

Bluesfest Drive-In

The INs, OUTs, and ALL ABOUTs: 2020 Road Warriors Handbook

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1 People to Know

Todd

- Known as 'Overwatch'
- In charge of all Road Warriors, with the exception of Scanners
- Primarily located near On Point, but will be mobile
- If needing a "supervisor" call Todd (with the exception of Scanners)

Morris

- In charge of the Scanner team
- Located next to the Scanner team
- If any questions arise while at the scanning section, direct the car to Morris
- Responsible for indicating to the Car Cue that the next car should approach the available Scanner

Anna Wood

- Human Resources Manager
- If need to contact, go through Todd or Morris

Mike Rouleau

- Operations Manager
- If need to contact, go through Todd or Morris

2 Road Warrior Roles and Responsibilities

On Point

- Must be someone who is reliable and has no issues with scheduling as this is one of the most crucial roles the gates team has.
- Must be someone who is able to be alert and conscientious of their surroundings
- Must work closely with the Gatineau Police to make sure that their requirements are being followed with respect to traffic flow and road closures.
- Must be visible and able to make contact with the cars before they are turning in or driving into the festival parking area. Watch the lights, watch their turning signals, try to make eye contact with the driver, etc.
- Must be able to communicate effectively. Contact with the cars should not exceed thirty seconds. Figure out whether they have the valid passes and send them to the scanners or turn them around.
- Do not argue with the driver if they are not happy with your response or have further questions. Instead direct them over to Overwatch.

- Always remember that there are going to be more cars waiting behind the current car you are speaking with, waiting to turn in, and to be wary of taking too long with one car, as it will cause a traffic jam.
- Must learn and confidently know the correct hand signals to properly communicate with the traffic director so that they are able to keep up with the flow of traffic coming in. Make sure to learn the names of those you are signaling to, in case they are not facing you and you need to gain their attention.

Overwatch (Todd)

- Will be in charge of all Road Warriors, with the exception of Scanners
- Will primarily be situated near On Point but will be mobile
- Someone with excellent customer service.
- Must be someone reliable who has no scheduling issues as this is one of the most crucial roles the gates team has.
- Have a good understanding of our rules and regulations as a festival but, be flexible enough to cater to individual cases.
- Must be able to communicate effectively.
- Have a good knowledge of by-laws.
- Must be in constant communication with the person on point, the traffic controller, be mindful of what is going on with the parking directors and watch for any conflicts that may arise.

Traffic Director

- Control the flow of traffic
- Ensure pedestrian and car safety. Avoiding accidents.
- Locations:
 - One Traffic Director will be located after On Point. This traffic director will be responsible for watching signals from On Point, to know if they are going through to the Car Cue (they have a valid ticket), or if they are turning around.
 - Three Traffic Directors will be placed evenly at the start of Parking Rows 1, 5, and 9. Traffic Directors are responsible for directing incoming cars to the appropriate parking lane, removing and replacing barriers when appropriate. They will work with the Parking Directors to know when to remove or replace a barricade (when the parking row is full or a car needs access to a specific parking area (VIP or Oversized Vehicles).
 - Traffic Director at the top of Lane 1 will work with the VIP Parking Director
 - Traffic Director at the top of Lane 5 will work with the 'General' Parking Director, moving along the top of the lanes in tandem with the Parking Director as the parking fills up.
 - Traffic Director at the top of Lane 8 and 9 will work with the Oversized Vehicles Parking Director, ensuring cars know to drive down Lane 8 and up Lane 9 in order to park.
 - This Traffic Director will also be responsible for directing traffic to turn left at the top of Lane 9 in order to exit the parking area. If the car is looping around and back into the parking area, they must make sure On Point and Scanners are aware of this car.

Car Cue (OPTIONAL: Only when enough people available)

- The cue is a person who queues the cars as they wait in line to have their tickets scanned or to exit
- The responsibilities are holding cars there until they are signaled to approach.
- Be mindful of pedestrians in the roadway.
- Signal to cars and communicate with drivers to where they are to go next...
- Make the sure the area is clear.
- There are two locations of Car Cue's
 - Before the Scanners, there will be two line ups for cars to cue in order to be scanned. Car Cue is to watch Morris, who will indicate when to allow the next car to approach.
 - The second Car Cue is located near the bottom of Lane 9, near the bottom of the row of Port-O-Potties. This cue will work in tandem with the Pace and Pedestrian Director (PPD) and Oversized Vehicles Parking Director. Ensure that cars stop and wait in the cue, and wait for the PPD to arrive and they will escort the cars either to the Parking Director (if parking) or to the top of Lane 9 (if exiting the parking area).

Scanners (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
- 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.

Parking Director

- Indicates to the drivers where to park
- The VIP Parking Director focuses solely on the VIP section (see 'VIP Parking Director' below)
- The Oversized Vehicles Parking Director focuses solely on the Oversized Vehicle section
- The 'General' section Parking Directors will work as a team to park the vehicles as instructed in the **Roadway Protocols** section.
 - The VIP and Oversized Vehicle Parking Directors may help the 'General' section Parking Directors only if they are nearby and it doesn't impede on their own responsibilities.

Barricade Director (OPTIONAL: Only when enough people available)

- Located at the bottom of the parking lanes spaced evenly between the top half and lower half of the parking area
- Responsible for removing the barriers as cars are leaving, controlling traffic flow along the exit way.

- Ensuring drivers are turning (driver's) right to exit the parking area.
- The Barricade Director in the back half will have to keep an eye particularly on the exit of Lane 8, as Oversized Vehicles will be coming down this lane in order to drive up Lane 9 in order to park. Utilize the barrier in order to control the cars exiting as well as those driving through Lane 8.

VIP Parking Director

- Directs cars with VIP passes in their windshield to their designated parking area
- Ensures that cars without the appropriate VIP pass don't sneak in and take one of the spots designated as VIP
- See **Roadway Protocols** section

Pace and Pedestrian Director (ONLY IF REQUIRED)

- Is there to ensure that cars don't speed through this laneway to the exit. Helps to clear the area of pedestrians (is located near the Port-O-Potties, which could generate lineups near Lane 9)
- Collects the cars from the Car Cue and then walks them to the top of Lane 9

3 Voice Over Radio Procedure

What is a Voice Procedure (VP)?

- A voice procedure includes various techniques to clarify, simplify and standardize communications over a radio net.

Why do we use VP?

- VP ensures clarity, brevity and simplicity whilst communicating via radio.

Voice Control

This is the most crucial aspect of radio communication. Without voice control, radio communication would be askew. The RSVP system will be used to help understand the voice control acronym.

- R** *Rhythm:* Adequate pauses
- S** *Speed:* Needs to be slower than normal conversation
- V** *Volume:* Speak directly into the microphone, keeping it 5 inches away from your mouth.
- P** *Pitch:* Will automatically be higher than normal. This is good.

VP Discipline

- Listen before you speak so you don't interrupt an ongoing conversation
- Ensure that Priority calls are not interrupted
- Use correct voice procedure
- Maintain constant radio watch

- Answer all calls promptly
- Be brief. Get to the point immediately and keep the airways free of unnecessary talk
- Be specific: Use exact locations and relevant details to ensure clarity
- Remember: Everyone is listening

Calling Format

- Always say who you are calling first:
 - “Hey YOU, this is ME.”
- Always say who you are by using the proword *THIS IS*; each station will say who they are everytime they initiate contact.
- When the conversation is ongoing and you are finished your part of the conversation, use the proword *OVER*.
- To end the conversation, use the proword *OUT*.

Sample Call

In this situation, MORRIS will call to OVERWATCH.

OVERWATCH, this is **MORRIS**, *OVER*.

OVERWATCH, go ahead, *OVER*.

MORRIS: We need you for an escort, *OVER*.

OVERWATCH: on my way, *OVER*.

MORRIS: Thank you, *OUT*.

| Proword | Definition |
|--------------|--|
| Affirmative | Means that you or the other person agrees with what is said. It also means “yes” |
| Correct | Means that you or what you have transmitted is correct. |
| Negative | Means “no” |
| Out | This is the end of my transmission to you and no answer is required or expected. |
| Over | This is the end of my transmission and a response is necessary and expected. It means, GO AHEAD - RESPOND |
| Roger | I have received your last transmission and I understand. |
| Say again | Means that the entire conversation was not heard perfectly. |
| Speak Slower | You said your transmission too fast, slow down. |
| WILCO | Stands for will comply, means that the person who was instructed to something will do what he or she has been asked to do. |

4 Things to be aware of:

The Road Warriors (the parking team) are solely responsible for ensuring the safety of the vehicles as they enter and park. We are not there to enforce social distancing or security. If there is a concern, please flag down a TOERSASecurity member. This includes enforcing wearing masks, or monitoring of alcohol consumption.

Please remember that your safety is of paramount importance to us. Wearing masks is mandatory and social distancing is required. Masks and select face shields will be provided by Bluesfest, but please feel free to bring your own. If you feel you are in an unsafe situation, please flag down security. It is their responsibility to enforce face masks and shields on attendees.

If an attendee rolls down their window, please remember not to go directly up to the window. Be sure to maintain a distance of 6 feet from the vehicle. This helps to protect both you and the occupants of the vehicle.

Cyclists will not be allowed to enter the festival grounds. Attendees can only enter via a car.

Emergency shut down and evacuation: This will be at the discretion of the Bluesfest executives. All volunteers will follow the directives given on site if this occurs.

5 Roadway Protocols

Parking Procedures:

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 incharge 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" 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'.

6 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.

7 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.

7.1 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.



7.2 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.



