

Chao Jack

## Attachments:

EVENTS - TEMPLATE PLAN TO BE USED.doc; England v Egypt.doc

**From:** Schutte Sarah  
**Sent:** 09 March 2010 13:29  
**To:** Stewart.Smith([REDACTED])  
**Cc:** McManus Stacey (GSM Wembley Central Group)  
**Subject:** Referral by DBS re 28/2 event: LUL example plans

Stewart

LUL agreed in our meeting on 24 February to provide you with examples of its contingency plan and a plan agreed with another charter access company.

You will recall that the purpose of so doing was to illustrate the points made previously by LUL (i.e. following events for which access granted in 2009, in the meeting on 29 January and again in the meeting on 24 February) about the need for DBS to supply information and proposals when making access requests and to actively work with LUL.

With apologies for the delay, I attach the following:

1. A template LUL contingency plan
2. A plan agreed with London Midland for operation at Wembley Central.

As explained again on 24<sup>th</sup>, the template plans are just that. The detail is drafted in line with specifics for the particular event, and information is supplied by the relevant party (e.g. charter train operators, the Council etc), so that particular needs are addressed and all stakeholders are aligned, and in line with any relevant lessons learnt from previous events.

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This email is sent from the office of Jane Mee, Solicitor - Director of Legal, London Underground Limited, 8th Floor, 55 Broadway London SW1H 0BD. Visit the LUL website: [www.tfl.gov.uk/tube](http://www.tfl.gov.uk/tube).

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# Contingency Plan for events in the vicinity of WEMBLEY CENTRAL STATION

Title of Event:

**Event Title**  
**Event Date**

The custodian of this document is: **Group Station Manager**  
**Wembley Central**

Version History	Issue date	Produced by	Reviewed by	Date	Validated by	Date
Version 1	14/08/2009	Stan Fernandez	Stacey McManus			

NOTE: When this document is complete, a copy should be placed in the Appendix of the Congestion Control and Emergency Plans document. When doing this, please ensure that all copyholders of the document are sent a copy.

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# 1. Overview

Event Parameter	Summary
Event Description	Concert / Football / ....
Location	Wembley National Stadium
Time(s)	Turnstiles open time ..... Support Acts: ..... Main Event ..... Event Concludes .....
Anticipated Attendance	.....
Crowd Profile	Mixed / other .....
Crowd Management Regime	Additional staff, supplemented by staff briefings. Additional barriers towards the Event Bridge from London Road. Barriers to create a queuing system to AC down platform in concourse area. Dot Matrix Info display. Temporary signage.
Road Closures	London Road
Media Strategy	Media will only be allowed to operate in the station with written permission from the Press Office & GSM and accompanied by representative for the Press Office, subject to management control
Additional Risks associated with event	<ul style="list-style-type: none"> <li>• Later Finishing time of event</li> <li>• Crowd Management</li> <li>• Train Service Management</li> <li>• Staff Assault</li> <li>• Public Disorder</li> <li>• Planned Engineering Works</li> <li>• Events at other locations around the network</li> </ul>

## 2. Time Table of Events

.....	hr approx
.....	Turnstiles Open
.....	Main event starts
.....	Return Traffic Brief
.....	Staff Breaks & Return Preparations
.....	Radio Check / Staff in positions as per event Managers request
.....	Crowd Management in Place - Time confirmed by Event Manager
.....	Event Finish Time
Crowd Management end – To be announced by Event Manager	

## 3. Events which could impact the operation of the station

Wembley Central station could be impacted by operating problems occurring on other London Underground and/or Network Rail services. Information will come from Network Operations Centre and Bakerloo Service Control.

.....

## 4. Staffing Levels

- For this event additional London Underground employees will be deployed to Wembley Central, Harrow & Wealdstone, Queens Park and Stonebridge Park for Forward traffic between ....., to assist with event management along with normal station staff as follows:
  - .. at Queen's Park (RCI)
  - .. at Stonebridge Park (RCI)
  - .. at Harrow and Wealdstone (RCI)
  - .. at Wembley Central (RCI)
- .. of these additional members of staff will report back to Wembley Central by event start time for the return traffic briefing and will remain at Wembley Central for the remainder of the event. 1 member will remain at Harrow & Wealdstone to assist at this location. There will also be additional station staff onsite at Wembley Central to assist with crowd control.
- An Event Manager and Event Supervisor will be appointed at Wembley Central station.

- Both must be fully aware of the Wembley Three Stations Strategy.
- For further deployment of staff details see Section 4.2 and 5.4.

## 5. Dot Matrix Signs

At Wembley Central Station, a Dot Matrix display screen (8' X 4') will be in position which will be located at the junction of London Road and Wembley High Road for return traffic. The Dot Matrix will be positioned so that maximum viewing can be achieved and this will be tested prior to event finish time. Two Security officers will be in position at the junction of London Road and Wembley High Road to provide customer information and ensure the screen information is maintained.

In the event of a failure of the Dot Matrix, Security guards in place will provide information via loudhailers.

## 6. Strategy

### 6.1 Forward Traffic

Customers Safe Passage through the station

The majority of forward traffic is expected to arrive from Central London by the northbound service on platform 1.

Passengers arriving on London bound services will arrive on Bakerloo / London Overground services on Platform 2. All Customers arriving at Wembley Central will be directed to exit the station via the north stairs (towards the headwall for Northbound customers – Southbound customers will go towards the rear of the train and up the stairs). Customers will then walk through the station ticket hall before exiting on to Wembley High Road (there are temporary pathways for customers to access the high road because of the station square development works), where turning right to walk 15 minutes to the Stadium.

Customers coming off the Southern Services will use the stairwells located at the Northend of Platforms 6, and will turn left to access the main exit leading on to the Wembley High Road and then turn right and walk towards the stadium.

If there are delays to other lines / operator's services causing event traffic to arrive late the period of forward traffic will be extended.

In the event of severe inbound congestion the Event Bridge will be utilised for Customers to exit the station via London Road, this can be accessed by turning left after ascending the steps to the bridge at the southend of the platform. This would be implemented by the Event Manager if required with staff located in required places on the platforms and event bridge before being implemented.

**A forward traffic briefing will be held between the Event Manager, Revenue Team leader (if available) and BTP Bronze onsite.**

## 6.2 Specific Duties allocated

Licensed Staff	Time	Location	Roles & Responsibilities
Event Manager x 1	.....	Control Room/Mobile	Take an overview of event and its effect on the network. (Pseudo Silver Control)
Event Supervisor x 1	.....	Control Room & others of the station	Monitors station and implement congestion relief / evacuation procedures as required. Monitors the station via CCTV; make PA announcements as required; pass information to staff. <i>Reports to Event Manager</i> (Pseudo Bronze Control)
Station Staff – Mobile Station Supervisor x1 & Fire warden x 1	As rostered 24 Hour Cover	All areas – as required	To support and deal with incidents as & when they occur. Conduct Station checks.
Revenue Control/SRT	.....	Ticket Hall	Assist customers, controls customer flow, give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately
Booking Office x 2	Normal Hours	Ticket Office	Sell tickets, float POM's, and give customer information.
Cleaner x1	.....	All Areas	Litter Pick / spillage cleaning
Security Officer x 4	.....	London Road	Barrier assistance, Directing customers, Station security monitoring & fall back in case the Dot Matrix fails
Customer Services Assistant x 1	As rostered	1x CSA (Gateline)	Gateline duties, Assist customers, give information, monitor pinch point and take action to avoid congestion, reports congestion or any other incident immediately. <i>(Reports to Station Supervisor)</i>
London Midland Staff Customer Service staff x6 Supervisor x1 Driver	TBC	Queuing system to AC Platforms/East Entrance.	Supervisor at Wembley, who is responsible for the crowd control function to liaise with the Lead Driver Manager who must ensure the safe and punctual running of services.

## 7. Return Traffic

### 7.1 Customers Safe Passage through the station

Refer to Station Layout plan on last page



**Southbound Customers for Bakerloo Services and LOROL Services ONLY**, for all Stations to Elephant & Castle and London Euston.

- The Event Manger will decide after monitoring passenger flow during Forward traffic if any changes to the return traffic plan as below need to be implemented and include within the return traffic briefing.
- On approach towards Wembley Central customers will reach a decision making point at the junction of London Road and Wembley High Road. A dot Matrix sign will display 2 options as outlined below.
- For **Southbound Bakerloo & London Overground services**: Security Staff will be in place at the junction of Wembley High Road and London Road to assist in directing customers down London Road, to the back entrance of the station (200 Yards), where customers will be directed towards the footbridge by temporary street signs.
- On the approach to the station by this route customers will be directed into barriered queues starting in the area at the bottom of the footbridge stairs. These queues will guide customers into the station entrance via the footbridge onto platform 2. Customers entry into the station will be controlled by staff at the top of the stairs leading towards platform 2. Staff will be strategically placed on platform 2 who will load the platform with customers travelling South under the direction of the Event Manager, based on which train is due next.



## 7.2 Details of Trains post event: (Southbound) Platform 2

\* = Additional service

Train No	Location	Destination	Arrival Time	Departure Time
2C53	WEM	EUS	22:45:10	22:45:30
204	WEM	ELE	22:50:10	22:50:30
232	WEM	ELE	23:00:10	23:00:30
2C54	WEM	EUS	23:05:10	23:05:30
222	WEM	ELE	23:10:10	23:10:30
242	WEM	ELE	23:20:10	23:20:30
2C55	WEM	EUS	23:25:10	23:25:30
5C00	WEM	EUS	23:30:30	23:30:30
210	WEM	ELE	23:36:10	23:36:30
Spl *	WEM	ELE	23:45:00	23:45:00
240	WEM	WLOO	23:51:10	23:51:30
Spl *	WEM	ELE	23:55:00	23:55:00
<b>224</b>	<b>WEM</b>	<b>ELE</b>	<b>00:02:10</b>	<b>00:02:30</b>
225	WEM	QPKS	00:20:10	00:20:30
2C05	WEM	EUS	00:28:10	00:28:30
211	WEM	QPKS	00:39:10	00:39:30

### (Train 224 last through train to Elephant & Castle)

- Temporary barriers will be erected on the approach to the Event Bridge from London Road to ensure a sterile area for British Transport Police on the approach to the event bridge and also within the event bridge stairwell. Temporary barriers will lead customers to enter event bridge on one side of the stairwell only maintaining a sterile area on the stairwell.

### Northbound – Bakerloo, London Overground & London Midland services

- Alternatively customers will proceed down Wembley High Road. Once at the station main entrance customers will be directed by staff to enter 1 of 2 ways.
- For this event London Midland will be stopping 5 North bound services At Wembley Central post event to provide additional services Northbound to aid in dispersal of passengers.
- For passengers travelling Northbound on Bakerloo and London Overground services to continue past the station entrance a further 50 yards before turning left and descending a flight of steps leading into Station Grove. A further 250 yards down the road will bring them to the Station Grove entrance to the event bridge. Here staff will advise them to go towards platform 1 .

- ***Details of trains post event: (Northbound) Platform 1***

Train No	Location	Destination	Arrival Time	Departure Time
242	WEM	HAWS	22:52:40	22:53:00
2D48	WEM	WTJ	22:57:40	22:58:00
210	WEM	HAWS	23:04:40	23:05:00
2D47	WEM	WTJ	23:17:40	23:18:00
240	WEM	HAWS	23:22:40	23:23:00
224	WEM	HAWS	23:31:10	23:31:30
2D46	WEM	WTJ	23:37:40	23:38:00
225	WEM	HAWS	23:50:40	23:51:00
2D45	WEM	WTJ	23:57:40	23:58:00
5M33	WEM	WTJ	00:05:00	00:05:00
211	WEM	HAWS	00:08:40	00:09:00
2D44	WEM	WTJ	00:17:40	00:18:00
232	WEM	HAW	00:26:40	00:27:00
2D79	WEM	WTJ	00:37:40	00:38:00

- Alternatively passengers requiring London Midland Services, will join a queuing system to the left hand side of the station main entrance – this will be accessed via the East side of the main entrance. This queue will lead the mainline platform 5. This will be controlled by a barrier system in place, with identified cordon points where staff will be positioned to put any required cordons in place or hold passenger flow. Passengers will be held in this system until 5 minutes prior to train arrival.

The following are those London Midland Services booked to stop.

**Post-match London Midland services – DOWN / Northbound**

		2N41 2x350	2Z08 2x350	2N43 2x350	2N99 2x350
London Euston	d	23.04		23.48	00.10
<b>Wembley Central</b>		<b>23.15</b>	<b>23.30</b>	<b>23.59</b>	<b>00.21</b>
Harrow & Wealdstone		23.19		00.04	00.25
Watford Junction		23.26	23.38	00.10	00.32
Kings Langley		23.31		00.15	00.37
Apsley		23.34		00.18	00.40
Hemel Hempstead		23.37	23.45	00.21	00.43
Berkhamsted		23.42	23.50	00.26	00.48
Tring		23.47	23.56	00.33	00.53
Cheddington		23.54		00.38	00.58
Leighton Buzzard		23.59	00.04	00.43	01.05
Bletchley		00.06	00.11	00.50	01.12
Milton Keynes Central		00.12	00.16	00.59	01.18
Wolverton		00.16		01.03	01.22
Northampton	a	00.30		01.21	01.40

(HRW = Harrow & Wealdstone, BSY = Bushey, WFJ = Watford Junction, KGL = Kings Langley, APS = Apsley, HML = Hemel Hempstead, BKM = Berkhamsted, TNG = Tring, CHD = Cheddington, LBZ = Leighton Buzzard, BLY = Bletchley, MKC = Milton Keynes, WLV = Wolverton, NHN = Northampton)

## 8. Management of the station

- Road closures will be in place on London Road and Station Grove from approximately event start time..... hrs (closures will be implemented by Brent Council).
- London Underground will manage the route within its station premises.
- BTP officers will be located at agreed locations in and around the Event Bridge to assist LU staff in the event of any disorder when the cordons are introduced. A member of LU staff will be positioned with the BTP in the approach to the event bridge from London Road to give information to customers using a loud hailer.
- The main entrance to the station from Wembley High Road will have staff in position to implement crowd control if required.
- Flow regulation control points for North and South bound queues have been established at all entrances being used and within the event bridge where customers can be held in order to prevent overcrowding on the platforms. These are at the base of the footbridge spiral staircase from London Road and at the top of the stairs (leading to the platforms 1 & 2). An agreed cordon will be at the head of the queueing system towards AC platforms for London Midland services.
- All platforms will be staffed and managed to maximise train loadings and provide information to the travelling public.

### 8.1 Mobility Impaired Persons

Security Staff located at the Wembley High Road / London Road junction need to identify those who will require assistance on entering the station. These customers should be advised to use the West side of the main entrance and should be informed on how to get there.

### 8.2 Specific Duties allocated

Licensed Staff	Location	Roles & Responsibilities
Event Manager x 1	Control Room/Mobile	Take an overview of event and its effect on the network. (Pseudo Silver Control)
Event Supervisor x 1	Control Room	Monitors station and implement congestion relief / evacuation procedures as required. Monitors the station via CCTV; make PA announcements as required; pass information to staff. <i>Reports to Event Manager</i> (Pseudo Bronze Control)
Station Staff - Mobile x 1	Mobile	To support and deal with incidents as & when they occur. Conduct Station checks.

<b>Licensed Staff</b>	<b>Location</b>	<b>Roles &amp; Responsibilities</b>
Revenue Control x 8	Gateline for forward Traffic / Bridge & Platforms for return traffic	Assist customers, controls customer flow, give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately
Booking Office x 1	Ticket Office	Assist customers, give information, monitors pinch point and take action to avoid congestion, reports congestion or any other incident immediately. <i>Reports to Station Supervisor</i>
Customer Services Assistant x 3	1 x CSA (Gateline)	Gateline duties, Assist customers, give information, monitor pinch point and take action to avoid congestion, reports congestion or any other incident immediately. <i>Reports to Station Supervisor</i>
Security Officer & Supervisor x2	All Areas	Station security monitoring
Cleaner x1	All Areas	Litter Pick / spillage cleaning
Revenue Control	Platform 1 2 on Northbound	Assist customers, controls customer flow; give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately.
Revenue Control	Platform 2 2 on Southbound	Assist customers, controls customer flow; give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately.
Revenue Control	Event Bridge 6	Assist customers, controls customer flow; give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately.
Event Support Manager	Event Bridge/ Mobile x1	To pass & record information, including decisions made and alternatives discussed assist Event Manager where necessary.
Security Staff / Customer Services Assistant	Main Entrance / Exit x4	To Direct customers to Station Grove/ give customer information Allow access/egress as required.  Manage barrier system leading to mainline platforms. Implement cordons as required.
London Midland Driver Manager	X1	Lead Driver Manager must ensure the safe and punctual running of services, if at any time it is identified the loadings are exceeding the capacity of trains to call at Wembley Central, LM Control must be informed
London Midland Supervisor	X1	Manage event team x6, implement crowd control cordons if required
London Midland Event Staff	X6	Assist customers, controls customer flow; give customer information, and monitors pinch points for congestion, reports congestion or any other incident immediately.

## **9. Evacuation of Wembley Central**

In the event that Wembley Central has to be evacuated then customers will be directed outside of the station as per the Congestion, Control and Emergency plan - via all exits as appropriate. The Event bridge flow will be altered such that all customers on the bridge or stairs from London Road continue over the bridge and exit into Station Grove. Those customers approaching from Station Grove will be asked to turn back. Those customers in London Road and Station Grove will not be allowed to enter the station. Those customers already on platforms will either evacuate by train or will evacuate via the event bridge and the main entrance once the event bridge has cleared.

### **9.1 Receiving Return Traffic if Event Bridge is unavailable**

If an incident occurs on the Event Bridge which leads to it becoming unavailable for the return traffic then the Congestion, Control and Emergency Plan and BT Police consulted.

### **9.2 Receiving Return Traffic if London Road is unavailable**

In the event of an incident on London Road and the road becoming unavailable for return traffic, the following plan will be adopted and the Police consulted:

- Station Congestion and Control measures will be implemented and entry will be via main entrance to the station and Station Grove.
- The Station Supervisor must advise Oyster Control Centre on 1806 that the ticket gates will be opened and customers will be allowed to travel without tickets, which must be purchased at their destinations, and that Oyster card customers may have not be able to touch in.

## **10. Revenue Control Support**

Revenue control staff will be required to assist with gateline / revenue protection and crowd control.

## **11. Passage of Information**

Staff in the Control Room will monitor the service and will make local PA announcements using the station PA system. They will also inform platform staff via radio of real time service information.

Strict radio procedures will be adhered to at all times. Call signs are identified in section 11 – Command and Control – below.



## **12. Police co-ordination**

Regular meetings of the Wembley National Stadium Transport Forum are held to review previous events and discuss forthcoming events. These are attended by a representative of the Group Station Manager, British Transport Police; Metropolitan Police and to determine their staffing levels & requirements.

A BTP Liaison Officer will be based in the Event Manager's office who will be in radio contact with the senior BTP officer on duty; The MPS Event Commander, who will be located in the event control room at Wembley National Stadium.

## **13. London Underground Support**

The cleaner will be required to litter pick only during the forward and return traffic periods along with spillage cleaning. During the event the cleaner will be required to complete a more thorough litter pick and ensure that customer surfaces are cleaned.

TfL Marketing & Publicity will provide posters.

## **14. Refreshments/M meal Breaks**

Meal breaks will be arranged, to take place whilst the event is taking place.

All meal breaks will be 30 minutes and no more than 25% of staff will be allowed to take a break at the same time. This is to ensure sufficient staff remain on duty in case an event finishes early or the stadium being evacuated for any reason.

## **15. Signage / Publicity**

Dot Matrix display screen positioned at junction of London Road and Wembley high road directing customers via London Road and towards Station Grove.

Road signage on Wembley High Road utilised by Brent Council.

Leaflets will be handed to passengers during forward traffic outlining arrangements post event.

Temporary signage will be displayed on London Road & Station Grove by LU Staff.

## 16. Command & Control of event

This section outlines who is managing the event for LU.

★ Indicates CORDON POINT location      ◆ Indicates Task Leader

Position	Name	Call Sign
<b>Control Room</b>		
Event Manager		Charlie 1
Event Supervisor		Charlie 2
<b>Event Bridge</b>		
London Road Bridge Entrance South Q ★ X2	RCI 1 CSA ◆	Charlie 3
Plat 2 Stairwell from footbridge before Plt x1		Charlie 4
Station Grove Bridge Entrance North Q ★	RCI ◆ 1 CSA	Charlie 5
Plat 1 Stairwell from footbridge before x1		Charlie 6
Bridge Platform Stairwell entrance Mobile x1		Charlie 7
<b>Platforms</b>		
Platform 1 / North Bound	RCI ◆ 1 CSA	Charlie 8
Platform 2 / Southbound	RCI ◆ 1 CSA	Charlie 9
<b>Station front</b>		
Main Entrance (direct to Station Grove/exit only)	◆	Charlie 10
Mainline Door / Platform = Head of Barrier System to AC Platforms - London Midland		Charlie 11
Mainline Platform		Charlie 12
<b>Other</b>		
Gateline/ Main booking Hall concourse		Charlie 13
Dot Matrix – Wembley High Rd	Security CuK ◆	Charlie 14



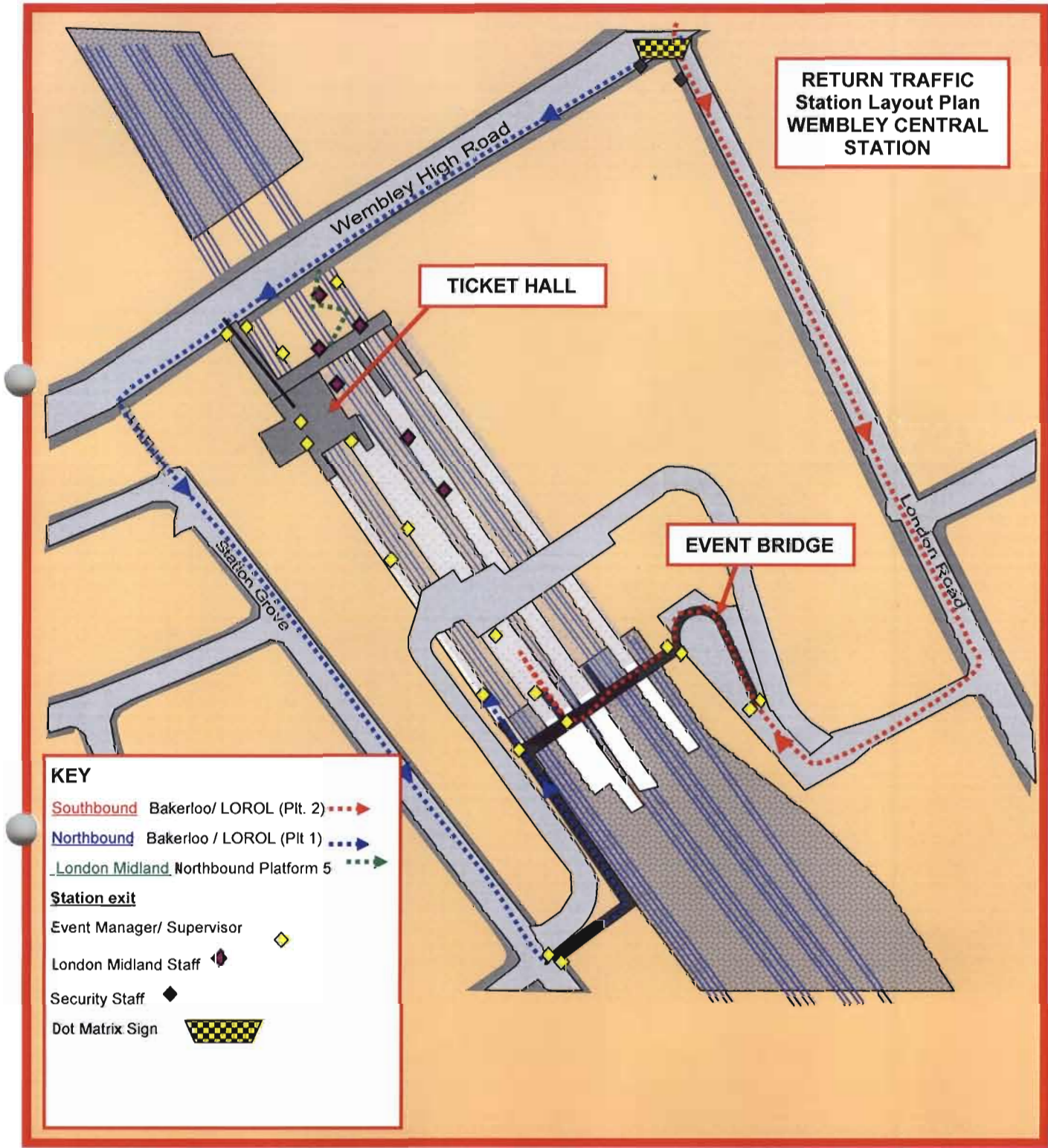
## 17. Debrief of Event

The Event Manager will hold a Debrief post event, time and method to be advised

### Important Telephone Numbers

Name	Location	Contact Number	2nd Contact Number
<b>Event Manager</b>	Wembley Central [REDACTED]	[REDACTED]	[REDACTED]
Event Supervisor	Wembley Central [REDACTED]	[REDACTED]	[REDACTED]
Service Controller – Bakerloo	Baker Street	[REDACTED]	[REDACTED]
<b>Brent Control Room</b>	Brent House	[REDACTED]	
London Midland Control		[REDACTED]	
<b>London Midland Event Supervisor</b>	Wembley Central		
Southern Control		00754900 (BR-Int)	[REDACTED]
LOROL Control		[REDACTED]	
Mobile Operations Manager	Birmingham	[REDACTED] 7	
Service Controller - Jubilee	Neasden SCC	[REDACTED]	[REDACTED]
Service Controller - Metropolitan	Baker Street	[REDACTED]	[REDACTED]
Service Manager – Bakerloo	Baker Street	[REDACTED]	
Service Manager – Jubilee	Neasden SCC	[REDACTED] 7	
Service Manager – Metropolitan	Baker Street	4 [REDACTED]	
Fault Report Centre	Taylor Woodrow	1 [REDACTED]	[REDACTED]
Engineering Control Centre – Bakerloo	Templar House	1910	
Duty Manager Trains	Elephant & Castle	[REDACTED]	
	Queens Park	[REDACTED]	
Event Control Room	Wembley Stadium	Via BTP Liaison Officer	
Duty Station Manager	Wembley Park	[REDACTED]	[REDACTED]
Duty Station Manager	Willesden Green	[REDACTED]	
NOC Duty Manager	55 Broadway	[REDACTED]	
NOC Incident Desk	55 Broadway	[REDACTED]	
NOC Information Desk	55 Broadway	[REDACTED]	
NOC ERU Requests	55 Broadway	[REDACTED]	

18. Station Layout Plan – Return Traffic



	Londonmidland	Issue	X
		Date	X
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**Event: International Friendly  
England v Egypt  
Location: Wembley Central  
Date: 3<sup>rd</sup> March 2010**

**Approval & Authorisation**

**Submitted by** Steven Conroy

**Approved by:** Paul Harding

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		<b>Issue</b>	<b>X</b>
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## 1. Introduction

This document will outline the main responsibilities of each of the parties involved giving an overview of the co-ordinated event management response and working methods in place for London Midland to deal with crowd control and planning at **Wembley Central station**.

The diagram in Appendix A shows the layout for the station however London Midland will have four customer service or crowd control staff, and a management, presence on site.

## 2. Overview of the event

- 2.1. The event will be held on 3<sup>rd</sup> March 2010. The gates will open at 18:00 and the match will commence at 20:00. The event will finish at 22:00.
- 2.2. There is an expected audience of 75,000 people.

## 3. Major Incident/Emergency

- 3.1. If a major incident occurs off-site, the emergency services and other agencies will activate their generic, major incident contingency plans in liaison with the police.

## 4. Briefing

- 4.1. Prior to the event a full briefing will be held with all staff, security contractors, tenants and other station occupying TOCs to ensure that a consistent message is relayed, a record of those briefed must be retained for future reference. The brief will fully outline the responsibility of each member of staff for that day.

**The Briefing will be conducted by the senior London Underground manager at the event.**

## 5. Management and Command Structure

5.1. The Senior LUL Manager will assume overall authority for the event plan.

LUL on site manager

[REDACTED]

[REDACTED]

### 5.2. London Midland Structure

One RPI Teamleader and 4 Customer Service Assistants will report to Watford Junction station from there the RPI Teamleader will redeploy to Wembley Central Station.

RPI Teamleader

[REDACTED]

[REDACTED]

London Euston until 2200

[REDACTED]

[REDACTED]

London Euston after 2200

[REDACTED]

[REDACTED]

Watford Junction

[REDACTED]

[REDACTED]

***An additional two Customer Service Assistants will report to Watford Junction to work under the instruction of the Delivery Manager and will remain until after the event.***

Milton Keynes Central

[REDACTED]

[REDACTED]



		<b>Issue</b>	<b>X</b>
		<b>Date</b>	<b>X</b>
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## 6. Train Service provision

For the event every member of station staff will have access to an event timetable which will detail the following:

### 6.1. Pre Event Services – Up direction

**There will be no pre event services calling at Wembley Central on 3<sup>rd</sup> March 2010.**



## 6.2. Post Event Services – Down Direction

**A member of the Euston team will contact the LUL supervisor or RPI Teamleader at Wembley Central regarding loadings of each service as it departs. The Euston team will also liaise with each conductor to ensure proper lock out procedures, i.e. last coach of an 8 car unit, are in place.**

		LM 2N35 (2x350)	LM 2K37 (2x350)	LM 2N39 (2x350)	LM 2N41 (2x350)	LM 2K43 (2x350)
London Euston	d	22.24	22.34	22.54	23.24	23.34
<b>Wembley Central</b>		<b>22.34</b>	<b>22.46</b>	<b>23.04</b>	<b>23.34</b>	<b>23.44</b>
Harrow & Wealdstone			22.51			23.49
Bushey			22.56			23.54
Watford Junction		22.44	22.59	23.14	23.44	23.57
Kings Langley			23.04	23.18		00.02
Apsley			23.07			00.05
Hemel Hempstead		22.52	23.10	23.23	23.52	00.08
Berkhamsted		22.56	23.15	23.28	23.56	00.12
Tring			23.20	23.35		00.17
Cheddington			23.25			00.22
Leighton Buzzard		23.09	23.32	23.42	00.09	00.28
Bletchley		23.18	23.39	23.49	00.17	00.35
Milton Keynes Central		23.31	23.48	23.58	00.26	00.43
Wolverton		23.34		00.01	00.29	
Northampton	a	23.51		00.15	00.44	

LUL Supervisor at Wembley who is responsible for the crowd control function will liaise with the Team at Euston. If at any time it is identified the loadings are exceeding the capacity of trains to call at Wembley Central, LM Control must be informed.

## 7. Customer Information issues

No amendment to normal booking office arrangements.

Posters advising customers of additional stops are to be displayed at LM stations.

LM website will advertise additional stops.

## 8. Platform

LUL crowd control arrangements will apply. London Midland will provide one RPI Teamleader and four Customer Service Assistants to assist with crowd control under local LUL instruction.

## 9. Stairs to platform

To be managed by LUL

## 10. Automatic ticket gates

To be managed by LUL

## 11. External influences

BTP will have a full presence at Wembley Central

The London Midland Wembley Event Planning Manager and the LUL GSM to maintain regular contact leading up to and immediately after the event

Return traffic will be concentrated in a small timeframe, London Midland and Southern services calling additionally at Wembley Central will alleviate congestion

There are several public houses between the stadium and station which could delay some customers on their return to the station

Control to discuss with NWR if any Temporary Speed Restrictions are required

## 12. Managerial support

Management of the event will be the responsibility of the senior LUL manager on site.

## 13. Equipment

LUL will manage equipment provision.

## 14. Staff welfare facilities

LUL standards will apply

		<b>Issue</b>	<b>X</b>
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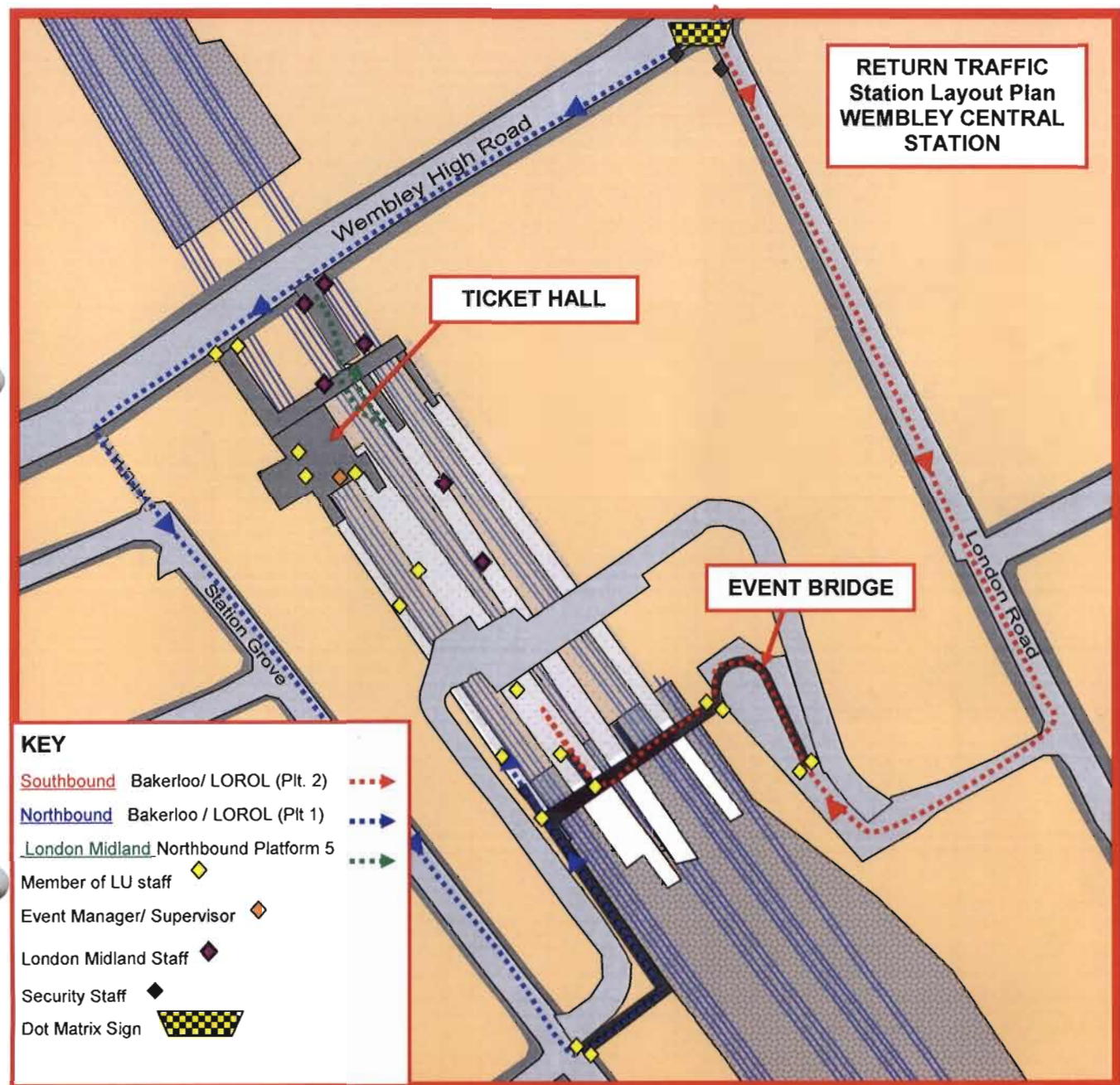
### 15. Hazard Assessment

LUL to carry out any risk assessments required.

### 16. Customer Needs

Wembley Central station is not accessible to wheelchair and mobility impaired customers. The London Midland website should display this information to inform customers.

## Appendix A



## Appendix D



### Special Event Review

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**Event**

**Date / Day**

**Number tickets purchased**

**Approximate extra costs incurred**

**Approximate revenue uplift**

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*Planned / actual Marcomms carried out (plus timescales and locations)*

*PR activity*



*PR coverage*

*Train service provided:*

*Adequacy of train service:*

*Front line support (RPIs, station staff and BTP - actual and recommendations)*

*Any incidents on the day*