlapping. It may be used only once or twice in a competition, but makes much more impression
 - Shotclock must be deleted after the arrow was shoot - leads to confusion (difficult to understand, that this is the remaining time from the previous arrow information is not necessary)

BEACH HANDBALL

Volunteers: difficulties to get them on morning of 1st competition day. Solved together with LOC.

BILLIARD SPORTS

OVR was on different place then venue drawing specified, on that drawing it seemed there is much more space on venue than it was in reality.

BOULES SPORT

Format Changes, Events cancelled, late entries

BOWLING

No input

CANOE POLO

- Operational Venue Readiness:
 - On the first of 3 preparation days it took WOC (subcontractors) until late afternoon, to set up tents, chairs and tables, power and internet was done a little earlier. This was not a big problem, since a lot of equipment was only arriving from other venues at the second preparation day. This included MST, SSCB, Shot Clock
- Exceptional situations encountered during the event
 - TVG was planned only for the last of 3 competitions days, but suddenly was demanded already for the 1st and 2nd competition day as well, in the evening of the last preparation day. This caused quite some stress to prepare the TVG system in time for the morning of the first competition day.
- Gaps you and your team members have noticed
 - Except for the live screen, PSCB was almost not used, because SCB company rather wanted to show advertisement during breaks, because usable time was only about 5 minutes between the games because of the tight schedule
- Does the technology and service met the IF expectations
 - Shot clock: IF's shot clock system had a mayor difference to ours. Our shot clock could only be reset to 60 seconds (normal time for an attack), however, the system the IF normally uses has a different behaviour the during the last minute of a period. If the shot clock is being reset during the last minute, it would show automatically the remaining seconds of the period, because they normally don't have a separate

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scoreboard and shot clock at their own events. This caused a little bit of confusion during the first games, but the teams quickly adjusted to the new situation. For the next event, it would be highly appreciated by the federation if we could implement this shot clock behaviour into our software

- SSCB: Penalty times and running clock could be displayed bigger, parts of the SCB were empty and could have been used a little better
- Level of Support from the Federations
 - Federation was very helpful and communicative throughout the entire tournament, all the required information were sent ahead of time
- Recommendations for the next events
 - Especially the described shot clock issue shot be resolved for the next event.

DANCESPORT

all good in general

FIN SWIMMING / LIFE SAVING

LFC: Results wrong INFO/TV Men Manikin Tow with Fins
Heat 2, TV complained

GYMNASTICS

- International Federation
 - Very good collaboration with FIG. Need to find a solution to improve enquiry process to save time
- Venue
 - Readiness of venue: The venue was not full ready but the staff was very professional and fast to install what was missing. It was very

easy to work with organisation committee staff

- FOP: Change between 1st week and the 2nd week
- Storage:
 - Enough place and good location. Just if the storage is shared with other people. The people need to inform when they take something on the box. And it will great to have a key for each team
- VOLUNTEERS
 - All volunteers were very professional and always on time (except 1 day they was missing 1 for 1 position due to late schedule). All volunteers due a very good job thank a lot to them
 - GIVE-AWAY this time we received enough and very great give-away. The volunteers were happy to received it thanks to Tissot
- SUGGESTIONS/COMMENTS
 - Sport presentation was not so good. Sport presentation at Glasgow and London was very great
 - No rehearsal
 - No real communication with SCB operator
 - Sport presentation show most of time logo of Wroclaw
 - If possible can be great to have hotel near center

INDOOR ROLLER HOCKEY

- Operational Venue Readiness:
 - very well prepared, as the venue was used for RollerArtistic before

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- Internet was very slow, but Upload tools were working without any dropouts
- Gaps you and your team members have noticed
- SSCB was too small
- Does the technology and service met the IF expectations
 - IF was very satisfied with our service and our technology
- Level of Support from the Federations
 - very good as well (federation provided all the informations, we needed by themselves)

KARATE

- ST/TISSOT team got officially blamed by main umpire after official draw. It happen in front of all coaches and TD. He told that old-fashioned technology has to be used for World Games and mentioned it several times -TD told ST Team not to care about it; we assume that the main umpire is in favour of another timing/scoring system
- Changes for SYOG18:
 - Colors of penalties in SSCB Layout has to be confirmed with IF
 - Symbol to inform coach about video request to be implemented in SSCB Layout
 - "Waiting" Countdown (athlete) to be implemented in SSCB Layout
 - In case of Hikkiwake: SSCB has to highlight who will be leader / winner in contest
 - First horn signal before end of contest: 15s before end
 - Horn at bout end: 2 short noises

- Horn signal: need to be have different duration
- Horn signal: shall be little bit different if 2 tatamis used
- draw app to be provided by ST (please have a look on BOX Olymp. Solution)

FLOORBALL/KORFBALL

- Operational Venue Readiness
 - very good, internet connection was ready on afternoon of first setup day
- Exceptional situations encountered during the event
 - none
- Gaps you and your team members have noticed
 - interface to legacy timing system in FLR (or replacement by ST SSCB & MST)
 - federation and people from LOC inside the venue seem to have no glue of the info webpage and the linked PDFs and our local print service, especially for the match results, only few teams in KBL were picking them up after each period is picking them up. Federations keep entering stats by their own into their own systems
- Does the technology and service met the IF expectations
 - yes, KBL federation recommended for the future to capture as well the number of attacks for statistics
- Level of Support from the Federations
 - ok
- General Administration related
 - volunteer requirements to be double checked

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with STVM

- Quality of initial download from EMS needs to improve, it has to be according to ODF definition:
 - only english characters allowed
 - group/seed information was missing for teams
 - match officials had no nationality
 - BIB missing
 - height/weight missing
 - club information missing
 - handiness missing

KICK-BOXING

- We didn't have report for keypad logs as system doesn't create logfile for keypad pushes - federation complained about missing output for keypad logs
- changed NOC for CHN to MAC on federation request. changed back later as MAC was not an official IOC NOC code
- federation also saw some advantages in our system that their system does not have (for example judges preference changes live all the time)

JU-JITSU

- IF/NF did not provide NTOs for training at data entry terminal. It seems that there was a communication lack and somehow they forgot about it and started to organize NTOs in last night before first competition day.
- Sub contractor not able to show logos on SSCB
- IF schedule not well prepared in regards to live television. Empty tatami or too many bouts with Walkover (Weight class: Open Category)

- Scoring terminal of the Federation had an issue: no impact on TV, results on INFO published with slight delay; protest for bronze medal bout caused 15 min delay in announcing the final results

LACROSSE

- lost connection from the FOP, no timing scoring graphics for the first game USA vs GBR for 5 minutes; the length of the cable reduced from the Scoring Terminal by 10 meters and this fixed the issue for the second game

MUAY THAI

- SSCB: IF requested their own scoring system to display - PMO decision in the morning
- federation changed athlete twice after the draw without information for us first session with two wrong athletes
- a better contact to the federation before the competition is absolutely necessary
- federation expected different system which also collects all judges scores automatically. We only delivered total score
- federation also used their own system next to our system to collect judges scores electronically
- for MUA new system is necessary for next event

POWER LIFTING

- At the beginning some problems with the light from TSC to GFX (message sent by subcontractor), wrong light was sending, so we stopped displaying the lights for the first whole squat session and fixed the problem in the break for benchpress

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ORIENTEERING

- Climbing / Orienteering short distance shared the same OVR room
- space is insufficient if ORI team has to setup on the same day of CLB competition
- Medal presenter details procedure to be clearly defined in advance
- Position of players didn't match with the list provided by the competition management; best estimates made in defining positions
- need help from volunteers to chase the relevant team representative for a final check

ROLLER SKATING TRACK

No issues

ROWING INDOOR

No input

SPEEDWAY

- Very political sport as Polish Speedway Federation didn't agree to use our timing system but the legacy timing system
- During the implementation phase all contact of on-site team was established through WOC (Grzegorz Pyżalka). Answers to our questions were coming with 2 weeks delay
- Competition format and rules were created (by FIM) 3 weeks before event which gave us really short time to prepare
- Contact with WTS (WOC sport subcontractor) was difficult from the beginning. They were pushing to do all by themselves. We therefore removed PSCB part from our scope of service mid June
- After team arrival at the venue it was still problematic to get in contact with Krzysztof Gałędziuk (WTS). His decision about timing procedures effected further reduce of our scope of service (letter from GUBHAN from 27/07)
- 2 days before the competition WOC informed ST that to enter to the OLS venue in competition day extra passes will be needed. ST(FICRAF) gave list of ST team names to Andrzej Kolodziej (WOC) to prepare special passes
- IF (FIM) arrived to Wrocław 2 days before the competition. One day before the competition, after a meeting (FIM-ST) we establish competition communication procedure. IF were surprised that venue team decided to use a hand timing when ST has all possibilities to make it with much more sophisticated technology
- After ST internal meeting it was decided that competition communication with FIM can be not enough to provide a good level of TVG service. It was decided to send one more ST person (BRIRON) to starting position to give direct information to OVR team about starting order
- Information about extra personal and zones which has to enter were send to Andrzej Kolodziej by FICRAF 24h before the event
- On the day of competition ST team had problems to enter the venue - problem was solved by venue manager
- 4 hours before the competition FICRAF was informed that request for extra passes for BRIRON was rejected by Grzegorz Pyżalka (WOC). After a very long discussion between FICRAF and Grzegorz Pyżalka we received extra pass and BRIRON was able to do his job
- WOC volunteers assigned to ST got a pass to enter a OVR zone but they were supposed to operate

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from VIP zone. This was agreed with VM and Andrzej Kolodziej. FICRAF requested from WOC extra passes for volunteers but it was rejected. Andrzej Kolodziej assured that there will be no problem for VOL to take their places and to their job. One hour before the event security complained about volunteers meeting in VIP area. Problem was solved by FICRAF after one more long discussion

- During the competition IF-ST radio communication didn't work. BRIRON - OVR communication worked well what gave the OVR team enough time to prepare corrected start lists (for 23 heats there was just 2 without changes of the riders)
- Push button manual timing by volunteers didn't work well. After 2 heats OVR team decided to not show live standings on TVG
- Reports (PDF) created correct and accepted by FIM
- Photo finish pictures attracted attention of referees but they still didn't use it to judge the race
- FIM requested to not post photo finish pictures on ST INFO system

ROLLER SKATING ARTISTIC

Federation and ISB had queried why we couldn't show individual scores of all judges on the TV graphics - to be improved!

SPORT CLIMBING

- TSC hardware was bought from homologated system from FRA; the supplier delivered the sold system delayed, therefore, only limited E2E tests could be performed in Leipzig
- Between lead qualification and finals a big thunderstorm came. We quickly moved the outdoor HW and cables to OVR room and after the thunderstorm had to put it all outside again. Federa-

tion was happy that the thunderstorm caused us no impact at the end.

- Federation has to inform us more about what they do in the future. For example between boulder and lead qualification and finals they changed numbers of the routes and told us nothing.

SUMO

- Operational Venue Readiness:
 - half of first day no power
 - internet first two preparation days not stable
- Exceptional situations encountered during the event:
 - draw result from federation arrived very late no complains from federation
- Level of Support from the federations
 - all federation staff worked together with us in a very friendly and professional way
 - federations seemed to be happy with our support
- Recommendations for the next events
 - better communication with the federations in advance
 - clear requirements for the OVR system from federation (one clear document)

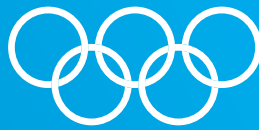
TUG OF WAR

IF wanted to feed SCB by them-selves

WATER SKI

No input

**Organisation
recognised by the**



**INTERNATIONAL
OLYMPIC
COMMITTEE**

STAY IN TOUCH

www.theworldgames.org

channel.theworldgames.org

www.facebook.com/iwga.theworldgames

twitter.com/theWorldGames

[#twg2021](https://twitter.com/theWorldGames)

A group of athletes in red and white uniforms are standing behind a podium. The podium has a sign that says "POLAND". The background is a large, blurred crowd of spectators.

POLAND

International World Games Association (IWGA)

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