



a world class African city



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OPERATIONS PLAN FOR THE CARLING BLACK LABEL MATCH AT FNB STADIUM ON THE 27TH JULY 2013

1. Introduction

Rea Vaya will be operating the service to transport fans to the Carling Black Label on the 27th July 2013 from its stations along the Rea Vaya route to the FNB Stadium. The frequency of the service will be stepped up from the normal service to 5 minutes; from Thokoza Park and from Ellis Park at 12:00. This service will be for both normal commuters and fans. Fans will be dropped at the Soccer City station along the Soweto Highway.

2. Assumptions

- Event management services to provide security for crowd control purposes outside the Soccer City station (Soweto Highway) after the match. At least **50 guards** will be adequate as well as SAP visibility.
- The demand figures estimated is 10,000 fans to be transported.
- JMPD and SAPS will be involved in terms of clearing any congestion along the BRT route and other dedicated routes for other transport providers.

3. Critical success factors:

- Adequate number of BOC drivers and busses
- Normal lanes along the BRT route at Ellis Park will be dedicated to Rea Vaya.

- Involvement of SAPS and JMPD in the execution of BRT plan.
- AFC technical platform support team (TMT) will be 04 hours (02 hours before and 02 hours after) on standby at Soccer City

4. Limitations or structural rigidities of the plan or points to be seriously considered

- Time to evacuate fans is at least 2 hours

5. Types of service to be provided

- A normal service along the Rea Vaya route picking up normal commuters and fans will be operated.
- A shuttle service from the FNB stadium based Rea Vaya stations (Soccer City) will be operated to Thokoza Park for the Soweto bound fans and to Ellis Park for the CBD bound fans after the match. Fans will only be dropped at Rea Vaya stations along the BRT route.

6. Estimated demand and the level of accuracy from various starting points

Starting point	Estimated demand	Level of accuracy
Ellis Park	5,000	80%
Thokoza Park	5,000	80%

7. Event schedule

Event	Starting time	Finishing time
Carling Cup Soccer Match	15:30	17:00 -17:30

8. High level service schedule:

To Soccer City

Starting point	First bus (from)	Last bus (from)	Frequency
Ellis Park	12:00	15:00	5 minutes
Thokoza Park	11:15	15:00	5 minutes
C1 Dobsonville	12:00	14:30	10 minutes

From Soccer City

Destination	First bus (to)	Last bus (to)	Frequency
Ellis Park	17:00	19:00	2 minutes
Thokoza Park	17:00	19:00	2 minutes

NB: Last bus times are estimates which depend on the time the match finishes and the level of congestion along the route.

9. Trip times:

- Thokoza Park to Ellis Park : 50 minutes
- Ellis Park to Thokoza Park : 50 minutes
- Soccer City to Thokoza Park: 40 minutes (round trip)
- Soccer City to Ellis Park: 50 minutes (round trip)
- C1 route to Orlando Station: 25 minutes (round trip)

10. Available capacity and duties required

Before the match:

- Articulated busses: 20 (10 from Soweto and 10 from Town) plus normal service busses.
- 3 Rigid busses : C1 (these busses must turn around at Orlando station)

After the match:

- Articulated busses: 32 (16 to Soweto and 16 to town) plus normal service busses.
- 10 Rigid busses (5 to Soweto and 5 to town)
- Feeder and Complementary busses: 8 (F1=2, F2=2, F4=1 and C1=3)

NB: THESE FEEDER BUSES WILL DO THEIR FIRST TRIPS FROM SOCCER CITY TO THOKOZA PARK AND THEN DO FEEDER ROUTES.

11. Docking/loading area

- CBD bound station (Soccer City) : 2 articulated busses per station
- Soweto bound station (Soccer City): 2 articulated busses per station

NB: This might change depending on the capacity to be moved to different destinations. If there are more passengers than the anticipated number, extra trips are to be done to evacuate the stadium and the extra trips (kilometers) will be compensated.

NB: Rea Vaya route Supervisors will liaise with drivers, and or Rea Vaya Management Team and manage loading of passengers

12. Loading strategy

- Soccer City station

This station will be utilized for both the Soweto and the CBD bound trips after the match. The BRT lane will be used to stack busses in both directions preparing for speedily evacuation of fans from this station. Frequency or headway for this service is at least 2 minutes. **All busses must be stacked at the station by 16:30**

13. Fare collection

Double trip cards (to the value of R37.00) and single trip cards (to the value of R25.00) will be sold to all fans at designated Rea Vaya stations. Normal distance based smart cards will also be used as means of payment to and from the soccer match.

NB: Designated Rea Vaya Station selling single and double trip card on the day of the event (Soweto and CBD based Rea Vaya stations):

Station Name	Single Trip Card Stock Levels	Double Trip Card Stock Levels
Thokoza Park	1,000	1,590
Orlando Stadium	1,000	1,520
Diepkloof	500	500
Ellis Park East	1,000	1,420
ArtGallery	1,000	1,590
Carlton East	1,000	1,460
West Gate	1,000	1,420
Boomtown	500	500
Soccer City	3,000	

NB: Fans will tap in when embarking at Rea Vaya Station, and tap out at Soccer City into the Stadium. The same process should take place en route back from the stadium.

NB: AFC smart card loading and single trip card sales will take place at Soccer City ticket office after the match

Staff deployment at stations

The stations that will be used (Soccer City station) for this event service will be equipped with **20 Marshalls, 30 Security Guards, 5 cashiers, 2 Station Supervisors, 3 Customer Care Centre Agents, and 3 members of Station Management team.**

1 Safety & Security Officer must also be present at the VOC.

2 clerks (Quality Control) will be provided for recording loadings from Thokoza and Ellis Park to determine the loadings for the after-match service.

Tasks to be performed by the station personnel varies from loading of AFC smart card, Single trip card sales, fare evasion control, providing information in relation to the service, ensuring station equipment is working properly.

1 Rea Vaya Bus Supervisor will be monitoring the whole event, by traveling in marked vehicles along the BRT route.

The OCC will be manned by a bus controller as well as two members of the management team that will be on standby. Safety & Security staff will also be present.

NB: In no way will the station personnel at the event venue deal with crowd control outside the stations.

14. Communication for the event

Communication for the event will primarily be channeled via the Operations Control Centre (Control Room). Bus controllers will be sending and receiving communication relating to capacity

requirements at different venues communicated by station personnel.

Event Management Company (Security) will need to designate a responsible person to effect any security related communication.

Communication through to and from the OCC will be through the APTMS channel which is both supported by both the OCC and the busses, and the stations phone system. Cell phone communication will be possible as well.

NB: Rea Vaya Marketing department to communicate to Rea Vaya customers (through all possible channels), event logistical arrangement and this includes the following, that;

- No customer care centre will be opened on the day of the Soccer Match, 27 July 2013
- Single, double trip cards will be sold at designated Rea Vaya station
- Normal smart card will loaded at any Rea Vaya Stations and Soccer City ticket office
- Fans will only be dropped at Rea Vaya stations along the BRT route.

15. Signage

Rea Vaya Marketing department to put up signage inside the Soccer City stadium.

16. Contact details of key personnel for this event:

Name	Contact number	Location
Control Room	0112985285	OCC
Xolile Mdlalana	0764218432	VOC (Safety & Sec)
Vusi Zondo	0833866936	OCC
Sipho Mahlangu	0728516822	Safety & Security
Andre van Niekerk	0768121138	Rea Vaya
Wesley Hlatshwayo	0737586903	BOC (PioTrans)
Farouk Adams	0827856518	Rea Vaya
Jerry Ndebele	0824989031	Rea Vaya
Eric Motshwane	0829563429	BOC(PioTrans)
Lucky Chepape	0836334025	Station Management
Ramathudi Monageng	0825593733	Rea Vaya
Mpho Mula	0823732292	Rea Vaya