



Welcome

Stacey McManus
Group Station Manager
Wembley Central Group

Introductions

29 Jan 2010

Bakerloo line





House Keeping!!





Agenda

- ❖ Service Providers
- ❖ Station Operation & The Station
- ❖ Current Event Management Overview
- ❖ Area/ Station Redevelopment
- ❖ Previous Event Data
- ❖ Proposed Charter Services
- ❖ Requirements
- ❖ Risks & Contingencies
- ❖ Options



Service Providers

- ❖ London Underground
- ❖ London Overground
- ❖ London Midland
- ❖ Southern



Other London **midland**





Station Operation:

Landlord – Network Rail

Station Facilities Operator – LUL



The Station

Total of 7 Platforms

Platform 1 & 2 for LUL Bakerloo and LOROL services

Platform 3 & 4 Fast Line Platforms with Limited access/use

Platform 5 & 6 Slow Line platforms used by London

Midland and Southern.

Platform 7 - Disused

Event Bridge at London end of Station.



Wembley National Stadium

Wembley Central Station Event Plan Overview for an event over 50,000



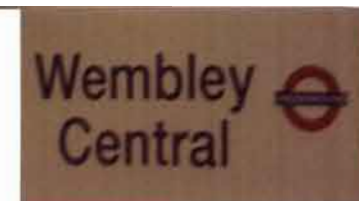


Forward Traffic Objectives

- Safe and effective movement of Customers
- Gateline Management
- Normal Station operation or utilisation of event Bridge if congestion occurs.

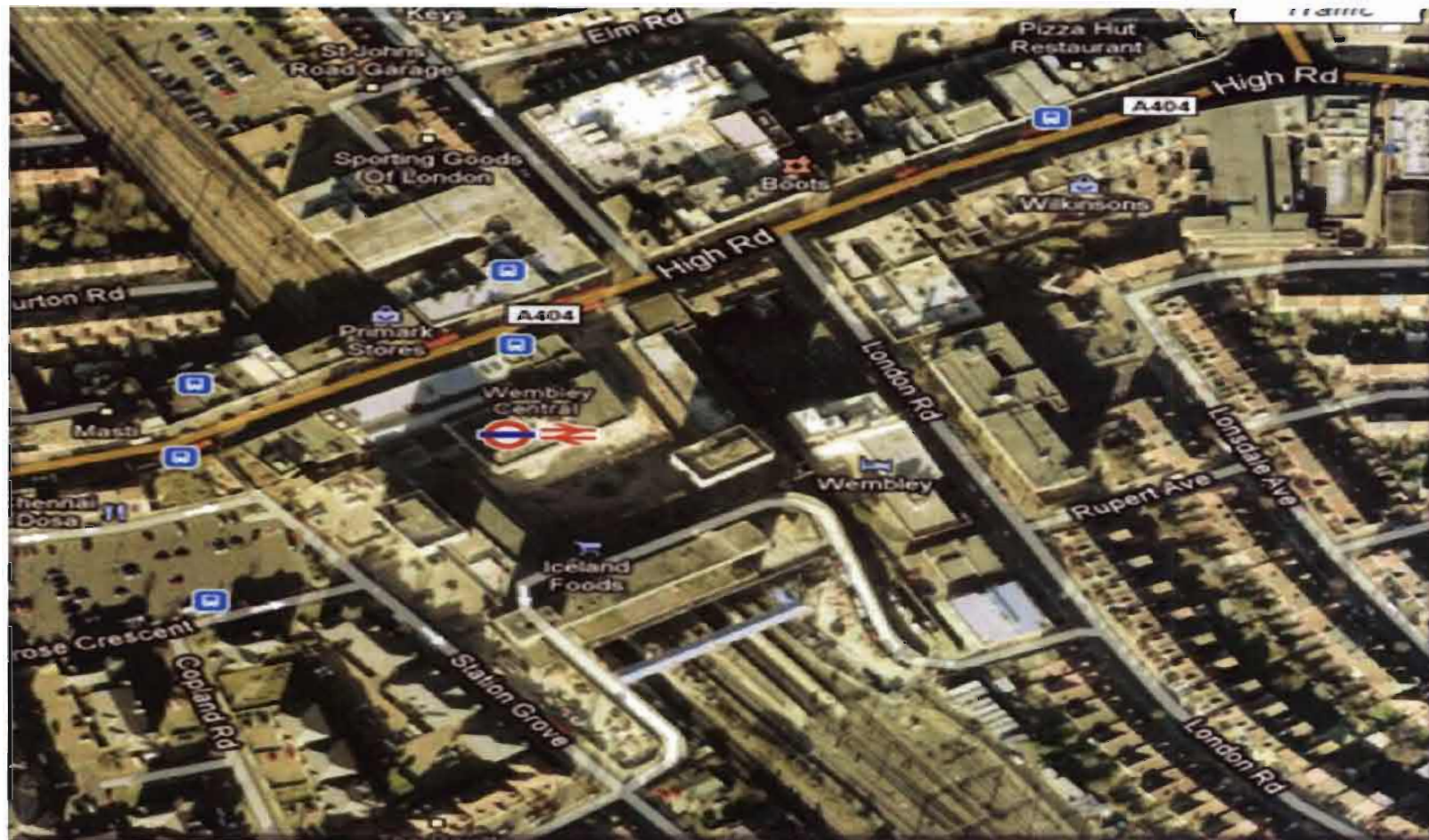


Bakerloo line	Minor delays
Central line	Good service
Circle line	Good service
District line	Good service





Return Traffic



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Return Traffic

- ❖ **Dot Matrix Information Wembley High Road (8'x4')**
- ❖ **Road Closure - London Road & Station Grove**
- ❖ **South & Northbound Bakerloo & Lorol Customers via Event Bridge from London Road or Station Grove.**
- ❖ **London Road is used for direction of heavier passenger flow**
- ❖ **Controlled access via normal station entrance for Customers with special needs, London Midland and Southern services Northbound (No Southbound Services to date)**



London Road

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London Road to Event Bridge

- ❖ Crowd Management on the approach to Event Bridge from London Road
- ❖ Barriers in place to create a queue to match to width of event bridge entrance being used
- ❖ Staff present to provide crowd management following information received from the control room



**Leading to
Event Bridge
from London
Road**

**Barrier Line Implementation within
this area**



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Event bridge
Entrance



Return Traffic - Station Front

4h





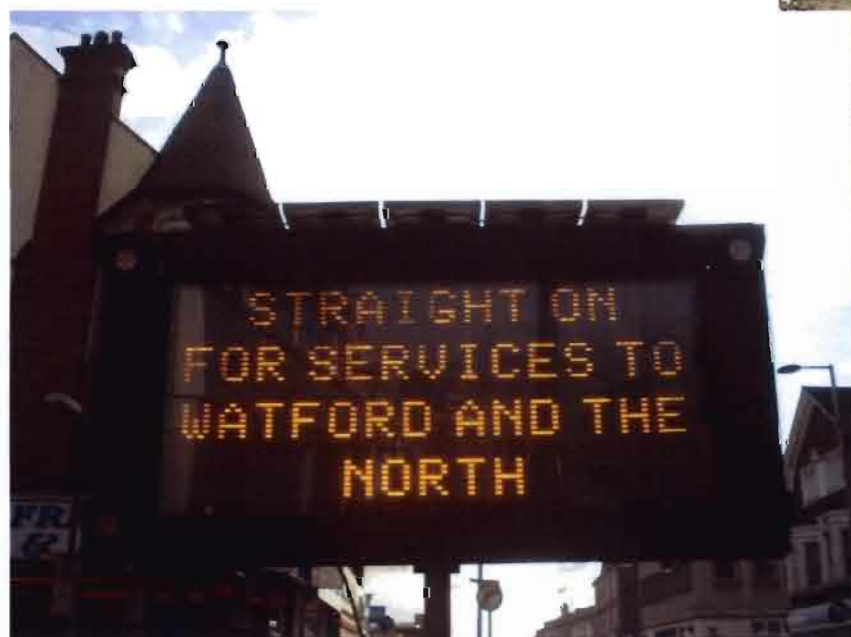
Station Grove

- Past the main station entrance to Station Grove.
- Staff presence at Station main entrance to provide information
- Crowd Management staff deployment at the Event Bridge entrance from Station Grove

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Station Grove





Redevelopment

St Modwen & Network Rail Project



Previous Charter Experience At Wembley Central - Event Review – 19th April 09

- What we planned –
Leaflet & Station
Front Layout plan
- 2 Charter Services –
Wembley central
- 19.10 (500-600 *) &
20:07 (250) Pick up





Review Continued

- Event on day
(Extra Time & Penalties)
- Changes to service
- Effect





Proposed Charter Services for 28 Feb 2010



2 x CIP Chartering Services
250 Passengers per train.



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Requirements - This list is not exhausted

LUL Do not manage Plaza area as out side station remit.

This is a third party structure.

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= An agreement for use of land for additional services/ passengers numbers.

=Your Crowd management system for this area

=Staffing arrangements

=Agreed and effective Communication protocols between relevant parties

= Assurance any further arrangements would work in conjunction with successful Station event plan.



❖ Risks & Contingencies?

❖ Options ?

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