



Customer Transport Plan (V1) – Detonate Halloween Event 2019

Introduction to Big Green Coach

Big Green Coach are the UK's largest and most trusted provider of transport solutions to the live music industry. We have transported over 1 million customers to live music events and festivals since our inception in 2009. We operate a variety of long distance coach networks, park and ride and local shuttle bus services for the biggest and best music events in the UK and into Europe. Our clients include Live Nation, AEG, Festival Republic and SJM concerts. We serve events such as Isle of Wight Festival, Creamfields, Download, Leeds & Reading Festivals, Neighbourhood and Boardmasters. We are also the Official travel partner to the Ed Sheeran UK tour and the brand new Tottenham Hotspur Football Club stadium.

We specialise in developing bespoke transport management plans and services for events and festivals. We provide vehicles, drivers and experienced staffing teams to deliver an exceptional level of service to our clients and their event attendees. With over 50 years of combined transport industry experience, our management and operations teams are the best in the business. We work with our clients from the planning and design stages, through to the building of infrastructure and the delivery of the service on the day. Big Green Coach have an exceptional safety and operations record and we look forward to working closely with Set it Off Ltd and the Detonate Halloween event 2019.

Detonate Halloween Event 2019

Big Green Coach have been instructed by Set it Off Ltd to develop an operations plan for the provision of transport services for their Detonate Halloween event in 2019.

Event date: **Saturday 26th October 2019**

Event timings: **1100 (11:00am) – 2300 (11:00pm)**

Event location: **Langar Airfield, Harby Road, Langar, Harby, Nottingham. NG13 9HY**

Event capacity: **7000**

****The promoter will insist that all 7000 attendees travel on a dedicated bus service to and from Nottingham and the event site. All attendees must travel on this service to gain access to the event and travel tickets will be a compulsory purchase along with the entry ticket.**

*****All customers will have their entry tickets scanned prior to boarding coaches. This will ensure all tickets are valid and only customers with valid tickets are travelling on the bus service.**



Service details

Ingress:

There will be two departure locations for customers in Nottingham (see **Pick up/Drop off locations in Nottingham** for more details)

The service from both Nottingham locations to the event site will operate as follows:

First departure: 10:30 (10:30am)

Last departure: approximately 15:00 (3:00pm) (last entry to the event is at 4:00pm)

There will be 3,500 attendees allocated to each location.

Return journey times:

****These times are based on using the A52 primary route and include time for loading/unloading and additional travel time at the event site from the entry gate to the drop off location:**

FROM Motorpoint Arena Car Park (NG1 1AJ to NG13 9HY - via A52) + return = 65 minutes

FROM Nottingham University (NG7 2RD to NG13 9HY - via A52) + return = 75 minutes

We will source a minimum of 3,750 seats in total on a mixture of coaches, single decker and double decker buses.

1,750 seats (approximately 25 vehicles) will be allocated to the Motorpoint Arena during the ingress phase. Due to the extra travelling time we will allocate 2,000 seats (approximately 28 vehicles) to the University location.

All customers must purchase a travel ticket when buying their entry ticket. Customers will have several options when making this purchase:

1. Choice of Nottingham departure location (see locations 1 & 2)
2. Choice of departure time for ingress – departures every 30 minutes between 10.30am – 3.00pm.
3. There will be no timed option for the return – customers will be able to simply turn up at the departure point and travel on the next available bus at any time between 9.00pm-11.30pm (see egress section below for further details). This will be an on demand service and buses will depart when full.

Big Green Coach will allocate customer numbers to each of the locations and times. Once these limits have been reached customers will be forced onto available services.

Each Nottingham location will have a 3,500 customer limit. Each of the 30 minutes slots (10.30am-2.30pm) will be limited to 450 people (6 vehicles). This will allow for a staggered and managed ingress phase from both locations and at the event site. The 3.00pm departures will be kept clear of bookings to allow for those who have missed their timed departure.



Staff will work at both ends of the service to ensure loading and unloading is done efficiently and vehicles are kept moving on a rotation.

Egress:

Big Green Coach will have all vehicles in place and ready for the return journeys from the event site by 21:00 (9:00pm).

The event will have staggered finish times within the arena to allow for a steadier egress. The headliner will finish at 9:30pm, music will continue until 10:30pm and the bars will stop serving at 11:00pm.

This will ensure a steady flow of customers from 9:00pm until around 11:30pm.

Customers will all be informed that their travel ticket entitles them to travel at any time during the egress period (9:00pm – 11.30pm).

We will have a minimum of 3,750 seats available – most vehicles will be required to complete 2 return journeys per vehicle during the egress phase.

There will be two separate queues for the two drop off locations within Nottingham.

All the vehicles waiting at the site will be able to travel to either destination to ensure that we can quickly assign any vehicle to travel to either location.

If we got the worst case scenario on egress - all 7,000 customers turning up at 10:00pm - we could have the site cleared in 90 minutes (by 11:30pm)

Skeleton Service:

Between the ingress and egress phases, two vehicles will operate continuously between Nottingham and event site. This skeleton service will operate between 3:00pm – 9:00pm.

These buses are available for any customers wishing to travel.

Note: there will be no journeys allowed FROM Nottingham to the site after 3:00pm due to the last entry rule in place for 4:00pm. For the sake of clarity, the service will operate one-way only from the site into Nottingham after 4:00pm.

This service will also act as an option for security/event management for any ejections that may happen during the event. A member of the security team will travel on the vehicle where necessary during these times.



Loading process:

It is vital that a robust, safe and efficient system is in place at all loading points. This same loading process applies to both Nottingham locations and the event site.

Safety is our priority. All pedestrian and vehicle movements are managed. Big Green Coach provide an experienced Operations Manager at each location to oversee all operations. A further team of operations staff will also be in place – we have a supervisor managing customers, queuing and ticket checking and a supervisor managing all vehicle movements and drivers. The manager and supervisors will have a team (size dependent on final customer and vehicle numbers) on site with them. We estimate 15 staff per location. All staff members are identified by wearing Big Green Coach branded hi-visibility clothing.

There will also be a security presence provided by the event management company at each location to manage crowd control and any issues.

All customers will have purchased a travel ticket in advance. The event entry wristband also acts as the ticket to travel on the bus service. This will negate the need for any ticket sales on the day.

The security presence at each location will manage both crowd control and ensure no alcohol is taken on board the vehicles.

Security are also responsible for ensuring all customers enter the queuing system which is created using ped barrier. This will be a large Disney style queue with security presence throughout. At the end of this queue system all customers will be split into bus loading pens. We expect to load between 2-4 vehicles at any one time on both ingress and egress.

Big Green Coach staff are situated at the end of the Disney style queue. The capacity of each vehicle is radioed through to these staff who count the correct number of people into the loading pens. As the vehicle pulls up to the loading point the correct number of people are boarded. It takes approximately 4 minutes to pull up a vehicle, load with customers and send off on their journey. BGC staff understand the correct procedure for loading different vehicle types and ensuring the queue is constantly moving.

A Big Green Coach manager is in constant radio contact with the event, security and the operations supervisors to oversee the process. This process has worked successfully at hundreds of events with similar requirements to this.



Pick up/Drop off locations in Nottingham:

Big Green Coach have suggested the use of two separate pick up locations in the city of Nottingham.

All attendees will purchase a travel ticket when buying an event entry ticket. The 7000 attendees will be split equally between the two departure locations (3500 at each).

The two locations we will use have been identified as safe and suitable for the number of people and vehicles. Permission has been granted by the landowners for both sites (Nottingham City Council and Nottingham University) and the Police have stated they are happy and don't deem a Police presence at these points necessary.

The two locations are:

Location 1:

Nottingham University Campus. East Drive, University Park. NG7 2RD

- the loading area is the line of bus stops on East Drive (situated between Portland Hill & Keighton Hill)





Location 2:

Motorpoint Arena car park. Evelyn Street, Nottingham. NG1 1AJ



Big Green Coach will design and build the departure point infrastructure and manage each location during the ingress phases, alongside a security presence (see **Loading Process** for details).

There are several further considerations when developing these departure locations, which are also relevant for the event site.

- Provision of toilets – if the use of toilets in the departure areas isn't available then portable toilets will be put in place for customers.
- Welfare – BGC and the security team have trained first aid staff and are in contact with the event control in case of emergency. We carry first aid kits and water should they be required. Both Nottingham locations are close to facilities and amenities and there will be a provision at the event site for food/drink for customers also.

Dispersal of customers – it's important to have a presence at the drop off points in Nottingham during the egress phase. This is provided by the security team. Their role is to ensure people do not hang around after being dropped off and continue their journey into the city or back home.

As a matter of course we would inform local taxi firms of the location and timings of the drop offs so that taxis are available for people to quickly continue with their journeys. The security staff will also provide customer service and point people in the right direction for buses, taxis, city centre entertainment etc.

Pick up/drop off point for all vehicles at the event site:

There will be a dedicated bus/coach pick up and drop off point at the event site. This location will be managed during all hours of operation by Big Green Coach and event security staff. As per the details in the **Loading process** section of this document there will be sufficient queuing and loading areas to separate pedestrians and vehicles and ensure a safe and efficient loading and unloading process. The below map shows the location of this area on the site.





Vehicles

Big Green Coach are a transport management company and do not own or operate any vehicles. We hold an extensive list of approved suppliers based all over the UK. This approved supplier list is constantly updated and reviewed. We hire thousands of vehicles each year to operate our transport services at music events – Nottingham is one of our key locations and we work closely with many experienced and established firms in the local area. We have held initial discussions with a number of trusted and approved coach and bus operators local to Nottingham and Langar and we are confident we can source all required vehicles locally – some of companies we are looking at using are: Notts & Derby buses, Littles Travel, Tiger European and Sharpes of Nottingham.

Where operationally possible we will use high capacity vehicles – double decker buses have on average of 75 seats. We have access to both buses and coaches between 49-85 seats.

We will have a minimum of 3,750 seats available during all hours of operation. This will ensure the full audience of 7,000 can be picked and transported within 2 ½ hours.

We estimate requiring a minimum of 53 vehicles to undertake this full operation.

During the day there will be a number of hours where vehicles are not required. As the companies we will be using to operate the services are local they will simply return to their depots before returning to the event site for egress.

Route registration:

The two shuttle bus routes will be registered with the DVSA and any relevant local authorities. This ensures the operation is fully legally compliant.

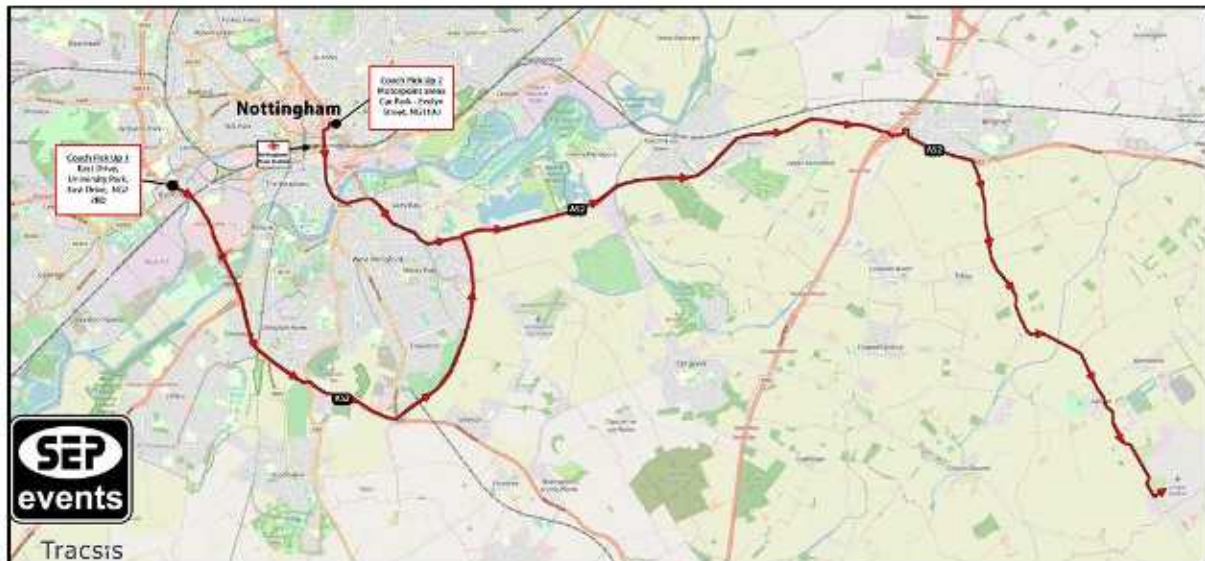
Driving routes:

All the vehicles and drivers we will use on this event are local to Nottingham and the surrounding area. This local knowledge is vital in case of any issues.

We create and distribute a driver information pack to all drivers and operators in advance of the event and drivers will undertake route training prior to starting the operation. In conjunction with the Traffic Management company (SEP) we will develop routes for all vehicles.

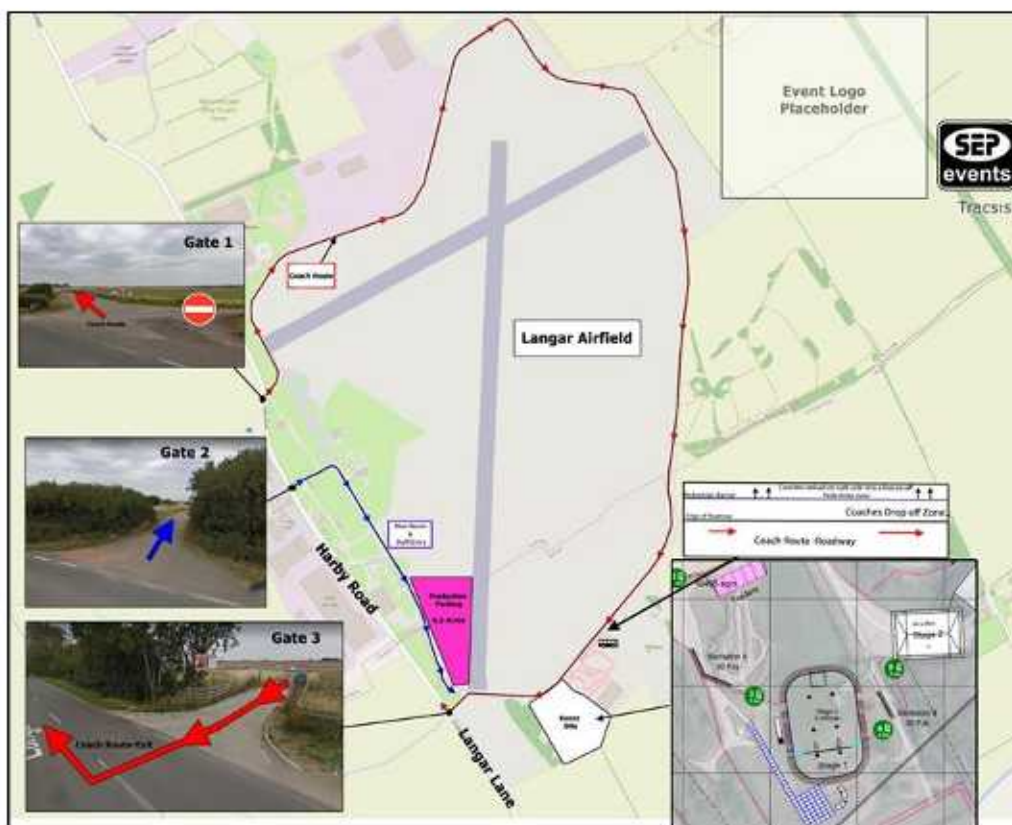
We will have two suggested routes for drivers. The primary route will be followed by all vehicles. Should there be any issues on the day on any of those roads we provide a secondary route to ensure a continuity of service.

Primary Route.



All vehicles will use the A52 out of Nottingham. After crossing the A46 onto the Bingham Bypass they turn right onto Tithby Road which then becomes Bingham Road.

Vehicles will follow this road past the village of Langar (the road becomes Musters Road & Harby Road). Vehicles will enter the event site via the left hand turn shown on the below map.





Once on the site the vehicles will travel around the perimeter road and drop off customers. Vehicles will also use this location to pick up all customers later in the day.

Screening will be used around the event so customers are unable to see the location of the surrounding roads in an attempt to ensure nobody ventures off site onto the local road network.

An efficient bus service back into Nottingham will also mean customers do not consider any other form of transport back home from the site.

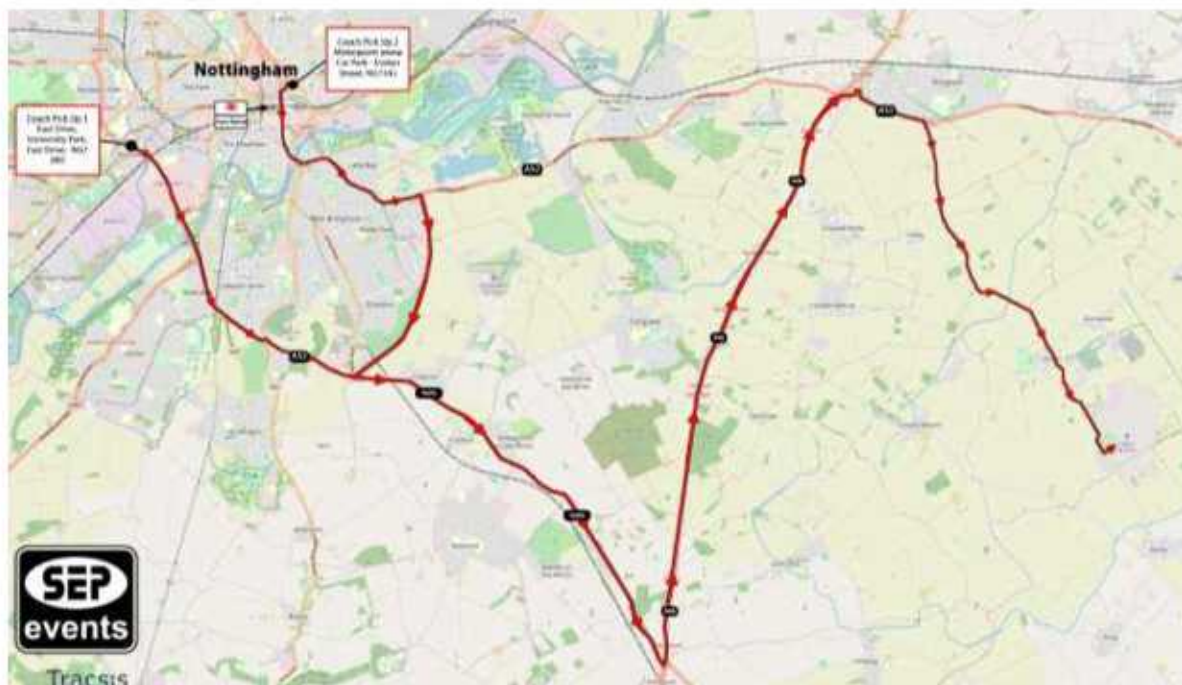
Secondary route.

In case of any issues with the A52 drivers will be asked to use a secondary route. This will be included in all driver's information packs.

Our team will monitor travel times and road conditions and we are in contact with drivers at both ends of the service to suggest alternative routes as and when required.

The secondary route avoids the A52. Drivers will be asked to drive out of Nottingham towards the site via the A606 and A46 – see below map.

This will add time to the return journey time (approximately 10 minutes each way) but will avoid any major delays if the A52 is not suitable for any reason.





Crime and Disorder prevention on board:

There are several ways in which we look after the welfare of our drivers and people on board the vehicles.

- Most vehicles have on board CCTV
- All drivers have emergency contact details for Big Green Coach and their own Operations Manager in case of any issues.
- Security personnel are on site at all loading and unloading points – they will not allow alcohol on board and will refuse travel to anyone considered unfit to travel. Big Green Coach will provide a vehicle which will be accompanied by a member of the security team at the end of the evening for anyone deemed unfit to travel with the public service during egress.

Our experience of these events is that we get very few issues on board our vehicles.

Conclusion and contacts

Big Green Coach have been in close contact with a number of the parties associated with this event and, based on our experience, we are confident in delivering a safe and efficient transport service for the event.

We have successfully delivered similar services at other events and there are no reasons why this event won't be equally as successful. (Please see case study below for more details).

Should you wish to contact Big Green Coach to discuss any of the details in this document or to find out more information please use the following in the first instance:

Kevin Green

Director

Big Green Coach Limited

www.biggreencoach.co.uk

07725 440 125

kevin.green@biggreencoach.co.uk



CASE STUDY – Slam Dunk Festival (North) 2019

Big Green Coach recently managed a very similar operation for a music festival called Slam Dunk held at Temple Newsam House near the city of Leeds.

Working closely with Leeds City Council and the event management team, Big Green Coach operated a shuttle service between Leeds City Centre and the event site at Temple Newsam (approximately 6 miles). The service operated an ingress phase between 9:00am – 3:00pm and an egress phase between 9:00pm – 1:00am.

We transported 6,500 people each way (13,000 passenger journeys) during these periods.

Big Green Coach were involved from the early stages and worked with the council to develop a design for the city centre pick up location. We managed the departure location in Leeds with a team of 20 staff and 1 overall Operations Manager. We planned, designed and built a system which included a few hundred metres of ped barrier for customer queues, a separate ticket sales area and a loading area for up to 6 buses.

We worked closely with the event security team to ensure all customers were moved quickly and efficiently through the queue system and onto the buses.

In addition to this we worked with a private cleaning company to ensure the location was kept clean and tidy on behalf of the council.

We had 40 vehicles in rotation at any one time during the ingress phase.

We also ran a skeleton service of 2 vehicles running continuously between the locations during any unadvertised hours of operation (3:00pm – 9:00pm). This skeleton service was available for any customers or staff who needed to travel, or any ejections made by the security team.

After ingress was complete, the Big Green Coach team moved up to the site and managed the egress phase. We do this in conjunction with the event security. BGC staff manage the loading and unloading of vehicles, all vehicle movements and the selling/checking of customer travel tickets. The security team were responsible for crowd control and queue management.

We plan to use the same arrangement at the Detonate event.

We procured additional vehicles for the egress due to the much shorter time period in which to transport customers. We had 60 vehicles in rotation. The egress has a much more congested 'peak' period but with extra vehicles and an efficient loading process in place we had the full 6,500 moved in less than 90 minutes.

The event was a great success and we have been commended by Leeds City Council, the event organisers and paying customers for a safe and efficient transport service.