



## **DANCE**

### Penrith Railway Station Operations

<b>Event Dates</b>	Friday 18, Saturday 19, and Sunday 20th September 2015
<b>Location</b>	Sydney International Regatta Centre (SIRC)
<b>Event Time</b>	10:30 - 23:00
<b>Main Event Duration</b>	12.5 Hours (Patron Attendance)
<b>Friday Camping Ingress</b>	11:00 – 21:00
<b>Expected Main Saturday Ingress</b>	10:30 - 14:00
<b>Expected Main Saturday Egress</b>	22:00 - 00:00
<b>Sunday Camping Egress</b>	06:00 – 13:00

This brief has been prepared to outline the operations at Penrith Railway Station for the Defqon.1 music festival

## Station Hierarchy

Below is a brief position description of event supervising roles at Penrith Station. All staff are to follow the instructions of Jay Rubie, the Defqon.1 Transport Manager, and Mike Logue, the Q-dance Penrith Station Event Manager.

Position Title	Description
<p><b>Defqon.1 Transport Manager</b> Jay Rubie, Events and Sports Projects Australia (ESPA)</p>	<ul style="list-style-type: none"><li>- Responsible for overall station operation, ensuring consistency with the Traffic Management Plan (TMP). Liaise closely with Q-dance Penrith Station Event Manager</li><li>- Primary contact with Busways</li><li>- Primary contact with Sydney Trains</li><li>- Supervise Traffic Marshals</li><li>- Report any security issues to the Security Supervisor</li><li>- Give regular updates to the Q-dance team, and Traffic Supervisor at SIRC on the operation status</li><li>- Attend to problems and coordinate response with Transport Manager</li></ul>
<p><b>Q-dance Penrith Station Event Manager</b> Mike Logue, Q-dance</p>	<ul style="list-style-type: none"><li>- Ensure queuing systems have been correctly set up</li><li>- Responsible officer for Station inspection by Penrith Council</li><li>- Liaise closely with Transport Supervisor</li><li>- Report any security issues to the Security Supervisor</li><li>- Ensure signage is correctly placed and content correct</li><li>- Report all available information on any hospital transports</li><li>- Identify and mitigate potential risks</li><li>- Support Sydney Trains staff where necessary</li><li>- Maintain an incident and near-miss log</li><li>- Attend to problems and coordinate response with Transport Manager</li></ul>

<p><b>Security Supervisor</b> TBA, ISEC</p>	<ul style="list-style-type: none"> <li>- Brief all security staff in team</li> <li>- Manage and coordinate Penrith Station security operations (including general functions), and all allocated security resources</li> <li>- Work cooperatively with Penrith Station Security and NSW Police</li> <li>- Record details or, and inform Security Control and the Q-dance Penrith Station Event Manager of all threats, occurrences and incidents</li> <li>- Consult with Security Command and co-ordinate agreed response to all threats, occurrences and incidents</li> <li>- Assist Q-dance and bus staff where necessary</li> <li>- Monitor for intoxicated persons</li> <li>- Direct patrons to buses</li> <li>- Provide crowd control duties</li> </ul>
<p><b>Q-dance Penrith Station Customer Relations Coordinator</b> Andrew Stewart, Q-dance</p>	<ul style="list-style-type: none"> <li>- Ensure cleaning staff are performing their roles, and report any issues to the Penrith Station Event Manager</li> <li>- Report any security issues to the Security Supervisor, and Q-dance Penrith Station Event Manager</li> <li>- Identify and mitigate potential risks</li> <li>- Support Sydney Trains staff where necessary</li> <li>- Maintain an incident and near-miss log</li> <li>- Must ensure full details of all hospital transports are recorded</li> <li>- Monitor crowd and reports any concerns to Station Event Manager. It is critical that crowd is being monitored for inebriation, heat exhaustion, or any other health issues</li> <li>- Ensure that toilets, litter, water, and other areas event patrons have access to are operating smoothly, and are presentable. Advise relevant suppliers of any issues and follow up to ensure issue rectified</li> <li>- Manage the hotels shuttle staff, collect cash at the end of the shifts, and report any delays and feedback</li> </ul>

<p><b>Busways Manager</b> Melissa Mobbs, Busways</p>	<ul style="list-style-type: none"> <li>- Brief all bus driver and Coordinators on routes, and procedures for bus ingress and egress</li> <li>- Ensure drivers adhere to their schedule</li> <li>- Inform drivers, and Coordinators of any instruction from the Defqon.1 Transport Supervisor</li> <li>- Monitor crowd and reports any concerns to Station Event Manager. It is critical that crowd is being monitored for inebriation, heat exhaustion, or any other health issues</li> <li>- Report any traffic issues, possible risks or delays to the Defqon.1 Transport Supervisor</li> </ul>
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### Communications

Two-way radios, with repeaters to allow communication with the Defqon.1 site will be used for communications. Mobile phones will be used as a back up, if available.

### Security

All Penrith Station property is guarded by Sydney Trains Security, with assistance given by event security if required.

Twelve security guards, including one supervisor from I-SEC will monitor the bus and taxi stands, with an additional nine guards being redeployed during egress. The security guards role is to monitor patron behaviour, and ensure safety near the roads.

As a condition of use for Car Park One, there will be one security guard deployed to this location for the duration of the event. This is to prevent any unauthorised entry to a sensitive, and potentially dangerous area near the railway track.

Temporary toilets installed by Q-dance will have one security guard permanently at the location.

Local businesses are informed of the event and arrange additional security if required.

NSW Police will also patrol the area throughout the day.

### Main Event Shuttle Buses

As part of the integrated tickets provided for patrons, Q-dance will be supplying shuttle buses to transport patrons between Penrith Rail Station and the SIRC. Regular regional service buses will run from all other bus stands.

Ingress:

Two buses will be at the station from 7:30am to transport staff to the event.

Peak ingress for buses will be between 11:00 – 14:00. Bus Coordinators will load people onto the buses. Buses will move in groups of three in convoy form and are to be loaded in temporary bus stands

created on the northern side of Penrith Station. Signage throughout the station will direct people to the bus interchange. Once the ingress peak is complete the buses will be scaled down to a small number until egress begins.

#### Egress:

Peak event egress at Penrith Station will take place between 22:00 – 00:00. Buses will transport patrons from SIRC to Penrith Station in convoys of three.

Sydney Trains provide additional trains to keep up with egress demand at the station.

#### Kiss and Ride

The 'kiss and ride' area is located on the south side of the station. Signage, and security will direct patrons across to the north of the station to catch the event shuttle. Pre-event information available on the website advises patrons of the 'kiss and ride' location at Penrith Station, and that there will be NO drops offs or pick ups allowed at the SIRC.

#### Signage

Station signage is provided, and displayed by Sydney Trains and Q-dance. Additional signage for temporary structures provided by Q-dance will be placed by Q-dance. Mike Logue will check all signage and ensure it is clear in directing patrons.

#### Cleaning

Additional cleaners have been engaged to make sure the station area is kept clean. Sydney Trains provide cleaners for station property.

Additional 240L bins will be placed at the station on event day to help with the higher litter loads. The additional bins are indicated on the attached station map.

A 3m x 3m front lift bin is provided for cleaners to empty 240L bins, this will be located in Staff Car Park One.

#### Car Parking

Free car parking is available at the station. Alternate car parking is available at the Westpoint Penrith. Patrons can also park at the SIRC for \$20.

#### Taxi Service

The taxi stand is located to the south of the station and is marked on the map. No taxi drop offs or pick-ups are allowed on site, with the exception of accessible taxis.

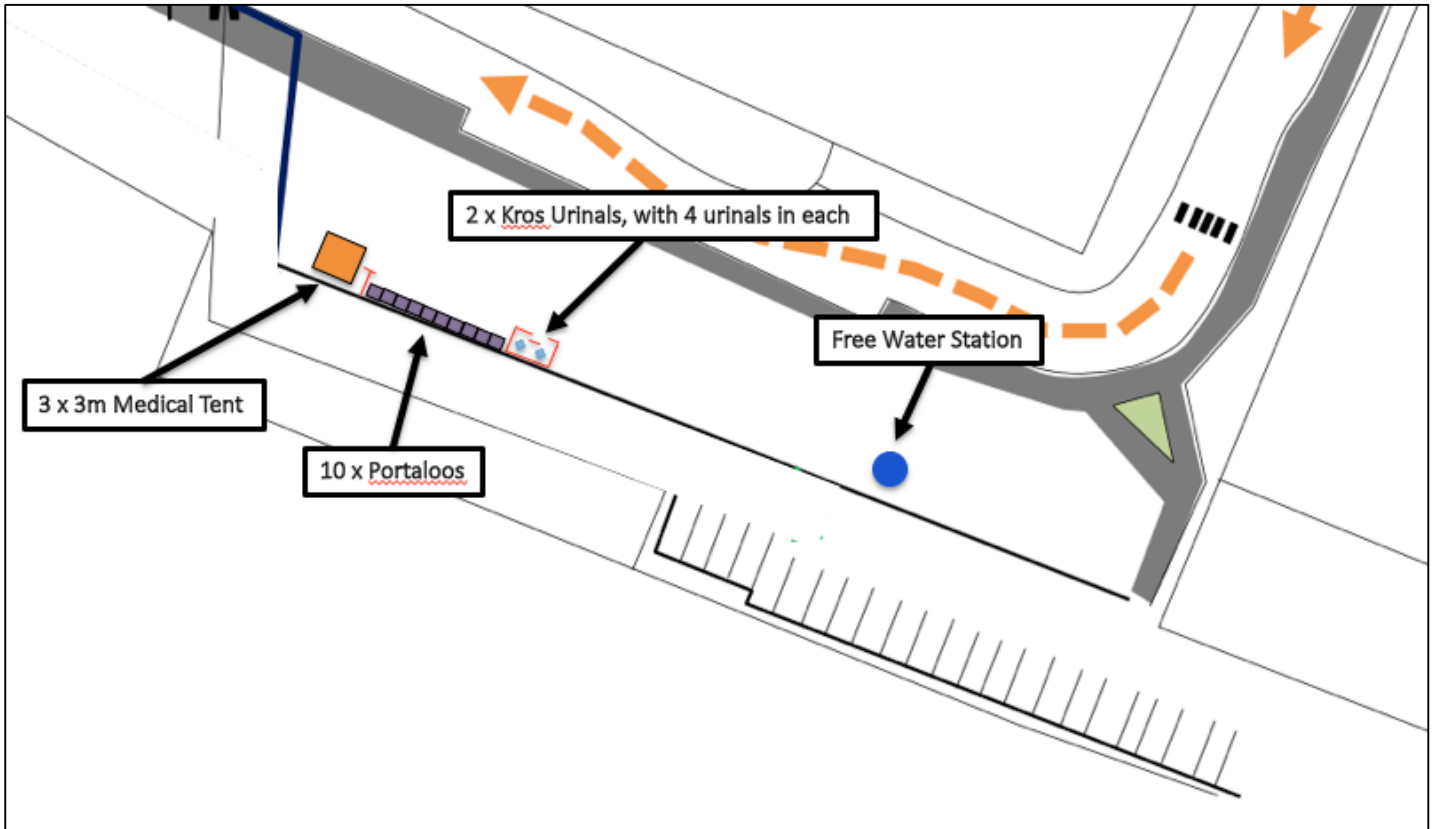
#### Camping

This year we are planning for 2,000 campers, and extending the ingress and egress times to compensate.

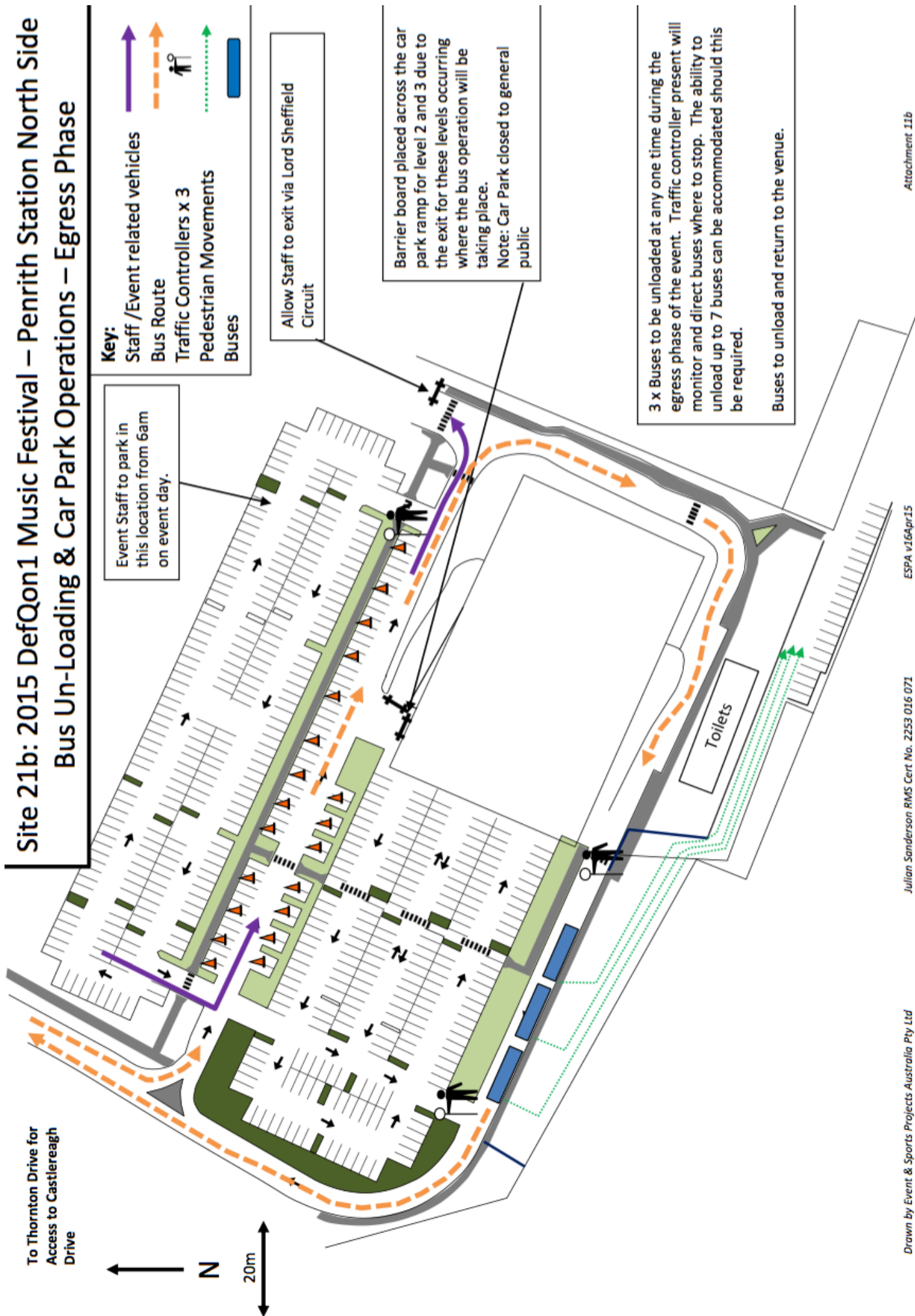
Friday Ingress is expected to have a peak in the afternoon from around 15:00 – 20:00. Buses on Friday will be scheduled to run at set time intervals, and schedules will be provided to campers, and placed at the station.

Sunday egress is expected to be steady over the duration, from 06:00 – 13:00. Buses will run continuously over the egress duration, leaving the site when full.

### Penrith Station Amenities Map



# Site 21b: 2015 DefQon1 Music Festival – Penrith Station North Side Bus Un-Loading & Car Park Operations – Egress Phase



# Site 21a: 2015 DefQon1 Music Festival – Penrith Station North Side Bus Loading & Car Park Operations – Ingress Phase

