Stáisiún Uí Chonghaile, Baile Átha Cliath 1, D01 V6V6

Connolly Station, Dublin 1, D01 V6V6

T 01 703 nnnn F 01 703 nnnn E info@irishrail.ie W www.irishrail.ie



25th February 2020



Re: Response IE_FOI_330



I refer to your request dated 21nd November 2019 made under the Freedom of Information Act 2014, which was received by my office on November 27, 2019, for records held by Iarnród Éireann.

Request:

- Copies of the minutes of any meetings held by Irish Rail as part of its involvement with the Dublin Uefa Euro
 2020 Local Organising Structure.
- Copies of notes of any meetings taken by officials from Irish Rail during their attendance at meetings of the Dublin Uefa Euro 2020 Local Organising Structure.
- Copies of any briefings/submissions prepared for the board/management of Irish Rail relating to its involvement in the Dublin Uefa Euro 2020 Local Organising Structure.
 All three parts of this request to cover the calendar year 2019 only.

I would prefer to receive this information electronically, ideally in its original electronic format.

Response:

I Hayley Durnin, Decision Maker have now made a final decision to partially grant your request on 25th February 2019.

You have sought access to the records outlined above and I consider this an appropriate form of access in this case. Accordingly a copy of the records is now enclosed including a copy of the schedule to these records.

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so in writing to the FOI Unit, Corporate Communications, larnród Éireann – Irish Rail, Connolly Station, Amiens Street, Dublin 1 or by email to FOI@irishrail.ie. You should make this appeal within 4 weeks (20 working days) from the date of this notification, were a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI officer on 01 7034293.

Rights of appeal

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to foi@irishrail.ie. You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances.

The appeal will involve a com	plete reconsideration of the matter by	v a more senior member	of the staff of this body	١.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,

Hayley Durnin

Hayley Dunin

Freedom of Information Office

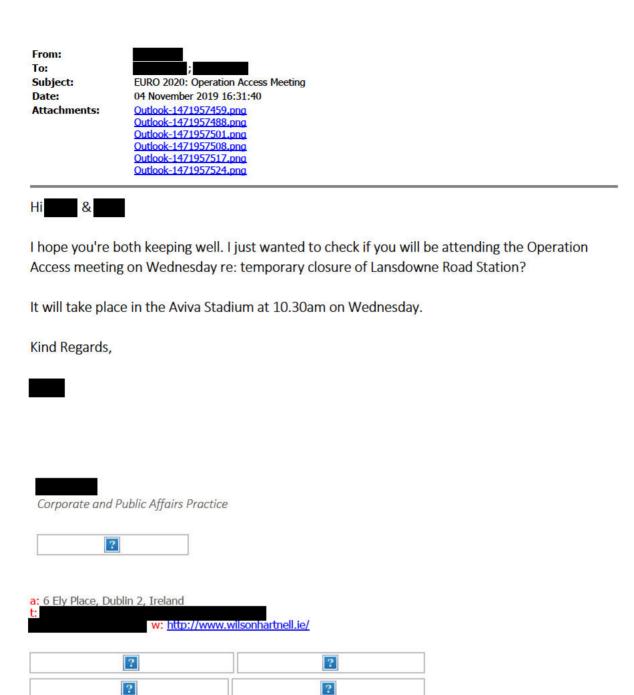
Freedom of Information Request: Schedule of Records for IE_FOI_330 - Response Pack 2: Summary for Decision Making

				Decision:		Record
			No. of	Grant/Part	Section of Act	Edited/Identify
Record No.	Date of Record	Brief Description	Pages	Grant/Refuse	if applicable	Deletions
						Personal
1	05.04.2019	UEFA EURO2020, Mobility Steering Group- Agenda	3	Part Grant	37	Information
		Agenda for the exercise meeting on 8th October 2019				Personal
2	18.11.2019	Agenda for the exercise incetting on oth october 2015	2	Grant	37	Information
						Personal
3	30.01.2020	Correspondence FOI 330 UEFA 2020 Redacted	17	Part Grant	37	Information
						Personal
4	03.12.2019	EURO 2020 Mobility Steering Group Meeting Minutes-03.12.19 Redacted	5	Part Grant	37	Information
						Personal
5	05.04.2019	EURO 2020 Mobility Steering Group Meeting Minutes-05.04.19_Redacted	6	Part Grant	37	Information
						Personal
6	08.03.2019	EURO 2020 Mobility Steering Group Meeting Minutes-WIP_Redacted	5	Part Grant	37	Information
						Personal
7	22.07.2019	EURO 2020 Mobility Steering Group Meeting Minutes-22.07.19 draft 2_Redacted	5	Part Grant	37	Information
						Personal
8	23.10.2019	EURO 2020 Mobility Steering Group Meeting Minutes -23.10.19 draft 2 CA Redacted	5	Part Grant	37	Information
						Personal
9	02.10.2019	Match Access Group-Meeting Notes-2nd October 2019_Redacted	5	Part Grant	37	Information
						Personal
10	23.10.2019	Operation Access-Agenda-23rd October 2019	2	Grant	37	Information
						Personal
11	31.10.2019	Operation Access-Agenda-31st October 2019	2	Grant	37	Information
						Personal
12	31.10.2019	Operation Access-Agenda-October 2019	2	Grant	37	Information
						Personal
13	31.10.2019	Operation Access-Minutes Notes and Actions- 31st October 2019_Redacted	3	Part Grant	37	Information
						Personal
15	08.10.2019	Operation Access- Notes Actions-8th October 2019_Redacted	5	Part Grant	37	Information
						Personal
16	23.10.2019	Operation Access-Notes Actions-23rd October 2019_Redacted	3	Part Grant	37	Information
						Personal
17	31.10.2019	Operation Access-Updated Agenda-Oct' 2019	2	Part Grant	37	Information

Signed: Hayley Durnin

Freedom of Information Office, larnród Eireann.

		Poda	ctions	
	UEFA EURO2020.			enda 5th April 2019
Page #	Section of Act Applicable	iviounity oteer	ing Group Ag	Reason
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2	Information			Personal Information
	Agenda for the exercise meeting on 8th O	ctober 2019		
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2	Section 37-Personal			Demonstration
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D#	Correspondence FOI 330 UEFA 2020 Re	euacteu		D
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2 to 4	Information			Personal Information
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From:
To:

Subject: Evaluator Briefing on Monday 18th November 2019 - Operation Access

Date: 15 November 2019 09:07:58

Attachments: image856325.jpg
image273931.png
image273931.png
image414534.png
image414534.png
image029696.png
We sent you safe versions of your files.msg
Operation Access - Exercise Evaluators and Locations Final - 15th November 2019.pdf

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi All,

Find below and attached information for evaluators ahead of the exercise on Monday.

if you could please pass on the below info to the evaluators from your organisations that wold be great.

'Please note the final evaluators briefing will take place this Monday the 18th November 2019 in the Oaklands Suite of the Sandymount Hotel at 4pm sharp.

The briefing will take approximately 20 minutes and each evaluator will receive a radio and clipboard. In this context, evaluators are requested to bring their information pack (operational plan, evaluation sheet, situation report log, pens etc.).

I also attach a list of the locations for each evaluator for the stadium entry and stadium exit phases which has been adjusted slightly.

After the briefing, there will be a full meal and tea/coffee for evaluators in the Gilford Room before heading out to the assigned locations.

Once the stadium entry phase is completed, soup and warm bread rolls will be available back at the Sandymount Hotel at 8pm before returning outside for the exit phase.

Weather indications at this stage are for a dry but cold evening and all evaluators are requested to monitor weather reports and dress appropriately

Each evaluator is requested to bring Identification with them as they will be working within a secure environment'.

Regards,



UEFA EURO 2020 Project Team Email: | Web: www.fai.ie Mobile:

Football Association of Ireland National Sports Campus Abbotstown Dublin 15

?	?
?	?

The information transmitted, including attachments, is intended only for the person(s) or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error please contact the sender and destroy any copies of this information.

From:
To:
Cc:
Subject:
FAQs
Date:
09 October 2019 17:57:00

Hi .

Very nice to meet you yesterday

Please see our suggested FAQs below

There are some I have left blank, as they are not for me to answer

Hope this help and if you need anything give me a shout.

I told that I am in Mayo on Monday, so you will get me on you need me.

I'm just copying on this as he will be attending the Press conference on the 18th on our behalf

Thanks

What will be different about travel arrangements on 18th November?

Lansdowne Station will be closed from 17:30hrs to circa 23:00hrs on the evening of the match. Southbound customers, who are attending the match will alight at Grand Canal Dock and Northbound customers will alight at Sandymount Station.

Why is it necessary to close Lansdowne Road?

This is a trial for the UEFA 2020 Euro Championships that will take place next year. There will be a requirement for additional security measures at Aviva and to facilitate this, the security cordon will have to be wider than it normally is, so it is not possible for Lansdowne Station to remain open.

How long will it take me to walk from Grand Canal Dock to the Aviva?

It is approximately 1km from Grand Canal Dock to the Aviva.

How long will it take me to walk from Sandymount to the Aviva?

It is approximately 1.5km from Sandymount to the Aviva.

I am not familiar with this part of the city, how will I find my way from the DART station to the Aviva?

Directional signage will be in place in the walking routes from both stations. Stewards will also be located at strategic location to guide supporters to the stadium.

I am a wheelchair user, who normally alights at Lansdowne Road to go to the Aviva, Grand Canal Dock and Sandymount are too far for me travel on my wheels, how will I be accommodated?

There will be a dedicated shuttle bus from Sandymount Station for wheelchair users. Southbound Wheelchair users should remain on the train until Sandymount. To assist in the efficient running of this shuttle operation we request that wheelchair DART users attending the match to register their attendance here xxx@xxx

I have limited mobility and am not in a position to walk 1km to the Aviva?

I am a wheelchair user, that is not attending the match and I use Lansdowne road evening evening at 19:00hrs to get home from work, what will I do on 18th Nov? If you are in this situation, please contact access@irishrail.ie for assistance.

I work in AIB Bank Centre and use the gate onto Lansdowne Road northbound Platform to get home, what will I do on 18th Nov?

This gate will close at 17:30hrs on November 18th, you will then have to use Sandymount or Grand Canal Dock for your commute home.

What are the last trains that will serve Lansdowne Road on afternoon of 18th November before the station closes?

The last Northbound DART will be at 17:21hrs to Malahide

The last Commuter service will be 17:25hrs to Drogheda

The last Southbound DART will be at 17:27hrs to Bray

Will Dublin Bus honour rail tickets for the duration of the closure?

Yes they

I am an annual ticket holder, can I get a refund as I will now not be able to travel on the DART due to the closure of Lansdowne Road

Please contact <u>refunds@irishrail.ie</u> for assistance.

I get the DART from Pearse to Bray to get home every evening, will I be impacted? You will not be impacted in anyway. All services will continue to operate during this time, they will just not serve Lansdowne Road.

Iarnrod Eireann always closes Grand Canal Dock after events in the Aviva due to crowd control concerns, why will it be open on 18th November and why can't it open after every match?

A queuing system will be put in place on Barrow Street after the match to ensure that the platforms do not get overcrowded, it is not possible to do this after every event at the Aviva

Will Lansdowne Road station now always be closed for events at the Aviva? No. It will be open for all events. We are using the match on 18th November to trial the security measures that will be necessary for the UEFA Euro Championship matches in 2020.

From: on behalf of To: Subject: FW: Operation Access Group Meeting (Operations) We sent you safe versions of your files.msg Operation Access - Updated Agenda - 31st October 2019.pdf **Attachments:**

-Original Appointment-From: 25 October 2019 12:41

Subject: Operation Access Group Meeting (Operations)
When: 31 October 2019 10:00-11:30 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Where: FAI Suite, Aviva Stadium

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi All,

Please find attached updated agenda for our meeting on Thursday October 31st @ 10:00.

The main items in the agenda now relate to the coordinated plans in place by each organisation in the context of managing spectators at Grand Canal Dock and Sandymount DART stations, the green/red/purple routes and the access to the stadium from both DART stations

The plans need to be discussed at the meeting so all stakeholders have a full understanding of how the exercise will work and the level of coordination required as well as understanding its part in the overall match day operation, signage and mobility makers included.

If each of the stakeholders could also send over the names of their evaluators that would be helpful.

Regards,

From: on behalf of To: Subject: FW: Operation Access Report - Briefing

Hi

Can you go to this?

----Original Appointment---From: Sent: 19 December 2019 13:38

Subject: Operation Access Report - Briefing
When: 06 January 2020 11:00-12:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.
Where: Boardroom, FAI HQ, Abbotstown

Hi All,

Please note that Group and evaluators has completed his draft report and would like to present its findings and recommendations to the Operation Access

Note this meeting will take place in FAI HQ, Abbotstown.

Please let me know if you can make it.

Have a nice Christmas break,

Fwd: FAQs

Date:

10 October 2019 18:57:23

Hi

What do you think?

Litter risk?

Do you think posters will suffice?



Get Outlook for iOS

From:

Sent: Thursday, October 10, 2019 6:36:35 PM

To:

Cc:

Subject: Re: FAQs

Hi

I wanted to run something by you before taking to the wider team if that's ok.

I think we should look at some targeted leafleting at Lansdowne Station focused on those people using the platform during the affected times for at least one week prior to the Operation. Would you be aligned to this?

If so I will approach the LOS and ask them to fund promotional staff and production of a leaflet.

Do let me know your thoughts as I wanted to ensure it is worthwhile and in line with your own policies prior to suggesting.

Many thanks.



Associate Director

Sports Marketing and Sponsorship

a: 6 Ely Place, Dublin 2, Ireland w: www.wilsonhartnell.ie From: Sent: 09 October 2019 17:57:16 Cc: Subject: FAQs Hi Very nice to meet you yesterday Please see our suggested FAQs below There are some I have left blank, as they are not for me to answer Hope this help and if you need anything give me a shout. I told that I am in Mayo on Monday, so you will get me on if you need me. I'm just copying on this as he will be attending the Press conference on the 18th on our behalf

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Eirinn ag Staisiun Ui Chonghaile, Baile Atha Cliath 1, Ur. 119571 Ur. CBL: IE 4812851 O
Iarnrod Eireann Irish Rail, a designated activity company, limited by shares, registered in Ireland at
Connolly Station, Dublin 1, No. 119571 VAT No. IE 4812851 O



Good morning all,

Sending you an invite for the next Operation Access Comms Group meeting on November 6th @ 10.30am.

From:
To:

Cc:
Subject:
Operation Access - Comms Group Meeting

Attachments:
We sent you safe versions of your files.msg
Operation Access Comms - Agenda - 6th November 2019.pdf

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi all,

Agenda attached above for Wednesday's meeting.

Sending you an invite for the next Operation Access Comms Group meeting on November 6th @ 10.30am.

From:
To:

Cc:

Subject: Operation Access Briefing

Attachments: We sent you safe versions of your files.msg

Dublin City Signage Plan.pdf Exercise Evaluation Sheet.pdf Exercise Operational Plan.pdf Exercise Powerpoint.pdf Exercise Situation Report Log.pdf

Operation Access - Exercise Evaluators and Locations (1).pdf

Operation Access Risk Register.pdf

Mimecast Attachment Protection has deemed this file to be safe, but always exercise caution when opening files.

Hi All,

As discussed this morning please pass this invite to anyone relevant to the operation on the day including the evaluators from your organisation.

Please find attached the following:

- * DCC Signage Plan
- * Exercise Situation Report Log
- * Exercise Evaluation Sheet
- * List of evaluators and locations (additional names and numbers TBC)
- * Exercise Operational Plan
- Exercise Risk Register
- * Exercise Brief PowerPoint

We are finalising the briefing presentation and will share after the briefing on Tuesday.

Please note this briefing will take place in the Press Conference Room, enter via main stadium reception (Door A).

If you need any additional info please get in touch with myself or Sean.

Regards,



This is an invite for the pre-match briefing and will be the last group meeting before the exercise.

Please note this briefing will take place in the Press Conference Room, enter via main stadium reception (Door A).



Hi All,

Once again many thanks for your support on Monday night.

We are planning a debrief session on Thursday November 28th @ 12:00 in the Aviva Stadium (FAI suite).

Sean will be arranging a separate formal debrief for all of our evaluators once he has received all the evaluation sheets back.

Any queries please get in touch.

Thanks,

To:

Subject:

Operation Access Report - Briefing

Hi All,

Please note that has completed his draft report and would like to present its findings and recommendations to the Operation Access Group and evaluators.

Note this meeting will take place in FAI HQ, Abbotstown.

Please let me know if you can make it.

Have a nice Christmas break,





5th April 2019



Agenda – 5th April 2019

Agenda Items

Item No.	Description	Presenter
	Opening of Meeting	
1.	General Project Update	
2.	Feedback from UEFA update on free transport App	
3.	Update on Shuttle from Airport to stadium/city	
4.	Spectator Experience	
5.	Update from Airport	
6.	Closing of Lansdowne Dart Station	ALL
7.	Testing Opportunities	
8.	Last KM Operations	
9.	Miscellaneous/AOB	All
10.	Upcoming Meetings, Site Visits & Deadlines	All



Meeting of the Match Access subgroup on Tuesday 8th October 2019 at 12 noon in the FAI Suite, Aviva Stadium.

Subject: Multi Agency Exercise on 18th November 2019

Meeting Agenda

Exercise Operations and Exercise Communications

1. Structure and Exercise Rationale

- Sub- group structure and core contacts
- Confirmation and agreement on the exercise rationale

2.Discussion and agreement on the operational details of the Exercise

- Timelines for exercise and DART closure
- Passenger management at Grand Canal Dock and Sandymount before and after the game and Irish Rail support requirements
- Spectator management at the new search infrastructure and support requirements
- Traffic management including Barrow Street. Role for Dublin Bus and LUAS in the context of the DART closure.
- Signage Plan movement of spectators between Grand Canal Dock and Sandymount and the Stadium and the new search infrastructure at the selected locations VMS?
- Arrangements in respect of disabled spectators
- Health and Safety for the public, fans and staff
- Exercise command and control, linkage to the Event Control room, emergency response and cancellation policy
- Steward, Security and volunteer deployment at the exercise.
- Full pre briefing for all exercise personnel 13th November
- Gaps

- 3. Resource and logistics requirements for each organization and managing the exercise
- 4. Exercise Evaluation by each organization -locations that will be evaluated, numbers of evaluators and agreement on the exercise objectives.
- 5. Exercise Risk Register Risks for each organization involved and the need to develop an overall all-risk register.
- 6. Communications Strategy discussion and agreement on the communications details of the exercise
 - 'Holding' Statement
 - Communications sub- group
 - Lead Agency for communications
 - Messaging Strategy content and delivery
 - FAQ Document
 - Launch Date, location and methodology
 - Websites and social media delivery
 - Helpline for customers and other options for information dissemination
 - Crisis Communications
 - Gaps
- 7. List of all stakeholders likely to be affected by the exercise and mitigation (suggested template attached for consideration)
 - 8. Timelines and Milestones
 - 9. AOB
 - 10. Next meeting

From:

IE Freedom of Information

Sent:

30 January 2020 10:01

To: Subject:

IE_FOI_330

Hi all,

Please see below FOI request,

Would you have access to any of the below?

- "- copies of the minutes of any meetings held by Irish Rail as part of its involvement with the Dublin Uefa Euro 2020 Local Organising Structure.
- copies of notes of any meetings taken by officials from Irish Rail during their attendance at meetings of the Dublin Uefa Euro 2020 Local Organising Structure.
- copies of any briefings/submissions prepared for the board/management of Irish Rail relating to its involvement in the Dublin Uefa Euro 2020 Local Organising Structure.

All three parts of this request to cover the calendar year 2019 only".

Kind Regards,





Meeting Tuesday 3rd September 2019

Lansdowne Road Operation for Euro 2020

- Supt has requested that Lansdowne Road Station be closed for each of 4
 Euro 2020 Matches
- Potential to trail closure on Mon 18th November for Ireland V Denmark Qualifying match. Kick Off 19:45
- New check to be put in place for 4 Euro matches to be also trialled in conjunction with Lansdowne closure, now 2 checks on way to stadium
- 60% paper ticket + 40% electronic tickets for euros
- Electronic ticket will only be activated after first check

• Lansdowne Rd Level Crossing will have to go down 4 to 4 ½ hrs before kick-off for euro games

Present:

Exercise Rationale

The exercise is a trial to facilitate an assessment of a variety of different operational measures and procedures that are being considered in advance of Dublin hosting four matches in the UEFA EURO 2020 Finals Tournament.

In particular the temporary closure of the DART station at Lansdowne Road for the Republic of Ireland v Denmark International Qualifier is necessary in order to examine logistics, mobility, safety, security and stadium access in the context of different profiles, different requirements, different dynamics, different mobility patterns, different attendees, and different ticketing systems that will occur in the UEFA EURO 2020 tournament in Dublin.

Specifically, the trial is necessary for the following reasons:

- 1. The use of a different ticket scan and search procedure for the tournament
- 2. The implementation of a revised barrier infrastructure to support the different ticket scan and search procedure
- 3. The impact these procedures will have on match day operations
- 4. The different balance of irish based and non- irish based fans expected to attend the tournament in comparison with current international matches
- 5. The use of the DART facility at Lansdowne Road in the context of the overall safety, security and stadium access plan that will be developed for the UEFA EURO 2020 Finals Tournament
- 6. The input of UEFA
- 7. The round of 16 game in Dublin that will involve two teams from outside the Republic of Ireland
- 8. The capacity crowd expected at the Republic of Ireland v Denmark match on the 18th November 2019 which will facilitate an exercise with spectator numbers similar to a crowd expected for a game in the UEFA EURO 2020 Finals Tournament.

From: Sent: IE CTC Duty Manager(s) 14 September 2019 17:14

To:

Cc:

Subject:

RE: Euros 2020 briefing

Has consideration been given to switching Serpentine into local control? With a 4.5 hour road closure of greater Lansdowne area it can be expected there will be increased pedestrian traffic in the vicinity of both Sandymount and Serpentine level crossings.

We have had issues at Serpentine on match days in the past.

Will staff be in attendance at Sandymount for train dispatch particular in a northern direction bearing in mind Serpentine may be closed to road traffic?

Will train dispatch from Sandymount be called from a PIC? "IE hold Serpentine open for pedestrians until the platform work is complete"

Serpentine and Sandymount may be down for longer than usual with large volumes of passengers detraining on both platforms at Sandymount".

Will Lansdowne road level crossing be worked in a similar mode as is for a normal match today? "IE manually operated and closed for road traffic for the duration of the event"

The proposal to utilise GCD for spcl Darts will require an alternate platform plan for Pearse / GCD.

A method statement should be issued to brief CTC staff on the agreed system of work for the operation of train services through the area concerned.

Regards

From:

Sent: 11 September 2019 10:49

To

Subject: FW: Euros 2020 briefing

Lads

Please throw your eye over this. One additional point is that because of P3 in GCD being narrow, we were hoping to use a shuttle (Connolly-GCD) that would provide extra capacity, routed into the middle rd, in GCD which would help us with crowd control.



From

Sent: 05 September 2019 17:36

To:

Subject: Euros 2020 briefing

Hi All

I have attached a short briefing on the Euros 2020.

Regards

Briefing note for Euro 2020 4/9/19-

We have had 3/4 meetings with the mobility group in which we are partners, with regard to planning for the Euro 2020 soccer tournament. The partners include An Garda Siochana, the NTA and ourselves.

There will be four matches, Monday 15th and Friday 19th Wed 24th Tues 30th of June 2020 at either 14:00/17:00/20:00, three will be group games and one, a last 16 game.

UEFA monitor the security arrangements, but the final call is with the mobility group. The UEFA standard procedures are that all fans must have a security search and a ticket check in advance of the last kilometre of the stadium. They also insist on a 4 ½ hour road closure in advance of the event in contrast to a 2 hour closure at present. Additionally, considerable discussion has taken place with regard to the closure of Lansdowne Rd for the matches. It is fair to say at this stage that it will be closed.

At a meeting on the 3.9.19, a request from Superintendent was made to trial a closure of Lansdowne rd. during a full capacity stadium event. The proposed game is Ireland vs Denmark, Monday 18.11.19. The intention will be to replicate the operations, ticketing and security arrangements for the Euros. We have strongly agreed to this.

The plan is:

- Pre event: Use of Sandymount & Grand Canal Dock
- Post event: Use of Sandymount, GCD undecided. We have suggested the corralling of passengers at GCD and closure of Barrow St.

Dublin Bus will provide services to/from the Ballsbridge, rail tickets will be honoured.

Some issues that need to be considered are:

- Continental fans tend to arrive 2/3 hours in advance, Irish fans are last minute.
- The Euros will be a new departure, requiring considerable operational planning and extensive staff briefing will be required on new procedures
- Customer routines for travelling to events will be altered.
- The draw will take place in December and will give some idea of the countries visiting, kick off times and security risks
- During the Euros, there will be free transport for match ticketholders.

Staff briefing Ireland V Denmark 18.11.19 @ 1945 v3

Lansdowne Road Station Closure, 18th November from 17:30hrs to 23:00hrs

As part of Operation Access, an exercise to prepare for UEFA Euro 2020 finals matches in Dublin next summer, trains will not serve Lansdowne Road Station between 17.30hrs and 23.00hrs on Monday 18th November.

Please use Sandymount (to/from southside) or Grand Canal Dock Stations (to/from city and northside) before and after the match, and follow the advice of stewards to access the stadium.

Wheelchair users attending the match should alight at Sandymount.

Person in Charge –

Person in Charge of GCD –

Person in Charge of Lansdowne –

Person in Charge of Sandymount –

- Lansdowne rd. closed from 1730-2300 —TRAINS NOT TO STOP A DTE will be in GCD & Sandymount
- Drivers/Station staff/CTC will make announcements re closing of Lansdowne Rd
- Pre event
 - Passengers travelling from City Centre/Northside to leave train at GCD, all exits will be open.
 Passengers travelling south from GCD are to wait at the south end of P3
 - Passengers travelling from Southside to leave train at Sandymount, turning right leaving the station
- Post event.
 - Passengers travelling Northbound at GCD will enter station, up steps through the station hall and over old bridge.
 - Passengers going Southbound at GCD (Corral will be in place on Barrow St) will enter station, up steps through the google side of the station hall and through the POD. The new bridge will be used for egress.
 - Passengers travelling Southbound at Sandymount at West side will use the subway, East side use station entrance (crowd management barriers will be available as a contingency).
- Wheelchair users travelling from both north and Southside must leave train at Sandymount. a bus will be available which will bring users close to the stadium. Expected number is 10.
 - Southbound wheelchair users accommodated at front of train
 - Northbound wheelchair users accommodated rear of train
- Serpentine & Lansdowne Rd LC will be locally controlled.
- Evaluators will be in attendance at GCD & Sandymount
- Defibs available at Sandymount & GCD.
- A DTE will be positioned in Sandymount and GCD
- 16 extra OCS security.
- Standby bridge engineer.....
- SET will be in GCD 2888
- Lifts.....

Spl. A 21.59 GRAND CANAL DOCK/HOWTH (E960) 8 EMU

Empty Train: In Bray, 21.20 Bray/Grand Canal Dock (F555), 22.42 Howth/Fairview (F063).

Spl. B 22.00 GRAND CANAL DOCK/BRAY (E266) 6 EMU

Empty Train: In Fairview, 21.45 Fairview/Grand Canal Dock (F556), and remains in Bray to operate Reg. 07.55 Bray/Howth (E907) 6 EMU (Tuesday 19th November, 2019).

Spl. C 22.13 GRAND CANAL DOCK/MALAHIDE (E860) 8 EMU

Empty Train: In Fairview, 21.54 Fairview/Grand Canal Dock (F557), 22.52 Malahide/Fairview (F064).

Spl. D 22.45 GRAND CANAL DOCK/DUBLIN Connolly (E500) 8 EMU

Empty Train: In Bray off Reg. 19.20 Howth/Bray (E255), 22.10 Bray Shed/Grand Canal Dock (F558), Connolly/Fairview (F024).

22.55

Last Northbound DART to serve Lansdowne Road will be 16.34 Greystones/Malahide (E833) EMIU @ 1725

Last Southbound DART to serve Lansdowne will be: 16.50 Malahide/Bray (E245) EMU @ 1724

First Northbound DART to serve Lansdowne after the match will be: 22.30 Bray/Howth (E948) EMU @ 2310

First Southbound DART to serve Lansdowne after the match will be: . 22.30 Howth/Bray (E134) EMU @ 2304

Grand Canal Dock

Capacity

P1/2 488 m² which has a capacity of 1078 - P3 358 m² which has a capacity of 789

GCD Southbound (pre event) expected pass carry is 7000.

1.4m wide for 100m and up to 5m wide for 60m all exits will be open for egress.

For 1000 people to clear the platform it will take PxMxM 103x1.4/1000 will take about 7 minutes. Locations of staff are contained in staffing plan

GCD Northbound (post-event) expected passenger carry is 7000;

At the main entrance (Barrow St), there will be crowd management barriers that will hold up to 1900, the steps at the entrance can hold 232 and the booking hall can hold 375. The bridge will hold 114 and P1/2 1078.

Radios: Holding points will be managed by staff in communication with each other and are located at:

- 1. (Main entrance Barrow st) Entrance to the station with Garda support
- 2. (Booking hall) Entrance to the station hall
- 3. (Bridge south) Bottom pf the bridge southbound
- 4. (Bridge north) Bottomed of the bridge Northbound
- 5. (platform support Northbound)
- 6. (Platform support southbound)

Sandymount

Capacity

P1 398 m² which has a capacity of 884 - P2 is 500m² which has a capacity of 1110

Sandymount Northbound; (pre-event) the plan and expectation is for 3000: For 1000 pax, exit is narrow and will slow down passenger egress 103 x 1.5/1000 =6.6 mins to clear. Passengers will exit station and be guided up Sandymount ave via RDS

Sandymount southbound (Post-event) the plan and expectation is for 3000. Passengers will arrive at NB side if station. A buffer zone will be maintained for the LX. Passengers can enter station and use the underpass

Radios: Holding points will be managed by staff in communication with each other and are located at:

- 1. (Main entrance Sandymount Ave) Entrance to the station with Garda support
- 2. (Underpass northbound) Entry to underpass
- 3. (Underpass southbound) underpass southbound
- 4. (platform support Northbound)
- 5. (Platform support southbound)





Ó / From: District Manager, DART.

Go / To: All EMU Drivers.

CC: Depot Controllers Fairview & Bray.

Tagairt / Ref: Shed Notice: Ireland v Denmark 18.11.19

Dáta / Date: 14.11.19

Shed Notice: Ireland V Denmark - Driver Information

Would all drivers please note that on Monday 18.11.19 Ireland will play Denmark KO 1945 in the Aviva. This game has been selected as an exercise in preparation for the Euro 2020 next June. There are a number of fundamental changes to the operations plan. Please note the following:

- Lansdowne rd station will be closed between 1730 to 2300 and trains must not stop.
- Wheelchair users going to the game are to use Sandymount stn before and after, a shuttle bus will be available.
- Passengers from the southside are requested to get off/on at Sandymount
- Passengers from the northside or city centre to get off/on in GCD.
- A card with announcements to be made by drivers has been distributed

I would appreciate your cooperation.

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03rd December 2019



	Attendees/Apologies	
Attendees:,		
Apologies:		ļ.

No.1: General Project Update	Responsibility
 The draw took place at the weekend and the fixture list was presented 	
 Ireland will have one or two play offs in March. 	
 Fanzone will start their next consultation in the coming week. 	
• If Ireland does not qualify Bosnia–Herzegovina, Slovakia or Northern Ireland must	
use Castleknock Hotel and Abbotstown as their team base camp, if not using their	
home team base camp	
 Polish and Swedish delegates flew in yesterday to look at Carton House. 	
 Match timings (1700, 1400, 1700 & 1700 local time) are all early so that will be a 	
plus for fan behaviour and should prove positive for mobility.	
 Dublin Port will now see extra passenger flows with Polish fans coming from or 	8
through the UK	
 A representative from the Port should now attend Mobility Meetings. 	32
• to talk to Fáilte Ireland around the way the games fall to get	
intelligence of how fans might stay and look at fan patterns.	

No.2: Free Transport Card	Responsibility
 Match timings would now suggest most might head back to the City Centre after 	
the games.	
 Public transport from the PORT needs to be discussed, limited service at the 	
moment.	
 NTA have agreed that free transport will be provided using a flash card, it will 	
predominantly be an electronic ticket on your phone.	
Staff at all transport hubs will get training on what will happen on the four match	
days.	
 Comms plan with transport providers is being worked on. 	



- Work is still needed on the UEFA app.
- The 41 bus route to the city is now 24 hours for any fans arriving late into the airport.

No.3: Last KM	Responsibility
No update.	

	No.4: Operation Access	Responsibility
•	It went well and we learned a lot, is doing report at the moment.	
•	Grand Canal Dock – barriers worked well, cleared by 10.35, some people walked	
	straight to city, limited no. of Danish fans used the station, use of megaphones	
	worked well. Some issues of fans walking out onto Barrow St, to look at	
	coordinating Stewards and	
•	Sandymount – Problems that arose were the narrowness of footpaths, directed	
	way to stadium, more megaphones needed, signage too small, more barriers on	
	east side, Disability bus pick up worked well, a lot of fans used Holyrood Park	
	which caused a safety issue and needed to be cordoned off in advance, need to look	
	at traffic on Sandymount Ave .	v
•	We have to go back to UEFA 10th Dec, we are in info gathering phase now and	
	more work to be done, the group needs to re-sit and its caveated at the moment,	
	we need to be sure we can do it before a decision is made.	

No.5: Supporters segregation	Notes
 The City team is liaising with the guards to find another drop off point for shuttle buses and will keep everyone updated. We need to consider all avenues for separate drop offs into the city. 	

No.6: Volkwagon ID.3 vehicles and permits	
 Volkwagon did a photoshoot with the e-car on 20th Nov so NTA went out to inspect. There was possibly some issues but we are awaiting the decision. 	



No.8 Dublin Airport	Responsibility
 The busiest time in the airport is between 11am and 1pm so the timings of the games will increase numbers in an already busy airport. Anyone who chooses to fly home after the game might have a problem with night curfews in other airports. Traffic Management at the airport will work with the guards for busy arrivals peak. queried if Poland use Dublin as a base camp will they need to come out with a gardaí escort. Do the airport need to provide full facilities? clarified only escort to the stadium on match days. Internal airport team meeting tomorrow, will update now we have teams. 	
• to link in with in relation to Volunteer shifts and hours.	

No.8: Miscellaneous/AOB	Responsibility
 UEFA will have a mobility app – Pop ups giving notification if issues arising It will give recommended routes It can be a tool used to segregate by recommending particular routes to fans. will update on this when he has more information Everyone to collate a list of all other things happening in the city while the games are on. asked that the Pride Festival be included on the list, calendar & location has not been decided yet. DCC to get a handle on works scheduled during the tournament and put a list together. This item is to be included on the agenda going forward. 	

Next Meeting, Mon 09th January at 2:30pm in FAI Suite, Aviva Stadium.







05th April 2019



	Attendees/Apologies	
Attendees:		8
Apologies:		
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No.1: General Project Update	Responsibility
 Call with UEFA showed what they plan to do for free transport and what the electronic ticket will be like. Different colour for each match, a clock will appear to show time valid from and to, it will be touch sensitive to show validity. Tickets go on sale 12th June this year, expecting 30% to be sold. It was queried to see the no. of people that can be included on a ticket, awaiting response from UEFA. The tickets will be Flash pass and will not have barcode. Visual in rail stations and if station unmanned gate will be left open. Countdown clock on ticket. Paper tickets to be resolved, will generally be for VIPs so won't apply to transport. Tickets will not grant priority onto transport. UEFA to issue presentation by end of next week, will issue slides once they're available. 	

No.2: Feedback on 2 nd Draft Mobility Concept and conference call on 13 th Feb with Questions	Responsibility
Draft to be submitted in June this year.	



	No.3: Security & Mobility Issues	Responsibility
If Ireland	qualify extra pressure on Luas Bus & Rail.	
Shuttle Bu	us will need their own area.	
• 2011 we	had different routes to the city in place.	du de
 By 30th No 	ov we will have a fair idea who's playing here, following final draw	Play off
take place	e in March 2020 so there may be small changes to fixtures then.	502.04.7 (eq.) - (0.27.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2
	game we could have Germany & England, with only 6 day notice,	
	d flights and port will therefore be a more viable option for travell	
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	No.4: Spectator Experience	Responsibility
•	Volunteer recruitment going well, we have 1700 registered already. 25% Female and 75% Male.	
•	Volunteer recruitment starts in June.	5
•	30 VW e-cars will be in the city for 2 weeks covering the 4 match games. They will operate in a limited area around the city centre and out to the stadium	0 1
•	Decision needs to be made where they will be stored and charged overnight.	0
•	has requested information from VW about licencing, she requested technical specification, what drivers will be paid.	
•	Street Activations have moved to stage 2 of process, 3 proposals from each category got through, Final submissions are to be in today 5 th Apr.	
•	gave details of the 3 City Spectacular submissions	
•	2 Fanzone areas will run during the tournament. The Festival Village in Merrion Sq will run for 22 days and Dublin Castle will only open on Dublin match days with big screen in viewing area. Anybody can go, no ticket is needed.	



	No.5: Update from Airport	Notes
•	The airport secured the National Show Centre for the 4 match dates.	
•	has an upcoming meeting with the guards.	
•	It was asked if Volunteers could be used at staging area. To look into this.	
•	queried Blast Plan, will there be implications? It was suggested that it wouldn't	
	be a problem.	
•	Concept document to be prepared.	

	No.6: Closing of Lansdowne Dart Station	Responsibility
×	report to be looked at. to check with	
	No.7: Testing Opportunities	Responsibility

	No.8: Last KM Operations	Responsibility
•	Discussed possible road closures Fenian St to Grand Canal St. What knock on effect could it have?	
•	Rolling Road Closures work best.	
•	We should concentrate on connection from City Centre to Fenian St.	
•	Activations will likely be from Fenian St on to the Stadium.	
•	Fans using the Luas should be directed to get off at Four Courts instead of Jervis as less congested, to mention this to Suggestion of also using four Courts if people are attending Fanzone in Dublin Castle.	



No.9: Miscellaneous/AOB	Notes
 has put a template together for any works going ahead during the tournament. Template will be circulated if anyone has information to add that could be anyway relevant, please send it on to Webinar to take place 30th Apr – Airport based 	

Next Meeting , Tues 7^{th} May at 12pm in FAI Suite Aviva Stadium .







8th March 2019



	Attendees/Apologies	
Attendees:		
·		

No.1: General Project Update	Responsibility
 Titan Experience have been appointed Fanzone operator. from Titan Experience commenced as Spectator Services Manager. Tickets go on sale 12th June this year, expecting 30% to be sold. Tickets will be built into UEFA app. has been appointed Airport Co-ordinator 2 Airport Workshops have taken place in London & Glasgow. Free transport day of matches was discussed. System needs to be put in place of how this will work. Flash pass validations needs to be addressed. Nitelink to operate till 2 am if we have a late match this will tag in to match day ticket i.e. valid for 24 hrs. Luas last tram is 12.30am. All matches are mid-week Transport Providers need to assess if this will clash with peak time traffic. Separate routes being discussed for fans depending on which teams are playing. 	

No.2: Feedback on 2 nd Draft Mobility Concept and conference call on 13 th Feb with Questions	Responsibility
 1st draft was submitted in June 2018. Re-draft was submitted in Dec 2018. Next Draft to be submitted in June this year to follow up on drop off points and connect with Luas. 	



No.3: Feedback from Host City Workshop	Responsibility
UEFA want match day morning call/debrief.	
 Mobility attendance of VIPs / risk fixture. 	2 <u></u>
 Don updated on free transport – UEFA very happy. 	
 UEFA want a test match to see how it will work in 2020 and what we can pre-e 	empt
for next year.	
 General feeling this wouldn't work for us, needs to be discussed to decide if we 	e
should do a trial run.	

No.4: Spectator Experience	Responsibility
 introduced herself as Spectator Experience Manager We need 470 mobility makers for the city 1500 in total for the tournament. 30 VW e-cars will be in the city for 2 weeks covering the 4 match games. They will operate inside the canals. We can steer where they operate. Street Activations have moved to stage 2 of process, 3 proposals from each category got through, meeting Tues 19th March to discuss developing the proposals. City Spectacular will be a large scale structure and will fit in with the wider mobility piece. to link with different transport hubs for support. 	

	No.5: Update from Airport	Notes
•	introduced 2 new staff members and who will be working with him on the project.	
•	A new email address has been set up for the project: UEFA2020@dublinairport.com gave an overview of the airports busiest time of year usually around 28 th June when kids finish school, this will impact on the tournament as it is right in the middle of the tournament	



	to have discussion with Gardaí in relation to segregation in the airport depending on teams playing.	
•	The airport has already looked at follow on flights depending on match fixtures e.g. Dublin to Bilbao	
•	Concept document to be prepared.	

No.6: Closing of Lansdowne Dart Station	Responsibility
 to examine during Ireland Vs Georgia game to speak to about also including the Ire v Fra rugby match in assessment. 	

	No.7: Testing Opportunities	Responsibility
•	Discussed in General Project.	

	No.8: Last KM Operations	Responsibility
•	UEFA want us to focus on Spectator Routes from transport hubs and capacity.	
•	Plan to be put in place by the end of May.	

,	No.9: Miscellaneous/AOB	Notes
•	Dates of Events in the City during the Tournament to be shared.	
•	Match Days to be shared with group before next meeting.	

Next Meeting, Fri 5th April.







22nd July 2019



Attendees/Apologies	
Attendees:,	
Apologies:	

	No.1: General Project Update	Responsibility
• 1	confirmed no one from the stadium would be in the DCC Control room during the tournament.	
• 1	Register Interest for Tickets went live and we are awaiting breakdown of countries that applied for Dublin.	
•	has joined the project from DCC.	
•	UEFA senior management were in for a day visit recently and were very happy with our progress.	_
•	No information on Directional signage has been received we need to work on concept which is due in Oct.	

	No.2: Free Transport Card	Responsibility
•	The Free transport card will not be electronic tag. It will be an image on your phone.	
•	suggested that June is a particularly busy month with concerts on in different venues around the city.	
•	Irish Rail put an operation in place for previous concerts and added more carriages and train stops at certain stations.	
•	Dublin Bus put on extra buses when needed e.g Westlife concert they used Coach Park on Sherriff Street where 70 buses were put on.	
•	Malahide will host 3 weekend concerts next June. DCC will send letter to events to make them aware of the tournament.	_
•	Ask tosend a letter to his equivalent in other Dublin Local Authorities to highlight events taking place in the city next year.	



No.3: Host City Concept	Responsibility
 Host City Concept was submitted 1st July. Mobility Chapter will be forwarded to UEFA this week. We hope to receive feedback by the end of Aug and the 3rd draft is due April 2020. 	

	No.4: Risk assessment for the closure of Lansdowne Rd Dart Station	Responsibility
•	had no update from	
•	is meeting with relevant Garda groups every week.	la l
• Pla	an for least risk possible. Depends on teams involved.	
• UE	FA coming in end of Aug so progress will be made by then.	

	No.5: UEFA working visit	Notes
•	Approx 78 people will be visiting on the last week of Aug for the outer working visit and Stadium.	
•	3 from Mobility team will be in and they will be looking for answers to Mobility Chapter.	
•	Dates to be sent around of when they will be coming in.	

No.6: Last KM operations	
 UEFA have a concern about the last KM. We are proposing walking to the stadium so they will focus on this. 	

	No.7 Spectator Experience Update	Responsibility
•	We have now signed the contract with VW and continue to work closely with the NTA around issues still outstanding.	
•	We had a call with VW to see what their expectations are now.	
•	We need clarification of what happens if e-cars do not come off the production line by EURO 2020.	
•	We are awaiting feedback if the Taxi federation can appoint and recruit	



	drivers.	
•	We can dictate the operation zone.	-
•	Amsterdam and Glasgow are having similar problems too.	
•	Volunteers – over 1000 through selected roles. 200 initial interviews have taken place.	
•	Quality of Volunteers coming through is very strong.	
•	Training for volunteers will take place in March 2020, Gardaí will need to feed in.	
•	DCC mapping Street Activations. The Large puppet is the only one that might cause problems i.e. road closures may be required.	
•	City Spectacular is work in progress, we now have a new concept.	
•	We have visited Transport Hubs to plot where Volunteers will be.	
•	Vetting Volunteers will need to be discussed further.	
٠	VW have shared what the information desks might be. Mobile Cargo bikes are being viewed as an option.	

No.8: Airport Update	Responsibility
 has written to to see if any feedback, but nothing yet. to talk to other airports. 	

No.11: Miscellaneous / AOB	Notes
Nothing to report.	

Next Meeting, Thurs 12th September at 12pm in FAI Suite Aviva Stadium.







23rd October 2019



Attendees/Apologies
Attendees:,
Apologies:

No.1: General Project Update		Responsibility
9	We have started the Fanzone notice Communication and it is going well.	
Ž	The EY Economic Impact Assessment went out last week and was received well.	
7	DD to present to the Dublin City Council, Cultural SPC.	
9	Operation Access press announcement took place and we had a very modest turn out at the briefing.	
ří:	We had a positive response as we got the message out early but more comms still needed.	

No.2: Free Transport Card	Responsibility
and are in discussions with in relation to a Flash Card.	
• UEFA are insisting we have this clarified by the draw.	
would rather a personalised leap card but we feel pick up and transfers might be difficult.	
• Free transport for the tournament will be for match ticket holders, Volunteers and some media.	

	No.3: Last KM Operations	Responsibility
•	is driving this now.	
•	Disability access, there will be a shuttle bus from Sandymount which will possibly not be in operation during the tournament.	
•	We need to look at this in the review and see how manageable it will be going	



forward, the volume, complaints and interaction.

No.4: Operation Access (Closure of Lansdowne Rd train station)	Responsibility
and his colleagues are looking at signage specifically from Sandymount Station.	9
Limited space available at Sandymount so where we cannot use signs Mobility	No
Makers can be in place.	
Mobility Makers can use mobile signage at height along with loudhailers.	
Barriers will be used at the station for returning fans, to avoid a crush.	
Our aim is to avoid a full train coming into Grand Canal Doc to a full platform	
 Grand Canal Doc has good signage in place already, (wayfinding signs). 	
 On the Operational side on the 12th of Nov there will be a full brief that morning a week ahead of the operation. 	
An evaluation needs to be carried out on 10 locations.	·
thanked for organising Mobility Makers as they will play a big part in the operation.	
asked will signs be in Danish for 18 th . clarified sign will be Irish and English only and with symbols.	
rom UEFA is coming over and may accompany to the stadium.	

No.5 PNA supporters segregation	Notes
If segregation comes live we will need to have another location on the far side of the stadium.	
A site needs to be identified for the shuttle bus and PNA supporters' buses of segregated groups	
It was agreed Segregation needs to start out at the airport	5
suggested the Port may come into play depending on teams playing here.	
and to follow up with the Port and have a representative at our meeting.	_

No.6: Signage Plan	
We are pushing Dublin as a walking city so we will have more walking signage.	



•	We will look at areas outside the city where vehicle parking occurs e.g. Red Cow,	
	where there is opportunity to commence and reinforce signage for spectators	
	walking to the stadium when they alight from the transport services	

No.7 Du	blin Airport Update, including Airport Segregation strategy	Responsibility
(a) (a)	sked to work for a coordinated approach between groups as he felt we e a bit disconnected in relation to Security.	
•	raise issue with SSN meeting and feedback to	

No.8: Miscellaneous/AOB	Responsibility
happy with report after last meeting. to meet in Jan.	
will have a further update at the next meeting.	

Next Meeting, Tues 03rd December at 11am in FAI Suite, Aviva Stadium.







UEFA EURO 2020 - Match Access Group

2nd October 2019



Match Access Group - 2 October 2019

Atten	idees



Meeting - Agenda

- 1. Details and objectives of proposed exercise on the 18th November 2019
- 2. Resource and logistics requirements for the proposed exercise
- 3. Process for exercise evaluation by each organisation involved and the submission of the exercise report
- 4. Discussion of any associated risks
- 5. Development of a communications strategy for the proposed exercise with full input and agreement of each organisation involved
- 6. Appointment of a lead agency to oversee the agreed communications strategy
- 7. Provision of full list of stakeholders likely to be affected by the proposed exercise from each organisation involved
- 8. AOB

Meeting - Notes & Actions

- Each stakeholder is asked to look at the resources needed within their specific area and report back to
- Action sheets, log and evaluation documents are to be created and distributed to all stakeholders pre event.
 - Stakeholders are asked for their input in developing these also.
- Associated risks:
 - o Irish rail has their own internally. This may need to be shared as a wider exercise.
 - Signage plan to be developed by DCC.
 - o DCC, AGS to meet to discuss road closures. Barrow St. in particular.
- Volunteers potentially used for additional support.
 - Dot plan needed.
- Plan to be developed to aid disabled fans.
- Lead agency in the comms department needs to be assigned.
- WHPR, Documents needed to draft:
 - Key messaging document.
 - Q & A document.
 - o Stakeholder mapping & timings.
 - Risk identification: (Leaks).
- Development of message to consumers: "Same concise message going out on all stakeholders platforms".
- Holding statement to be developed by communications sub-group by October 3rd.



-	Exercise will need an operational name.
	Nest meeting will take place on Tuesday October 8 th @ 12:00 (FAI Suite, Aviva Stadium).



Meeting of the Match Access subgroup on Wednesday 23rd October 2019 at 12.30pm in the FAI Suite, Aviva Stadium.

Subject: Multi Agency Exercise on 18th November 2019 – Operation Access

Meeting Agenda

Exercise Operations and Communications

1. Minutes from the meeting of 14th October 2019

2. Update on the operational details of the Exercise

- Objectives of today's meeting Exercise Operations
- Timelines for exercise and DART closure final agreement required from all stakeholders
- Timelines and locations for briefings on the day of the exercise – final agreement required from all stakeholders
- Passenger management at Grand Canal Dock and Sandymount before and after the game and Irish Rail support requirements – Update requested from Irish Rail on passenger plan.
- Spectator management at the scan/search infrastructure and support requirements – Update and agreement from FAI, Stadium and AGS
- Traffic management including Barrow Street. Role for Dublin Bus and LUAS in the context of the DART closure – Update and agreement
- Signage Plan movement of spectators between Grand Canal Dock and Sandymount and the Stadium and the new search infrastructure at the selected locations signage plan has confirmed and update for meeting requested.
- Arrangements in respect of disabled spectators final update and agreement on looking after disabled spectators and non- match going Irish Rail disabled passengers.
- Health and Safety for the public, fans and staff –any update
- Exercise command and control, linkage to the Event Control room, emergency response and cancellation policy
- Steward, Security and mobility makers deployment at the exercise – update eand agreement on each category

- Full pre briefing for all exercise personnel and selected location and date agreed
- Gaps

3. Communications Strategy – discussion and agreement on the communication details of the Exercise

- An agreed key messaging strategy to all customers any updates.
- Stakeholder mapping update on the finalization of stakeholder mapping from each organization
- Communications Content –Discussion and agreement to be reached on communications content in the lead up to the exercise
- FAQ document any changes envisaged?
- Launch date, location and methodology Review and discussion
- Timeframes plan for week 4, 3, 2 and 1 to be confirmed.
- Stakeholder websites and social media messaging update on euro2020.fai.ie as the lead site for information
- Helpline and other options for public information normal channels to be utilized by agreement.
- Crisis Communications update on a communications response plan
- Gaps
- 4. List of all stakeholders likely to be affected by the exercise and actions required to mitigate the impact on them update requested on stakeholder management from FAI, AGS, Irish Rail, Aviva Stadium, DCC etc
- 5. Budget and Costings
- 7. Exercise Master Task List and Timelines
 - Request for summary of exercise plans
- 8.AOB
- 9. Next meeting

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 - Spectator management at the scan/search infrastructure and support requirements Coordination between each organization involved and discussion and agreement on the plan to manage this Actavo will manage installation and derig. One alteration to be made to initial proposal on green route and plan will be shared once updated. Additional stewards will be provided at Grand Canal, Sandymount and junction of Merrion Rd and Serpentine Avenue. Stewards will be supplied with megaphones.

 [Stewards of the content o
 - Spectator management between Grand Canal Dock and Sandymount and the Stadium - Coordination between each organization involved and discussion and agreement on the plan to manage this – Mobility makers will be pro-active in approach and be encouraged to offer assistance.
 - Signage Plan for presentation and discussion return signage to direct public to Grand Canal only. Turquoise

- (blue) background to be used. Signage in-situ date TBC, options are MD morning or MD-2.
- Mobility Makers Plan for presentation and discussion
 Mobility makers will be pro-active in approach and be
 encouraged to offer assistance. Team leads to be FAI/DCC
 staff.
- Arrangements in respect of disabled spectators final update and agreement on looking after disabled spectators and non- match going Irish Rail disabled passengers. 10 – 15 disabled spectators are expected. Irish Rail procuring bus and will confirm at next meeting. Passenger drop at Sandymount Hotel (TBC).
- Health and Safety for the public, fans and staff –any update
 Evaluators to be provided with hi-vis jacks but not identified
 as evaluators. Radios to be supplied to evaluators and
 contact numbers for team leads to be shared with
- Exercise command and control, linkage to the Event Control room, emergency response and cancellation policy -update Evaluators and volunteers to remain in locations in the event of exercise cancellation.
 Document for local emergency services to be shared noting

road closures. Clive to include on DCC traffic news.

- Exercise Stewards and Security Personnel numbers and locations where deployed
 Ballsbridge location to be changed to Serpentine Avenue.
 DCC, An Garda Siochana and FAI to provide evaluators. DCC have returned recommendations, confirmed AGS will have 4/5. FAI to assess available personnel with no match day role.
- Full pre briefing for all exercise personnel and selected location and date agreed
 Briefing to take place 12 November @ 10am in Stadium
 Media Centre. All attendees to enter via Gate A.
- Gaps

3. Communications Strategy

Crisis communications to be developed noting exercise detail and planning.

Use of in-stadium assets (Big Screen, PA announcements,) to be used. Programme and New Zealand fixtures to be evaluated.

WHPR monitoring social queries and updating FAQ's as necessary.

Paul Fitzgerald from UEFA MOBI to attend, Joe to follow up on other UEFA attendees.

4. List of all stakeholders likely to be affected by the exercise and actions required to mitigate the impact on them – update requested on stakeholder management in the context of exercise information from FAI, AGS, Irish Rail, Aviva Stadium, DCC etc

To be discussed at Comm's group meeting next week.

- 5. Budget and Costings
- 7. Exercise Master Task List and Timelines



8.AOB

Danish fan march is planned, no routes confirmed.

Print media safety notice with map to be evaluated.

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To be discussed at Comm's group meeting next week.

- 5. Budget and Costings
- 7. Exercise Master Task List and Timelines



8.AOB

Danish fan march is planned, no routes confirmed.

Print media safety notice with map to be evaluated.

9. Next meeting

Meeting of the Match Access subgroup on Tuesday 8th October 2019 at 12 noon in the FAI Suite, Aviva Stadium.

Subject: Multi Agency Exercise on 18th November 2019

Meeting Agenda

Exercise Operations and Exercise Communications

1. Structure and Exercise Rationale

- Sub- group structure and core contacts
 - All communication and information to be channeled via and
- Confirmation and agreement on the exercise rationale
 Discussion on rationale points to be amended and re
 - circulated –

2.Discussion and agreement on the operational details of the Exercise

- Timelines for exercise and DART closure
 - 19.45 KO
 - 17.30 23.00 DART closure
 - 17.30 Search and check infrastructure installation
 - 17.30 road closures
 - Red, purple and green routes to be tested
 - Full briefing 13 November and MD approx. 16.00 (timing TBC based on other scheduled meetings)
 - Live Exercise group operational at 17.00 on MD
- Passenger management at Grand Canal Dock and Sandymount before and after the game and Irish Rail support requirements
 - AGS support at stations
 - Discussion on passenger flow at Grand Canal
 - Barrow Street rolling closure discussed
 - Crash barriers required with arrangement
 - Capacity exercise conducted by Irish Rail
 - Resource requirements to be provided in writing Irish Rail

Match Access Group - 8 October 2019 - Notes & Actions

- Preferred route for Sandymount departures via Ballsbridge Village
- Serpentine Avenue route signage important for correct ticketed routes
- Spectator management at the new search infrastructure and support requirements
 - AGS to discuss with FAI re steward training for new infrastructure (steward upskilling)
 - Stewarding meeting between SSNS, Stadium Mgmt and Chief Steward to be arranged
- Traffic management including Barrow Street. Role for Dublin Bus and LUAS in the context of the DART closure.
 - AGS requesting CCTV access for Sandymount
 - Full capacity DART will spill onto road. AGS will assist in managing.
 - Dublin Bus to look at adding additional services for match attendee's and residents
 - Need to be cognizant of non-English speaking fans. Liaise with Danish FA and supporter's groups – FAI
 - No confirmation on fan march but highly likely as in 2018
- Signage Plan movement of spectators between Grand Canal Dock and Sandymount and the Stadium and the new search infrastructure at the selected locations VMS?
 - Sign off on fixed signage needed 4 weeks in advance.
 Query re content of signage. Decision that it would be colour route specific— DCC
 - Egress walking routes Northbound to Grand Canal,
 Southbound to Sandymount
 - Proposed locations for VMS at Grand Canal with potential for additional locations. VMS at Serpentine Avenue just route direction
 - In stadium announcement and big screen message
 - SIGN and VMS located in Ballsbridge Village and at stations.
 - Sign locations and detail to be agreed by next meeting –
 14 October
- Arrangements in respect of disabled spectators

Match Access Group - 8 October 2019 - Notes & Actions

- Shuttle to be provided for match attendee's from Sandymount
- Irish Rail staff to engage regular commuters and Enable Ireland
- DCC to communicate with local businesses
- Communication to FAI supporters with mobility impairments to be planned
- Dublin Bus to assess additional requirements on Routes
 4 & 7
- Health and Safety for the public, fans and staff
 - TBC
- Exercise command and control, linkage to the Event Control room, emergency response and cancellation policy
 - to meet Event Controller and Emergency
 Controller and attend meetings with statutory agencies.
 to discuss emergency response scenarios and exercise cancellation policy/procedures.
- Steward, Security and volunteer deployment at the exercise.
 - Ingress locations agreed, egress operation to be evaluated.
 - SPEC to share presentation for group to assess and comment
 - 76 VOLTs required.
 - Walkie talkies, loudhailers, foam fingers and blue jackets
 VOLT & SPEC Team
 - Additional stewards required for channel systems –
 Aviva Stadium & FAI
- Full pre briefing for all exercise personnel 13th November
- Gaps: Impact of possible Danish fan delay to be considered in relation to post-match flights.

3. Resource and logistics requirements for each organization and managing the exercise

- All stakeholders to share needs for pre-exercise report ahead of submission to EURO 2020 Project Leader

- 4. Exercise Evaluation by each organization -locations that will be evaluated, numbers of evaluators and agreement on the exercise objectives.
 - to be based in Event Control Room.
 - All stakeholders to provide an evaluator. Evaluator must be independent from exercise.
 - All stakeholders to nominate exercise participants for key locations
 - Key evaluation locations to be agreed at next meeting
 - Irish Rail will need personnel support to assist at transport hubs
 - DCC Project team personnel can assist
- Each evaluator to log activity every 15 minutes and report on any exercise positives, negatives and gaps.
- 5. Exercise Risk Register Risks for each organization involved and the need to develop an overall all-risk register.
 - All stakeholders to identify project risks using template.
 - Template to be distributed by Project Office
 - Irish Rail risk assessment to be condensed and shared with



- 6. Communications Strategy discussion and agreement on the communications details of the exercise
- Project Leader requested primary operational actions from each stakeholder to be developed and shared at next meeting as basis for Communication's piece.
 - 'Holding' Statement
 - Group approved statement
 - Queries to be channeled via (WHPR)
 - Communications sub- group
 - Sub-group nominees confirmed and meetings have commenced.
 and coordinating.
 - Lead Authority for communications
 - Consensus to work collectively with FAI leading
 - Messaging Strategy content and delivery
 - Strategy to be developed asap for discussion at Monday
 14 Octobers meeting

Match Access Group - 8 October 2019 - Notes & Actions

- WHPR to circulate template with key stakeholders to engage including timelines and associated risks.
- FAQ Document
 - to develop FAQ document
 - Platform for hosting FAQ and maps confirmed as euro2020.fai.ie
 - FAQ to be circulated 24hrs pre-launch with media invite
- Launch Date, location and methodology
 - 18th October suggested date
 - Media invite 17th October
 - Multi agency briefing at launch
- Websites and social media delivery
 - Platform confirmed as euro2020.fai.ie
 - All stakeholders to assist with social media messaging.
 - Stakeholder Ezines and mailing lists to be utilized.
- Helpline for customers and other options for information dissemination
 - Will be reviewed on an ongoing basis
- Crisis Communications
 - Planning to be reviewed on October 14th

7. List of all stakeholders likely to be affected by the exercise and mitigation (suggested template attached for consideration)

- template to be distributed by Project Office for input by all stakeholders prior to next meeting.

8. Timelines and Milestones

18th October – Potential Launch 13th November – Briefing

9. AOB

10. Next meeting

- Operations To be advised
- Communications Monday 14th October 12.00, FAI Suite, AVIVA Stadium

<u>Operations Access: Sub-group meeting 23/10/2019</u> Meeting Notes:

Timelines:

- Gardai to conduct briefing @ 1630hrs with the view to being on street @ 1715hrs.
- Mobility Makers; Volunteer canteen open @ 1500hrs, briefing @ 1615hrs, on street @ 1700hrs
- Mobility makers will be meeting @ Sandymount Hotel (Room TBC).
- Gardai & Mobility Makers to conduct briefing together.

Passenger Management:

- Irish Rail to go through operational data separately

Spectator Management:

- Scan/Search:
 - Changing operational plans will only be at 3 locations (Green, Red, Purple)
 - Change to access points will be trialled at the FAI cup final also.
- Stadium Underpass:
 - Will need additional stewards to manage car park area and access to Sandymount station.

Traffic Management:

- Barrow Street:
 - o AGS; there will be no full road closure, rotational road closure on a need's basis.
 - Use of barriers to control crowd, on site decisions will be made on the day.
- Dublin Bus:
 - o Additional bus services are planned if requied. (Bus number 4 & 7)
 - Decision will be made by supervisors on the night.

Signage:

- DCC; Focus is on Sandymount Station towards Ballsbridge.
- Little signage needed in the vicinity of Grand Canal Dock station.
- Scoping locations for VMS
- Sandymount station proving difficult as there is little space for signage.
- Discussion over egress: Northbound to Grand Canal Dock.

Disabled Spectators:

- Shuttle bus route: Sandymount Dart station Sandymount Hotel.
- To date only 1 email has been received. (Side note: No discussion has been conducted with match day ticket holders, potential upsurge in requests).
- Who is managing the shuttle bus?
 - o Enable Ireland cannot assist.
 - o Request sent to Irish Wheelchair Association, awaiting reply.
 - o to add to Match Operations meeting.

- o Are mobility makers needed?
- Post-game (Egress):
 - Encouraged to go to Sandymount.
 - o Fans can traverse through the concourse on west side of the stadium to gate "A".
 - Stewards will assist with this communication
 - o Potential to disseminate information to affected fans through ticketing.
- Non-Match goers:
 - o All representative bodies informed.

Health & Safety:

- Is there a set of SOPs for mobility makers?
 - o to speak off table.
- AGS; Mobi Makers need to be aware of there position on site, must be visible to the public, especial focus on egress.

Exercise Command and Control:

- to meet
- Cancelling exercise will not result in station reopening
- to discuss linkage between stadium and control.

Stewards, Security & Mobility:

- 70 Mobi Makers needed.
- Additional stewards will be required.
 - o To discuss with
 - Suggestion; meeting on 8th November Pre/Post Event Control meeting.
- Existing stadium stewards need to remain in place
- Full operational briefing to take place on 12th November @ 1000hrs

Evaluators:

- Locations discussed:
 - o Remove blue and orange routes
- Will evaluators be visible? Consider closer to the date.
- 2 Pax per location.
- Each stakeholder to appoint 2 persons.
- AGS; priority will be given to new areas. They will evaluate routes and stations.
- DCC appoint 5 persons.
- Stadium (Andy): Include Lansdowne Road/Shelbourne Road junction should be included as a location.
- Irish Rail will not provide any evaluators
- Each stakeholder to provide names to SW & AOB.

Log sheet:

- Completed in real time every 20 minutes.
- All agreed.

SIDENOTE:

; Sandymount Station camera feed can be linked into the control room. Air support will be requested, will depend on weather.

Questionnaire will be sent to volunteers.

What questions were you asked/When were you asked/Where were you Asked.

Communications:

- Updates:
 - o Media Strong coverage from launch
 - Social Gaps being identified
 - To date only 1 email has been received (only information gathering).
- Working on communications strategy.
 - Targeted, sponsored posts.
 - Key radio on the day.
- Any additional mapping?
- Timeline, completed this week
 - o Roll out next week.
- Crisis communications plan need to be developed.
- Update needed on FAQ update.

Budget & Costings:

 Where additional resources are needed exact costs are to be sent to not available through own stakeholder financial lines).

Upcoming meetings:

- 31st October 2019: Group meeting
- 8th November 2019: Event Controllers meeting.
- 12th November: Full briefing

Actions:

- Names of evaluators to
- 1-page briefing from all organisations on what they have done so far for the operations; to be used for briefing and final report

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