

Event Day Temporary Road Closure

This Document should be read in conjunction with:

- Manchester City Council (Building Control) Risk Assessment: **AO Arena Crowd Evacuations (2010)**
- AO Arena / Showsec Risk Assessment: **Stewarding Temporary Road closures**
- Showsec Safe System of Work Procedure: **Stewarding Temporary Road Closures**
- Showsec Presentation: **Traffic Management Briefing**

Introduction

ASM Global and Showsec International are dedicated to the safety of the public attending the AO Arena ("the Arena") in Manchester. As part of that duty of care, ASM Global, as operators of the Arena, were granted a road closure permission in 2012 called 'Prohibition of Driving' order ("the order"). This allows the Arena permission to close (see map below) Trinity Way / New Bridge Street from the traffic lights at Cheetham Hill Road at the top to the traffic lights at Great Ducie Street at the bottom for a period of up to two hours before, during or after events at the Arena. This was done to allow a safe egress from the exits at Trinity Way Roller, Trinity Way Glass and the emergency exits on that side of the building; the pavements on that road, while wider than standard, are not wide enough to allow for the numbers of people egressing at one time and the chances of a road traffic accident led to the granting of this order.

Historically, this closure was carried out by Greater Manchester Police but in 2010, resourcing issues forced the Arena to take on the task, using staff from Showsec who would be specifically trained to do so. Together with Greater Manchester Police and Manchester City Council, ASM and Showsec developed a method statement and risk assessment to support the road closure permission.

While the order gives permission for the road to be closed to traffic in both directions and for two hours, in fact this method statement describes closing only the near side and management intend to have the closure in place for as short a time as possible to minimise disruption for City Centre traffic.

Initially the road closure was intended to be used on events with over 10,000 attendance (as per the original risk assessment for Crowd Evacuations). However, the order allows for the closure with *any* attendance and the decision will be based on attendance numbers, audience profile, health and safety risk assessment and CT risk assessment. These assessments will be carried out by the Event Manager for each specific event.

In 2020, Manchester City Council installed hard security measures which extend the use of the Order from preventing ordinary drivers from using that section of the road to protecting the egressing public from drivers *intending* to do harm including terrorists using a vehicle as a weapon. The hard measures include concrete planters, hostile vehicle mitigation pillars supporting gates which strengthen the closure of the road.

Changes proposed – V5 (2021)

The addition of hard security measures to strengthen the existing road closure system on Trinity Way (by MCC, 2020) means some changes to the operation are required:

1. Implementation capacity to be based on risk assessment rather than a fixed capacity or attendance in order to utilise the exits on the north side of the arena more effectively and reduce crowd density at the other exits.
2. Potential increase to the timings of the closure in order to install and remove the additional equipment
3. Increase in staffing, signs and cones. The new process requires additional support of the hard infrastructure as well as a need to maintain visibility of the 4 new security gates

Contents

1. Staffing
2. Equipment
3. System Requirements
4. Training Requirements
5. Briefing
6. Installation Sequence
7. Illustrations – Road Junctions
8. Illustrations – Gates
9. Removal Sequence
10. Outline Narrative of Road Closure Procedure
11. Example Schedule

1. Staffing

- 1 Showsec Supervisor
- 8 Showsec Stewards
- Traffic Wardens / Crime Prevention officers (at MCC/GMP discretion)

2. Equipment

- Permanent warning signs on Miller St & Cheetham Hill Rd of upcoming closures
- Personal Protective Equipment (PPE)
 - High visibility clothing conforming to BS EN 471
 - Gloves
- Existing:
 - 21 x large traffic cones
 - 2 x heavy duty trolleys
 - 4 x 'Road Closed' signs
 - 4 x 2m barriers legs and posts
 - 1 x 'Keep Right' (Miller Street)
 - 1 x 'Keep Left' (Cheetham Hill Road)
 - 1 x 'No Right Turn' (Cheetham Hill Road)
 - 1 x 'No Left Turn' (Citipark Car Park)
- New (2021):
 - 15 x large traffic cones
 - 2 x heavy duty trolleys
 - 2 x Road Closed Signs (Gates 1 and 2)
 - 1 x Right Arrow (Dutton Street)
 - Keys (& spares) for Traffic Management Gates
- Radios
 - 1 Radio per pair team (supervisor should already have)
 - Radio on channel to contact both Whiskey and Event Control Rooms
 - Radio Controller for this operation will be the EXTERNAL controller
- Basic remedial toolkit in case of gate malfunction (to be discussed)
 - Screwdriver
 - Spanner
 - Hammer

3. Systems Requirements

- Car Park Traffic light "hurry call" button – Operated by Car Park staff. This holds the car park exit lights on green to allow continued flow on egress
- Traffic light override system – needs reinstating by MCC
Historically, there existed the ability to control the traffic lights on the approach to the venue via the fire alarm system which would assist in the evacuation of customers and the safe passage of

emergency vehicles. This was disabled by Manchester City Council some years ago and the reinstating of this will be explored.

4. Training Requirements

Showsec are to ensure that all staff undertaking Traffic Management duties receive the following training in advance as a minimum standard:

- 'Chapter 8' Traffic Management (reference 'The Red Book')
- Counter Terrorism (CT) - refreshed every 6 months to include
 - Showsec CT module
 - ACT
 - SCan
 - Run, Hide Tell

In addition to the basic training requirements above, all staff undertaking Traffic Management duties should have access to copies of the below documents:

- This document (Event Day Temporary Road Closure Method Statement)
- Showsec Stewarding Temporary Road Closures Risk Assessment
- Showsec Stewarding Temporary Road Closures Safe System of Work Procedure
- Showsec Traffic Management Briefing

5. Briefing

All staff undertaking Traffic Management duties will attend an on-site, show day briefing which will take the form of

- A pre-recorded video
- A verbal, show specific briefing delivered by the Supervisor.
- A check of staff understanding before commencing the operation.

The briefing should include, but not be limited to, the following:

- Aims and objectives
- Roles and responsibilities
- Site plan
- Event-specific information
- Sequence of events including Deployment, Installation, Removal and Withdrawal phases
- Safe Operating Procedures (SOPs)
- Counter Terrorism (CT)
 - Likely threats to be aware of –
 - Marauding Terrorist Attack (MTA)
 - Placed device
 - Vehicle-born Improvised Explosive Device (VBIED)
 - Person-born Improvised Explosive Device (PBIED)
 - Vehicle as a weapon
 - Specific Guidance on identifying suspicious behaviour and/or vehicles
 - Reporting Procedures for suspicious activity – **always** inform Event Control
- Actions On:
 - Road traffic collision (RTC)
 - "Blue Light" services
 - Equipment failure / loss / damage

- Terrorist Incident as above
- Other criminal activity or behaviour

6. Installation Sequence

The road closure process will go in as follows on instruction from Control:

- a. Cheetham Hill Road Filter
- b. Trinity Way south-bound side – Cheetham Hill junction
- c. Miller Street Filter
- d. Trinity Way south-bound side – Car park exit
- e. Dutton Street
- f. Trinity Way south-bound side – Great Ducie Street junction
- g. Once all cones and signage are out – all vehicle gates can be closed simultaneously

7. Illustrations – Road Junctions

Cheetham Hill Rd Filter



Trinity Way South-Bound Lane – Cheetham Hill Road Junction



Miller St Filter



Trinity Way South-Bound Side – Car Park Exit



Dutton Street



Trinity Way South-Bound side – Great Ducie Street Junction

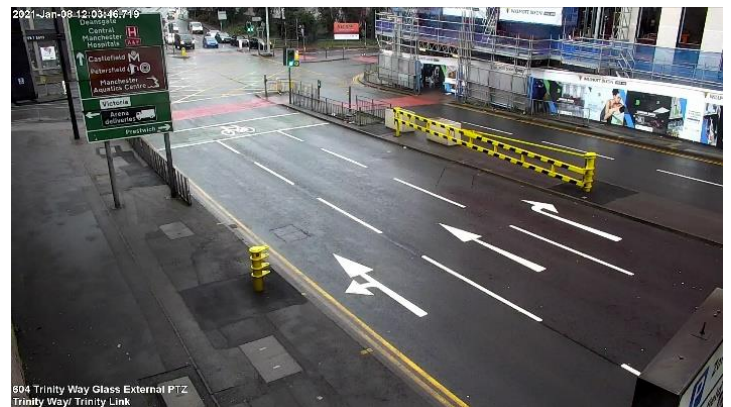


8. Illustration – Gates

Gate 1 - Dutton Street



Gate 2 - Trinity Way Bottom



Gate 3 - Trinity Way Middle – Car Park



Gate 4 - Trinity Way Top



9. Removal Sequence

The removal process will follow the installation sequence in reverse, on instruction from Control:

- a. Every vehicle **gate** will be opened simultaneously with the cones and signage remaining in place
- b. Trinity Way south-bound side – Great Ducie Street junction
- c. Dutton Street
- d. Trinity Way south-bound side – Car Park Exit
- e. Miller Street Filter
- f. Trinity Way south-bound side – Cheetham Hill Road junction
- g. Cheetham Hill Road Filter

10. Outline of Duties

One hour prior to the event finishing one supervisor and eight stewards will attend the pre road closures briefing, where they will watch a recorded video which highlights all of their duties within the road closure set up. Once in the correct PPE they will take the road furniture to the designated holding locations at each junction. They will ensure the permanent Event notice signage is visible on the approaches to the junction and wait for further instruction from the supervisor.

The staff will then position themselves in pairs at the road closure points thirty minutes prior to the event finishing. When instructed to do so from Event Control/HOS/Rd Closures Supervisor they will put the control measures into place using the red light cycle and emptying filter lanes to achieve this safely.

No vehicles will then be able to access Trinity Way via Cheetham Hill Rd and Miller St junction until it is deemed safe to do so. Once the Car Park junction is also clear of traffic the no left turn out of the Arena car park will be put in place.

Under no circumstances should any vehicles be allowed into the sterile area to wait/pick up etc. However in an emergency situation not directly linked with the AO Arena, and only if there is no other option, the staff will open the gates and clear minimal cones/signage for emergency services to access their designated route through the road closure cordon.

Inside the arena the stewards will implement crowd diverts to ensure that egress density is spread across the various exits.

The car park staff should refrain from using the hurry call option until 10 minutes after the show has finished and warn all drivers of the no left turn restrictions.

Once the bulk of egress has been completed, Event Control will liaise with the Road closures supervisor and together they will make a decision to remove the closure and return the traffic flow to its usual state.

The Showsec staff will then take the road closures out systematically in a safe manner as shown below while being aware of the increased number of pedestrians and vehicles since the road closures were implemented.

11. Sample Road Closure Timeline

Times Approx	Based on a 23:00 Show Finish
22:00	Showsec Supervisor + 8 Stewards watch briefing video
22:05	Staff Get into PPE and collect keys for the storage cage and gates from Whiskey Control. They can also collect additional radios (x4)
22:10	Staff go to storage cage in car park
22:15	Take 8 Cones, 1 Road Closed sign and 1 Keep Right sign to Miller St filter Place on the curb but without obstructing the pavement
	Repeat with 10 Cones, 1 Road Closed sign, 1 Keep Left Sign and 1 No Right Turn sign for the Cheetham Hill Rd filter
	Repeat again with 5 Cones + 1 Road Closed sign for the Trinity Rd south Junction
22:30	Staff on Standby at Cheetham Hill Rd
22:45	Event Control Room confirms that the show will be over in 15 minutes. Implement the Road Closure
	Staff deploy cones & signs in order starting with CHR filter followed by TWS & MS filter. 2 Stewards remain behind the TWS barrier at Gate 4 in case they need moving for emergency vehicles and to standby for the gate being closed
22:48	Concourse staff set diverts to manage the number of people leaving via each exit
	Once Trinity Way is clear of traffic the remaining stewards & Supervisor will place barriers and signage at the car park exit, followed by Dutton Street and the Great Ducie Street junction. A pair of stewards will remain at each gate 1-3 in order to ensure the barrier and cones/signage stay in place and that the crowds are directed safely around it
22:50	Once all cones and signage are deployed the Supervisor, on confirmation from Control, will instruct staff to install the vehicle gates 1-4 simultaneously in pairs
23:00	SHOW ENDS
23:10	Car Park start using the hurry call option on the CP traffic lights
23:15	Once the flow from the Trinity Roller drops and confirmed to do so via Event Control the gates can be restored to their open position and locked. Barriers & signage can then be removed from The Great Ducie Street junction, Dutton Street and the Car Park exit during the next red traffic light cycle, thereby allowing those exiting the car park to move in all directions
	The Cones at MS followed by TWS & CHR will be removed during the following red traffic light cycles
23:20	Trinity Way fully opened
	All gate padlocks checked and equipment returned to the storage cage. Keys and radios returned to Whiskey Control
23:30	Once debriefed - stand down will be granted by Event Control