



Venue Transport

Operations Plan VTOP

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November 2024

Produced by:
Six Degrees Transport Ltd

1 Document Control

Document revision history

Revision	Date	Revised by	Purpose of issue	Summary of changes
V1	April 2024	Ryan Carter		First Draft
V2	November 2024	Ryan Carter	Updated to reflect current operating principles	Version 2

1.1 Document Distribution/Stakeholders

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2 Introduction

Co-op Live has now been operating for over 6 months and has hosted over 50 events, welcoming over half a million fans into the venue.

A music-first arena, Co-op Live offers the largest floor space of any indoor venue, a significantly lower ceiling, and tiered seating that brings fans closer to the artist. Cutting edge visual technology, exceptional acoustics and innovative sound bowl design mean the best show possible whether standing or seated, in a space designed to welcome the biggest and most exciting global artists.

Situated on the Etihad Campus in East Manchester, the arena requires a well-managed multi-modal transport operation to ensure all fans have safe, effective and sustainable transport options to access events.

Events at Co-op live will create unique circumstances on the local transport networks. The timing, mode and volume of travel demand on the network can differ significantly from the normal patterns for which the network is resourced and can lead to pressures on available capacity, particularly when Co-op Live

events coincide with football matches at Etihad Stadium. A transport plan is needed to ensure that these unique pressures are understood and managed in a way that maximises safety, minimises risk and maintains high service standards and a quality customer experience.

The purpose of this document is to therefore provide a “single source of truth” covering all aspects of transport to and from Co-op Live events. The document is live and will be updated regularly by the Co-op Live Operations team with input from stakeholders including the traffic management contractor, Transport for Greater Manchester, City Football Group and wider Etihad Campus partners.

2.1 Aim

The aim of the transport and parking operations plan at Co-op Live is to “*provide safe, efficient, on-time, environmentally sustainable and highly coordinated transport and parking operations*”

This document should be treated as a live operational document, with iterative changes made as the plan evolves. Further revisions to this plan will be shared as when necessary.

The VTOP will provide the overarching operational plan for the venue, with event specific bespoke event transport and external operations plans created for each event.

2.2 Objectives

The objectives of the transport and parking team at Co-op Live are to:

- Facilitate exceptional levels of transport and parking operations between operators and stakeholders by establishing a 'coordinating mind' for both planning and operations;
- Establish a transport C3 structure that delivers a 'single source of truth' for transport operations for the Etihad Campus;
- Enable parallel events to take place at Etihad Stadium and Co-op Live, through intelligence led service planning and operational coordination;
- Achieve the highest safety standards through training, briefings, rehearsals, audits and accountability; and
- Support the integrity of the venues through planning and management of road and vehicle access.

3 Venue Overview

3.1 Capacity

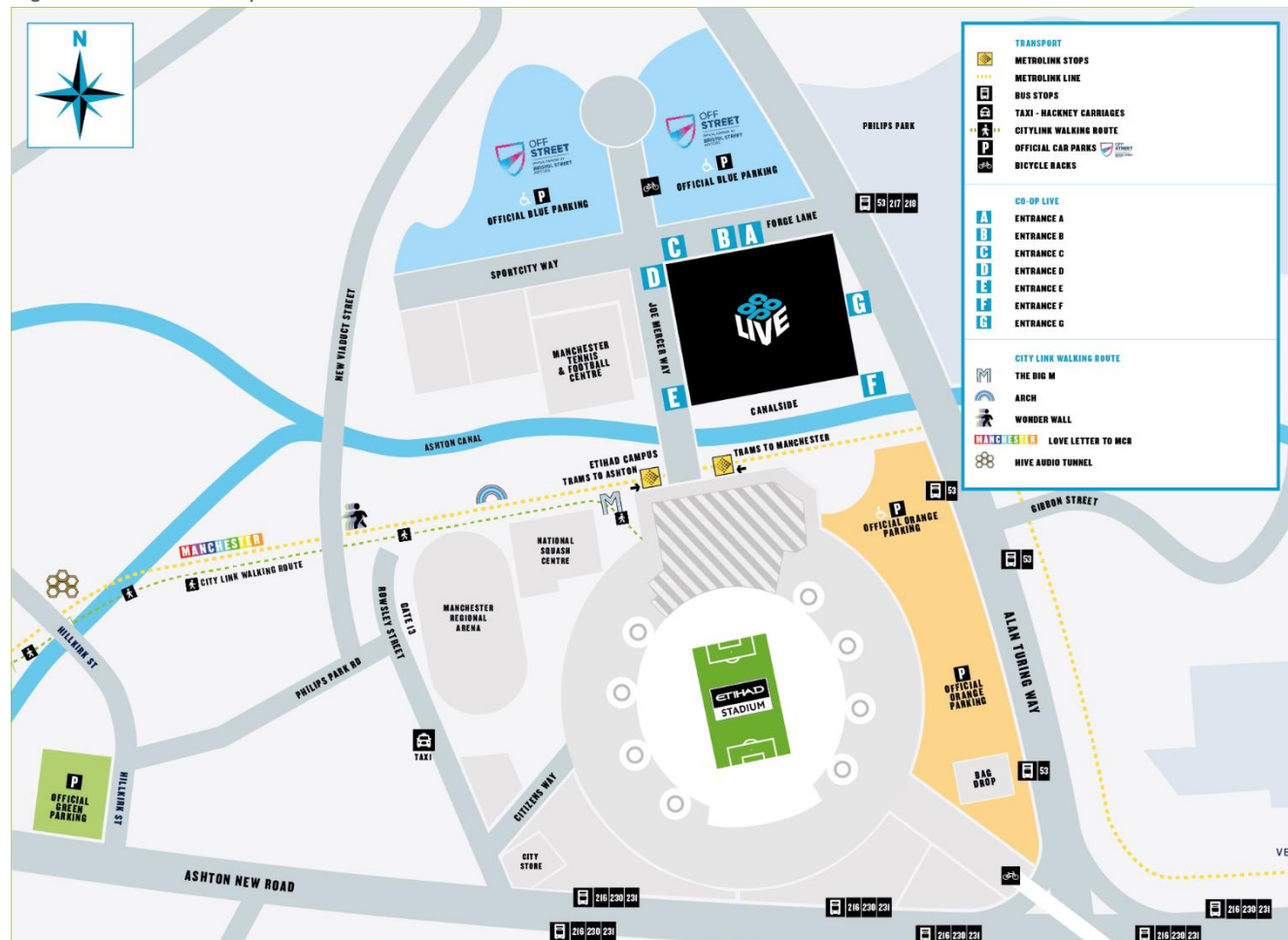
Co-op Live is an indoor arena in Manchester, England. It has the largest maximum capacity of any indoor arena (up to 23,500) in the United Kingdom.

In the context of the travel plan it is important to consider that the current capacity of the Etihad Stadium is 53,400 with planning permission granted to increase the Etihad Stadium capacity to over 60,000. This is due for completion during the 2025/26 football season.

3.2 Geographical Context

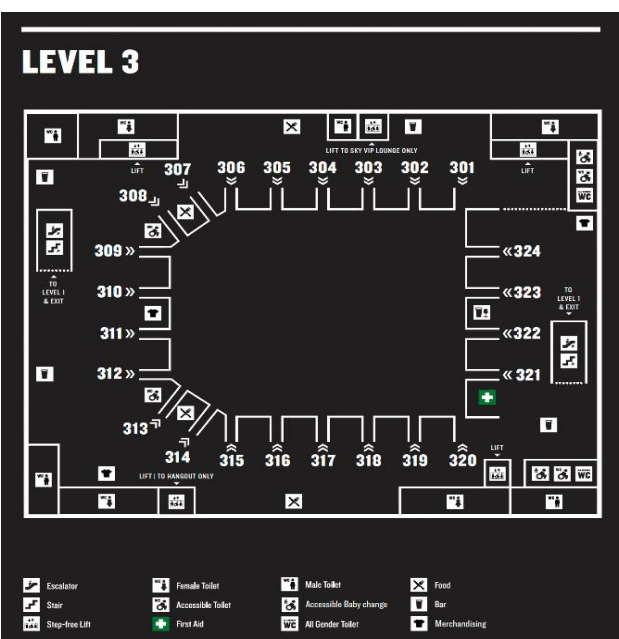
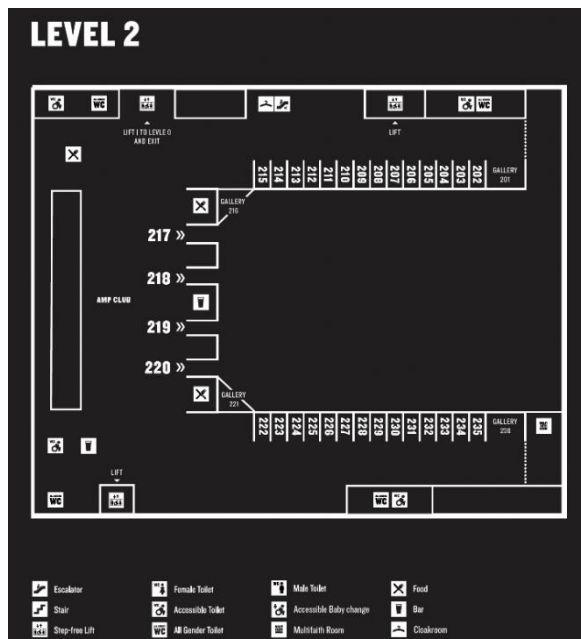
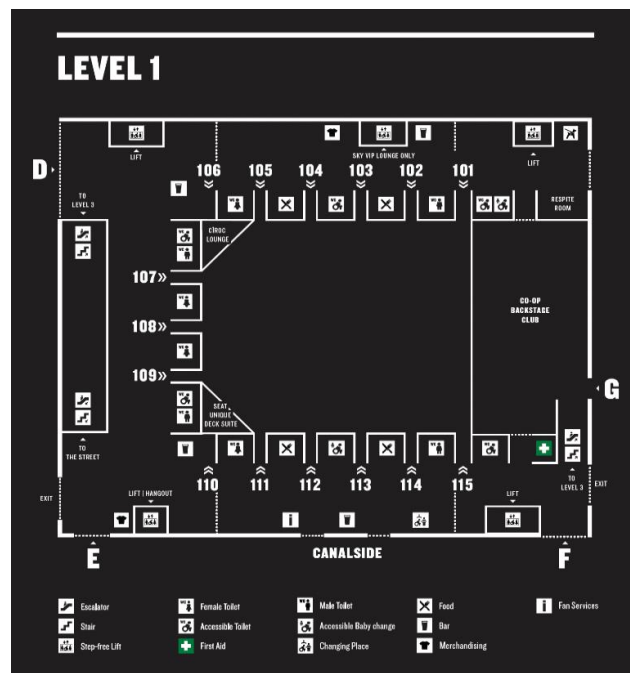
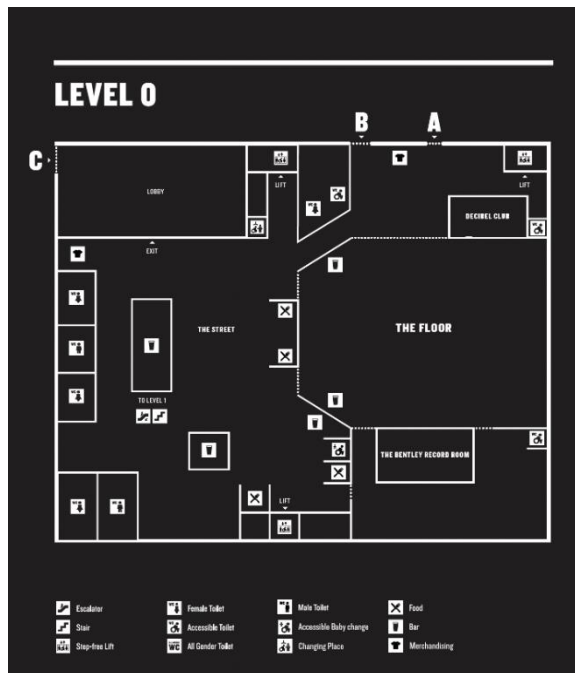
Co-op Live is situated on the Etihad Campus, which has various other facilities including the Etihad Stadium, the City Football Academy (CFA) training facility and CFG headquarters and the Regional Athletics Arena. The Etihad Campus is in East Manchester approximately 1.5 miles from the city centre.

Figure 3.1: Etihad Campus



3.3 Venue Map

Below shows the internal venue layout for each publicly accessible level of Co-op Live.



4 Event Overview

4.1 Calendar of events

Event schedule is available on the Co-op Live website and shared with wider stakeholders at regular planning meetings.

4.2 Campus Parking, Traffic and Transport Guiding Principles

4.2.1 Roles and Responsibilities

The Campus Parking Traffic and Transport Guiding Principles document sets out the structure for how the Estate Management Company (EMC), Greenwich Leisure Limited (GLL), Co-op Live Arena (CLA) and Manchester City Football Club (MCFC) will manage the campus parking, traffic and transport operation. The full document is available on request. Below is a summary of the overarching mode-based approach. With the car parking allocations summarised by mode in Section 6.5 and table 6.2.

4.2.2 Etihad Estate Modes of Operation

Due to the interconnected nature of the estate campus and its various venues and associated event activities. A mode register has been created, with 7 modes, from 1- 7, which define the level of complexity and risk associated to a specific event date.

For each mode it sets out the high-level operational command and control structure, who is responsible for each campus car park, the car park allocations per organisation, and the main customer stakeholders per car park.

The operational detail for how the campus car parking, traffic and transport will operate per mode under these guiding principles is contained in the Campus Operational Manual.

Below is the mode register, (the full document is available on request).

Figure 4.12 Mode register extract

Mode	Description	Considerations	Parking Modes
1	No event	There will still be activity with staff & visitors from all venues to be factored in including C&E events	BAU – Need ANPR and a pay on the day option for all users
2	1-2 small events (e.g. MCC + an event in the common parts)		Considers all venues (MCC, Arena & CFG for small events)
3	1 major event (e.g. Arena or Stadium)		Mode 3a – Major event Stadium & 300 MCC spaces Mode 3b – Major Arena Event & 300 MCC spaces
4	1 major event + 1 small event (concurrent)	Start/KO times are still relevant to this scenario Parking operations are the same as mode 3 as we will always reserve 300 spaces for a MCC small event	Same operating model as Mode 3
5	2 major events (Stadium + Arena) 3hr+ Gap* * The 3 hour gap assumes: 1 hour for one venue to disperse its customers and a 2 hour load-in for the other – this time may be reduced by agreement.	Hospitality have up to 2hrs post-match to stay in the Stadium and so may not clear Orange car park for 3 hours post.	Mode 5a – 2 Major events (Stadium & Arena) – 3hr/4hr gap & 300 MCC spaces early KO/late show Mode 5b – 2 Major events (Stadium & Arena) – 3hr/4hr gap & 300 MCC spaces matinee/evening ko Mode 5c – 2 Major events – (Stadium & MCC) 3hr/4hr gap Mode 5d – 2 Major events – (Arena & MCC) 3hr/4hr gap
6	2 major events (Stadium + Arena overlap)	KO/Start time is the same	Mode 6 – 2 Major events (Stadium & Arena) – KO/Start time within the 3hr gap & 300 MCC spaces Mode 6b – 2 Major events (Stadium & MCC) - KO/Start time within the 3hr gap & 300 MCC spaces Mode 6c – 2 Major events (Arena & MCC) - KO/Start time within the 3hr gap & 300 MCC spaces
7	2 major events (Stadium + Arena) + small event		Same operating model as Mode 6

4.3 Transport Modal Split

Figure 4.23: Transport mode split – sample taken from Micky Flanagan 29/11

Mode Split	%
Onsite Car Parks	21%
Off Site Car Parks	8%
Taxi/Private Hire	20%
Family/Friend	5%
Bicycle	1%
Coach Parties	1%
Walking	12%
Other	1%
Metrolink Tram	31%

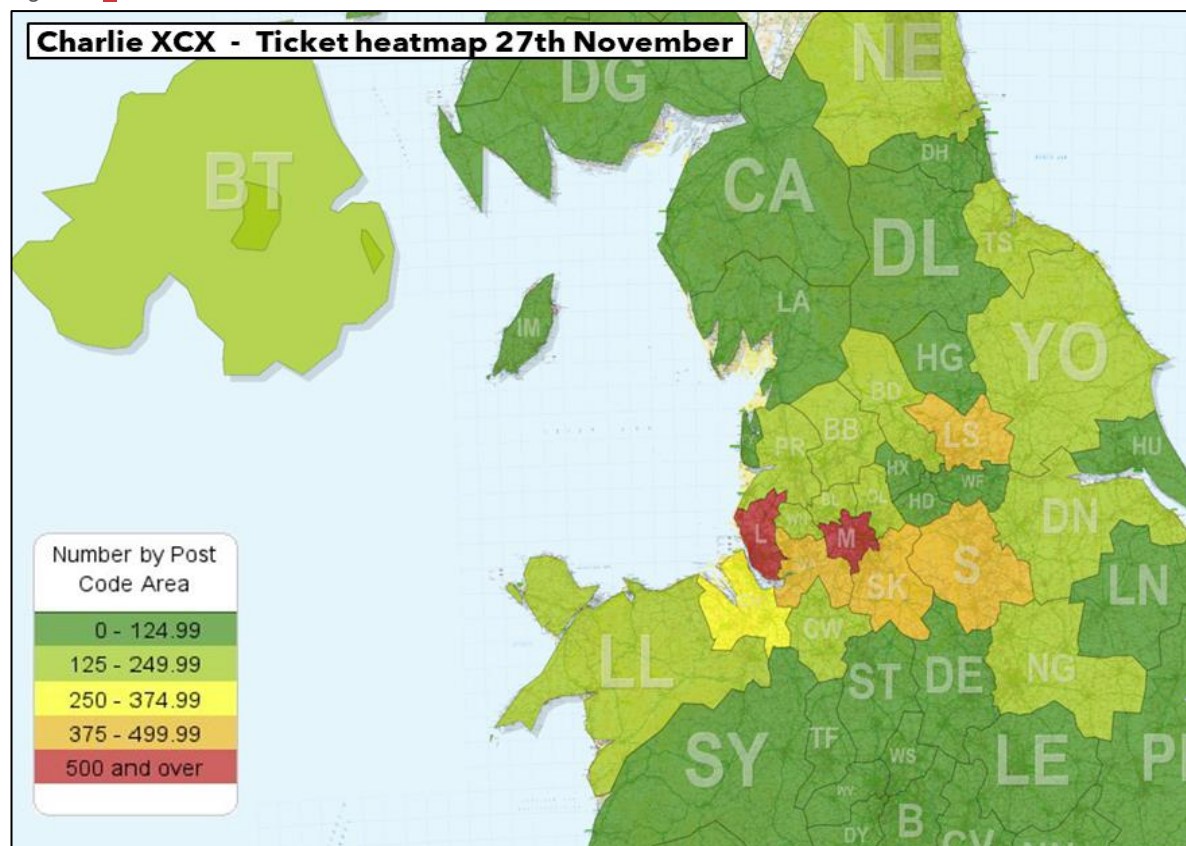
Mode split will vary based on factors including demographic, day of week, weather conditions etc.

4.4 Ticket Distribution Map

Figure 4.3 below is a map which shows the origin of ticket sales for Charli XCX on 27th November. As the map shows, the highest concentration of attendees are travelling from within North-West England.

This intelligence is utilised to further inform nuanced event specific transport and external operations planning.

Figure 4.34: Ticket Sales – Charlie XCX



5 Transport Overview

5.1 Transport Context

This section provides an overview of the transport options serving Co-op Live broken down into public transport, active travel and highway transport modes. Transport for Greater Manchester (TfGM) is actively involved in the transport planning for Co-op Live and has produced a dedicated travel advice webpage and travel map for Co-op Live which sets out key routes by travel mode, timings and journey planning advice for fans to access ahead of event days.

Several bodies, companies and organisations with transport powers and/or responsibilities will need to work collaboratively to support events at Co-op Live. These include:

- Transport for Greater Manchester;
- Manchester City Football Club
- Manchester City Council;
- Network Rail;
- Train operating companies;
- Greater Manchester Police;
- British Transport Police;
- National Highways
- Taxi & Private Hire operators;
- Manchester Airport Group; and

- GLL.

5.2 Public Transport

Co-op Live is well served by road network and public transport. With local tram, bus, and car parking onsite. Rail & motorway provides intercity connectivity.

5.2 Tram

Metrolink operates across Manchester extending to suburban conurbations including Altrincham, Eccles, Manchester Airport, Trafford, Bury, Rochdale and Ashton-under-Lyne. There are four ticket zones: Zone 1 covers Manchester City Centre with each zone 2-4 extending further outwards as shown in Figure 5.1 below.

Co-op Live is located in Zone 2. Spectators should alight at the Etihad Campus tram stop. This stop is served by:

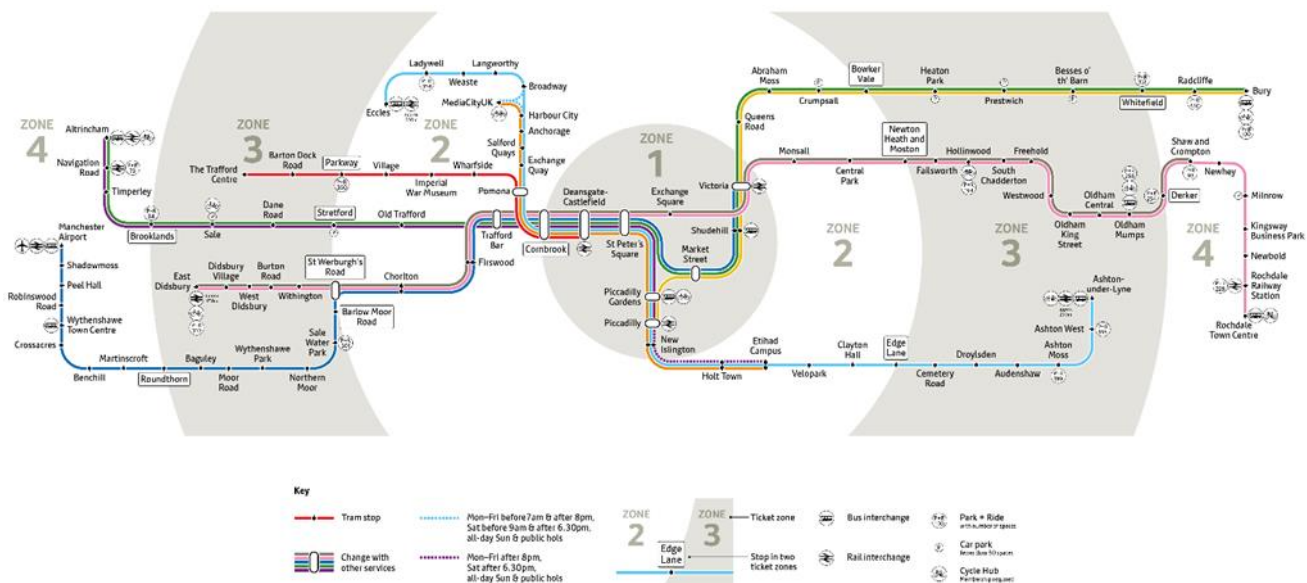
- Eccles – Ashton-under-Lyne (blue) line
- Media City UK – Etihad Campus (orange) line
- Altrincham – Etihad Campus (purple) line

These services run a 12-minute service Monday to Saturday and 15 minutes on a Sunday (24 minutes post-midnight on a Friday and Saturday), with a 10-minute journey time from Manchester City Centre.

To encourage sustainable event day travel, Co-op Live subsidised the Metrolink services so that travel was free for persons attending the first 40 events at Co-op Live (running from the first event until 13th August 2024). This applied to all journeys in the four hours pre- and post-event across all Metrolink zones.

Event day Metrolink services operate until 12:30 AM for evening events. Please see the Metrolink network route map below.

Figure 5.1 Manchester City Centre Metrolink Network Map



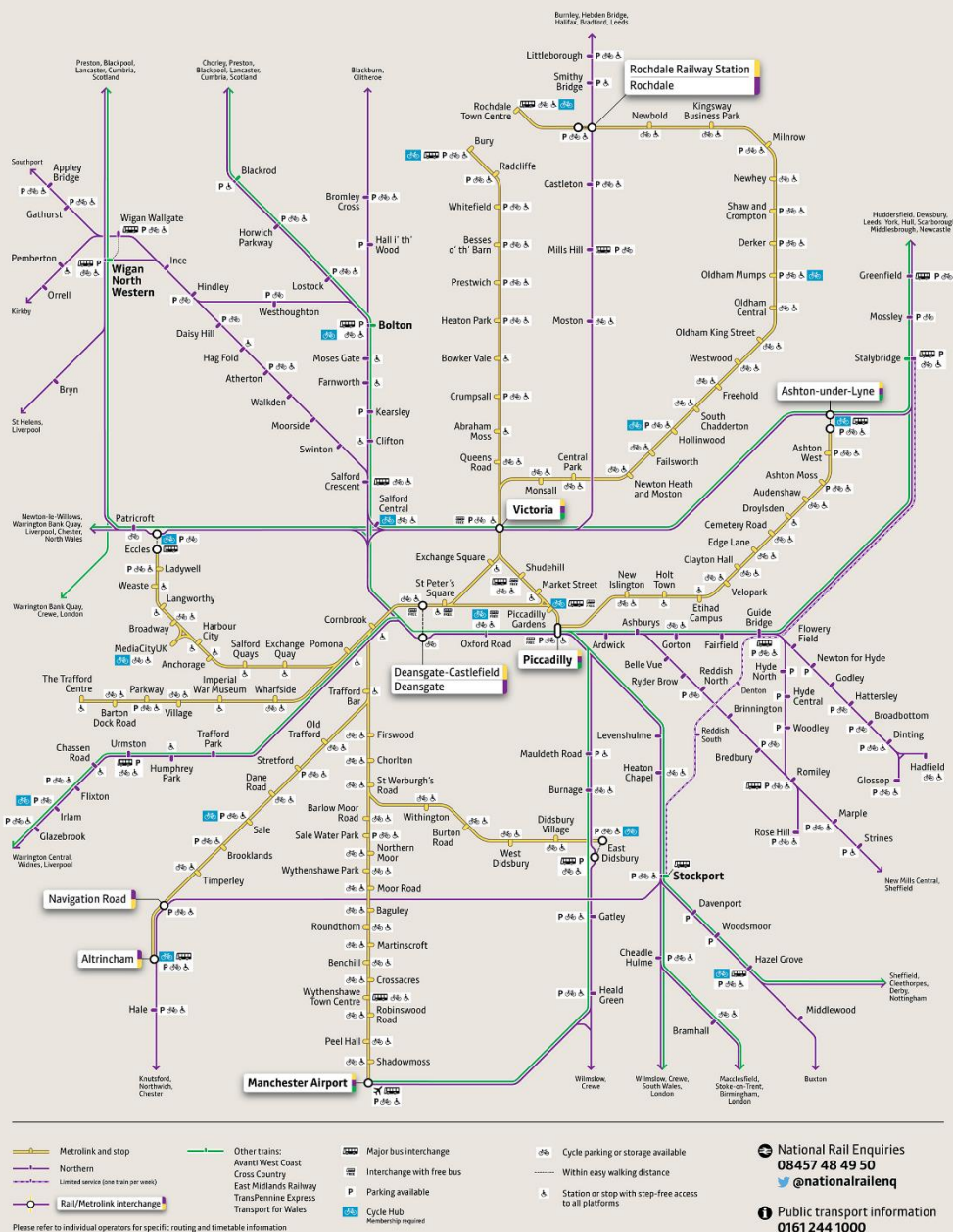
5.2 Rail

Co-op Live is well situated for rail travel as shown in Figure 5.1, it is within 1.5 miles of Manchester Piccadilly Rail Station which is owned and managed by Network Rail and 2 miles of Victoria Station which is managed by Northern Rail.

Manchester Piccadilly is serviced by long-distance intercity and cross-country services to national destinations including London, Birmingham, Nottingham, Glasgow, Edinburgh, Cardiff, Bristol, Exeter, Plymouth, Reading, Southampton and Bournemouth; regional services to destinations in Northern England including Liverpool, Leeds, Sheffield, Newcastle and York; and local commuter services around Greater Manchester.

Victoria is serviced by local and regional services to destinations in Northern England, such as Blackburn, Rochdale, Bradford, Leeds, Newcastle, Huddersfield, Halifax, Wigan, Southport, Blackpool (Sundays only) and Liverpool. Most trains calling at Victoria are operated by Northern. TransPennine Express services call at the station from Liverpool to Newcastle/Scarborough and services towards Manchester Airport (via the Ordsall Chord) from Middlesbrough/Redcar/Newcastle.

Figure 5.1 Manchester Rail Network Map

5.2 Bus

Co-op Live is well connected to the local bus network. It benefits from links to nine bus routes which serve Manchester City centre and the local area. These routes are summarised in Figure 5.1 below.

Figure 5.1: Local bus routes

Number	Route Description	Distance to Co-Op Live
53	Cheetham Hill - Higher Crumpsall - Old Trafford - Pendleton	2 minute walk
83	Piccadilly Gardens - Failsworth - Oldham - Sholver	20 minutes walk
84	Piccadilly Gardens - Hollinwood - Oldham - Lees - Uppermill	20 minutes walk
181	Piccadilly Gardens - Chadderton - Royton - Wrens Nest	20 minutes walk
182	Piccadilly Gardens - Chadderton - Royton - Wrens Nest	20 minutes walk
216	Piccadilly Gardens - Ashton-under-Lyne - Stalybridge	10 minutes walk
219	Manchester City Centre - Stalybridge - Hadfield - Glossop	20 minutes walk
230	Piccadilly Gardens - Droylsden - Ashton-under-Lyne	10 minutes walk
231	Piccadilly Gardens - Droylsden - Hurst - Ashton-under-Lyne	10 minutes walk

All TfGM bus services operate with accessible vehicles, where required.

5.3 Coaches

Demand for event day coach travel is not expected to be high. In the instance that coach parking is required, up to 30 coaches can be facilitated on Sportcity Way, adjacent to the north of Co-Op Live. All parking is subject to pre-booking via the Co-Op Live website.

5.4 Active Travel

Co-op Live is easily accessible from the city centre by active travel modes: walking and cycling. TfGM has developed a dedicated shared walk / cycle route to the Arena, connecting from Manchester Piccadilly Station in the city centre direct to the south of the Arena.

5.5 Highway Network

Co-Op Live is well connected to the strategic highway network, located adjacent to the A6010 Alan Turing Way, with links to the A662 Ashton New Road, A635 Ashton Old Road and A62 Oldham Road westbound for the city centre or eastbound for the M60 motorway.

In the local vicinity of the venue, spectators should route from the A6010 Alan Turing Way for access to the Etihad Campus car parks. There may be instances of event day clashes with events at the Etihad Stadium which will result in local road closures as follows:

- Ashton New Road – between Alan Turing Way and Darley Street
- Grey Mare Lane – between Ashton New Road and Alan Turing Way
- Merrill Street – between Pollard Street and Ashton New Road

In the instance of an event clash, spectators will be made aware of road closures in place. Additional journey times will be advised via bespoke spectator communications to ticketholders.

5.6 Parking

Parking is available across the Etihad Campus which can be used on Co-Op Live event days, however the proportion of availability depends on event activity in the area. As such, the Etihad

campus operation is split into 7 modes. Depending on the 'mode' in operation, Co-Op Live spectator parking availability varies. Further detail on Spectator parking is shown in Section 6.4. Off-site Parking

Off-site parking is also available – Co-Op Live has a good relationship with local landowners to provide additional parking capacity as required. These off-site parking areas are activated for events taking place in campus mode 6 or above.

Pay on the day Parking

Measures are in place to push pre-book parking via strengthened comms to all fans in advance on event day. Pay on the day parking will be facilitated as and when demand presents:-

Benefits of Pay on the day include:-

- Absorb local on street parking demand
- Mitigate impact to local community
- Reduce interface/impact with local road network,
- Capitalise on revenue opportunity
- Reduce queueing and idling on the local network

Pre-book parking – on sale

Co-op Live seeks where possible to integrate on sale parking opportunities with initial go live of venue ticket sales. This provides the best opportunity to ensure parking requirements are facilitated in an integrated single point of sale, whilst also providing opportunity for initial travel advice and 'know before you go' information.

5.7 Park & Ride

There are over 24 Metrolink 'Park & Ride' sites across Manchester that spectators can benefit from parking at to avoid local traffic congestion in and around Co-Op Live. Spectators can park free of charge if in possession of a valid tram ticket.

The Metrolink Park & Ride sites in Figure 5.2 have been promoted by TfGM dependent on direction of travel.

Figure 5.2: TfGM Recommended Metrolink Park & Ride Sites

Site	Capacity	
	Standard	Accessible
Travelling from the North		
Radcliffe	480 spaces	22 accessible spaces
Whitefield	331 spaces	13 accessible spaces
Travelling from the East		
Ashton Moss	183 spaces	12 accessible spaces
Ashton West	184 spaces	11 accessible spaces
Travelling from the South		
Sale Water Park	285 spaces	16 accessible spaces
Travelling from the West		
Ladywell	332 spaces	22 accessible spaces
Total	1,795 spaces	96 accessible spaces

A full list of Park & Ride sites and opening times can be found at the TfGM website. No overnight parking is permitted.

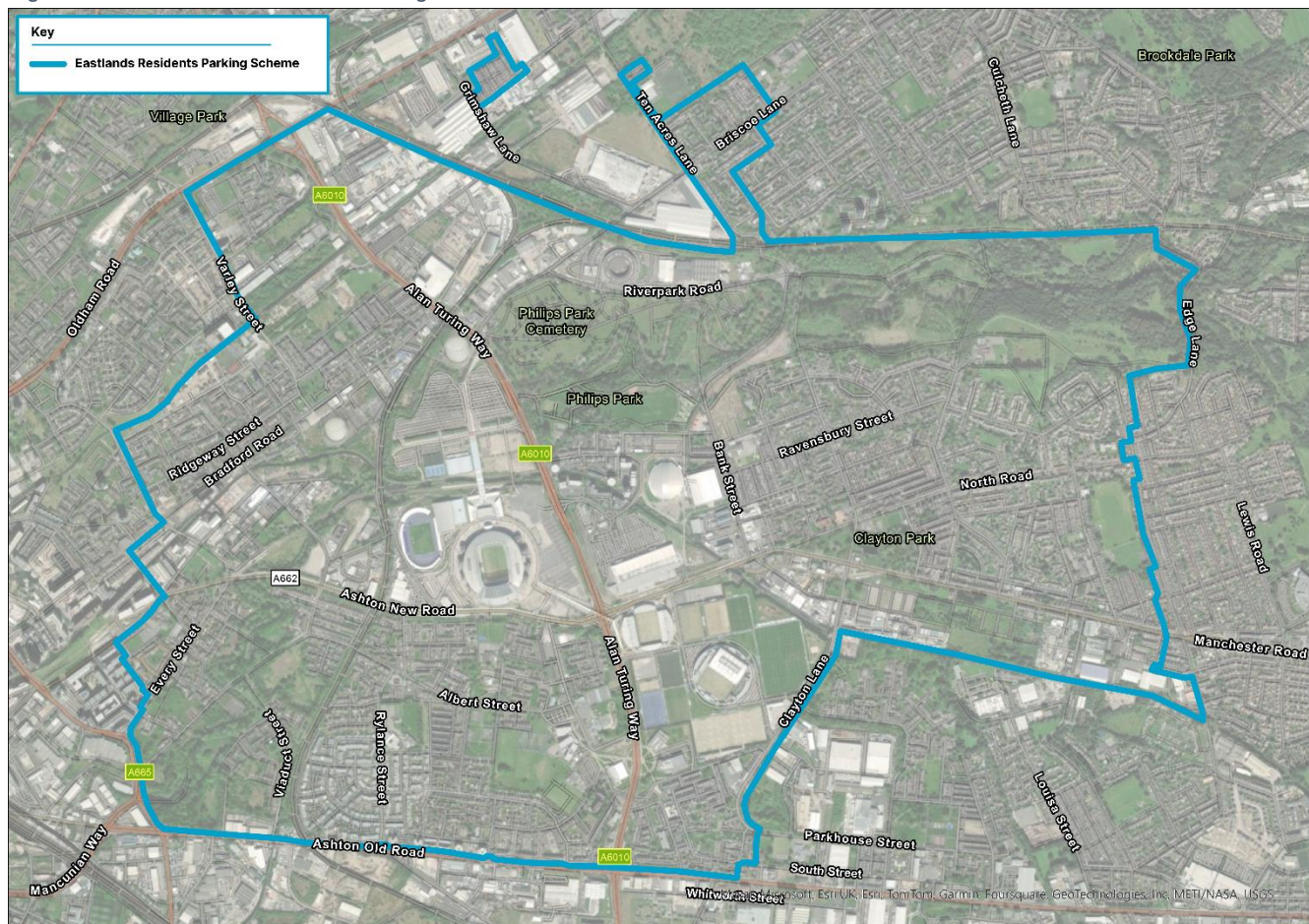
Pop-up park and Ride

For specific coinciding events, where visitor demographic suggests higher propensity to drive. Additional park and ride options will be mobilised. This support in terms of providing additional fan parking capacity, and mitigate the impact to the local road network, by standing up a system which is satellite from the venue.

5.8 Resident Parking

Co-Op Live is located within the Eastlands Resident Parking Scheme areas as shown in Figure 5.5 below. Parking in this area is restricted to permit holders only between 12:00-23:00 Monday-Sunday. The scheme is in place to protect the parking rights of local residents and businesses in the vicinity of the Co-Op Live venue and Etihad campus. Event day parking is not permitted and any non-compliance will result in a penalty fine.

Figure 5.5: Eastlands Residents Parking Scheme



5.9 Taxi and PHV

Hackney Carriage taxis serving Co-op Live will use a dedicated taxi rank on Rowsley Street for Arena event days. This is located adjacent to Co-op Live Arena approximately 650m southwest of Co-Op Live, a 9-minute walk away.

Co-Op Live has deployed traffic and fan pedestrian stewards at this location to assist in safe vehicle movement and maintain pedestrian safety.

Private Hire Vehicles (PHVs) are alternatively available from a separate Pick-Up Drop-Off (PUDO) facility, located on Edwin Road southeast of Co-Op Live. Geofencing has been applied to provide a fixed location for all Arena-related PHV activity.

5.10 Venue Transport Map

An ArcGIS WebMap has been developed which summarises all available venue transport hubs and key areas of operation.

Please find a link here: <https://bit.ly/Co-opLiveExternalOps>

5.11 Zone Ex

The extent of the Zone Ex and its supporting staffing operations are shown in the ArcGIS map above.

6 Spectator Transport Operations

6.1 Public Transport

6.1.1 Metrolink Operations Plan

Section 6.1 provides details on Metrolink capacity and proposed shuttle bus enhancement for each event to achieve a minimum of 35% of the event capacity travelling by mass transit solution.

Appendix A details how this will be achieved for each event.

Metrolink Frequency

- Monday to Saturday 12-minute frequency network wide
- Sunday 15-minute frequency network wide
- Midnight to 1am 24-minute frequency network wide

There are three services that will serve the Etihad, this will provide a combined 6-minute frequency Monday to Saturday, first tram till last, between the City Centre and the Etihad, on a Sunday, this will be 7.5-minute frequency.

Appendix B provides details of first and last tram.

6.1.2 Metrolink Staff

Pre-event there will be staff deployed at nine stations Piccadilly, Piccadilly Gardens, St Peters Square, Deansgate Castlefield, Holt Town, Etihad, Ashton, Ashton Moss & Ashton West. Staff will be in position, 3 hours prior to event start. **Appendix C** provides details of staff position and role at three key stations.

Post event there will be staff deployed at three stations Etihad Campus, Velopark and Holt Town. Staff will be in position 1 hour prior to event egress time.

Locations are indicated on station map in **Appendix D**.

Co-Op Live and Manchester City Football Club will have responsibility for ensuring customer queueing and safety.

For customer safety, Holt Town and Velopark will be closed during the egress phase.

6.1.3 Etihad Campus Stop Evacuation

Should the station need to be evacuated Metrolink/KAM Team Leader will confirm with Metrolink Control all trams have stopped running into the Etihad Campus.

Any passengers being held in the corralling areas will be allowed exit through the crash gates and directed down City Link walking route to clear the area safely in an orderly fashion.

All passengers on platforms will be directed out of the top exit on Outbound platform and down Manchester Way walking route to clear the area safely in an orderly fashion.

KAM Team leader will ensure all staff are clear of positions and report back once area is sterile to Metrolink Control.

Depending on the reason for evacuation, Metrolink Control may run a nonstop service meaning trams will continue to run but passengers will not be able alight or board. In this case staff on the crossing should ensure the safe crossing of passengers due to the movement of trams not stopping on platforms.

External Operations steward will be positioned at each of the evacuation points to facilitate access from station onto campus footprint via temporary queue barrier line.

Appendix D has mapped details of evacuation plan.

6.2 Pop up Bus Shuttle Plan

A shuttle bus service will, on occasions, be mobilised between the Co-op Live and Manchester Piccadilly. The shuttle bus enhancement is based on various factors, day, time, audience capacity and demographics. The service will where necessary augment pre-existing capacity on core transport networks.

Buses will operate as a load and go, with no cash/card transaction.

Co-op Live will be responsible for loading passengers at the designated shuttle bus load zone. Co-op Live will be responsible to ensure that customers enter and queue at the loading area in a safe manner.

6.2.1 Shuttle Bus Operations

The load zone is located in south east section of the Blue Car Park. Co-op Live will be responsible for installing the passenger loading infrastructure.



Figure 6.1: Shuttle bus routes - load zone

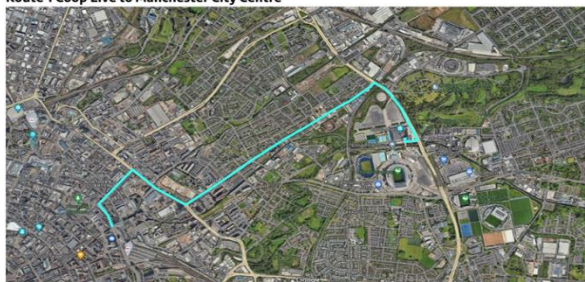
There are three routes to the city centre from Co-op Live; any route can be used depending on network conditions and other factors such as planned roadworks.

There is one drop off point in the city centre, London Road, stand EQ. This is central for customers to access other transport modes in Piccadilly Garden or at Piccadilly Rail Station. TfGM will not be staffing the drop off point.

Once customers have been dropped off buses will make their way back to the Arena Load Zone.

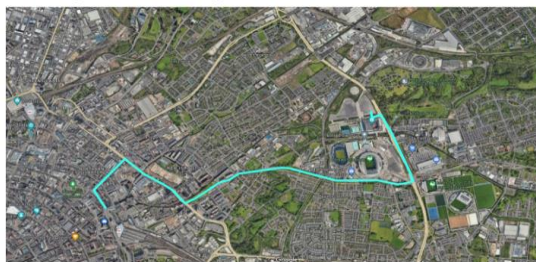
Figure 6.2: Shuttle bus routes – City Centre

Route 1 Coop Live to Manchester City Centre



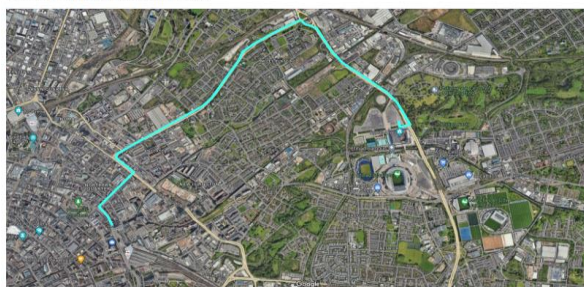
Forge Lane, Alan Turing Way, Bradford Rd, Old Mill St, Great Ancoats St, Newton St, London Rd

Route 2 Coop Live to Manchester City Centre



Sports City Way, Alan Turing Way, Ashton New Rd, Merrill St, Great Ancoats St, Newton St, London Rd

Route 3 Coop Live to Manchester



Sports City Way, Alan Turing Way, Hulme Hall Lane, Oldham Rd, Great Ancoats St, Newton St, London Rd.

6.3 TfGM Support

TfGM will support Co-op Live to ensure there is coordinated travel information in place for each event. TfGM will also work with Co-op Live to ensure that event day transport network intelligence is available.

6.3.1 TfGM Operational Control Centre (OCC)

TfGM's Operational Control Centre is a 24/7 environment, with a strategic view of the entire transport network within GM. TfGM's Control Centre Officers work alongside staff from other teams, departments, and operating companies. These include Metrolink, TravelSafe, Greater Manchester Police and other key partners, working together to monitor all network modes (Highways, Bus, Tram, Rail and Active Travel) and coordinate a response to any incidents, events, and roadworks on the network. Key aims include keeping customers moving, providing timely information to minimise disruption to journeys and ensuring the safety of staff and customers on the network.

TfGM's OCC responds to a variety of incidents such as road traffic collisions that could be blocking the road or causing delays, unexpected or unsafe roadworks, unexpected or potentially unsafe events such as protests or severe weather conditions like icy roads or flooding. The OCC also deals with lots of other incidents and events which could affect the transport or traffic network. Alongside this, all planned events are monitored closely to determine the impact on the surrounding area affecting the transport network, with mitigations made using the systems below to reduce impact, where possible.

The OCC has access to a variety of systems and tools to help manage the network, respond to incidents effectively, provide partners and stakeholders with information and keep customer journeys moving. These systems include:

- CCTV – access to over 2,500 cameras covering the highways, interchanges, and other key areas.
- Tracking – ability to track live movements of public transport services and determine any inter-modal issues.
- Network intelligence tools – access to various systems which provide information on performance of the network and areas of focus to respond to congestion, incidents, or any other problem.
- Traffic signals – Ability to implement pre-configured changes to groups of traffic signals at key places across the network in response to congestion to try and smooth traffic flow. In addition, Urban Traffic Control (UTC) have responsibility for over 2000 signals with a range of tools to optimise the signals in response to issues on the network.
- Real-time Information - Updating the highway network, including refreshing variable message signs (VMS) and mapping/ Sat Nav data (such as alerts and road closures)

The OCC will routinely use all these tools during normal daily monitoring of the network as well as during events, when the OCC will closely monitor these systems and liaise with partners and stakeholders to coordinate a timely response to any disruption and ensure a common operational picture between all partners.

During events with increased Policing risk, a representative from the OCC will be co-located with Greater Manchester Police in the Force Command Module (Silver Control). For all events where Force Command Module is open, the OCC will keep in contact and provide live updates on the live status of the transport network.

6.3.2 TfGM Customer Service

TfGM will provide customer support via the Bee Network Contact Centre. Customers can obtain journey planning and ticketing information from the Contact Centre 8am to 8pm Saturday and Sunday and 7am to 8pm Monday to Friday. The Bee Network Contact Centre can be contacted by phone on 0161 244 1000 and on X via @BeeNetwork. The @BeeNetwork X account will be monitored until midnight on Co-Op live event days.

The Bee Network app is also available for people travelling to an event. The app provides real time departure information for bus, tram and rail as well as ticketing information and any disruptions that may impact journey times.

There is also a dedicated Co-Op live journey planner available via the following link [Getting to Co-op Live | Bee Network | Powered by TfGM](#). The webpage also provides information on upcoming events, the Metrolink and bus shuttle ticket offer and any associated travel advice.

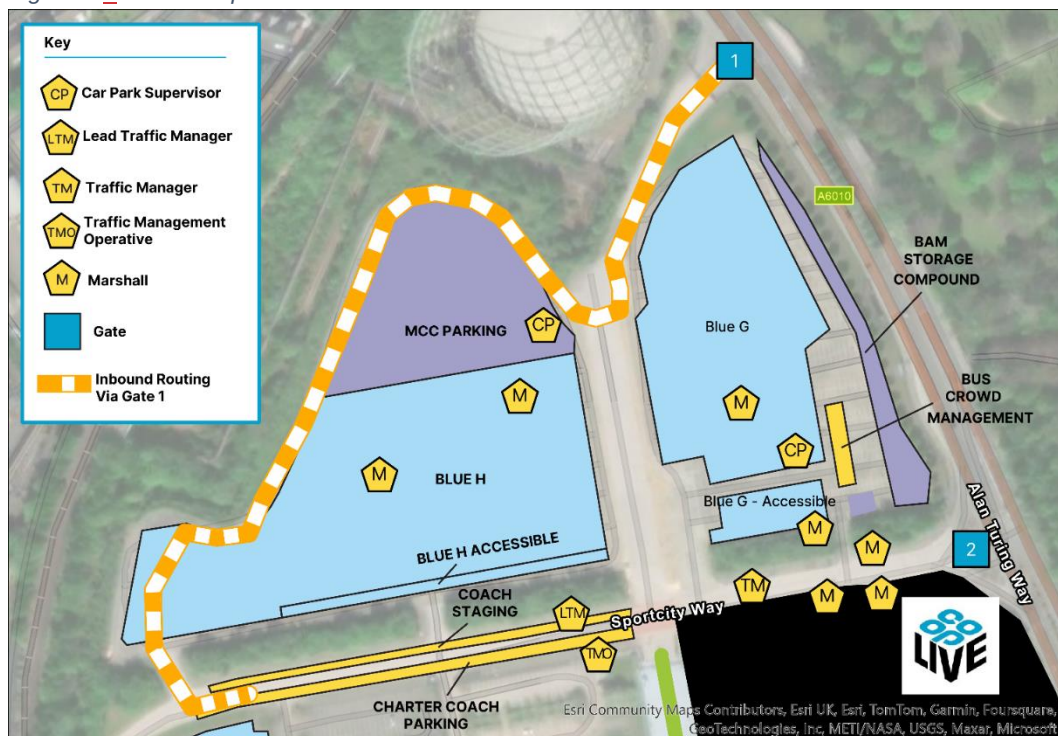
6.4 Coach Services

Coach parking can be booked via the Co-op Live parking sales page subject to availability and campus mode. Coaches will be parked on Sportcity Way for Mode 3-5 events.

Inbound coaches will route via Gate 1. Coaches will be held post event until pedestrian density has dissipated to a safe level to allow exit via Sportcity Way towards gate 2.

Coach Operations can be seen in Figure 6.3.

Figure 6.34 Coach Operations

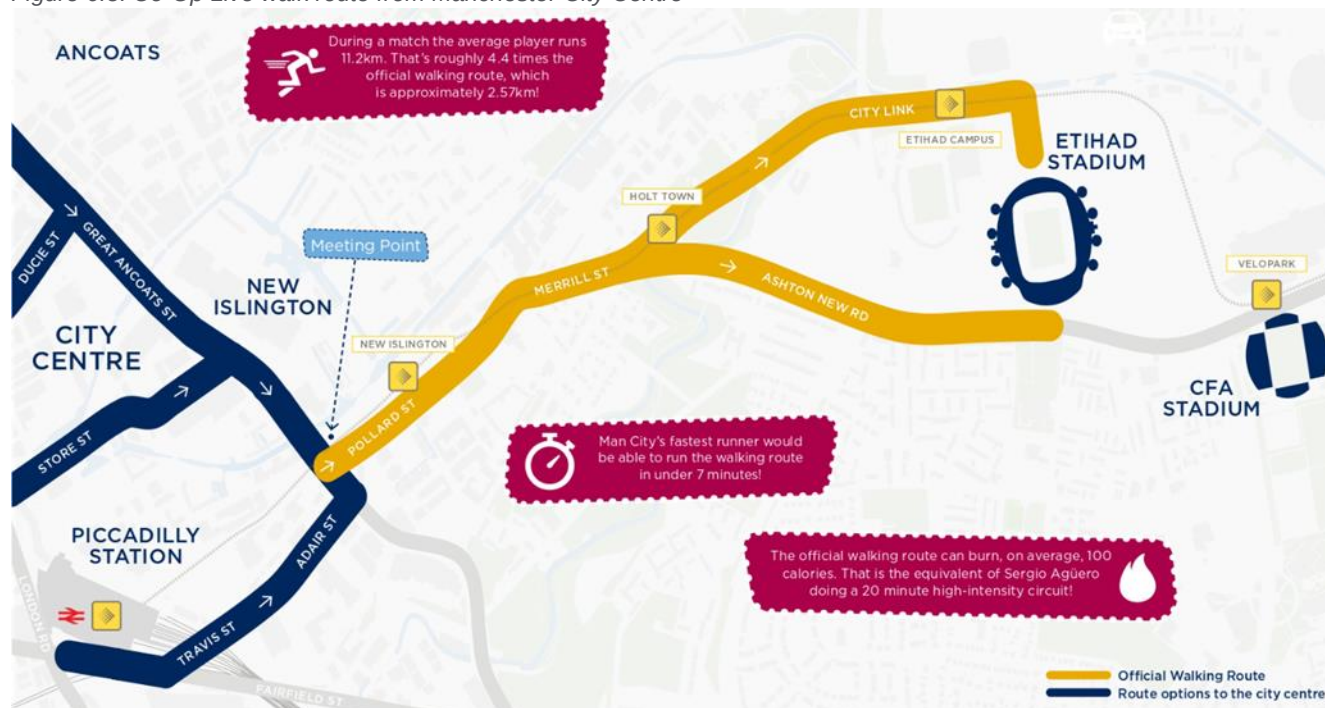


6.5 Active Travel

6.5.1 Walking

The walking route is shown in Figure 6.3 as prepared for Etihad Stadium – the same walk / cycle route applies for Co-Op Live.

Figure 6.3: Co-Op Live walk route from Manchester City Centre



Fans are encouraged to follow blue lamppost signs from Manchester Piccadilly station via Travis Street and Adair Street to the Holt Town Metrolink tram stop. From here, fans join onto the CityLink walk route which directs fans direct to the Etihad Campus and beyond to the Co-Op Live Arena. The total walk takes ~25 minutes from the station and follows the tram line from the city centre to the Etihad stadium, with the option of interchanging onto this travel mode if required. The route is also step-free and the route is stewarded on Arena event days to provide assistance where needed and promote fan safety. The same cycle journey will take 10-minutes, and there are over 500 cycle parking spaces available across the Etihad campus.

The walk / cycle route has been regenerated ahead of the venue opening, with the provision of artwork, installations and enhanced CCTV coverage. The walking route aims to offer a safe and secure route for those walking, cycling or wheeling this journey. There is good street lighting in place and CCTV is monitored from the Security Control Centre to ensure fan safety.

Alternative walk / cycle routes are also available for spectators depending on their start origin, however it is encouraged that spectators use the signed route provided for direct city centre access.

6.5.2 Cycle routes and Parking

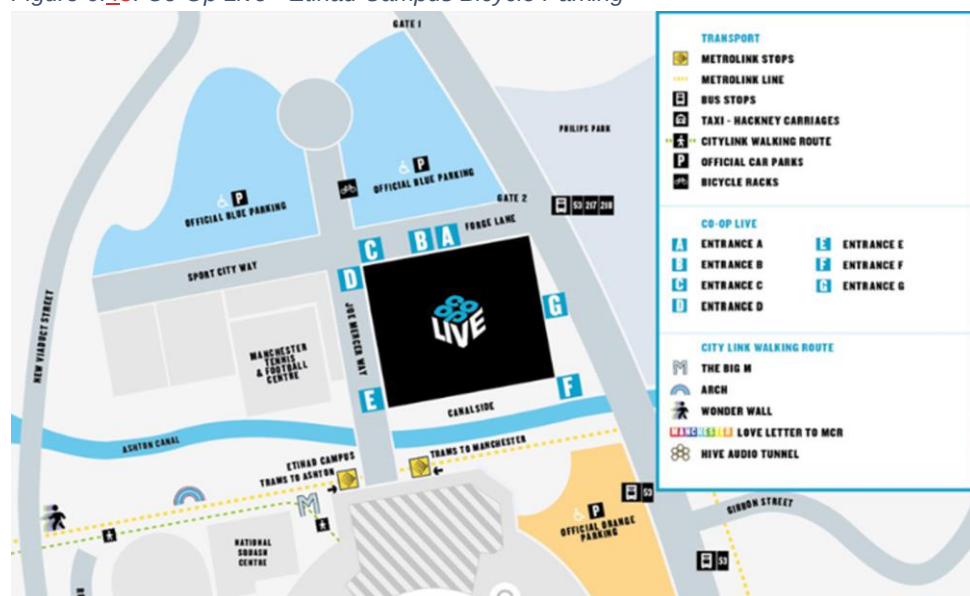
TfGM has linked up the City's 'Bee Active' scheme with Beryl to provide Starling Bank Bikes and bike hire stations across the city centre, Trafford and Salford for easy cycle access. Bikes can be hired on a 'Pay as you Ride' basis and users can opt for pedal bicycles or e-bikes to travel to the Etihad campus.

There are two dedicated bike hire stations located on Ashton New Road, to the southwest of Etihad stadium.

6.6 Fan Bicycle Parking

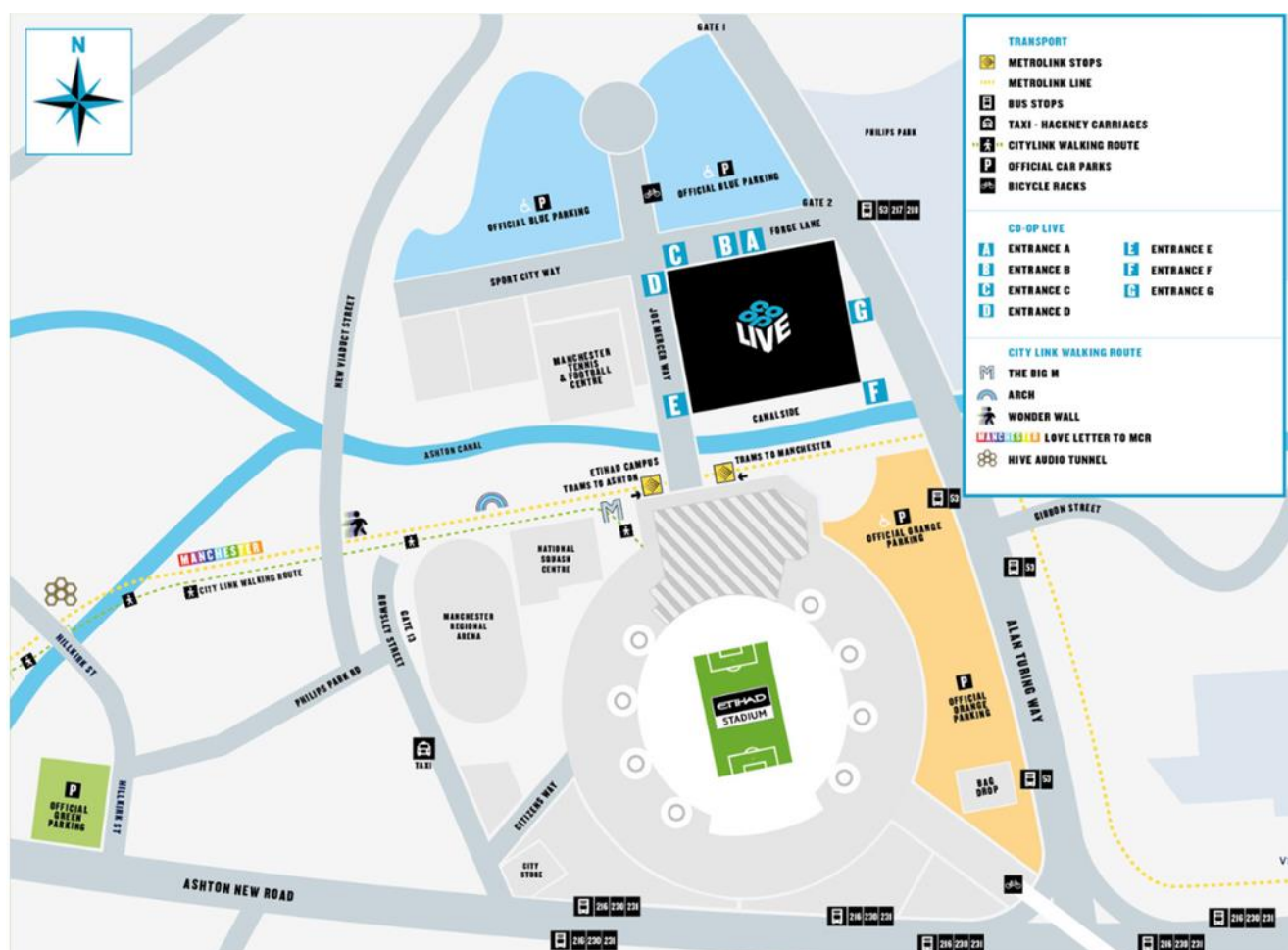
A map of available on-campus bicycle parking is shown in Figure 6.4.

Figure 6.45: Co-Op Live - Etihad Campus Bicycle Parking



6.7 Fan Parking Operations

Parking Overview Map



Spectators can book event day parking via the Co-Op Live website. All parking is available for pre-book and pay-on-the-day at a cost of £25 per vehicle. Event day accessible parking is available and can be reserved free of charge via the parking sales page. The venue is developing an Automatic Number Plate Recognition (ANPR) system for event day parking which will be trialed and tested during the 2024 calendar season.

The breakdown of availability is shown in Figure 6.6.

Figure 6.56: Parking Availability per Event Day Mode

Mode		Parking Availability	
		Capacity	Location
1	No Events – limited access	50 spaces	Blue Car Park
		0 spaces	Orange Car Park
2	Small MCC or Campus event – limited access	50 spaces	Blue Car Park
		0 spaces	Orange Car Park
3	Full access to Etihad campus car parks	1,518 spaces	Blue Car Park
		770 spaces	Orange Car Park
4	Minor reduction to Etihad campus car parks to accommodate small MCC event	1,518 spaces	Blue Car Park
		770 spaces	Orange Car Park
5a	Same day major event – Etihad Stadium first Co-op Live second. (Assume 20% loss of space for dwell tie to minimise risk).	1,214 spaces	Blue Car Park
		616 spaces	Orange Car Park
5b	Same day major event – Co-op Live first and Etihad Stadium second.	1,518 spaces	Blue Car Park
		770 spaces	Orange Car Park
6	Limited Availability – parking restricted to Premium / Partner guests and Blue Badge holders only	500 spaces	Blue Car Park
7	Limited Availability – parking restricted to Premium / Partner guests and Blue Badge holders only	500 spaces	Blue Car Park

All parking is managed by Tracsis as part of a joint contract across the Etihad Campus.

Where parking demand is identified as likely to exceed on-site parking capacity, off site parking options include:

- National Cycling centre
- Park and Ride Options

6.6.1 Parking Sales

Interim solution for opening season:

Parking sold via TM Archtix from 4 weeks pre-event:

- GA Blue / Orange
- Accessible Blue / Orange
- Premium/Partners Allocation (zero price ticket)

6.6.2 Process

The process for securing parking is as follows:

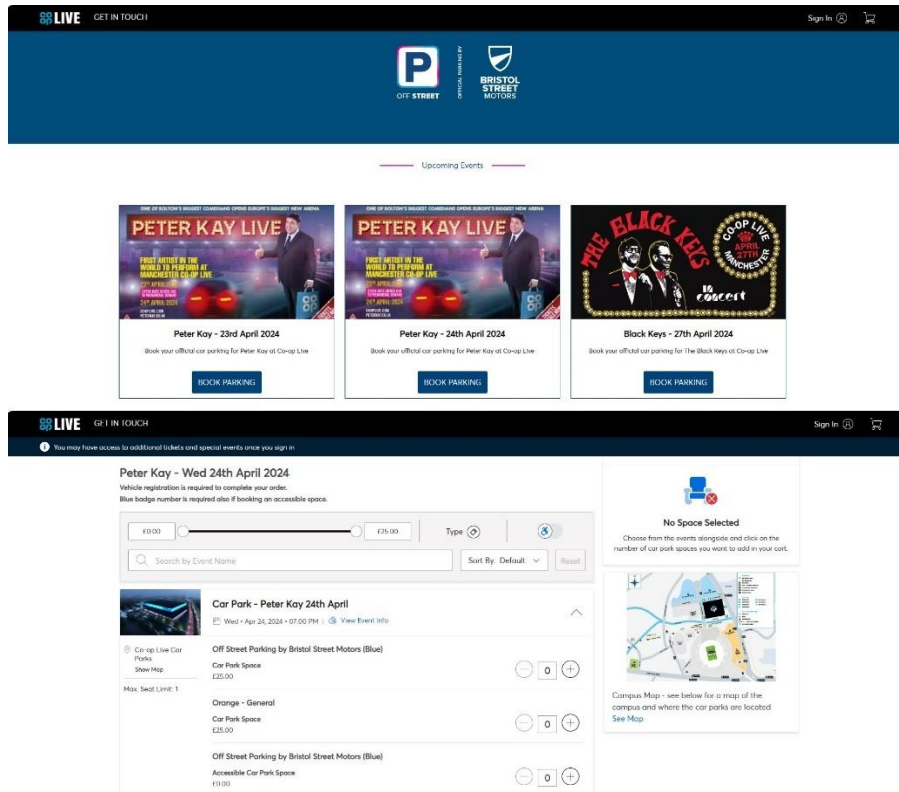
- Spectator provides vehicle registration and Blue Badge number for accessible spaces
- Tickets are received in Co-op Live app as QR code
- Tracsis staff scan tickets on entry to car park using hand scanners

Pay on the day is facilitated where demand dictates via on site PDQ deployed on access to car parks.

6.6.3 Technical solution

Procurement in progress to provide an ANPR system which will be rolled out campus wide, a screenshot of how this might look is shown in Figure 6.7.

Figure 6.67: Screenshot of future ANPR parking system



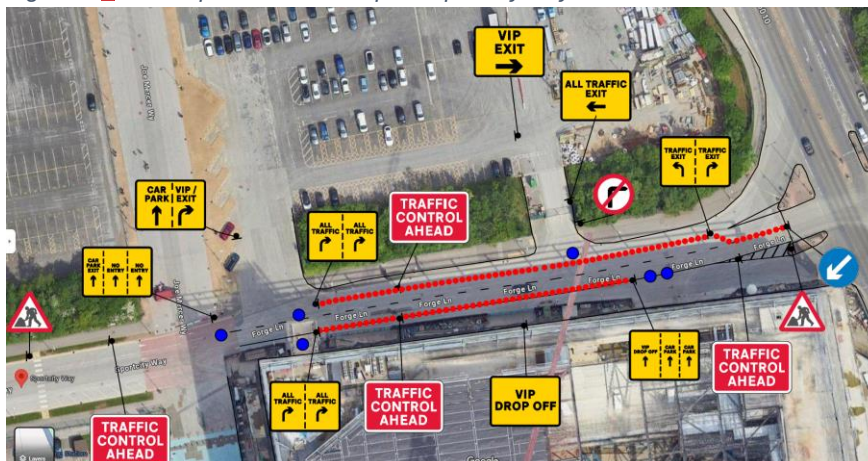
6.7 VIP Operations

VIP vehicles will arrive via Gate 2; Sportcity way. Traffic team will deploy a short lane drop to enable VIP vehicles to drop and go routing via Blue H car park to loop and exit.

For egress VIP vehicles will be staged within the Blue H car park and called forward when guest is ready to leave. This will be coordinated via back of house team at Entrance A.

The VIP operations can be seen in Figure 6.3.

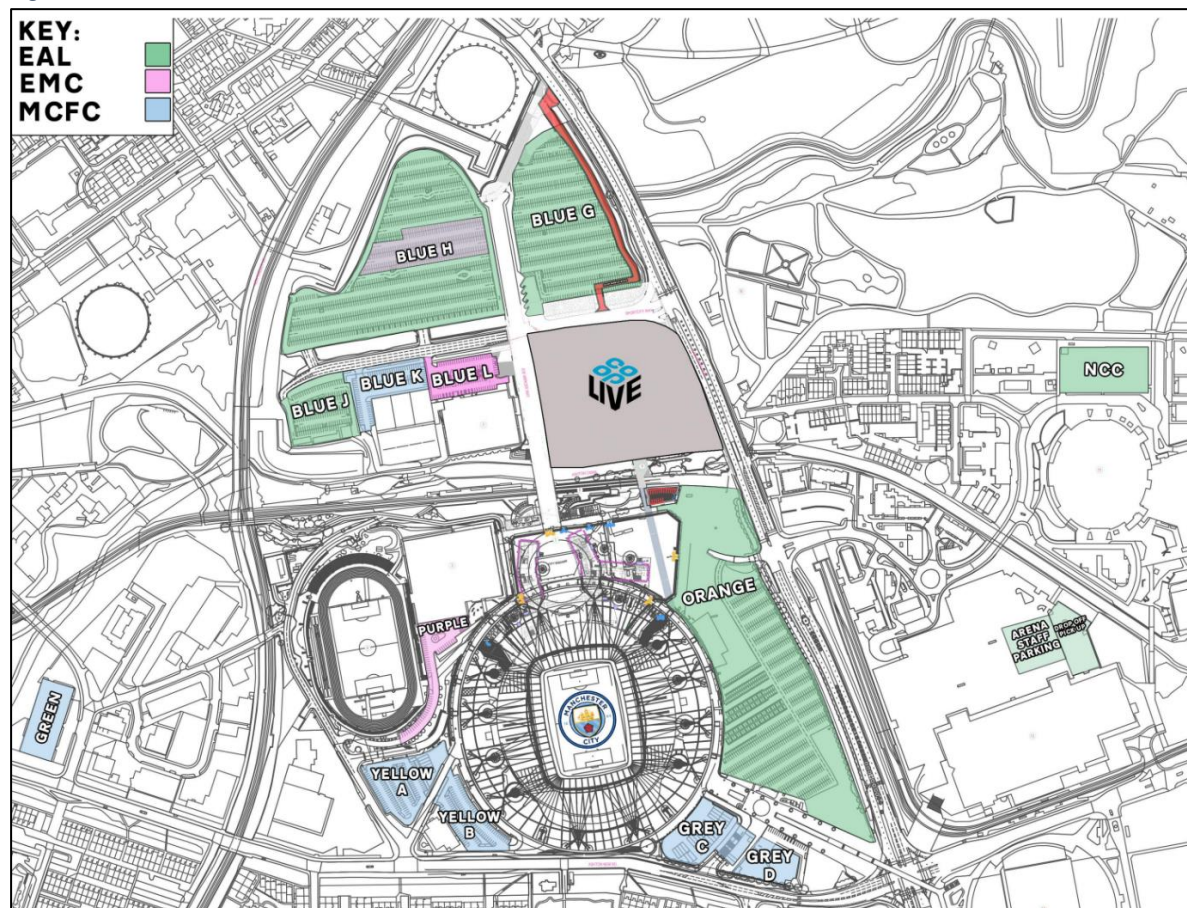
Figure 6.78: VIP operational concept at Sportcity way



Local Area Traffic Management and Parking (LATMP)

Figures 6.9 – 6.12 below show a summary of the LATMP comprising the operational approach to a Mode 3 event For COOP Live. The full TTMP document can be shared upon request.

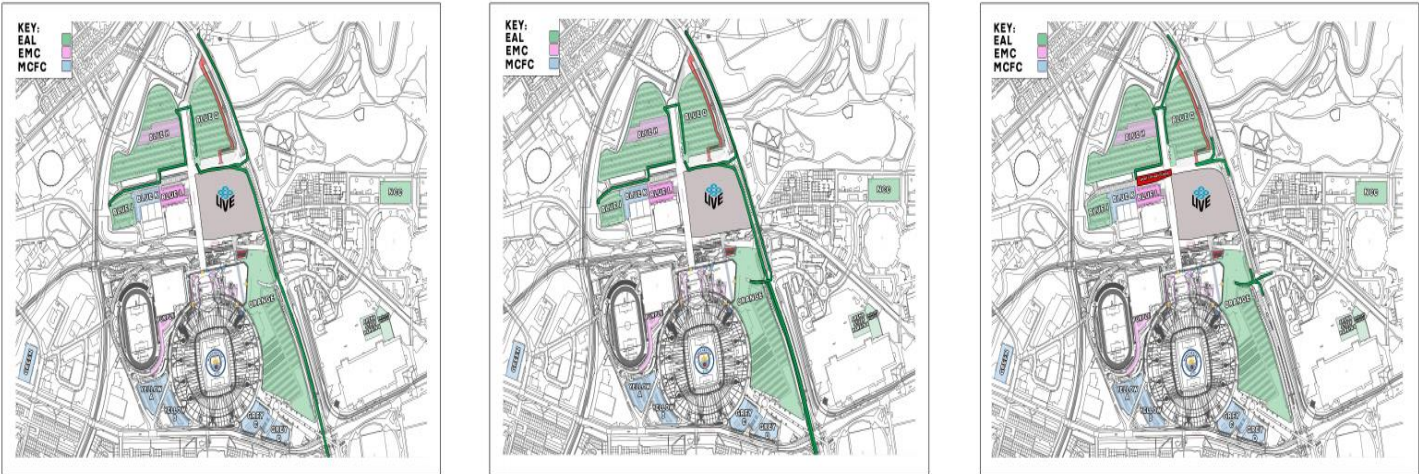
Figure 6.89: Overview of LATMP Extent



Mode 3b constitute a single major event on the Campus and as such, will require the implementation of internal and external traffic management to suit the COOP Live specific operational requirements.

Figure 6.910: LATMP Operational Overview – Mode 3

VEHICLE FLOW



STAFF DEPLOYMENT

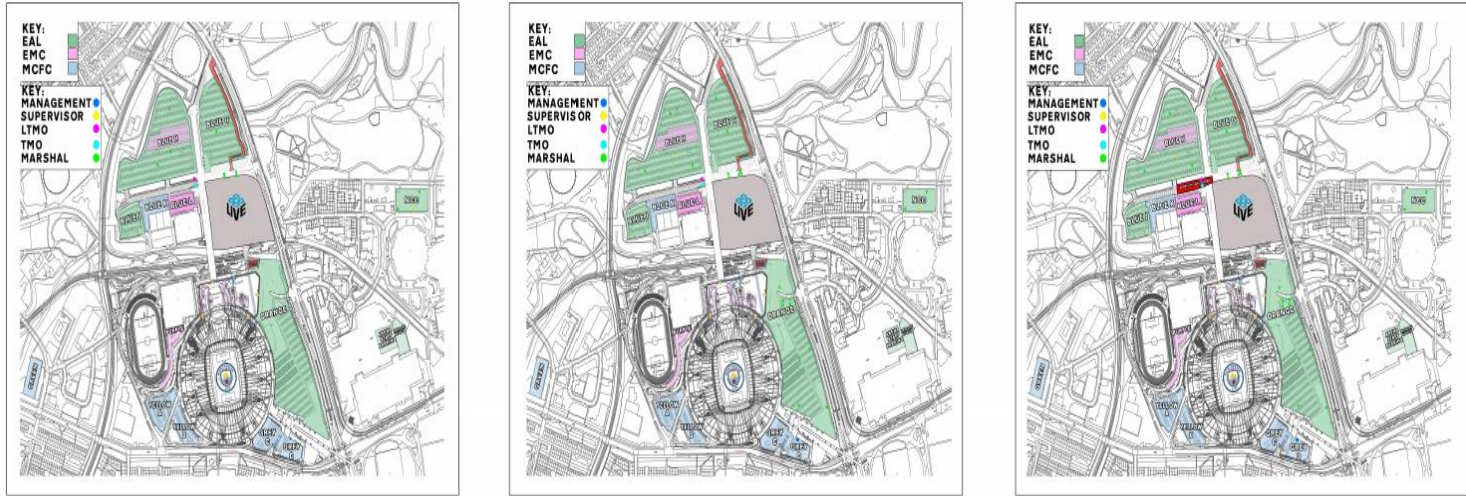
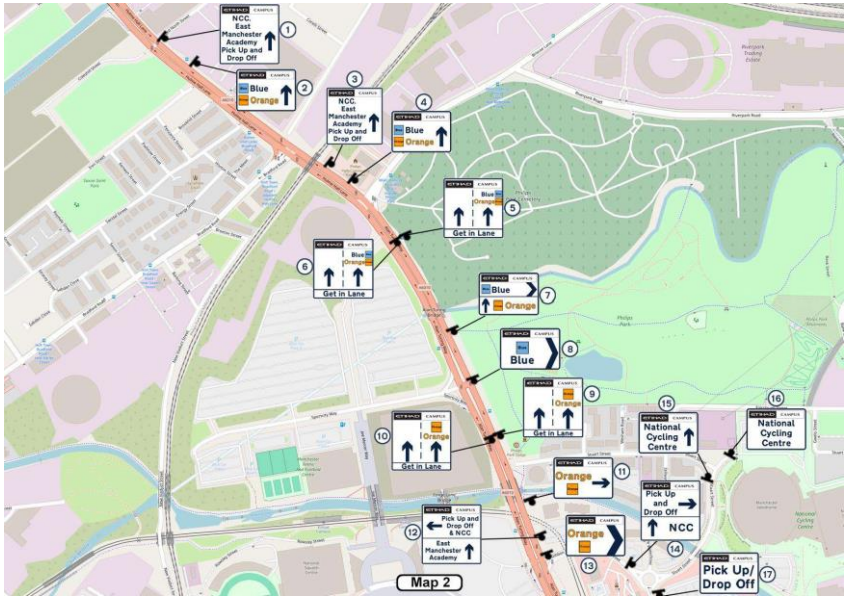
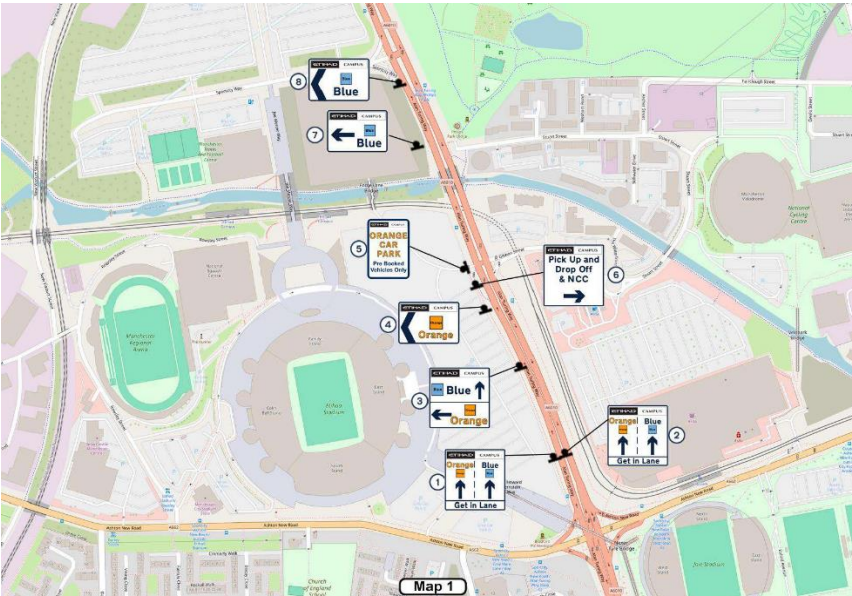
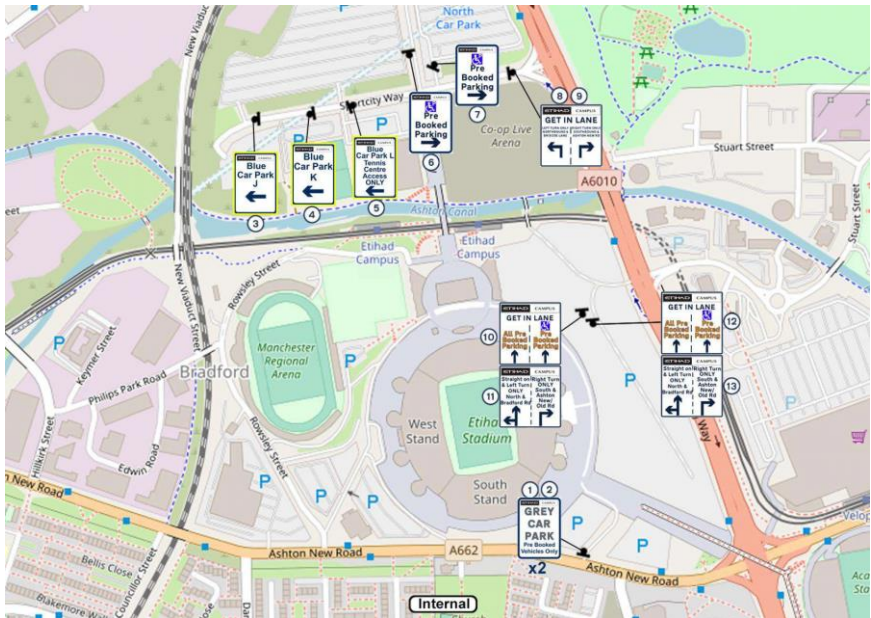
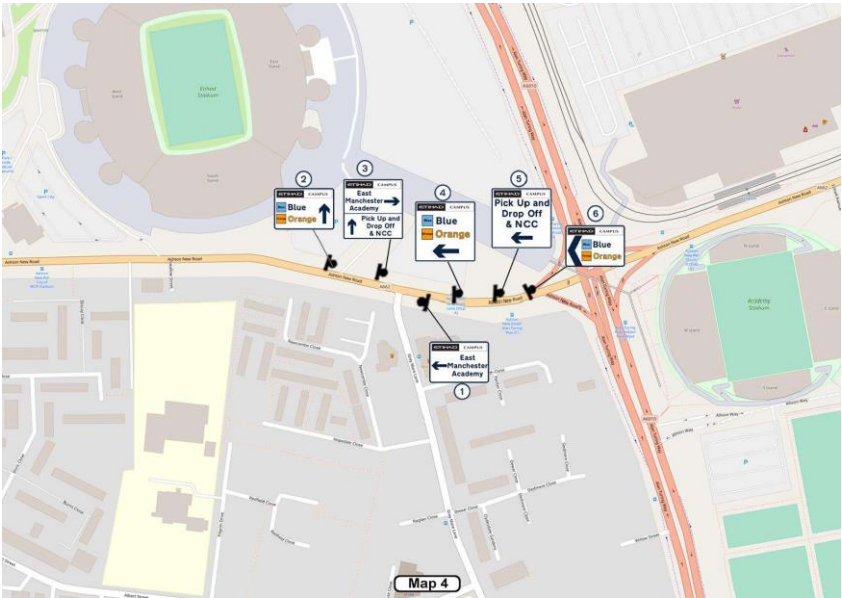
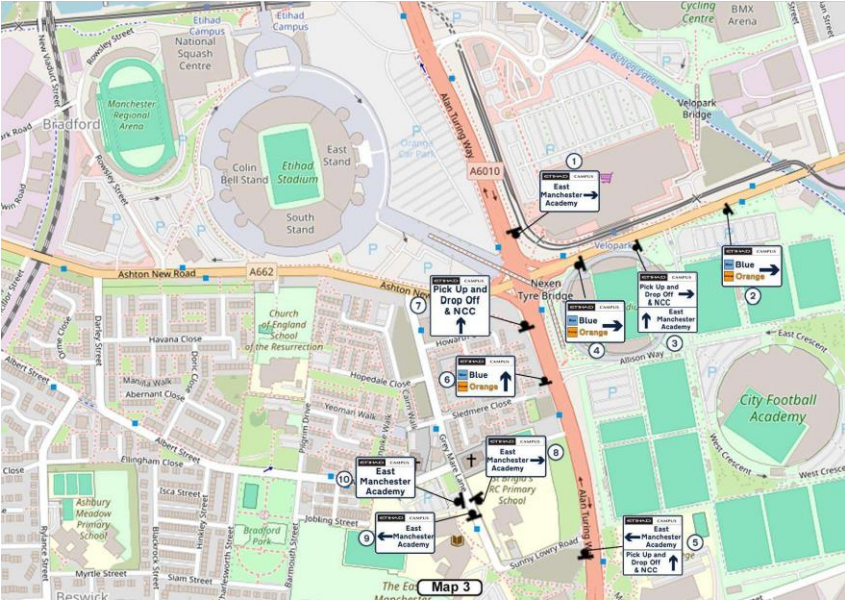


Figure 6.1041: Campus Car Park Designation Map



Figure 6.1112: Traffic Management Signage Strategy





VMS strategy

6.8 Taxi and PHV

Two locations have been designated for the purposes of Taxi, PHV and PUDO operations, these are shown in Figure 6.13 and 6.14.

To the West of Co-op Live is the Taxi Rank, operated on Rowsley St. Taxis will access from the North only via Bradford Road, Phillips Pk Rd. Exiting via Rowsley St, Ashton New Road. To the South West of the Taxi Rank is the PHV/PUDO.

A designated area on Edwin Road will be used as a managed pick up and drop off location.

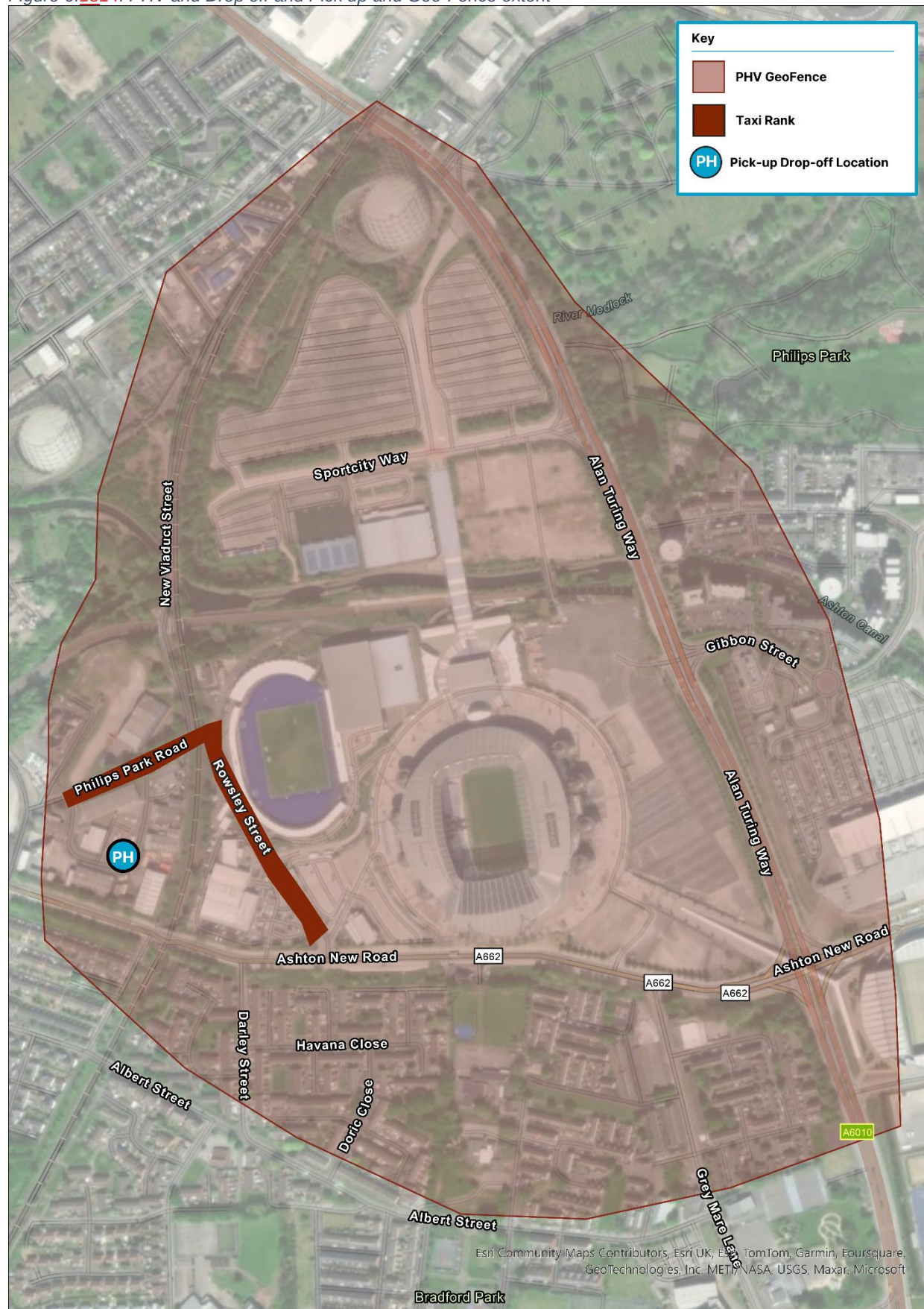
The wider area will be Geo-fenced with E-PUDO node added for Edwin Road via app-based operators.

This will be operational from gates – 4 hours to showdown plus 2 hours.

Figure 6.1213: Taxi/PHV and PUDO locations



Figure 6.1314: PHV and Drop off and Pick up and Geo-Fence extent



7 Production

Production Parking for events that have no conflicting parallel activity within the wider, will be facilitated in Blue J car park.

The Car Park can accommodate up to 40 full size coaches or trucks.

Where there is parallel event activity which restricts the use of this space, or demands exceed the space within this location. Primary off-site staging will be facilitated at the National Cycle Centre (NCC).

On occasions where NCC is unavailable, (likely mode 6 and 7) an off site facility will be sought to accommodate production parking requirements with a call forward arrangement developed.

Figure 7.1: Blue Car Park J



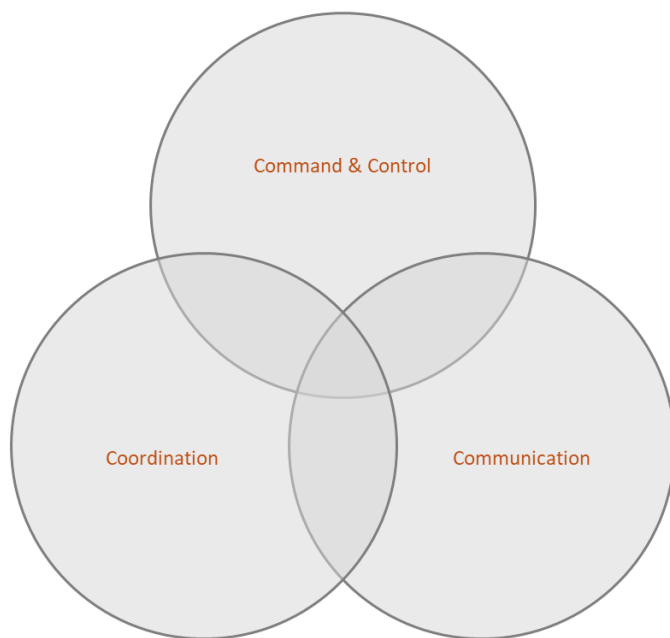
8 Command and Control

8.1 Principles

Traffic and transport command and control is the Silver (tactical) C3 hub for transport, parking and traffic management operations, acting as the single source of truth.

C3 in the context of the COOP Arena Transport, Parking and Traffic Management is defined as:

- **Command & Control.** Aim: To lead transport, parking and traffic management operations involved in the delivery of events
- **Coordination.** Aim: To coordinate all stakeholders so that operations are aligned and working collaboratively
- **Communication.** Aim: To facilitate timely and accurate two-way information sharing at all levels, with the COOP Arena and stakeholders.



8.2 Governance

Meeting monthly, the Co-op Arena Venue Transport Working Group (VTWG) goal is to enable highly coordinated multi-modal, multi-agency planning and preparations for arena events.

The objectives of the VTWG are to:

- Provide a forward look of events at the arena and at Etihad Campus
- Provide a forward look of engineering activity on transport networks that may impact travel to the arena
- To coordinate planning and preparations for events
- To create a single source of truth for all transport and parking stakeholders
- To identify strategic risks and collectively manage and mitigate these risks
- To enable mutual aid and support between stakeholder.

8.2.1 Membership

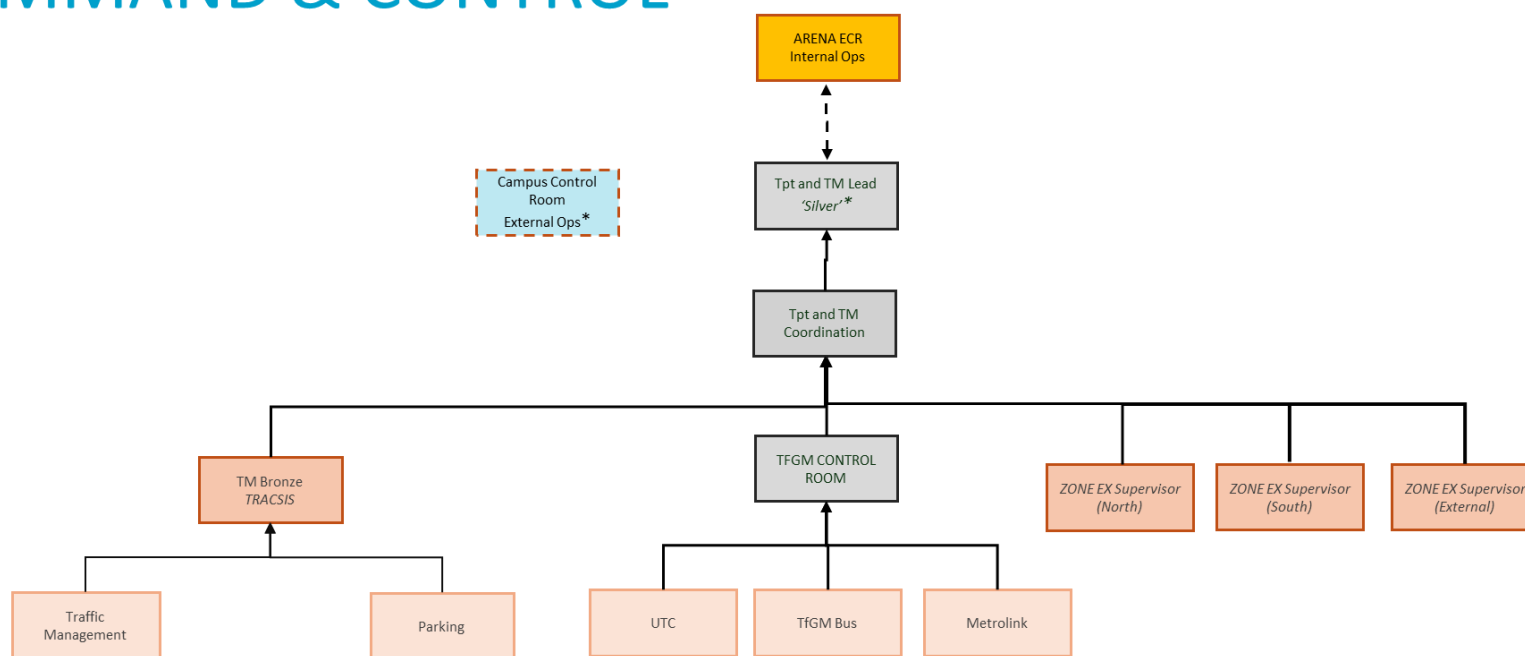
The VTWG will comprise of the following:

- Co-op Arena (Chair)
- Etihad Stadium
- TfGM
- GMP
- Manchester City Council
- National Highways
- Network Rail

8.3 Transport C3 Diagram – directly controlled

Figure 8.1: Transport C3 Structure

COMMAND & CONTROL



Parking and Traffic Management

Public Transport & Highways

Zone EX

- 'Gold' (strategic) control of all transport, parking and traffic management operations.
- 'Silver' (tactical) control of all transport, parking and traffic management operations
- 'Bronze' (operational) Zonal Control of transport, parking and traffic management operatives

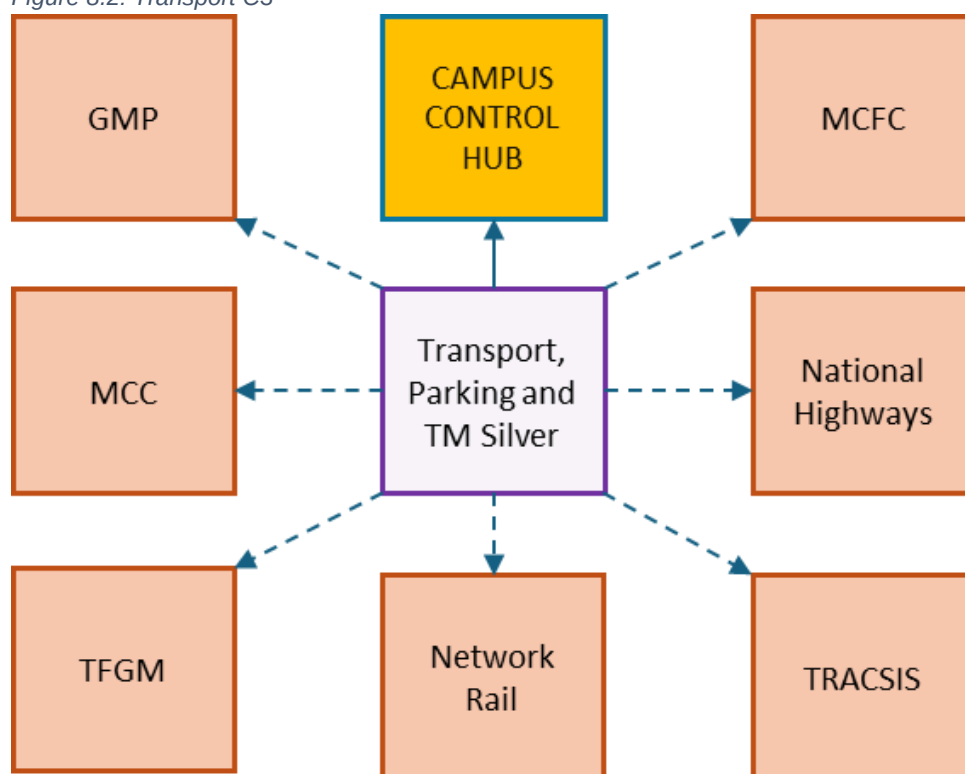
8.4 Transport C3 Diagram – stakeholder coordination

The transport Silver acts as the transport, parking and traffic management ‘coordinating mind’, providing leadership and coordination, but does not take over control of other stakeholder operations.

Stakeholders include:

- Manchester City Council
- MCFC
- TfGM
- National Highways
- Greater Manchester Police
- Tracsis Traffic Management

Figure 8.2: Transport C3



8.5 Communications

To enable information to be shared in a timely transparent, and resilient manner, comprehensive, multi-faceted communication arrangements, with built in redundancy will be put in place:

Radio. Primary method of communication between Silver, locally deployed Bronze Supervisors and TM teams. Each deployed location will have a radio. TM operations will utilise one channel with a back up.:

- Channel 1: TM all informed net
- Channel 2: back up.

WhatsApp Groups. A TM team WhatsApp groups will be created as an alternative channel to radio. 2 groups mirroring the radio channels will be created.

Mobile phones. A comprehensive contact list for all deployed TM staff will be held by the transport lead in the Campus Control Room. In the event radio comms fail, we will switch to mobile phone communication.

Method Statements (MS). Each deployed location will be issued with an event specific method statement that is also a briefing documents and 'aide memoire. Method statements will be accessed via a QR code on personal mobile devices

Face-to-face. Co-located with key stakeholders in the Campus Control Room will enable face to face communications and coordinated response to issues.

Telephone. Agencies not co-located will be contacted via telephone.

SITREPs. Every 60 minutes a 'round the room' SITREP will capture the current operational picture across all agencies. This will be circulated to all parties to aid situational awareness.

Teams. A multi-agency Transport Ops Teams group will be created to be used in the event of an incident that required a coordinated stakeholder response planning.

Virtual Venue (TBC) a shared document repository containing all TM planning documentation including TM plans, daily run sheets, daily reports, SITREPs, and contact lists.

Operations Dashboard. Realtime TM data feeds consolidated into an operations dashboard in the Campus Control Room

8.6 TfGM / CO-OP Live – Information Sharing

8.6.1 *Pre Event*

Contact call from Co-op Live Transport and External Operations Lead to TfGM Operational Control Centre (OCC) made 2 hours pre doors for an update on status of transport network.

Any relevant updates to be passed to Day Duty Venue Manager and fed into Event Control Room when stood up.

8.6.2 *Disruption Management*

TfGM OCC to inform Co-op Live ECR of any significant transport disruption likely to affect egress (e.g. suspension of Metrolink Ashton line) – Transport and External Operations Manager and Duty Venue Manager to be informed via ECR.

ECR to be added to distribution for disruption notifications from TfGM OCC for wider network awareness.

Co-op Live Transport Lead available to support Duty Venue Manager / Duty FoH Manager with transport-related decision making.

ECR to contact TfGM OCC with any incidents on campus likely to affect transport network.

9 Staffing

9.1 Dot Plan

A coordinated cross partner consolidated operational dot plan has been created for external operations/Transport. The link to the interactive map can be found here:-

<https://bit.ly/Co-opLiveExternalOps>

Figure 9.1 Operational Dot Plan – Ingress Venue area



Figure 9.2 Operational Dot Plan – Ingress Wider area



10 Key Stakeholder Contact List

Company	Contact	Contact Number	Email	Role/Duty
Co-Op Live	Jon Hornby	07751 812607	jhornby@cooplive.com	Security and Facilities Director
Co-Op Live	Stephen Chaston	07920 115865	schaston@cooplive.com	Assistant Operations Director
Co-Op Live	Ryan Carter	07446 109948	rcartercslt@cooplive.com	Transport & External Operations Manager
Co-Op Live	Dean Meehan	07756 290539	dmeehan@cooplive.com	Head of Venue Management
Co-Op Live	Sean Dyball	07885 907932	sdyballcslt@cooplive.com	Transport & External Operations Lead
Manchester City Football Club	Rachel Hayward	07825 556553	Rachel.Hayward@mancity.com	Traffic and Transport Manager
Manchester City Football Club	Luke McDonnell	07824 431789	Luke.McDonnell@mancity.com	Global Critical Incident Lead
Manchester City Council	Gary Crate	07717 703795	gary.crate@manchester.gov.uk	Etihad Campus Estate Manager
Manchester City Council	Matthew Turner	07946 815015	matthew.turner@manchester.gov.uk	Highways Manager
Greater Manchester Police	PC Matt Hawtin	07391 734 776	Matthew.Hawtin@gmp.police.uk	Manchester City DFO
Manchester City Council Highways	Leia Daley	07814 132590	leia.daley@manchester.gov.uk	Manchester City Council Highways
TFGM	Steve Gilholme	07769 235580	Steve.Gilholme@tfgm.com	Events and Operational Control Manager
TRACSIS	Emma Morris	07597 863712	emma.morris@tracsis.com	Traffic Management and Parking

11 Risk Register

Project area / Event?	Risk ID	Risk Description	Risk Impact	Probability rating	Probability Score	Impact Rating	Impact Score	Gross Risk Severity Score	Mitigation action update / Risk control	Residual Risk Severity Score
General	001	Data shows low ticket sales for pre booked carparking.	This suggests there will be a heavy on the day demand therefore the time it will take to process these vehicles will cause a back up on the network.	M	3	M	3	9	Increase capacity in carpark to process on the day payments	6
General	002	Failure on part of the public transport network	Ingress: Additional cars on the network / wanting to park. Egress: Increased footfall due to lack of transport options available to spectators.	M	2	H	5	10	Messaging in advance to advise pre booking parking. Promote walking routes on egress.	6
General	003	Ingress traffic clashes with background network	BAU not used to arena traffic causing congestion on network	H	4	L	2	8	Dynamic signal controls with TfGM via control centre	4
General	004	Industrial action	Potential loss of capacity via public transport causing an increase on road network / more people driving	M	3	H	5	15	Comms to spectators. Additional capacity in car park to facilitate on the day.	9

General	005	Loss of C3 eg. CCTV or radio comms	This compromises silver controls ability to manage and influence operations.	L	2	H	4	8	- Deliver clear plans and briefings to on the ground staff and Bronze command. - Ensure there is an up to date contact list available at all times. - Revert to mobile communications as a temporary solution."	4
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12 APPENDIX A: TfGM Metrolink Operations summary

Mid week standard service timetable

Period	To City		To Ashton	Total
Weekday	Double	Single	Single	
22:30-22:59	3	3	3	9
23:00-23:29	3	2	2	7
23:30-23:59	2	3	2	7
Capacity	3,200	1,600	1,400	
Total Capacity		4,800	1,400	6,200

Saturday standard service timetable

Period	To City		To Ashton	Total
Saturday	Double	Single	Single	
22:30-22:59	3	3	3	9
23:00-23:29	3	2	2	7
23:30-23:59	2	3	2	7
00:00 – 01:00	0	2	2	
Capacity	3,200	2,000	2,000	
Total Capacity		5,200	2,000	7,200

Period	To City		To Ashton	Total
Sunday	Double	Single	Single	
22:30-22:59	2	2	2	6
23:00-23:29	2	2	2	6
23:30-23:59	2	2	2	6
Capacity	2,400	1,200	1,200	
Total Capacity		3,600	1,200	4,800

13 APPENDIX B: First and Last Tram Times

Monday to Thursday

Current Timetable		06/05/2024 Timetable	
First Times			
Direction 1		Direction 1	
Altrincham - Piccadilly	05:59	Altrincham - Piccadilly	05:59
Bury - Piccadilly	05:48	Bury - Piccadilly	05:48
Eccles - Ashton	05:57	Eccles - Ashton	05:57
East Didsbury - Rochdale (1CC)	05:56	East Didsbury - Rochdale (2CC)	05:50
Manchester Airport - Victoria	05:50	Manchester Airport - Victoria	05:50
Trafford Centre - Deansgate-Castlefield	05:48	Trafford Centre - Deansgate-Castlefield	05:48
Altrincham - Bury	06:53	Altrincham - Bury	06:53
East Didsbury - Exchange Square	06:50	East Didsbury - Shaw and Crompton	06:56
MediaCityUK - Etihad Campus	07:04	MediaCityUK - Etihad Campus	07:04
Direction 2		Direction 2	
Piccadilly - Altrincham	05:54	Piccadilly - Altrincham	05:54
Piccadilly - Bury	05:48	Piccadilly - Bury	05:48
Ashton - Eccles	05:57	Ashton - Eccles	05:57
Rochdale - East Didsbury (1CC)	05:51	Rochdale - East Didsbury (2CC)	05:55
Victoria - Manchester Airport	05:58	Victoria - Manchester Airport	05:58
Deansgate-Castlefield - Trafford Centre	05:16	Deansgate-Castlefield - Trafford Centre	05:16
Bury - Altrincham	06:54	Bury - Altrincham	06:54
Exchange Square - East Didsbury	06:48	Shaw and Crompton - East Didsbury	05:59
Etihad - MediaCityUK	06:24	Etihad - MediaCityUK	06:24
Last Times			
Direction 1		Direction 1	
Altrincham - Etihad Campus	00:26	Altrincham - Etihad Campus	00:26
Bury - Piccadilly	00:15	Bury - Piccadilly	00:15
Eccles - Ashton	00:05	Eccles - Ashton	00:05
East Didsbury - Rochdale (1CC)	00:10	East Didsbury - Rochdale (2CC)	00:01
Manchester Airport - Victoria	00:07	Manchester Airport - Victoria	00:07
Trafford Centre - Deansgate-Castlefield	00:12	Trafford Centre - Deansgate-Castlefield	00:12
Altrincham - Bury	20:08	Altrincham - Bury	20:08
East Didsbury - Exchange Square	20:03	East Didsbury - Shaw and Crompton	20:07
MediaCityUK - Etihad Campus	20:10	MediaCityUK - Etihad Campus	20:10
Direction 2		Direction 2	
Etihad Campus - Altrincham	00:17	Etihad Campus - Altrincham	00:17
Piccadilly - Bury	00:04	Piccadilly - Bury	00:00
Ashton - Eccles	00:11	Ashton - Eccles	00:11
Rochdale - East Didsbury (1CC)	00:41	Rochdale - East Didsbury (2CC)	00:33
Victoria - Manchester Airport	00:02	Victoria - Manchester Airport	00:02
Deansgate-Castlefield - Trafford Centre	00:46	Deansgate-Castlefield - Trafford Centre	00:46
Bury - Altrincham	20:09	Bury - Altrincham	20:09
Exchange Square - East Didsbury	20:06	Shaw and Crompton - East Didsbury	20:11
Etihad - MediaCityUK	20:38	Etihad - MediaCityUK	20:38

Friday

Current Timetable		06/05/2024 Timetable	
First Times			
Direction 1		Direction 1	
Altrincham - Piccadilly	05:59	Altrincham - Piccadilly	05:59
Bury - Piccadilly	05:48	Bury - Piccadilly	05:48
Eccles - Ashton	05:57	Eccles - Ashton	05:57
East Didsbury - Rochdale (1CC)	05:56	East Didsbury - Rochdale (2CC)	05:50
Manchester Airport - Victoria	05:50	Manchester Airport - Victoria	05:50
Trafford Centre - Deansgate-Castlefield	05:48	Trafford Centre - Deansgate-Castlefield	05:48
Direction 2		Direction 2	
Altrincham - Bury	06:53	Altrincham - Bury	06:53
East Didsbury - Exchange Square	06:50	East Didsbury - Shaw and Crompton	06:56
MediaCityUK - Etihad Campus	07:04	MediaCityUK - Etihad Campus	07:04
Direction 1		Direction 1	
Piccadilly - Altrincham	05:54	Piccadilly - Altrincham	05:54
Piccadilly - Bury	05:48	Piccadilly - Bury	05:48
Ashton - Eccles	05:57	Ashton - Eccles	05:57
Rochdale - East Didsbury (1CC)	05:51	Rochdale - East Didsbury (2CC)	05:55
Victoria - Manchester Airport	05:58	Victoria - Manchester Airport	05:58
Deansgate-Castlefield - Trafford Centre	05:16	Deansgate-Castlefield - Trafford Centre	05:16
Direction 2		Direction 2	
Bury - Altrincham	06:54	Bury - Altrincham	06:54
Exchange Square - East Didsbury	06:48	Shaw and Crompton - East Didsbury	05:59
Etihad - MediaCityUK	06:24	Etihad - MediaCityUK	06:24
Last Times			
Direction 1		Direction 1	
Altrincham - Etihad Campus	01:02	Altrincham - Etihad Campus	01:02
Bury - Piccadilly	01:03	Bury - Piccadilly	01:03
Eccles - Ashton	01:05	Eccles - Ashton	01:05
East Didsbury - Rochdale (1CC)	01:22	East Didsbury - Rochdale (2CC)	01:01
Manchester Airport - Victoria	01:07	Manchester Airport - Victoria	01:07
Trafford Centre - Deansgate-Castlefield	01:12	Trafford Centre - Deansgate-Castlefield	01:12
Direction 2		Direction 2	
Altrincham - Bury	20:08	Altrincham - Bury	20:08
East Didsbury - Exchange Square	20:03	East Didsbury - Shaw and Crompton	20:07
MediaCityUK - Etihad Campus	20:10	MediaCityUK - Etihad Campus	20:10
Direction 1		Direction 1	
Etihad Campus - Altrincham	01:17	Etihad Campus - Altrincham	01:17
Piccadilly - Bury	01:02	Piccadilly - Bury	01:02
Ashton - Eccles	01:11	Ashton - Eccles	01:11
Rochdale - East Didsbury (1CC)	01:05	Rochdale - East Didsbury (2CC)	01:09
Victoria - Manchester Airport	01:02	Victoria - Manchester Airport	01:02
Deansgate-Castlefield - Trafford Centre	01:46	Deansgate-Castlefield - Trafford Centre	01:46
Direction 2		Direction 2	
Bury - Altrincham	20:09	Bury - Altrincham	20:09
Exchange Square - East Didsbury	20:06	Shaw and Crompton - East Didsbury	20:11
Etihad - MediaCityUK	20:38	Etihad - MediaCityUK	20:38

Saturday

Current Timetable		06/05/2024 Timetable	
First Times			
Direction 1		Direction 1	
Altrincham - Piccadilly	05:59	Altrincham - Piccadilly	05:59
Bury - Piccadilly	05:48	Bury - Piccadilly	05:48
Eccles - Ashton	05:51	Eccles - Ashton	05:51
East Didsbury - Rochdale (1CC)	05:56	East Didsbury - Rochdale (2CC)	05:50
Manchester Airport - Victoria	05:50	Manchester Airport - Victoria	05:50
Trafford Centre - Deansgate-Castlefield	05:48	Trafford Centre - Deansgate-Castlefield	05:48
Altrincham - Bury	08:53	Altrincham - Bury	08:53
East Didsbury - Exchange Square	08:50	East Didsbury - Shaw and Crompton	08:56
MediaCityUK - Etihad Campus	09:04	MediaCityUK - Etihad Campus	09:04
Direction 2		Direction 2	
Piccadilly - Altrincham	05:54	Piccadilly - Altrincham	05:54
Piccadilly - Bury	05:48	Piccadilly - Bury	05:48
Ashton - Eccles	05:59	Ashton - Eccles	05:59
Rochdale - East Didsbury (1CC)	05:51	Rochdale - East Didsbury (2CC)	05:55
Victoria - Manchester Airport	05:58	Victoria - Manchester Airport	05:58
Deansgate-Castlefield - Trafford Centre	05:16	Deansgate-Castlefield - Trafford Centre	05:16
Bury - Altrincham	08:54	Bury - Altrincham	08:54
Exchange Square - East Didsbury	08:48	Shaw and Crompton - East Didsbury	05:59
MediaCityUK - Etihad Campus	08:24	MediaCityUK - Etihad Campus	08:24
Last Times			
Direction 1		Direction 1	
Altrincham - Etihad Campus	01:02	Altrincham - Etihad Campus	01:02
Bury - Piccadilly	01:03	Bury - Piccadilly	01:03
Eccles - Ashton	01:05	Eccles - Ashton	01:05
East Didsbury - Rochdale (1CC)	01:22	East Didsbury - Rochdale (2CC)	01:01
Manchester Airport - Victoria	01:07	Manchester Airport - Victoria	01:07
Trafford Centre - Deansgate-Castlefield	01:12	Trafford Centre - Deansgate-Castlefield	01:12
Altrincham - Bury	18:32	Altrincham - Bury	18:32
East Didsbury - Exchange Square	18:39	East Didsbury - Shaw and Crompton	18:31
MediaCityUK - Etihad Campus	18:34	MediaCityUK - Etihad Campus	18:34
Direction 2		Direction 2	
Piccadilly - Altrincham	01:17	Etihad Campus - Altrincham	01:17
Piccadilly - Bury	01:02	Piccadilly - Bury	01:02
Ashton - Eccles	01:11	Ashton - Eccles	01:11
Rochdale - East Didsbury (1CC)	01:05	Rochdale - East Didsbury (2CC)	01:09
Victoria - Manchester Airport	01:02	Victoria - Manchester Airport	01:02
Deansgate-Castlefield - Trafford Centre	01:46	Deansgate-Castlefield - Trafford Centre	01:46
Bury - Altrincham	18:33	Bury - Altrincham	18:33
Exchange Square - East Didsbury	18:42	Shaw and Crompton - East Didsbury	18:35
Etihad - MediaCityUK	19:02	Etihad - MediaCityUK	19:02

Sunday

Current Timetable		06/05/2024 Timetable	
First Times			
Direction 1		Direction 1	
Altrincham - Etihad Campus	06:50	Altrincham - Etihad Campus	06:50
Bury - Piccadilly	06:50	Bury - Piccadilly	06:50
Eccles - Ashton	06:55	Eccles - Ashton	06:55
East Didsbury - Rochdale (1CC)	06:46	East Didsbury - Rochdale (2CC)	06:48
Manchester Airport - Victoria	06:46	Manchester Airport - Victoria	06:46
Trafford Centre - Deansgate-Castlefield	06:55	Trafford Centre - Deansgate-Castlefield	06:55
Direction 2		Direction 2	
Etihad Campus - Altrincham	06:41	Etihad Campus - Altrincham	06:41
Piccadilly - Bury	06:45	Piccadilly - Bury	06:45
Ashton - Eccles	06:56	Ashton - Eccles	06:56
Rochdale - East Didsbury (1CC)	06:47	Rochdale - East Didsbury (2CC)	06:47
Victoria - Manchester Airport	06:55	Victoria - Manchester Airport	06:55
Deansgate-Castlefield - Trafford Centre	06:26	Deansgate-Castlefield - Trafford Centre	06:26
Last Times			
Direction 1		Direction 1	
Altrincham - Etihad Campus	00:07	Altrincham - Etihad Campus	00:07
Bury - Piccadilly	00:07	Bury - Piccadilly	00:07
Eccles - Ashton	23:47	Eccles - Ashton	23:47
East Didsbury - Rochdale (1CC)	00:06	East Didsbury - Rochdale (2CC)	00:05
Manchester Airport - Victoria	23:52	Manchester Airport - Victoria	23:52
Trafford Centre - Deansgate-Castlefield	00:01	Trafford Centre - Deansgate-Castlefield	00:01
Direction 2		Direction 2	
Piccadilly - Etihad Campus	00:12	Etihad Campus - Altrincham	00:12
Piccadilly - Bury	00:14	Piccadilly - Bury	00:14
Ashton - Eccles	23:48	Ashton - Eccles	23:48
Rochdale - East Didsbury (1CC)	23:52	Rochdale - East Didsbury (2CC)	23:52
Victoria - Manchester Airport	00:01	Victoria - Manchester Airport	00:01
Deansgate-Castlefield - Trafford Centre	00:31	Deansgate-Castlefield - Trafford Centre	00:31

14 APPENDIX C: Metrolink Staff Positions – Ingress

Piccadilly Station

Piccadilly station has greatest footfall for events due to event attendees arriving from trains.

Piccadilly has frequent services terminating at the station with passengers wishing to alight for trains.

A one-way system will be put into place pre-event for concert nights. The One-way system once in place is for all customers to be directed. This is for customer safety so not to overcrowd the platform to dangerous levels and manage crushing risks on trams.

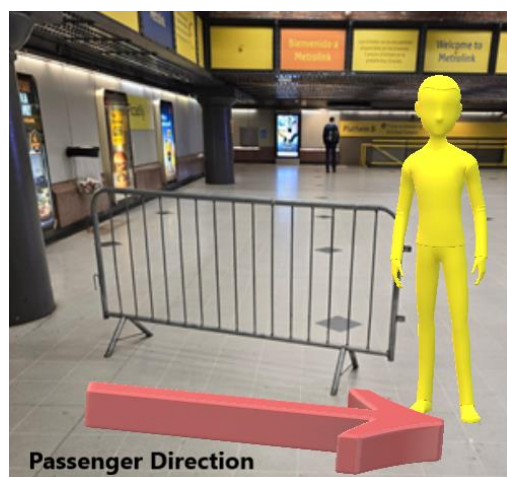
An Event Team Leader will always be based at Piccadilly station for Ingress of events.

12 staff

1 Team Leader

Piccadilly Position Images and Roles

Mezzanine



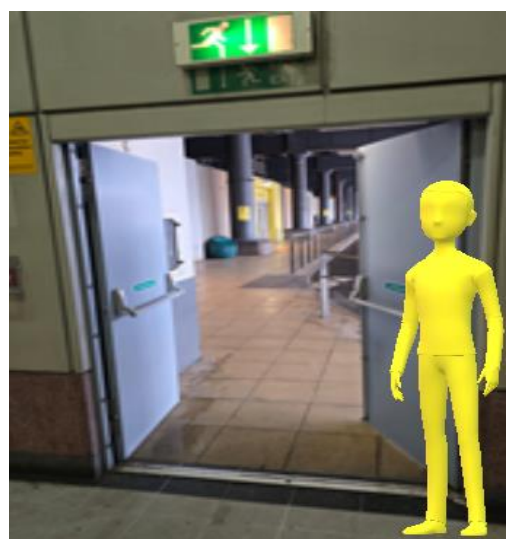
Staff Role Directing passengers for event and Ashton down steps and out of fire exit door.

Staff member should direct passenger enquiries to staff taxi rank.

If this area becomes too busy staff member on taxi rank (Agency 3) can be moved here to assist.

This position is to give direction and keep the flow of passengers arriving from trains moving.

Footfall at this point is erratic and not a steady flow depending on train timetable and loading.



Staff Role Direct passengers out of fire exit down instructing them to follow walkway all the way until the end and turn left.

Be Vocal if they can see passengers approaching Agency 1 and directing customers "Passengers for Co-Op arena and Ashton this way please".

Taxi rank walkway



Passenger crossing



Out Bound Platform entrance



Staff Role Direct passengers to follow walkway all the way until the end and turn left.

When crowd is held in this area informing them of rough waiting time.

Have walk routes in case passengers do not want to wait and would like to walk.

Staff Role Holding passengers when trams are passing ensuring safe crossing.

When crowd is held to safe capacity on Outbound ramp (to red line) second member of staff to cross over and assist in ensuring no more passengers cross until area is safe to do so.

4 members of staff in this area

Staff Role 2 members of staff asking for tickets and directing to Ticket machine as required.

2 members of staff to control passenger flow onto the platform and holding crowd when required.

Once crowd held staff should assist with loading tram ensuring 2 staff remain in place to hold crowd.

Communication with staff at Piccadilly Gardens should be maintained so staff know how many passengers to load on a platform.

Out Bound Platform



Staff Role – directing passengers alighting trams terminating at Piccadilly to train station.

Ensuring all passengers have left vehicles terminating and communicating with the driver.

Ensuring passengers have enough room to exit vehicle safely asking passengers waiting on platform to keep clear.

Loading platform to safe capacity.

Piccadilly Gardens

Piccadilly Gardens is a heavily utilised island platform. It has multiple services running through it to different destinations.

During peak foot fall periods (events)choke points can occur on the platform causing crowding issues that need to be managed by staff for safety.

Piccadilly Gardens Position Images and Roles

Platform Entrance East & West



Access to the platform will be managed by two staff each side of the platform.

Staff Role is to direct passengers attending event to Etihad or Ashton tram services by waiting on the Out Bound platform side.

Passengers alighting services should be directed to exit off platform by steps section.

Once platform is full to safe capacity hold passengers on ramp.

If platform ramps become full and passengers encroach rails, passengers should be queued along adjacent black fence and no further admittance allowed to station until capacity is at safe levels once more. Staff from passenger loading position should be utilised to assist with this by Team Leader.



Staff Role is to load trams to event to safe capacity ensuring all space on tram is used (Isle section)

Area before raised tactile paving should be kept clear for safety and to assist passengers alighting services.

Event attendees should onboard trams terminating at Piccadilly should be asked to alight at the Gardens to await the next service to the event.

Team Leader should keep communication with Team Leader at Piccadilly on how full trams are leaving and where the space on the tram is.

St Peters Square

Platform Entrance

Two staff will be at north platform entrance opposite café Nero. One Staff will be at South entrance opposite Manchester Library.

Staff Role greeting customers arriving on platform. Checking event attendees' event tickets.

When tram arrives assisting staff on platform to load trams before returning to position.

Platform Loading



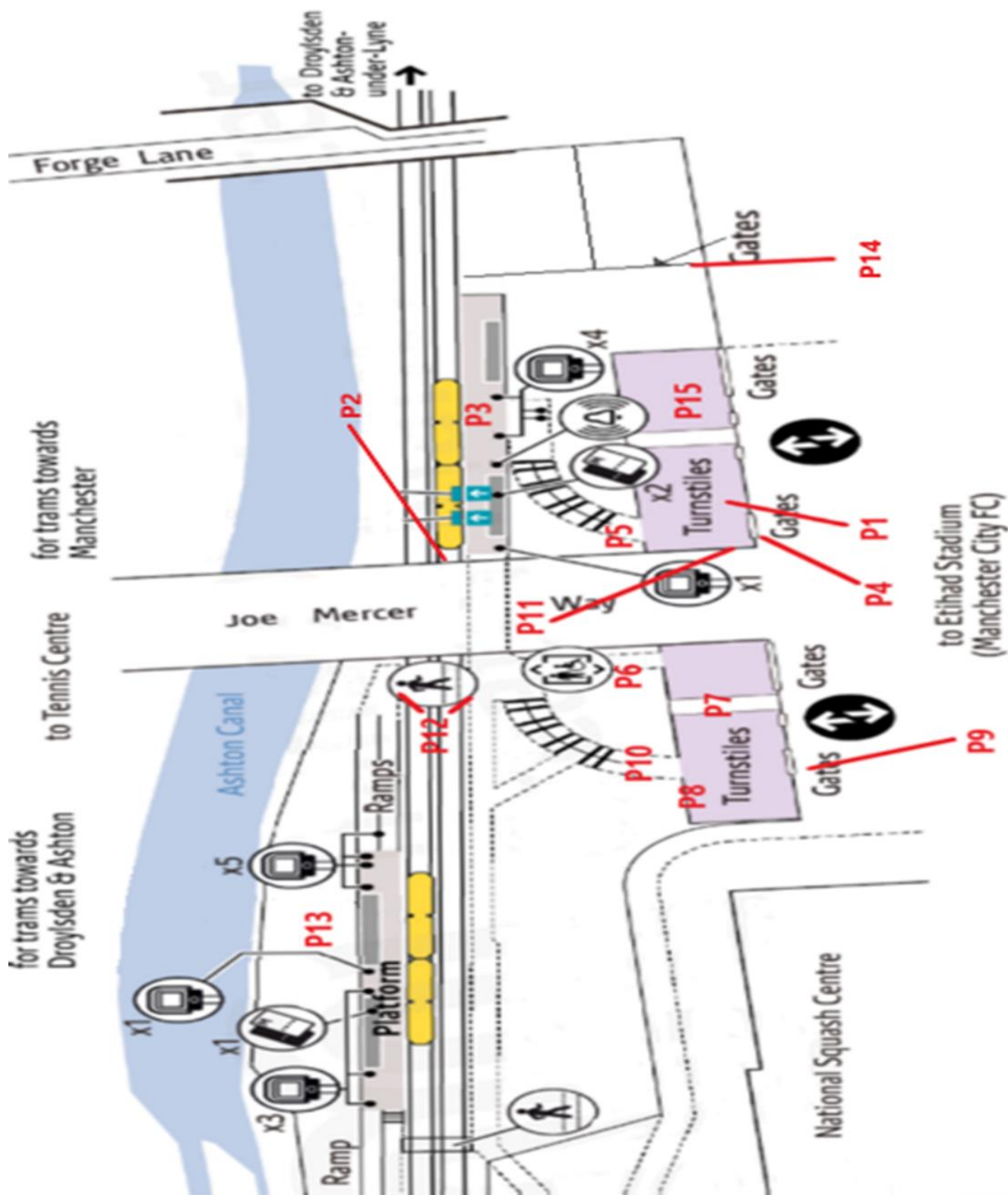
Staff Role Ensuring passengers attending the event are boarding correct services Ashton and Etihad campus trams. Assisting with passenger's enquiries.

When tram arrives ask passenger's waiting on platform to step back and allow people to exit the tram.

Once tram is full to safe capacity staff to ask passengers to stand back from doors so vehicle can depart.

15 APPENDIX D: Metrolink Staff Positions – Egress

Etihad Campus



Duty Plan P1 & 7

Turnstiles Inspecting passenger tickets and holding passengers when Instructed by Operation Team Leader



Duty Plan P2

Inbound disability access/emergency exit gate. Allowing restricted access to the platform and exit for customer alighting.



Duty Plan P3

Inbound Platform

Loading passengers onto the platform and trams to safe capacity
200 per tram unit SGL/DBL



Duty Plan P4 & P9

Crash Gates/Emergency exits.

Allowing emergency exit or access for emergency services or staff



Duty Plan Position 5

Inbound gates allowing access onto platform and closing gates when platform full.



Duty Plan P6

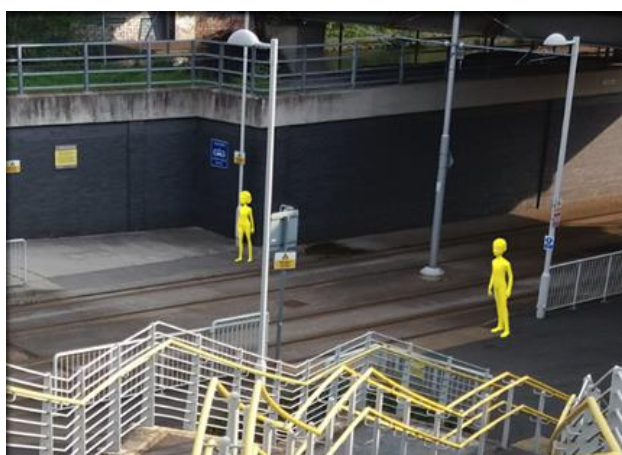
Lift Entrance Ensuring no more than six passengers enter the lift at one time.



Duty Plan P10
Controlling corralling area and closing gates once Outbound platform is full.



Duty Plan Position 12
Passenger Crossing halting passenger flow with movement of the trams.



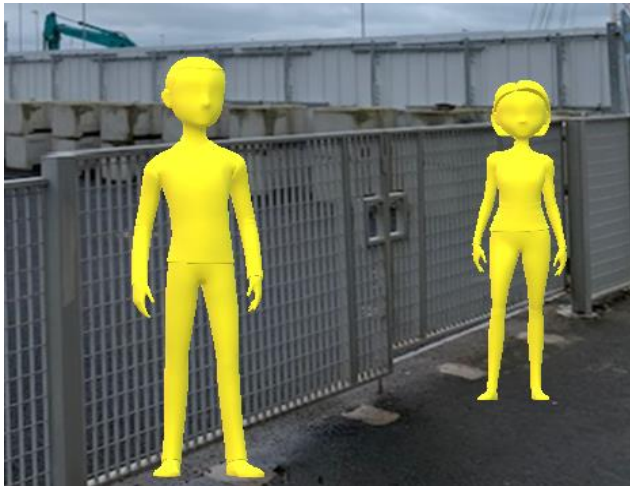
Duty Plan Position 11
Fast Track Gate



Duty Plan Position 13
Outbound Platform
Loading passengers onto the platform and trams to safe capacity



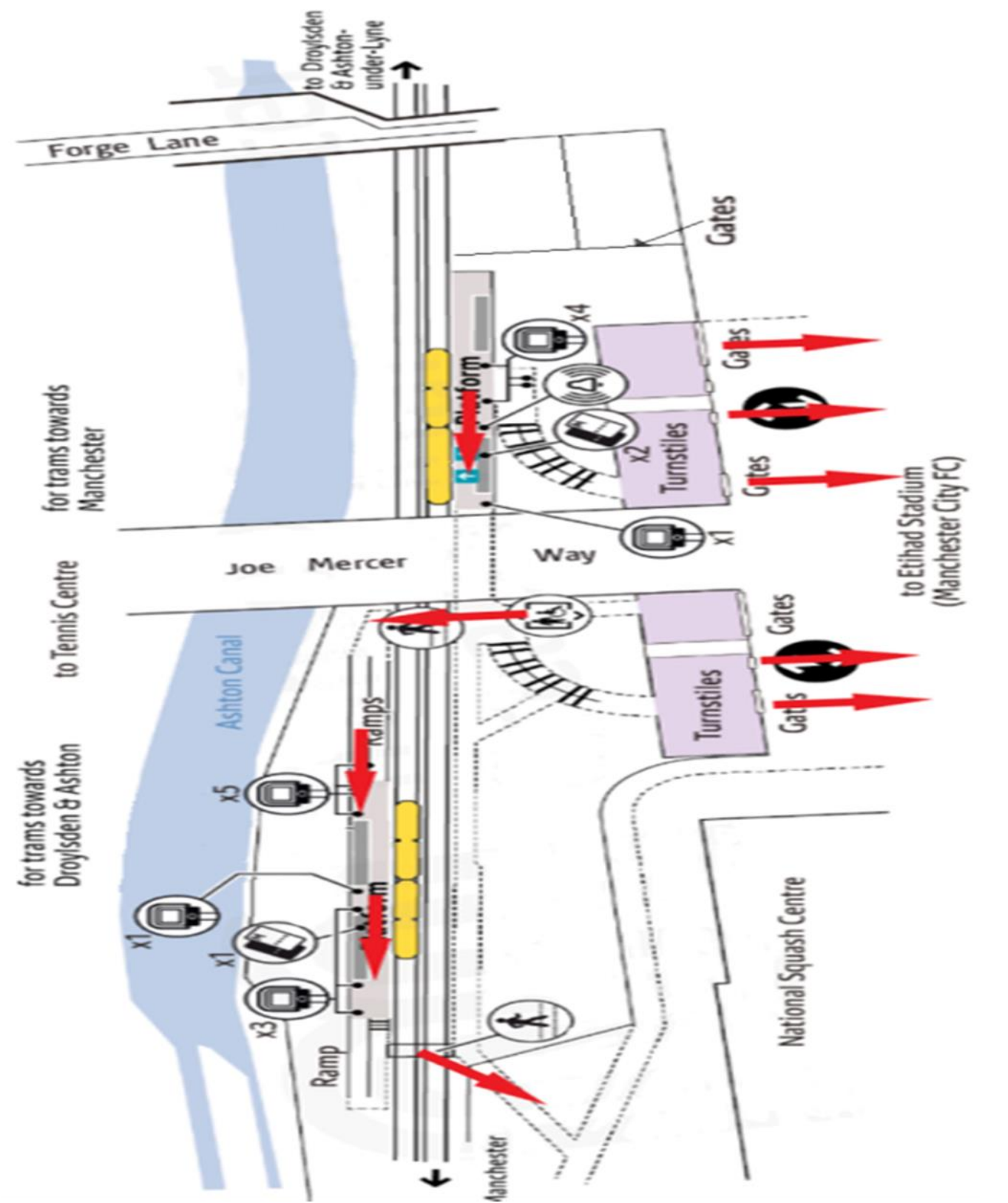
Duty Plan Position 14
Co-Op Corralling entrance Gate
Controlling flow of passengers entering the Metrolink corralling system and holding passengers once safe capacity is reached.



Duty Plan Position 15
Infront of Inbound Turnstiles
Ensuring customer flow is using all turnstiles.



16 APPENDIX E: Etihad Campus Evacuation Map



17 APPENDIX F: Key Supporting Documentation

1. Campus Egress Management Plan - [Egress Strategy v8.pdf](#)
2. Campus Traffic Management Plan - [ETIHAD CAMPUS TTMP 2024 V1.docx](#)
3. Campus Parking Guiding Principles - [Campus Parking Guiding Principles 23.03.24.pdf](#)
4. Campus major events calendar - [Events Programme Major Events Only.xlsx](#)