

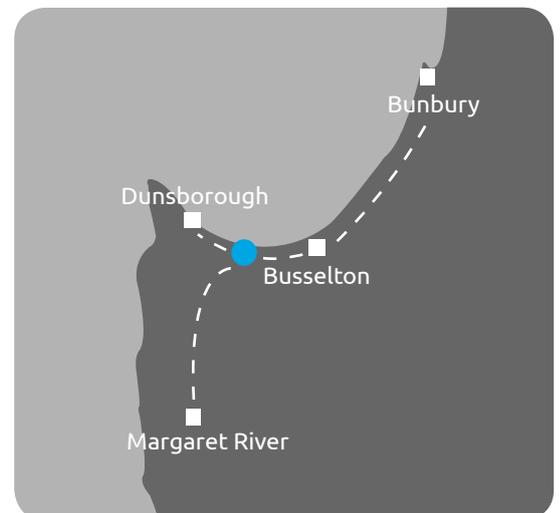
# Leavers Case Study 2015



## Situation:

WAPOL (WA POLICE), along with the City of Dunsborough hosts the official Leavers event for Year 12 school leavers to celebrate their completion of school. The event requires the safe and efficient transportation of 4500 school leavers, from Busselton, Dunsborough and surrounding regions to and from the entertainment zone.

The Zone, as it is known is a purposely-constructed venue situated 8km outside of Dunsborough in which events are held Mon through to Thurs of the official leavers week. In order to minimise the risk to Leavers and other road, bus transport is the only means of entry into the Zone. In addition to this WAPOL requests transportation for Leavers during the day from Busselton to Yallingup and return.



## Challenges:

- Multiple Stakeholders:**  
Ensuring our bus plan and schedule works in with what other stakeholders are trying to achieve e.g. Emergency Service Vehicles Access to Zone. Working with event organisers and other contracts such as security guards.
- Traffic disruptions:**  
With 36 vehicles on the road to and from the Zone looking at ways to ensure traffic flow and disruptions are reduced to local residents and road users.
- Pedestrian access:**  
Ensuring general public access was restricted by large numbers of schoolies waiting at pick-up points.
- Traffic Management Wards:**  
Stop supervisor positions locally.
- Staffing:**  
Additional staff requirements including accommodation, scheduling around fatigue issues, and ensuring they are effectively trained.
- Ticket Sales and Venues:**  
Establishing where to put satellite sales office, getting council approval, appropriate staffing levels, developing a Point of Sale process including identification checks and sales recording.
- Vulnerable and Young passengers:**  
How to identify leavers, provide access to transport and entry into the entertainment zone was also an issue.



## Approach:

Given SWCL have depots in Busselton and Bunbury we were ideally placed to accommodate the above requirement. As a subsidiary of ATG we could also draw on vehicles from other depots to ensure we could fulfil the need. In consultation with WAPOL we worked out designated bus stops based on accommodation provider's numbers of leavers staying with them. This then led to how many vehicles we would allocate to each location for pick ups at then start of the night.

It was established we would require 36 vehicles to transport 6500 in the required time from 18:45 to 21:00 when all leavers would be at the entertainment zone.

For the safety and security of both ATG/SWCL staff and passengers it was recommended that all buses had a security guard on board and that a stop supervisor and security guard would be stationed at each stop. This was recommended, readily accepted and implemented. At the end of the entertainment zone at 1:00 we implemented a strategy to have all buses parked up and ready to go to allow for quick passenger dispersion.

A suggested timetable commencing at 09:00 through to 18:00 utilising 4 vehicles to run every 30mins with two vehicles starting in Yallingup and two in Busselton was agreed upon.

This allowed the client to reduce the number of leavers utilising vehicles during the period which was a key focus.

Now the question of how to identify and distribute id to leavers over the period. Coloured wristbands for leavers could be sold and distributed through SWCL Busselton Sales Office. It was also suggested that a satellite sale office be established on the foreshore of Dunsborough Town to provide access to a majority of leavers who would be staying in Dunsborough and surrounding areas. We also suggested a ticket booth at the zone to supply one night only wristbands for those leavers not staying for the duration. Thus covering all the sales and distribution needs of WAPOL.

## Impact:

**SWCL with the assistance of ATG successfully transported 6500 school leavers on a daily basis without major incident and on time. Wristband sales were also successfully sold and distributed and reconciled to the satisfaction of WAPOL.**