

#CanadaPerforms at the RBC Bluesfest Drive-In TRAFFIC PLAN



For details on specific roles listed, radio protocols, etc. please refer to full documentation provided to Parking Team members

GATES

Scanners Duties (and Scanning Coordinator: Morris)

- Stop and scan cars as they come in.
- Tickets are per car, not per person
- People whose tickets don't scan should be sent to Morris and/or Tara (staff)
- Look for specialized tickets - VIP and Oversized Vehicle tickets.

If VIP or Oversized, there will be a ticket to put in their windshield, if a 'General' ticket there is no need to put anything in the windshield.

Equipment for Gates

Scanners for the Universe app are iPod touches which read a QR code.

Setup Instructions:

To check-in ticket holders for this Universe event, you'll be using the BoxOffice app.

Installing BoxOffice Enterprise - WILL BE DONE BY BLUESFEST STAFF

1. Navigate to universe.com/get-boxoffice. (Please note, this link is currently not working for apple devices. If you have an apple device please navigate to this link: <http://bit.ly/ios-boxoffice>)
2. Follow the on-screen instructions to install our BoxOffice Enterprise app. The app icon should be a black U with a plus sign.

Join the Team - WILL BE SET UP BY BLUESFEST STAFF

The event or venue managers have QR codes on their BoxOffice apps that let you join their team without having to enter any credentials.

1. To join a team, launch the BoxOffice app.
2. Tap the *Join Team* button.
3. Scan the QR code on the venue manager's device.
4. Enter your first and last name and tap 'Join Team'.

Scanning - VOLUNTEER ACTION

All tickets are to be scanned through the vehicle window to minimize direct contact with patrons

You can practice scanning using test QR codes on the sample pages provided onsite.

1. To scan a ticket, make sure you're on the Scan tab and see a camera preview.
2. Point your camera at a ticket's QR code. You will see whether it's valid on your screen.

PARKING

Part 1: Normal Parking

To park patrons you will be working in teams of three:

- ❖ One person will be in charge of controlling barricades
- ❖ Two will be in charge of parking people.

Every Member of the parking team should expect to do each job at any given time.

There will be one team lead designated by Overwatch.

This team will be in charge of opening and closing lanes. Starting at the front of the festival making their way to the back.

Step one: Open top barricade once the two other team members are in place at the middle barricade. Once the barricade is open that person is now in charge of controlling flow of traffic into the lane.

Step two: The other two team members will direct cars to the parking spots they want that car to park in by standing in front of the parking spot. They must always park people to the (driver's) left spots of the lane, never the (driver's) right. This means they must pull cars through and park the front spots first. (this is so we can avoid people needing to back into parking spots)

Also due to covid you must park cars spaced out

Step three: Once the first half of the lane is filled the two people parking will move down to the middle barricade and open it to start parking people in the back half of the lane starting in the middle down.

Step Four: Once the lane is full the team member at the top of the lane will close the lane and move to the next lane and wait for his team members to be in place to open the lane.

Part 2: Oversized vehicles

There will be one dedicated person to the oversized vehicle parking. They will work in tandem with the traffic director at the top of Lanes 8 and 9, the Barricade Director at the bottom of 8/9, the Car Cue, and Pace and Pedestrian Director.

All oversized vehicles will be parked in Parking block I.

To park in the parking block I, traffic needs to travel all the way down Lane 8 and then turn and make their way up Lane 9. It will be the Traffic Director at the top of the lane to direct the traffic down lane 8 mouthing the words "ALL THE WAY DOWN" to the driver.

The Barricade control at the end of Lane 8 will be in charge of helping to direct the driver to turn up to Lane 9.

In Lane 9 the cars will then be cued up until either the Pace and Pedestrian Director **OR** the Oversized Vehicle Parking Director takes the vehicle to be parked. (it should be noted that at the beginning of the night when there are more people parking than going to use the bathroom facilities, the Pace and Pedestrian Director should help park people in parking Block I.

When parking people in the Oversized parking section the Parking Director will ensure that vehicles are always parked in the spots to the (driver's) right, never the (driver's) left. This means they must pull cars through and park the front spots first. (this is so we can avoid people needing to back into parking spots). Cars are to be appropriately spaced out to adhere to social distancing rules.

Part 3: VIP Parking

Like the oversized Vehicle parking there will be a dedicated Parking Director assigned to the VIP Parking spots.

There are approximately 75 vip spots located in center of parking block **A to F**

The area will be barricaded off to stop unauthorized vehicles from entering that area. It will be the responsibility of the vip parking director to move the barricades and park the vip cars still adhering to the rules of Covid safety along with always park people to the (driver's) left spots of the lane, never the (driver's) right. This means they must pull cars through and park the front spots first. (this is so we can avoid people needing to back into parking spots)

Work in tandem with the traffic director at the top of lane 1.

Emergency Vehicle Admittance Procedure:

If at any time an emergency vehicle arrives on site the parking team will radio to hold all traffic in place in order to allow unimpeded access by emergency personnel. They will release vehicles only at the direction of Overwatch when the situation allows for it.

The emergency vehicle shall enter the location via the "Exit Gate/Gate 2" marked on the map to allow for fast and precise admittance, and directed to the situation by the closest Parking Directors.

Mid Festival Patron exit by car procedure:

If a car needs to exit the site mid festival, they will remain in the queue until escorted towards the top of the lane, where they will be directed to exit either via Gate 2 or Main Gate depending on current traffic patterns.

Re-Park an already parked car procedure:

If a car has been improperly parked and needs to be moved or readjusted in any way, the car will be directed by the Barricade Director who will direct them to Lane 9. They will remain in the queue until escorted towards the top of the lane by the Pace and Pedestrian Director, where they will be redirected to the appropriate location by a Traffic Director.

Late Band or Special Guest:

Hold the Band, Band Member, or Special Guest at the Conflict Resolution Section (where Overwatch is located). They will contact Anna or Mike, and when resolution is reached follow regular procedure and/or potentially a 'Hold All Traffic'. All these vehicles once issue is resolved will be entered through Gate 2

End of Night Egress:

All cars will exit the way they came in. After being parked all cars are facing the exit lanes already. Both entrance lanes will be used to bring cars from the site to Rue Jos-Montferrand. At this point in coordination with the police at the intersection, a decision will be made to send all cars east in one lane or two or to split the cars east and west on Rue Laurier.

Part 4: Festival-Specific Customer Service

“The concept of customer service is that instead of doing the minimum, that you do that little extra step, for example: when answering questions. Smile while you do it, scanning tickets welcome them to RBC Bluesfest. And so on. We often forget that we as people face people everyday that we do not know, Some are having great days, some are the worst of their life, you have the power with one small gesture to change the course of their experience. All it takes is a little preparation, a little thought and a positive attitude.”

~Allen “Snuggles” Legrow

Friendliness

- Courtesy & Respect
- Politeness/Smile

Empathy

- Understanding the Patron’s problem
- Appreciate their difficult circumstance and try your best to accommodate
 - “I completely understand how you FEEL,
 - Other Patrons have FELT the same,
 - However, they have FOUND that...”

Control

- The Patron wants to feel that they have control over their situation, that their needs influence the outcome
- Nobody is special, but everyone wants to feel that way

Information

- Good information is often Good service
- Arm yourself with information, the more the better, and find it from any source you can
 - Speak to your supervisor, fellow volunteers etc

Positive Language

- Intention is everything - the Patron notices

- You will meet people in all states and moods from happy and sober to angry and intoxicated. It is often the words that they hear that changes this state of being and those words could be yours.
- Positive verbal language as well as body language
 - One of the simplest and most common scenarios is that we will be asked a question
 - Phrases that are frustrating to hear and often makes us angry?
 - “I do not know”, “I Can't help you” or “Not my problem”
 - Simple changes for example from “I do not know” to “good question let me see if I can get you the answer” can have a drastic effect
 - Goes hand-in-hand with Empathy
 - We want everyone including you to walk away smiling from every interaction.

Breathe

- Remember to take your time, take a second to think
 - We often make mistakes when we act on impulse, all it takes is a second to be the difference between a wrong answer and a right one.

Part 5: Signaling/Pedestrian Control

Eye Contact with Drivers:

- Look at the drivers, are they looking at you? If they aren't they aren't aware of your signals.

Body Language:

- Be Confident. Be sure of what you want the drivers to do, to avoid confusion and be consistent in your signals.

Stand beside, not in front of cars:

- If you stand in front of the cars, you have less time and room to move out the way if drivers are not paying attention to you.
- Use eye contact and body language to get their attention.

Keep your head on a swivel:

- Always be looking all around you. Look in all directions for traffic, keeping track of pedestrians around you. Watch On-point (Gandalf) for signals.

5.1 Single Baton

When using only one Baton, you must use your free hand to signal as well. Whether signalling to stop, turn, scan, or resolve conflict, both hands will always be used.

STOP



TWO-WAY STOP

One hand extended one way.

The baton is horizontal to signal to stop in the other direction.



COME HERE/APPROACH

Both your hand and the baton motion towards you.



TURN THIS WAY

Point in the direction you wish the vehicle to turn, while your free hand will motion toward the direction you want the vehicle to turn.



TURN AROUND

*While holding your hand in the *stop* position, wave the baton in a circular motion overhead.
Make sure to make eye contact with Traffic Control.*



STRAIGHT AHEAD

*While holding your hand in the *stop* position, wave the baton vertically in the opposite direction, then wave them through, making eye contact with Traffic Control.*



SCANNING

*While holding your hand in the *stop* position, move the baton up and down in front of your abdomen, while making eye contact with the Scanners (Tricorders).*



OverWatch/Conflict Resolution

If an issue with tickets or parking arises, point the baton to the right side of the roadway and motion them over while making eye contact with OverWatch.



5.2 Two Batons

STOP

Batons cross to form an X. the x is held out from the body.



TWO-WAY STOP

Both batons are held horizontally on either side, away from the body.



TURN THIS WAY

One baton points in the direction you wish the vehicle to turn. The other baton motions to the direction of the desired turn.



COME HERE/APPROACH

Both batons motion to move towards you.

