

**THE LONDON BOROUGH OF HARINGEY  
(HIGH ROAD WEST PHASE A)  
COMPULSORY PURCHASE ORDER 2023**

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**DOCUMENT CD 10.11**

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**WITNESS 7: BECKY HAYWARD, BURO HAPPOLD**

**APPENDICES TO REBUTTAL**

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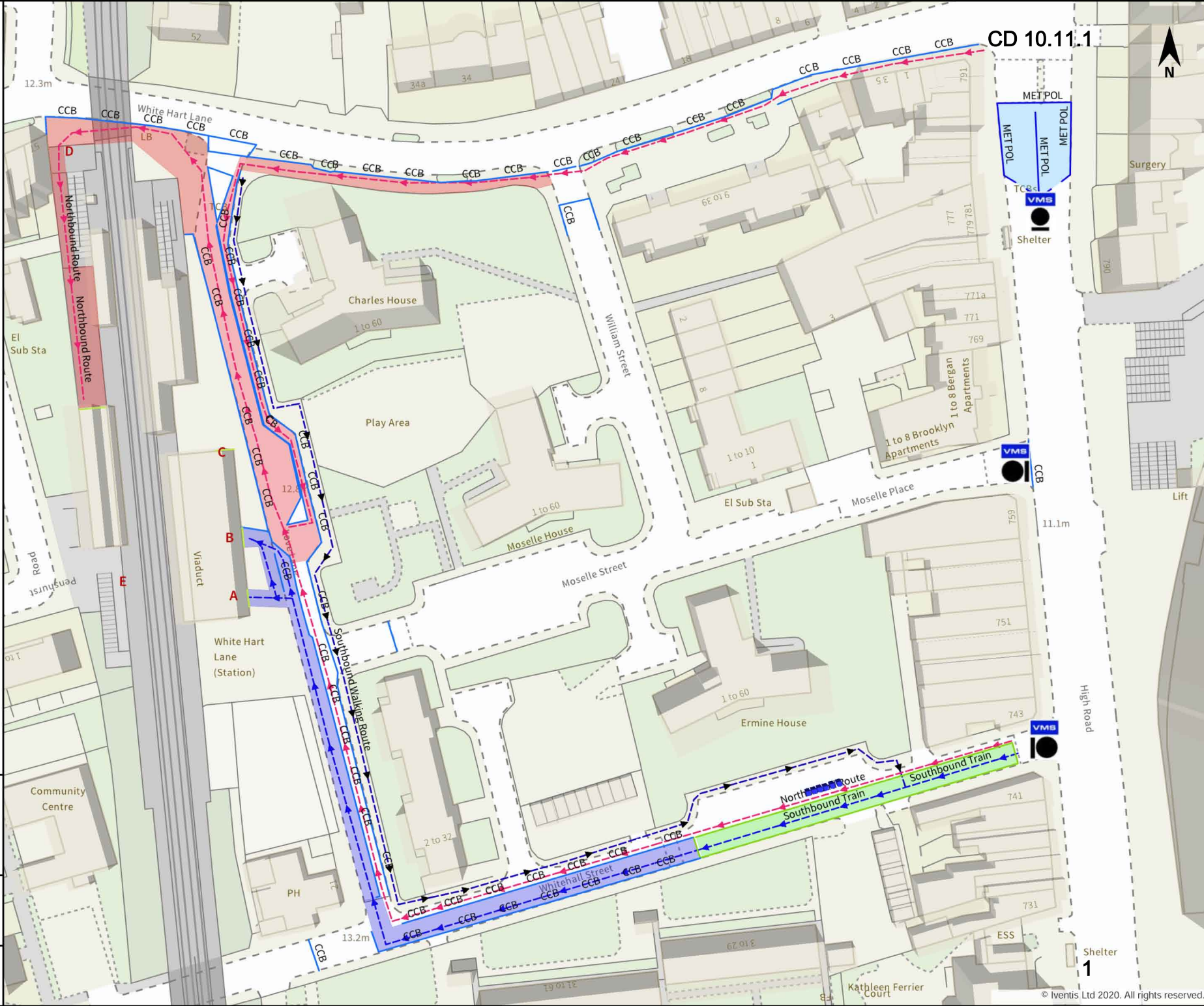
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  - Heras
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  - MET POL
  - 3rd party Events/Resilience...
  - Venue Entrance
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  - VMSL
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  - VMSB
  - Items - WHL Station
  - Lables - WHL Station
  - Road Closures - WHL Station
  - North Bound Queue 3@ 1268 = 3804
  - South Bound Queue 3@ 535 = 1605
  - 3rd Party Resilience Queue 3@ 345 = 1035



**Stadium Management**

<b>REMARKS:</b> DRAFT - WIP	<b>VIEW:</b> WHL Station Queue
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- Legend
- Structures - WHL Station
- Egress Queues - WHL Station
- Queue Into Entrance 1
- Queue Crossing Points
- Southbound Queue
- Northbound Queue
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- VMST
- VMSL
- VMSR
- VMSB
- Items - WHL Station
- Lables - WHL Station
- Road Closures - WHL Station
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- South Bound Queue 3@797 =2415
- 3rd Party Resilliance Queue 3@345 =1035

Stadium Management

REMARKS:

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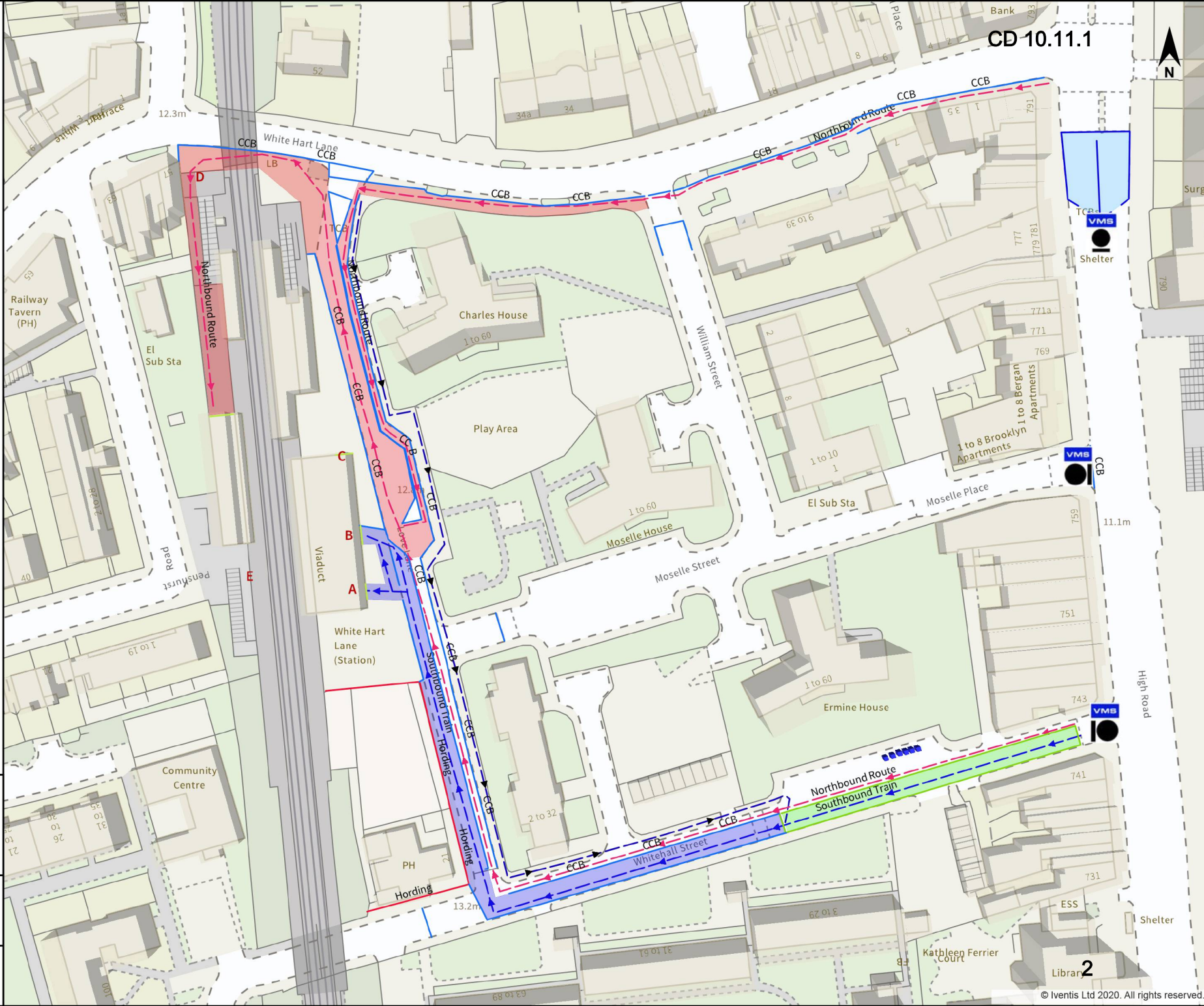
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## Buro Happold Queue Area Comparison and Validation

In this document we compare the existing area considered for Southbound queues to White Hart Lane Station by THFC with the area within the proposed HRW Masterplan and the Interim construction phasing with the aim of clarifying that the existing areas can be met within the proposals as outlined in Crowd Flow Study Report Revision P03 date 19 May 2022.

CAD layouts of the existing queue barriers were requested on 10<sup>th</sup> December 2021. THFC provided drawings of the existing queue spaces on 30<sup>th</sup> June 2022, and an updated revision on the 7<sup>th</sup> July 2022 (both as pdf). In the absence of this information, the existing queue areas used in the Crowd Flow Study Report were therefore based on site observations made by Buro Happold between December '21 and May '22 (5 site visits).

### 1.1 Existing Southbound queue area

Based on 'THFC - WHL Station Queue 5.7.21\_20220705145620\_strong\_compression.pdf' provided on 07 July 2022 by Movement Strategies, the following areas are currently considered by THFC:

- Southbound queue area = **797m<sup>2</sup>**
- Note - This area **includes** the space in front of the station which is estimated to be **128m<sup>2</sup>**
- It is noted that these two drawings appear to have an inconsistency in the approach to the measurement of the southbound queue area. The drawing received on the 30<sup>th</sup> June quotes 535m<sup>2</sup>, this increase to 797m<sup>2</sup> in the 7<sup>th</sup> July drawing is assumed to be accounted for by including the area in front of the station and moving the hoarding line along Love Lane.
- "3rd Party Resilience queue" = **345m<sup>2</sup>**
- This area is used for non-football events (Category 2 events) and resilience for issues with transport provision. It is stated that the Resilience area is not generally required on typical matchday (Category 1 events)
- Total Southbound queue area, including space in front of the White Hart Lane Station is **1,142m<sup>2</sup>**
- Total southbound queue area (discounting the space in front of the station) is 1,014m<sup>2</sup>

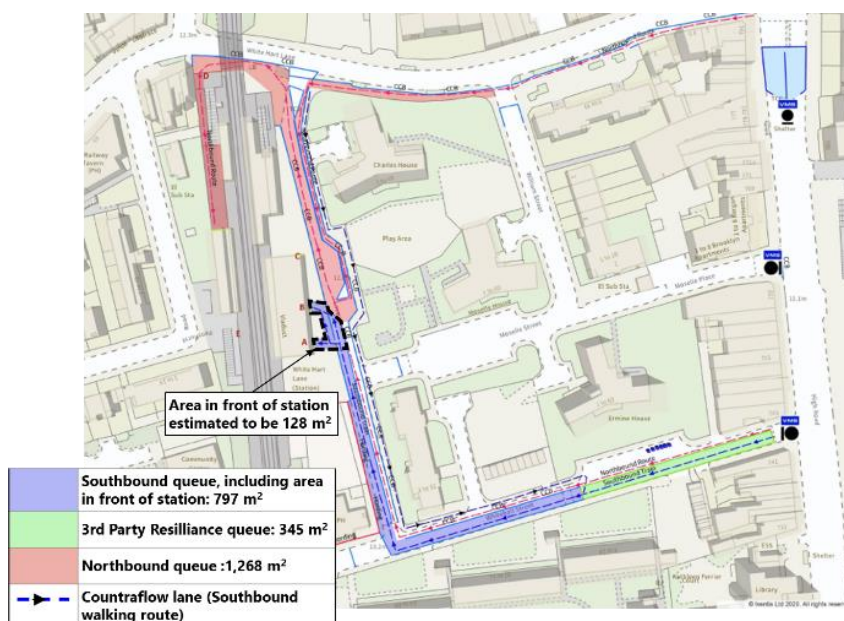


Figure 1: THFC - WHL Station Queue 5.7.21\_20220705145620\_strong\_compression.pdf, provided on 07.07.2022

## 1.2 Proposed area, HRW Masterplan

- Southbound queue area (as measured in Crowd Flow report) = **1,480m<sup>2</sup>**
- This queue area measurement **excludes** the area in front of White Hart Lane Station considered by THFC (128m<sup>2</sup>). It is considered that this area should not be included in a queue area calculation as the space is not part of the queue and should be provided separately for crowd management.
- For the purpose of comparison with the areas provided by THFC, the additional area in front of the station, **128m<sup>2</sup>** should be added to measured southbound queue area for the proposed HRW Masterplan. The previous area measured (1,480m<sup>2</sup>) included 33m<sup>2</sup> of overlap with the 128m<sup>2</sup> (see Figure 2), hence the increase is **95m<sup>2</sup>**
- Total Southbound queue area in the Proposed HRW Masterplan including the space in front of the station (1,480m<sup>2</sup> + 95m<sup>2</sup>) = **1,575m<sup>2</sup>** (see Figure 3)



Figure 2: Mapping of station area on to previously measured Southbound queue area in Proposed HRW Masterplan



Figure 3: Proposed HRW Masterplan, showing updated Southbound queue area including the space in front of the station considered by THFC

### 1.3 Construction phasing

- Figure 7-1 provided in the Crowd Flow Study Report indicates a Southbound queue area of 780m<sup>2</sup> for the period Q3 2022 to Q2 2023. During this phase the access route and queue space available along Love Lane and Whitehall Street would be the same as the existing, at time of writing the report we had measured this as **780m<sup>2</sup>**. With the updated information from THFC, this area would therefore be considered to provide the **1,142m<sup>2</sup>** quoted by THFC in Figure 1. (see Figure 4)
- Figures 7-2, 7-3, 7-4, 7-5 provided in the Crowd Flow Study Report indicate a Southbound queue area of **1,010m<sup>2</sup>** for those construction phases.
- This area does not include the area in the front of the station (and has no overlap with the space indicated in the drawing provided by THFC). Hence including this space, the total Southbound area is **1,140m<sup>2</sup>**. (1,010m<sup>2</sup> + 128m<sup>2</sup>) (see Figure 5)

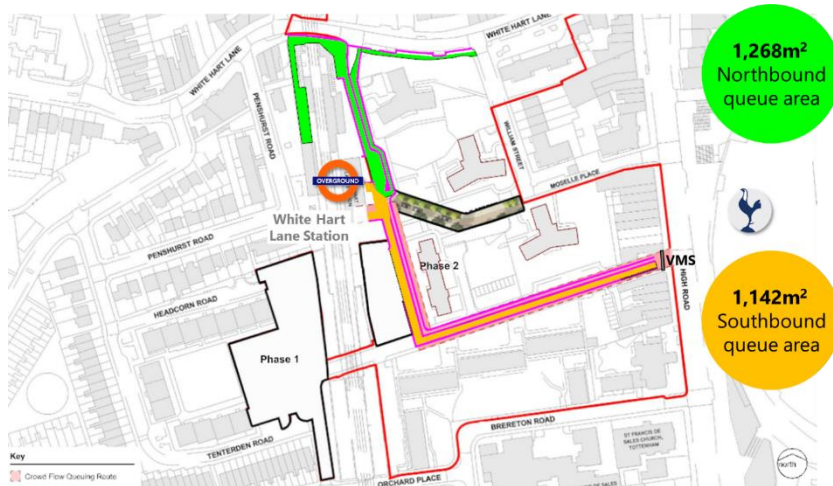
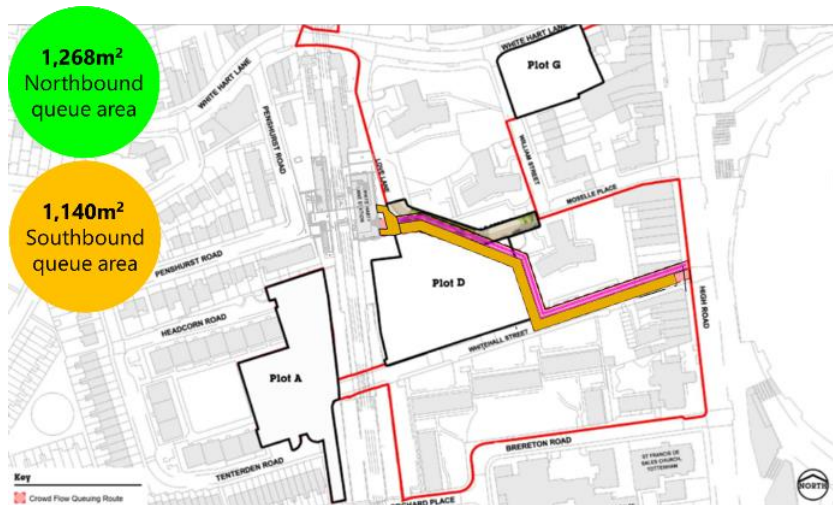


Figure 4: Northbound and Southbound queue area overlaid on access route for Construction phasing during Q3 2022 to Q2 2023 (Adapted from Figure 7-1 of Crowd Flow Study Report)



**Figure 5: Northbound and Southbound queue area overlaid on access route for Construction phasing during Q2 2023 to Q2 2025 (Adapted from Figure 7-2 of Crowd Flow Study Report)**

## **1.4 Area considered in Crowd flow report**

The Crowd flow study Report Revision P03 date 19 May 2022 considered 780m<sup>2</sup> as the existing Southbound queue area. This is due to lack of information and barrier layout drawings from THFC at the time of writing the report. The estimated queue area was measured on the following:

- Total Southbound queue area was measured from a CAD layout of the existing site – overlaying the observed barrier layout and allowing for some queue overspill towards the High Road – but allowing space after the temporary vehicle mitigation barrier.
- The area measurement takes into account the footprint of the barriers themselves (measured to be 0.8m width) and is based on the resulting width between the barriers along different segments of the queue. This barrier width is also applied to the future proposals.
- The area measurement also takes into account the unoccupied space at the head of the queue at White Hart Lane Station – which is kept clear for stewards to manage the crowd. This reduction/allowance is also applied to the future proposals.

### **1.4.1 Extent of barriers:**

All site observations (prior to report submission) showed that the people queueing for the Southbound entrance of WHLS were contained within the barriers provided on Whitehall Street. It was understood that on occasion the queue may extend beyond this point, however no further information was provided. Hence our area estimation made an allowance for this – extending the available queue area to within ~12m of the observed temporary Vehicle Mitigation barrier location, as shown in Figure 6. Allowing space for spectators to choose the correct lane, talk to stewards, etc.

### **1.4.2 Queue lane widths:**

Queue lane widths between barriers were measured on match days to estimate the area of each segment – for example along Whitehall Street, along Love Lane, and the small segment in front of the station which is narrower. This was then translated to a CAD plan to enable an area measurement. It was noted that the widths between barriers varied for different days. The area is estimated for match days when Southbound queue lane width is wider than the Northbound Lane on Whitehall Street.

### **1.4.3 Station entrance:**

In the area calculation, the area directly in front of the WHLS is excluded as this space is left empty for Stewards to manage the crowd (the same allowance is provided for in the future case).

### **1.4.4 Summary:**

The following image clarifies the areas discounted from the Southbound queue area considering the unoccupied space directly outside the station at the head of the queue and the space kept clear in front of the vehicle mitigation barrier.



**Figure 6: Diagram of estimated existing queue area – highlighting area discounted for crowd management at head of queue and distance kept clear between vehicle mitigation barrier and tail of queue barriers.**

## 1.5 Conclusion

The Crowd flow study had estimated an area of 780m<sup>2</sup> as the existing Southbound queue area at time of writing the report based on site observations since queue barrier layouts and area requirement were not made available. Since the submission of the crowd flow report, queue layouts and areas have been provided by Movement Strategies on the 7<sup>th</sup> of July 2022.

As agreed in the crowd flow report, the HRW Masterplan and at the intermediate construction phases will provide at least equivalent areas and widths as the existing space for Northbound and Southbound queues to White Hart Lane Station on event days. which according to the information provided by Movement Strategies is 1,142m<sup>2</sup> for Southbound queues and 1,268 m<sup>2</sup> for Northbound queues.

# **TOTTENHAM HOTSPUR STADIUM (THS)**

## **LOCAL AREA MANAGEMENT PLAN (LAMP) - ADDENDUM**

### **FOR 25<sup>th</sup> SEPT 2021 BOXING EVENT**

#### **DOCUMENT STATUS – FINAL**

13<sup>th</sup> September 2021

Stadium Management Ltd

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1.0	28.07.21	Various internal	
2.0	30.07.21	Various internal	
3.0	31.07.21	Various internal	
4.0	02.08.21	Various internal	
5.0	03.08.21	Various internal	
6.0	06.08.21	Various internal	
7.0	16.08.21	Various internal	
8.0	02.09.21	Various internal	
9.0	03.09.21	Various internal	
10.0	13.09.21	Various internal	

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### **Review and Sign off Statement**

In accordance with the instructions of THFC we have undertaken the development of the Boxing LAMP Addendum for the THS Stadium.

The information and details contained within it are based on a project from July 2021. The owner to review and sign off documents before it is issued to external partners

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# Chapter 1

# 1 Executive Summary

- 1.1 Stadium Management Ltd ("SM") was commissioned in October 2016 by Tottenham Hotspur Football Club ("THFC") to prepare a Local Area Management Plan ("LAMP") and corresponding strategies as required for the Northumberland Development Project (NDP). The LAMP is a S106 requirement.
- 1.2 The LAMP was approved with conditions ahead of the first stadium event in April 2019. The format of this LAMP has been agreed with LBH, i.e. that this is an addendum to the main LAMP, rather than a whole new document, as for the most part they are the same operations/overlay as a football event.
- 1.3 SM was commissioned in July 2021 to work on the LAMP for boxing at the stadium.
- 1.4 This Boxing LAMP addendum should be read in conjunction with the original approved LAMP. This document has been specifically produced for a Boxing event on Saturday 25<sup>th</sup> September 2021, where it is proposed that the spectator attendance is proposed to be circa 67,000 spectators.
- 1.5 The LAMP operations for this boxing event are 90% as football match and the approved LAMP document.
- 1.6 The THFC football LAMP should be read in conjunction with this Addendum, the approved version and reference for the THFC LAMP documents is detailed below:
  - DATE – 23/03/2019
  - Doc Ref:SM\_THFC\_LAMP\_0418-0019
- 1.7 Tim Spencer and Co is THFC's long standing transport consultant and is responsible for all the demand forecasting for THS. Tim Spencer and Co has a deep and detailed understanding and built key working relationship with all transport partners. The LAMP is built on the information contained within the transport plan and the mode split.

# Chapter 2

## 2 Glossary

2.1 The most common abbreviations and codes that are used within this document and across the THFC transport project are listed below.

<b>Code / Abbreviation</b>	<b>Full Name</b>
SD	Stadium Development
LAMP	Local Area Management Plan
TDM	Travel Demand Management
TA	Transport Assessment
The Club	Tottenham Hotspur Football Club
The Owner	Tottenham Hotspur Football Club
THFC	Tottenham Hotspur Football Club
NDP	Northumberland Development
MED	Major Event Day
NMED	Non-Major Event Day
TS	Tim Spencer and Co
PP	Planning Permission
TA	Transport Assessment
SM	Stadium Management Ltd
MS	Movement Strategies Ltd
Day 1	Day 1 first season projected demand forecast
End State	Final projected demand forecast
LBH	LB Haringey
LBE	LB Enfield
TfL	Transport for London
MPS	Metropolitan Police Services
BTP	British Transport Police
NR	Network Rail
GA	Greater Anglian
LO	London Overground
LUL	London Underground
ToC	Train Operating Company
MEDCPZ	Major Event Day Controlled Parking Zone
CPZ	Controlled Parking Zone
CoE	Code of Enforcement
COE	Civil Enforcement Officer
TMO	Traffic Management Order
KO	Kick Off
FW	Final Whistle

FTS	First Travel Solutions
PHV	Private Hire Services
WHL	White Hart Lane Stations
NUM	Northumberland Park Station
TOM	Tottenham Hale Station
SVS	Seven Sisters Station
WOG	Wood Green Station
AAP	Alexandra Palace Station
EBDR	East Bus Diversion Route
WBDR	West Bus Diversion Route

# Chapter 3

### 3 Introduction and Overview

#### a) Introduction

- 3.1 This document is an addendum to the approved Local Area Management Plan ("LAMP") for Boxing events at the Tottenham Hotspur Stadium ("THS"). This document should be read in conjunction with the Transport Plan prepared by Tim Spencer & Co. The travel demand forecast and mode share contained in the Transport Plan inform this LAMP addendum.
- 3.2 The planning permission for the stadium allows for up to six concerts and ten other non-concert major events within a calendar year.
- 3.3 The location of the stadium is shown on Figure 3.1 and sets out where the four transport hubs are in the context to the stadium.
- 3.4 Figure 3.2 shows key transport features for the Boxing LAMP. This provides an overview of key walking routes and shows the route of the GA shuttle bus.
- 3.5 Figure 3.3 shows a detailed site plan for the stadium with entrance numbers.
- 3.6 Other local events are operating on the same evening (25.09.21) including :
  - 3.6.1 Alexandra Palace Theatre, N22 - Capacity 1,000.
  - 3.6.2 Alexandra Palace Main Auditorium, N22 - Capacity 10,000
  - 3.6.3 Drumsheds, Meridian Water, Argon Road, N18 - Capacity 10,000.
- 3.7 These events may have some impacts on the public transport system including buses, overground trains, underground trains, black taxi and private cabs, walking, cycling and road networks at the same times as the spectators are entering and leaving the THS. The mode split and transport plan has taken on board the events' capacities, public transport capacity requirements and timings seeks to ensure there is still adequate capacity to operate the boxing event.
- 3.8 There are tried and tested Major Event Day LAMP measures used for football which will be implemented.
- 3.9 For this boxing event there have been some adjustments and enhancements, but 90% of the plan is still the same.
- 3.10 Key to success is the Travel Demand Management ("TDM") plan to inform ticket holders how to travel to and from the stadium.
- 3.11 The aim is to always offer travel choices for all spectators pre and post event.

## b) Overview of the Boxing Event

- 3.12 The event taking place at TH stadium on 25<sup>th</sup> September 2021 involves a programme of evening boxing matches, with the doors opening at 17:00. The first fight starting at 17.15 and the main fight starting at 21.55 (ring walk) and ending at 23.00 (hard stop) at the latest.
- 3.13 The stadium capacity for this event will be up to 67,000 (subject to licence). Nearly all general admission tickets will be sold by StubHub, who are Matchroom's ticketing agent. The tickets have been on sale since Tuesday 3<sup>rd</sup> August. The event is sold out.
- 3.14 Premium tickets (8,000) and staff tickets (1,000) will be sold via the Club.
- 3.15 Circa 4,000 tickets will be sold as a combined coach and event ticket. Details of how this will be enforced to ensure this mode share is reached are set out in Section 6 of this LAMP addendum.
- 3.16 This event will require additional measures due to the increased crowd size (from 62,850 to 67,000), and the late event finish. The details of the transport strategy for the event are detailed in the Transport Plan and the LAMP then leads off from that strategy.

## c) Key Timings for Transport/Other Operations

- 3.17 Table 3.1 below shows the key timings for the event on a mode-by-mode basis.

Key Timings for the Boxing Event		
Transport Mode	Arrival	Departures
<b>TfL Bus Services</b>	Bus services to start EBDR at 16:50. Pre-event services 259,279,349 and 149 will be on EBDR.	Bus services will divert to the WBDR when the event ends. Night Buses will be available from the High Street and also TOM station.
<b>Shuttle Bus Service (WG)</b>	The Wood Green Shuttle service will operate 3 hrs before event.	The last WG shuttle will depart at 11:45
<b>Shuttle Bus Service – Liverpool</b>		A bespoke Liverpool Street station Shuttle service will operate from 11:45.
<b>Coach Parking On and Off-Street</b>	3hrs before the event	Up to 1 hr 1-30 mins post event.
<b>Car Parks</b>	Open 3 hrs per event	2 hrs post
<b>CPZ's – LBH</b>	12.00	8.30 pm

<b>CPZ - LBE</b>	12.00	9.00 pm
<b>Black Taxi Cabs</b>	Pre event – unrestricted	Post event – projected up to 1 am after event
<b>Private Hire Vehicles</b>	Pre event – unrestricted	Post event – unrestricted
<b>Cycle Parking</b>	Pre event – unrestricted	Post event – unrestricted
<b>Traffic Management Zone (TMZ)</b>	17:00	00.00 (TBC)
<b>Leaside Road</b>	Will be installed when there is KO. Dynamic decision on the day.	Normally 60-90 mins after the end of the event
<b>Street Cleaning</b>		
<b>Temporary Toilets</b>	Toilets will operate at eight locations around the area and will be installed on the morning of the event.	The toilet will be removed overnight or early AM.

**Table 3.1 - Key Timings for the Boxing Event**

Figure 3.1: Stadium Location Map

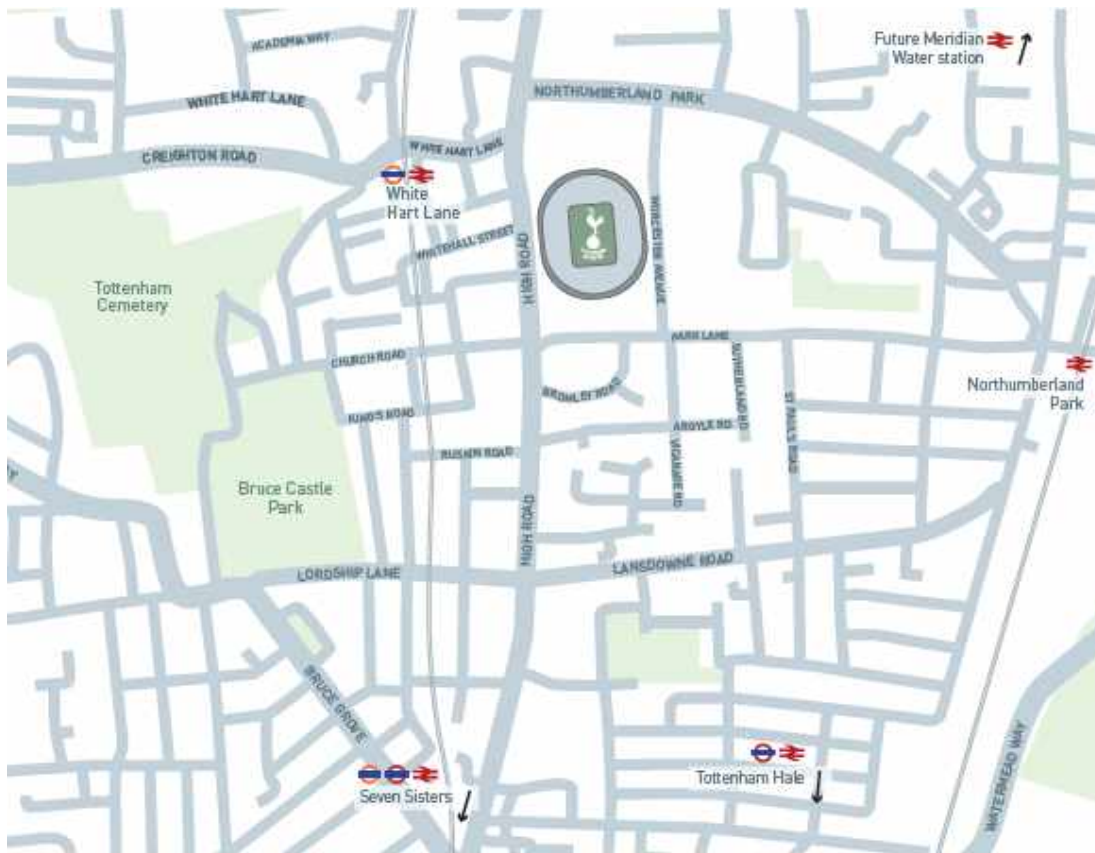
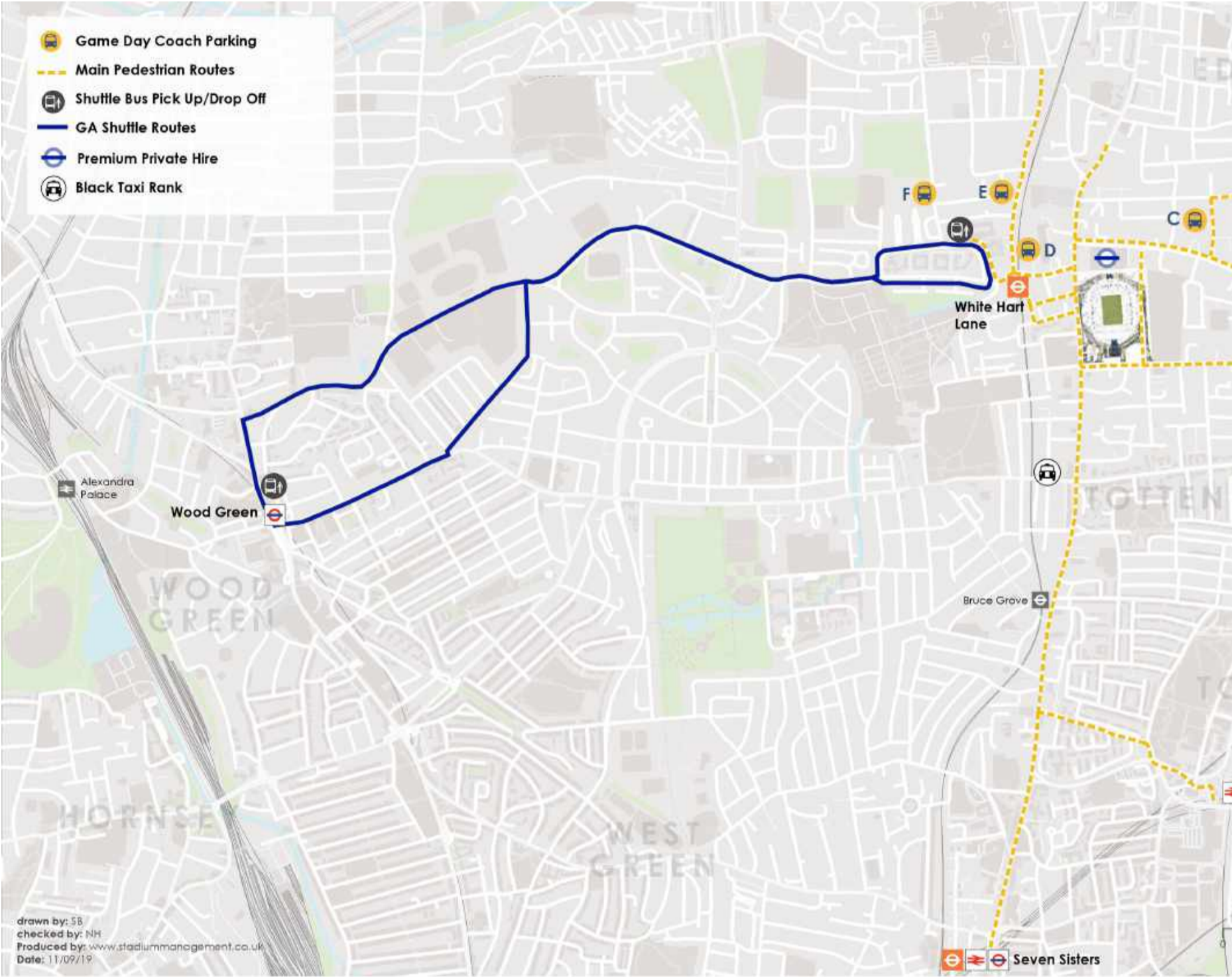




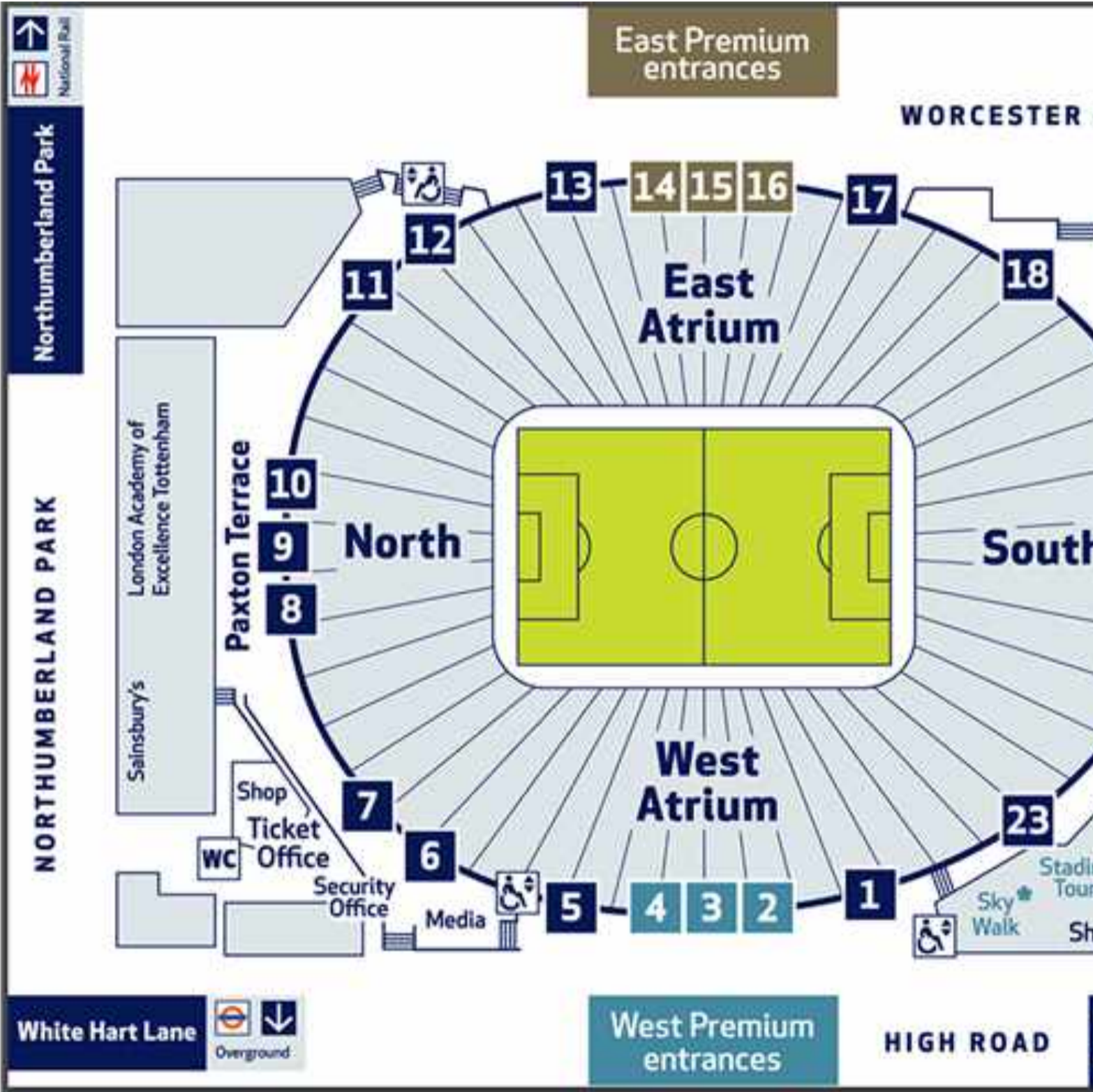
Figure 3.2 : Transport Overview Map – Boxing Event Mode – Pre-Event



Tottenham Hotspur Stadium Transport Overview - Boxing



Figure 3.3 : Tottenham Hotspur Stadium – Venue Site Plan Showing Entrance Gates



# Chapter 4

## 4 Demand Forecast and Transport Plan

- 4.1 The Boxing LAMP for the Tottenham Hotspur Stadium (THS) is based upon the latest demand forecasts and the capacity of the transport network in the immediate area and the London region.
- 4.2 Tim Spencer and Co has undertaken a detailed demand forecast to understand the public transport capacity for this event, which is set out in the Final Bespoke Transport plan to be read in conjunction with this document. This has provided key insight data and projections of capacity for the transport network associated with the event.
- 4.3 The demand forecast has assumed that on the same day as the boxing event:
  - 4.3.1 Due to events that will occur at Alexandra Palace, the GA shuttle will not operate pre or post event from Alexandra Palace station to THS.
  - 4.3.2 An Event will occur at the Drumsheds but it will likely end at 22:00
- 4.4 The demand forecast has been the basis for the Bespoke Transport Plan and then the LAMP. The demand forecast indicates the train/tube capacity and when the train services will end.
- 4.5 Table 4.1 below shows the predicted transport modal split and usages by percentage and numbers.

AJ Transport Strategy	2021 Assessment		Updated - 13/09/21		AJ at THS		
Saturday Evening			66347		GA at 50,329 and Premium at 16,018 (incl. Pitch)		
Spectator Arrival	Coaches	5.0%	3317	Level Precedent Boxing Day 2019 - circa. 70 coaches.			
	VL Tube/Bus	4.0%	2654	Typical			
	Other Bus	4.0%	2654	Typical			
	Wood Green Shuttle Bus	4.0%	2654	No Service to Ally Pally - Sell Out Concert			
	Taxis	4.0%	2654	Typical Pre-Event but Higher Afterwards			
	VL Tube/Walk	18.0%	11942	Less VL use due the Boxing Core East Catchment Area			
	Seven Sisters	14.0%	9289	Low Use not Actively Promoted with LUL Works			
	Tottenham Hale	4.0%	2654	Typical			
	Walk Only	2.0%	1327	Typical			
	Cycle/Other	1.0%	663	LUL Timetable TBC. Likely Earliest Service Finish Time			
	VL Tube/Train	9.0%	5971				
	Seven Sisters	8.0%	5308				
	Tottenham Hale	1.0%	663				
	Train Only	26.0%	17250				
	White Hart Lane	10.0%	6635				
	N. Park/T.Hale/S.Tott	16.0%	10616				
	Car Travel	23.0%	15260	Typical but with Higher Premium Seat Numbers			
		100.0%	66347	AJ at THS			
	All Tottenham Hale	3317		Dispersal Calc.		Reasonable Case Finish Time	
	2021 Assessment	Updated - 13/09/21		Trains	Peak	22.50 Soft Finish	
				Assumed	Direction	Small Number of Early Departs	
	After Game Dispersal Routes					Av. Pass/Train or Vehicle Numbers	
Spectator Departure	Coaches	5.0%	3317	@40	Vehs.	83	
	Bus/VL Tube	2.0%	1327	@50	Vehs.	33	
	Other Bus	3.0%	1990		Vehs.	1327	
	WG/LST Shuttle Bus	5.0%	3317				
	Taxis	5.0%	3317	26	90%	367	
	Walk/VL Tube	21.0%	13933		90%	115	
	Seven Sisters	16.0%	10616	26	90%		
	Tottenham Hale	5.0%	3317		90%		
	Walk Only	2.0%	1327	26	90%	138	
	Cycle/Other	1.0%	663		90%	23	
	Train/VL Tube	7.0%	4644	26	90%		
	Seven Sisters	6.0%	3981		90%		
	Tottenham Hale	1.0%	663	90%			
	Train Only	25.0%	16587	26	90%		
	White Hart Lane	8.0%	5308		90%		
	N. Park/T.Hale/S.Tott	17.0%	11279	26	90%		
	Car Travel	24.0%	15923		90%		
		100.0%	66347	@2.8	Vehs.	5687	
	All Tottenham Hale	3981				Av. Pass/Train	
				26	90%	138	
	Arrive Public	65.0%	43126	26	90%	551	
	Depart Public	63.0%	41799		26		90%
	Seven Sisters Arr	26.0%	17250				26
	Seven Sisters Dep	24.0%	15923	26		90%	
	Victoria Line Arrive	31.0%	20568		26	90%	
	Victoria Line Depart	30.0%	19904			26	90%
	Nat. Rail Train Arrive	35.0%	23221	26			90%
	Nat. Rail Train Depart	32.0%	21231		26		90%
	WHL Arrive	18.0%	11942			26	90%
	WHL Depart	14.0%	9289	26			90%
	NP/TH/So.T Arrive	17.0%	11279		26		90%
	NP/TH/So.T Depart	18.0%	11942			26	90%
				9			70%
				15/4	70%		440
The Relevant 'In Scope' Train Services Operate from 22:30 at WHL, 22:40 at NUM and 22:45 at SVS and TOM.							

Table 4.1 – Predicted Transport Modal Split –13/09/2021 version

# Chapter 5

## 5 Major Event Day Controlled Parking Zones

- 5.1 There are no changes to the MED CPZ for LBH or LBE for Boxing events. Please refer to THFC LAMP Chapter 4 for full details of the MED CPZ.
- 5.2 LBE Event Day CPZ finishes at 21.00.
- 5.3 LBH Event Day CPZ finishes at 20.00.
- 5.4 The LBH and LBE Code of Enforcement (CoE) should be reviewed by LBH and LBE to ensure the enforcement levels (Civil Enforcement Officers and Tow-away trucks) are adequate for Boxing events.
- 5.5 It should be noted that a proportion of event goers will park outside the CPZ and walk to the stadium.
- 5.6 Within the Event Day CPZ (as with match days) 'pirate car parks' which are unofficial off-street car parks will operate for this event. The Club does not have any control as to whether these car parks open or operate, but it is envisaged that those car parks that open on a football match will operate and open.

# Chapter 6

## 6 Management and Parking of Spectator Coaches

### d) Overview

- 6.1 This chapter considers the coach parking arrangements for Boxing events at the Tottenham Hotspur stadium. It is proposed that coach travel for the boxing event on Saturday 25<sup>th</sup> September 2021 will be provided exclusively by the Big Green Coach (BGC) Company.
- 6.2 Coach travel will be a key transport operation which will help to alleviate the pressure on public transport. The Club is working hard with the coach operator to maximise usage on coaches. All coach parking locations will be utilised.
- 6.3 Across the coach parking sites the venue has capacity for circa 161 coaches, which equates to approximately 6,200 spectators to and from the stadium. Coach parking space is not an issue. The increase on previous football coach parking capacity has been achieved by increasing the coach parking at the THFC Goods Yard, White Hart Lane Road. Resurfacing works have been carried out during the lockdown period and the site is now a functional car and coach parking space with a capacity of 101 coach parking spaces.
- 6.4 The above highlights coach parking capacity but the actual numbers of passengers has been forecast via the mode split.
- 6.5 The Club has worked with Big Green Coach to encourage coach travel which will reduce the reliance on rail and tube. The coach tickets are currently on sale at the following dedicated coach booking site:

<https://spurs.biggreencoach.co.uk/tickets/boxing-johua-v-usyk-at-tottenham-hotspur-stadium-official-coach-travel/>



- 6.6 Tickets for the coach travel have been on sale since the 3<sup>rd</sup> August 2021 and regular targeted promotion will be undertaken from various marketing channels.
- 6.7 The Club will sell 4,000 coaches seats through a forced coach travel solution to ensure that ticket holders travel to and from the ground by coach. This solution will ensure that these 4,000 travel by coach only and do not use LUL or overground. This forced coach solution works as follows:
- The event goer will have to travel by coach to then be able to collect their physical event ticket. If they have not travelled by coach, they will not be able to collect their event ticket.
  - To ensure they return by coach a £30 refundable deposit will be charged on top of the coach and event ticket price. When the event goer gets back on the coach, they will be issued a unique voucher. The day after the event they can then contact Big Green Coach to obtain the £30 refund. This is a standard operating process for such events.
- 6.8 Figure 3.2 of the Key Transport Features on page 15 shows the locations of all coach parking areas, which are:
- i. Zone A – West Road – (capacity 9 coaches);
  - ii. Zone B – Brantwood Road – (capacity 19 coaches);

- iii. Zone C – Tariff Road – (capacity 10 coaches);
- iv. Zone D – The THFC goods yard in WHL – (capacity 101 coaches) – new location see figure 6.1;
- v. Zone E – Pretoria Road – (capacity – 22 coaches) and;
- vi. Zone F – Booker Cash and Carry Site, Queen Street – (capacity 30 coaches).

6.9 The forecast coach parking capacities are listed below and how they will be used for this event. This plan is subject to change based on coach ticket sales. The order in which they will be used/parked up in is listed within the table as well.

6.10 It should be noted for this event that coach park F (Booker) will be used to stage the GA shuttle buses.

<b>Coach Zone</b>	<b>Parking Capacity</b>	<b>Estimated Max capacity (average 48 seats)</b>	<b>Comments</b>	<b>Parking order</b>
A	9	432		4
B	19	912		3
C	10	480		2
D	87	4176		1
E	22	176		5
F	30	0	Used to stage all GA shuttle buses	
<b>Total</b>	<b>161</b>	<b>6176</b>		

**Figure 6.1: Goods Yard Coach Parking Plan**





# Chapter 7

## 7 Management of Spectator Shuttle Buses

- 7.1 This chapter considers the arrangements for the shuttle bus operations for Boxing events at the Tottenham Hotspur Stadium. There will be one shuttle bus system in operation – the General Admission (GA) Shuttle Wood Green (WGN) to the stadium. The shuttle bus system to and from Alexandra Palace will not be operational for the Boxing event on Saturday 25<sup>th</sup> September 2021.
- 7.2 There is an entertainment event at the Alexandra Palace venue on the same evening starting at 20.30 which will create extra demand for the great Northern train service. This will additionally cause external queuing on the footway area outside the station where the shuttle buses normally set-down Tottenham Hotspur stadium shuttle passengers post event. We have therefore made the decision not to operate the normal event/match day shuttle system to this location.
- 7.3 The Premium Shuttle which previously operated on THFC MEDs between Tottenham Hale Station and the stadium will also not be operating for the Boxing event on Saturday 25<sup>th</sup> September 2021. This service has now been disbanded by the Club after low usage by premium users over the first few seasons the stadium operated.
- 7.4 Figure 7.1 provides an overview of the shuttle bus routes pick-up and drop-off locations. The shuttle bus locations are:
- i. GA - Wood Green Station (Pre and Post-event) - High Road; and
  - ii. GA - Stadium End (Pre and Post event) - White Hart Lane.
- 7.5 Note : see (i) above that the pick-up and drop-off for passengers are on the High Road N22, both near Wood Green Station and no drop offs will be in Station Road for this event.
- 7.6 The Club has a tried and tested match day shuttle bus operations for GA supporters that is operated by First Bus.
- 7.7 The operational hours of the GA shuttle are three hours before the Boxing event starts and two hours after the Boxing event has finished.
- 7.8 Post event the shuttles will operate to Wood Green Station until the last Piccadilly train has departed and then the shuttle will operate to Liverpool St station.
- 7.9 The estimated number of passengers that will disperse using the shuttle bus service is based on the TS demand forecast is 3,317, representing 5% of the capacity 67,000.

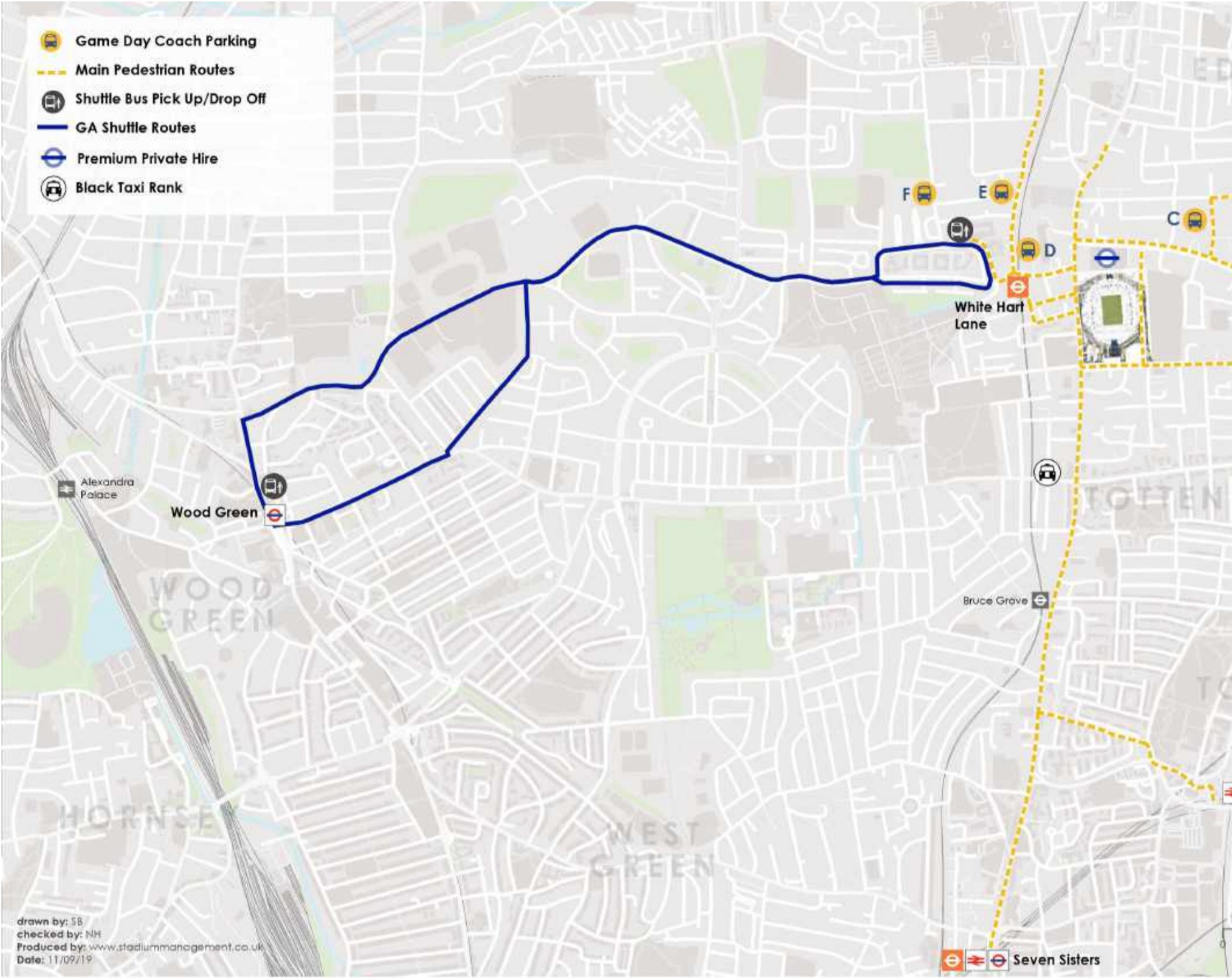
- 7.10 Wood Green Station and the Piccadilly line (LUL) will need to prepare to receive these passengers as per the normal football match operations.
- 7.11 The last shuttle will depart for Wood Green at 23.45 as the last tube from Wood Green is at 00.05
- 7.12 The number of shuttle buses pre match will be 20 and post event another 20 shuttle buses will operate providing a total of 40 shuttle buses for departures.
- 7.13 The regular football match day parking bay suspensions will be in place:
- i. White Hart Lane – o/s Haringey Sixth Form College;
  - ii. White Hart Lane – opposite the Grand Palace Banqueting Suite;
- 7.14 The GA shuttle service can also be used as a resilience shuttle service if the train/rail services are disrupted.
- 7.15 The GA shuttle service is a ticketed system which will help to provide insight on the number of passengers that are travelling to and from the stadium. For any resilience operation the pre-booked ticket operation would not be used.
- 7.16 The number of shuttle buses in this operation has been increased by 20 shuttle buses post event compared to a football match. This will provide additional capacity to the Piccadilly line (Wood Green) to align with the predicted demand forecast. It is estimated that shuttles will be able to undertake a 25 min round trip and undertake 2 trips = circa 4,000 pax (@70 pax per bus).
- 7.17 As a contingency measure, the shuttle buses will switch to deliver event attendees to Liverpool Street station after the last train has left Wood Green.
- 7.18 Contingency pick-up point 1 will be outside Haringey Sixth form College where 5 post-event shuttle bus operations will operate from o/s Haringey Sixth college to sweep up those left in the queue. An operational decision will be made on the ground based on numbers in the queue and whether queues have cleared and WHL station. More shuttle buses can be called up if required to pick up at Contingency pick up-point 1.
- 7.19 Contingency pick-up point 2 will be on the West side of the High Rd o/s no 278 High Rd, N15 (<https://goo.gl/maps/d7xR4xR9z9nFb4XQ8>) – loading area. Buses will line up from south to north on the High Rd, up until the junction with Tottenham Green East. This operation will take out one lane of the southbound carriageway. Buses will load outside 278 High Rd. Buses will

stage adjacent to Tottenham Green East (park) and will then be called forward to the loading area and then depart towards LST.

- 7.20 Buses will called forward from outside the Sixth Form College if they have returned there from Wood Green station or will travel straight from Wood Green station to Contingency pick-up point 2 and join the back of the shuttle bus staging line (adjacent to Tottenham Green East (park)).
- 7.21 Contingency pick-up point 2 will be live from 23.45 with 7 buses in position ready to start to the pick-up operation when the last train has departed SVS station at around 00.17. There will be regular communications between the SVS queue manager and the team at Contingency pick-up point 2 manager. Additional stewards can be transferred from the SVS post-event station queue to support the shuttle bus pick up operation.
- 7.22 When the last SVS train is known from SVS control a queue count will be undertaken and stewards will cut-off the SVS queue. They will advise all event goers that there is FREE shuttle bus across the other side.
- 7.23 Event goers will be advised to head out of the back of the SVS queue, head north and crossover the staggered crossing on the High Rd and proceed towards the Liverpool St shuttle. The Club will have CSAS and stewards positioned on this staggered crossing post event so they will support pedestrians crossing the High Rd. The shuttle buses will pick up outside of TfL bus stops/cages so they will not impact TfL bus stops.
- 7.24 The shuttle bus manager at Contingency point 2 can call up shuttle buses as required based on the demand/numbers of event goers that they can see left in the SVS queue. Regular station queue counts will be undertaken on the night. These shuttle buses will be staged at Haringey Sixth form college, Booker Cash and Carry or will have been deployed to pick-up point 2 from Wood Green station. The club has reserved 40 shuttle buses for this post event operation. This provides a capacity of 2,800 if the shuttles (@ 70 pax per bus) undertake just one run, but more runs can be undertaken if there is sufficient demand. See Figures 7.3 for phased operational plan.
- 7.25 The shuttle bus operation will start at 00.17 (when queue at the rear of SVS station has been stopped) and will continue for one hour or until all passengers that want to travel to LST have done so. It is estimated a shuttle run to from resilience pick up point 2 to LST station will take 25 mins on average at that time of night.
- 7.26 The communications of resilience shuttle bus operation 1 and 2 will be via on stewards on street so they are localised to WHL and SVS stations and also the temporary VMS that are is close to the stations.

- 7.27 The management of the shuttle bus operations switch will be through the THFC Transport Manager, THFC control room, station control rooms and external station queues.

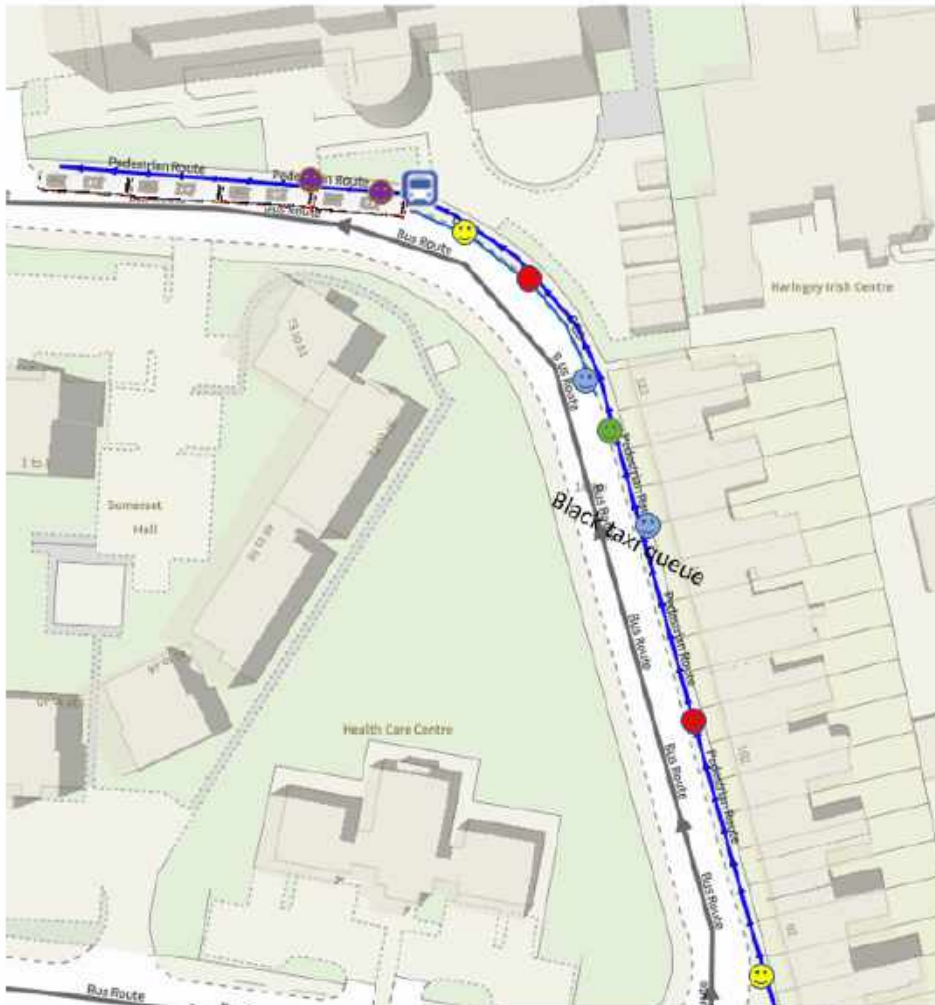
Figure 7.1: Wood Green (WG) Shuttle Bus Route



Tottenham Hotspur Stadium Transport Overview - Boxing

Figure 7.2: Shuttle Bus – Drop off and pick up operation – o/s Sixth Form College.

### Shuttle Bus Operation – External Staff Location

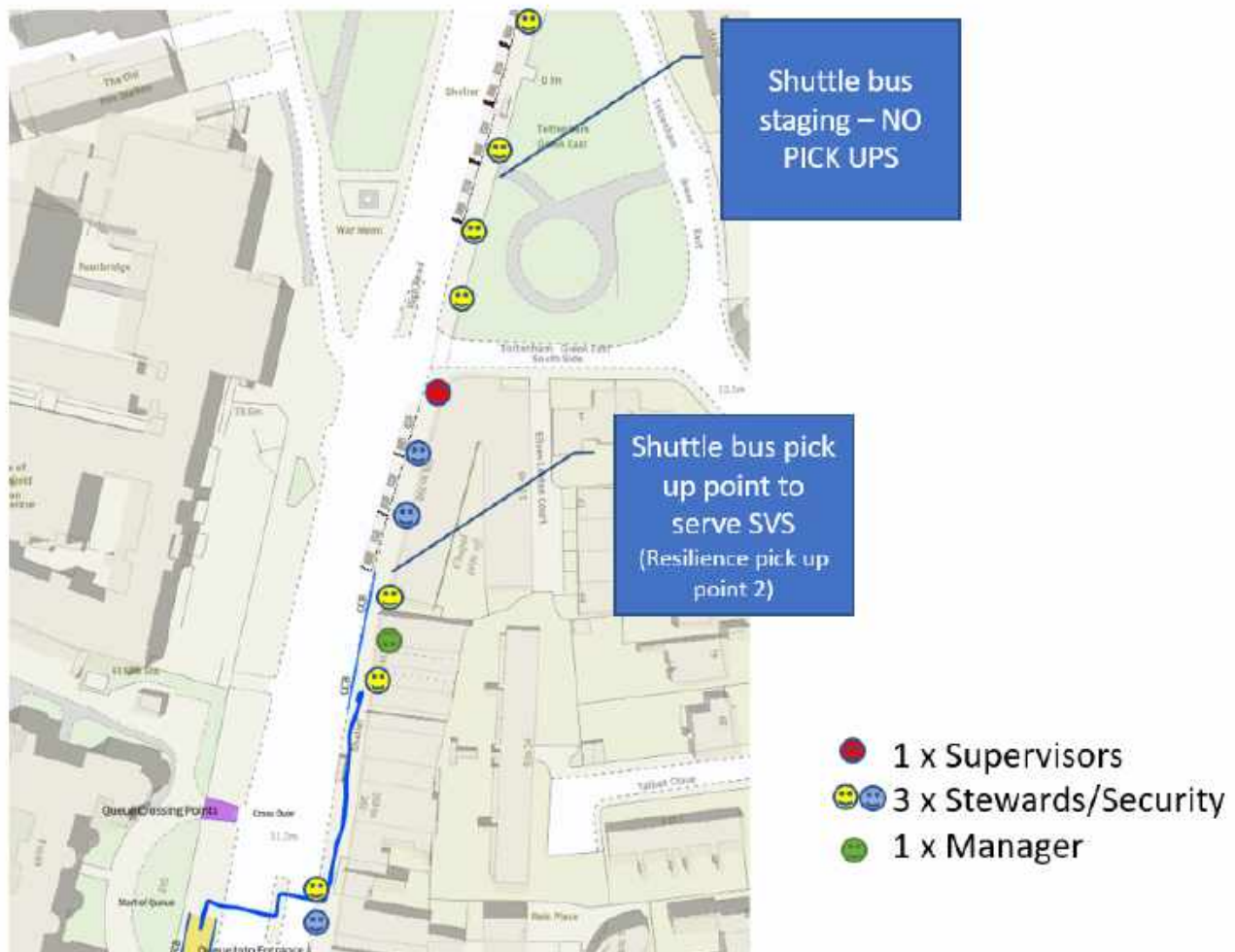


- 2 x Supervisors
- 4 x Stewards/Security
- 1 x Manager
- 2 x First Bus Manager

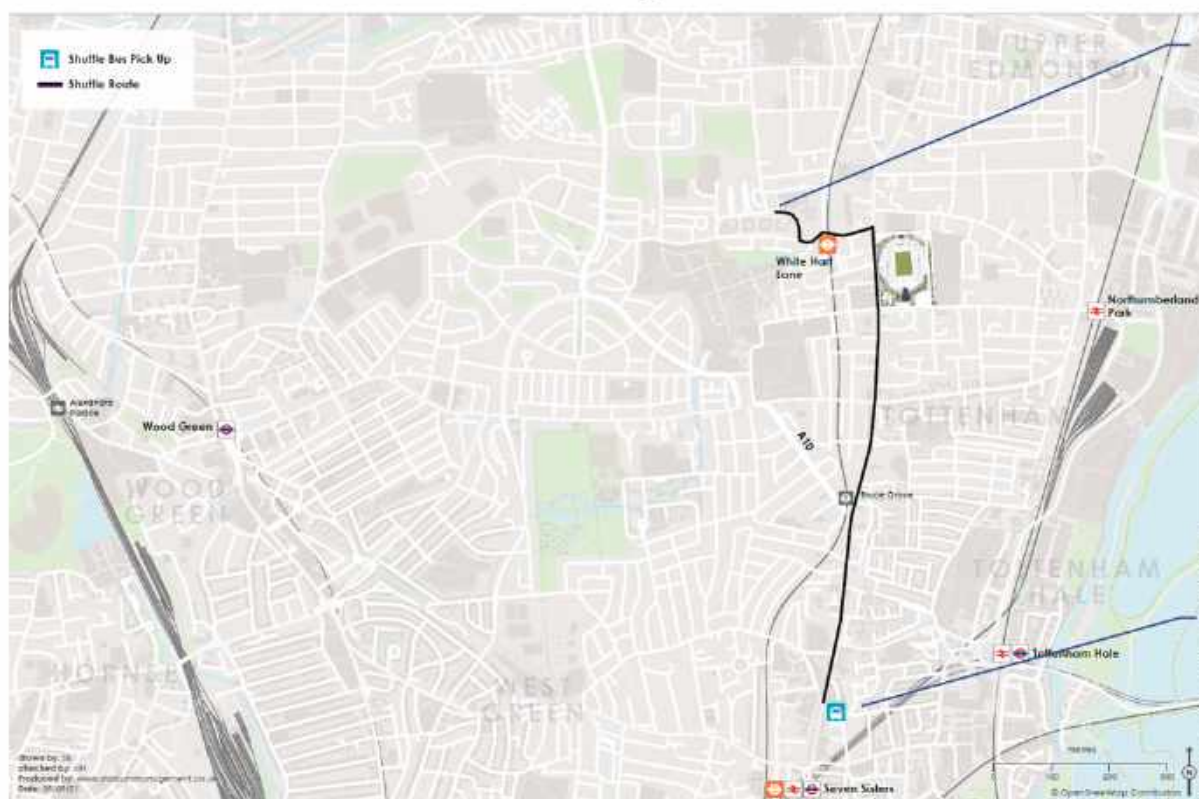
Figure 7.3: Shuttle Bus – Pick up operation to LST shuttle post event.



## Shuttle Bus operation SVS to LST – External Staff Location



### Shuttle Bus route Sixth Form College to SVS – 00.15 – Phase 2



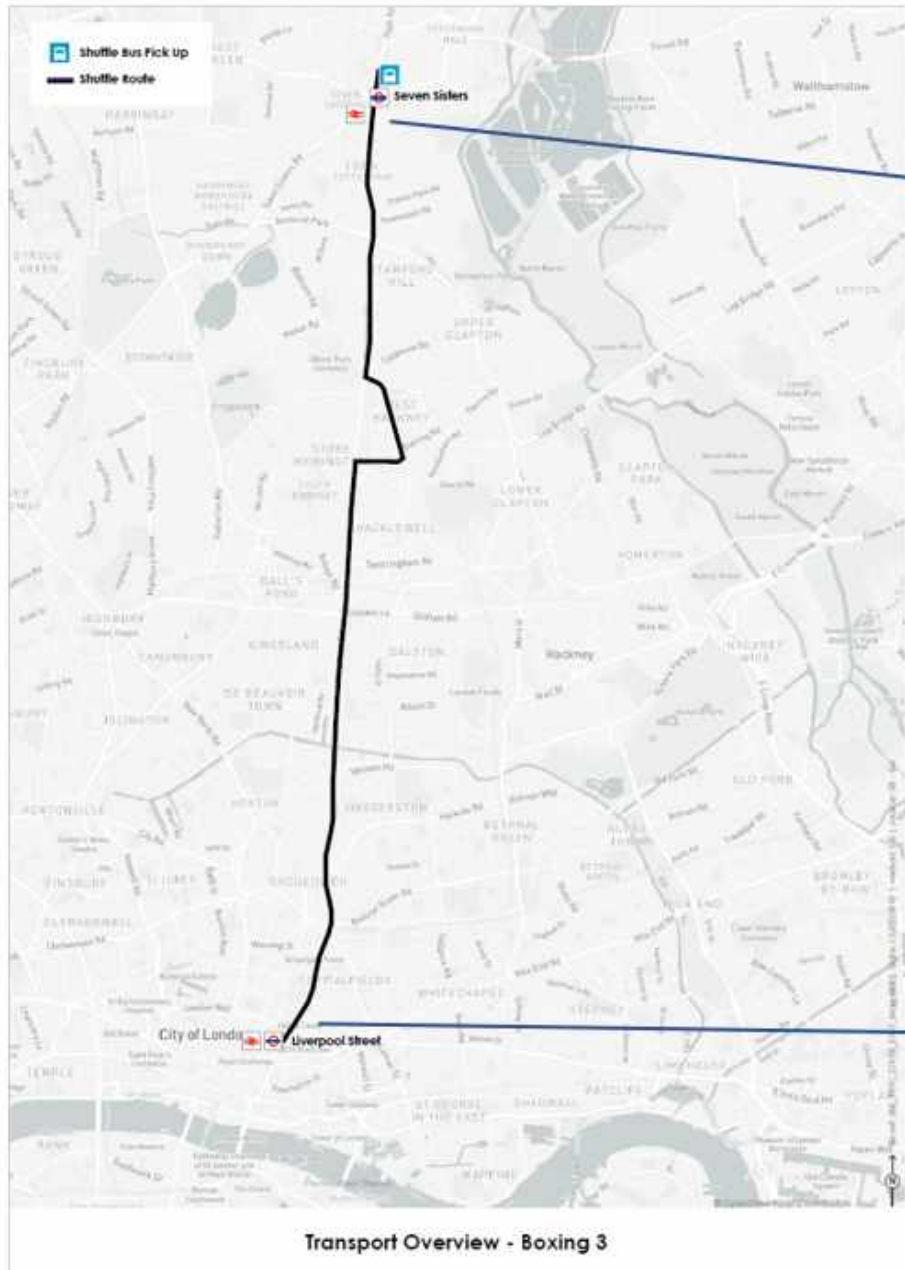
Phase 1 - (Resilience pick up point 1)

Shuttle bus staging location for empty buses to be called forward to resilience pick up point 2

Shuttle bus pick up point to serve SVS  
(Resilience pick up point 2)

## Tottenham Hotspur Stadium Transport Overview - Boxing 2

## Shuttle Bus route SVS to LST – 00.00 - Phase 3



Shuttle bus pick  
up point  
(Resilience pick up  
point 2)

Shuttle bus drop off  
location Opposite  
Liverpool St station

# Chapter 8

## 8 Management of Spectators Arriving / Departing on Foot

### a) Overview

- 8.1 This chapter considers the arrangements for spectators arriving and departing the Tottenham Hotspur Stadium for a Boxing event.
- 8.2 Primary walking routes to and from the stadium are from the following stations:
- i. White Hart Lane Station (WHL);
  - ii. Northumberland Park Station (NUM);
  - iii. Tottenham Hale Station (TOM);
  - iv. Seven Sisters Station (SVS).
- 8.3 Figure 8.1 shows a map of main walking routes to the stadium. **Appendix A** shows a draft Getting here map that will be on the dedicated boxing getting here travel pages can also be sent out to ticket holders.

### b) Pre and Post-Match Barrier Plans

- 8.4 At this stage the modal split indicates that the current football barrier plans will cater for post-event dispersal. The only additional queue that is required is at TOM station to cater for a dedicated GA queue into the station post event as the interchange between GA and LUL will be restricted/closed post event.
- 8.5 The way the barriers are designed for WHL, NUM and SVS means that the roads act as a funnel into the barrier systems.
- 8.6 Additional stewards will be located on the barrier lines to cater for new fans to the stadium and remove the risk of queue jumping. These extra stewards will be a combination of stewards and SIA. It is envisaged that the number of staff managing these queues will be uplifted by 20-30% compared to a normal football match. The draft barrier and staff deployment plans are detailed in figure 8.2 below. The Club will work through detailed staffing briefing packs and operational plans to be able to implement these operational plans.
- 8.7 A bespoke queue communications plan will be developed and implemented for this event to ensure fans are aware when the last trains from each station has departed. Stewards will be briefed with key transport messages, station by station. Messages will be agreed with the transport providers. For example, at SVS, 'use of TfL Journey planner, google maps, city

mapper to continue onward journey at SVS which will provide all the travel choices – night bus, overground rail and taxis.

- 8.8 Communications between tube/train control room and the back of the queue is essential for this event. When the last train is known a queue count should be undertaken and then a cut-off point/queue closure plan implemented. The advice from these stewards will need to be robust and informative for passengers to seek other travel arrangements with some recommendations for specific stations eg. TOM use black cabs, uber or night buses.
- 8.9 Additional stewards and a VMS will be positioned at the High Rd and Chesnut Road junction. This VMS will be switched on when the last southbound Victoria Line train has departed SVS and TOM. A message will be displayed on the VMS that all southbound Victoria line trains have departed and to walk to TOM station to then use GA services, black taxis and TfL night buses from the bus station. This message and operational plan will be switched when the remaining Seven Sisters queue is equivalent to the remaining train capacity into central London. See Figure 8.3.
- 8.10 The Variable Message Signs (VMS) that were implemented for the first season of the stadium will be re-introduced at;
- High Rd – north (junction with White Hart Lane) South (junction with Lansdown Rd)
  - Whitehall Street
  - Moselle Place
  - NUM Station
  - \*\*\*NEW\*\*\* – High Rd junction with Chesnut Rd
  - \*\*\*NEW\*\*\* - TOM station
- 8.11 The VMS will provide key messages pre-event, post event directions to rail / tube queues and advise when the last trains have left, recommending alternative travel messages inline with the TDM measures.

### c) Last Services for Bus, Rail and Underground

- 8.12 The last services for rail and underground services are shown in 8.1 Table below. For last bus services see Chapter 11.

Last Services on Rail and Underground Routes				
Station	Northbound	Destination	Southbound	Destination
WHL Overground	00:22	Enfield Town	00:25	Liverpool St.
WHL Overground	00:07	Cheshunt	00:25	Liverpool St.

NUM National Rail	00:22	Bishops Stortford	00:20	Liverpool St.
TOM National Rail	00:40	Hertford East	00:13	Liverpool St.
TOM National Rail	00:29	Stansted Airport	None	Liverpool St.
TOM National Rail	00:45	Cambridge	00:00:01	Liverpool St.
TOM National Rail	00:20	Bishops Stortford	00:22	Liverpool St.
TOM Underground	00:55	Walthamstow Central	00:00	Brixton
SVS Overground	00:22	White Hart Lane	00:25	Liverpool St.
SVS Overground	00:07	Cheshunt	23:47	Liverpool St.
SVS Underground	00:55	Walthamstow Central	00:17	Brixton

**Table 8.1 - Last Services on Rail and Underground**

- 8.13 The post-event queuing systems are listed below along with the changes to the current football stewarding, barrier or signage plan.
- 8.14 The same barrier deployment team, staffing teams that undertake football operations will be implementing the post event queues with additional stewards to support the post event operations.
- 8.15 Overview of barrier, signs and stewards at stations and whether there are additions to the normal football plan.

Station	Barriers	Signs	Stewards
WHL	No Change	No Change	Additional stewards and SIA
NUM	No Change	No Change	Additional stewards and SIA
TOM	Additional barrier into GA part of station	Additional signage for GA queue.	Additional stewards and SIA
SVS	No Change	No Change	Additional stewards and SIA

**Table 8.2 - Queueing System Changes**



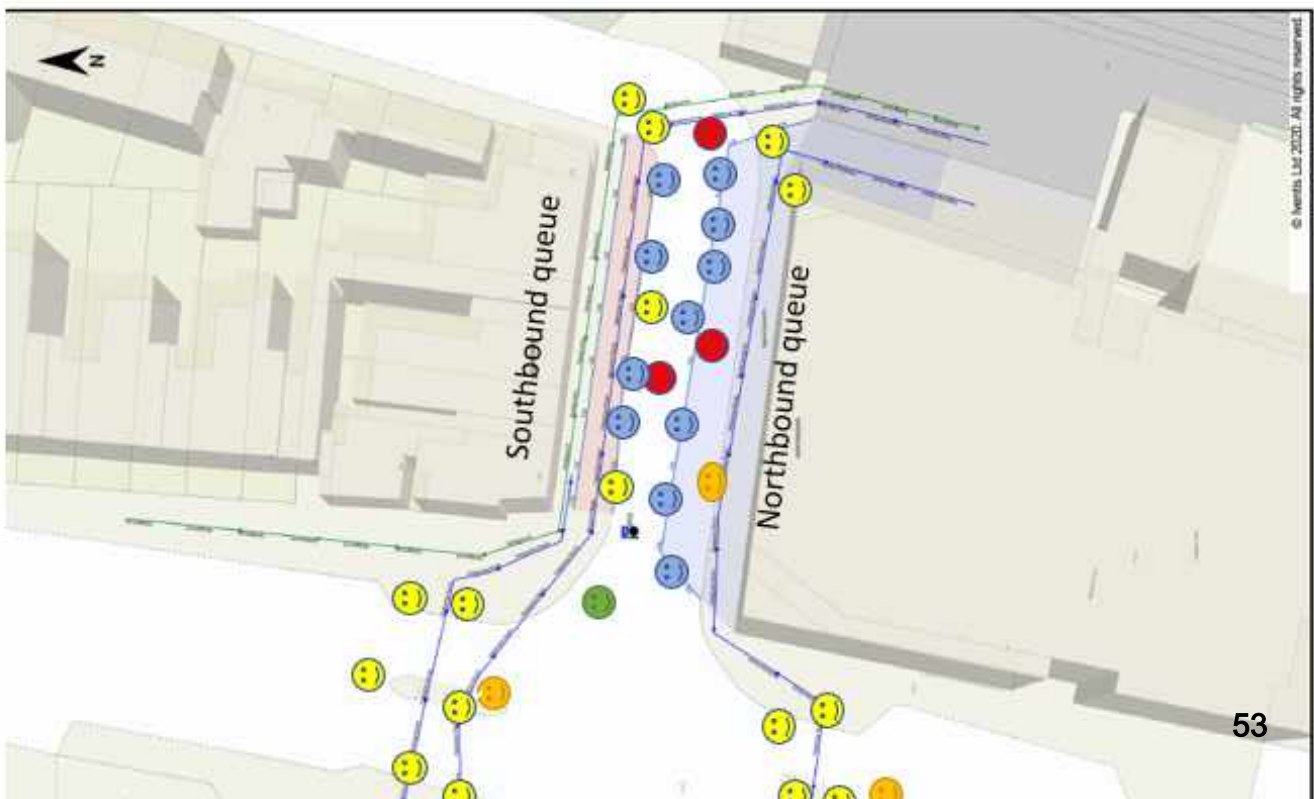


Main Walking Routes to and from the Stadium



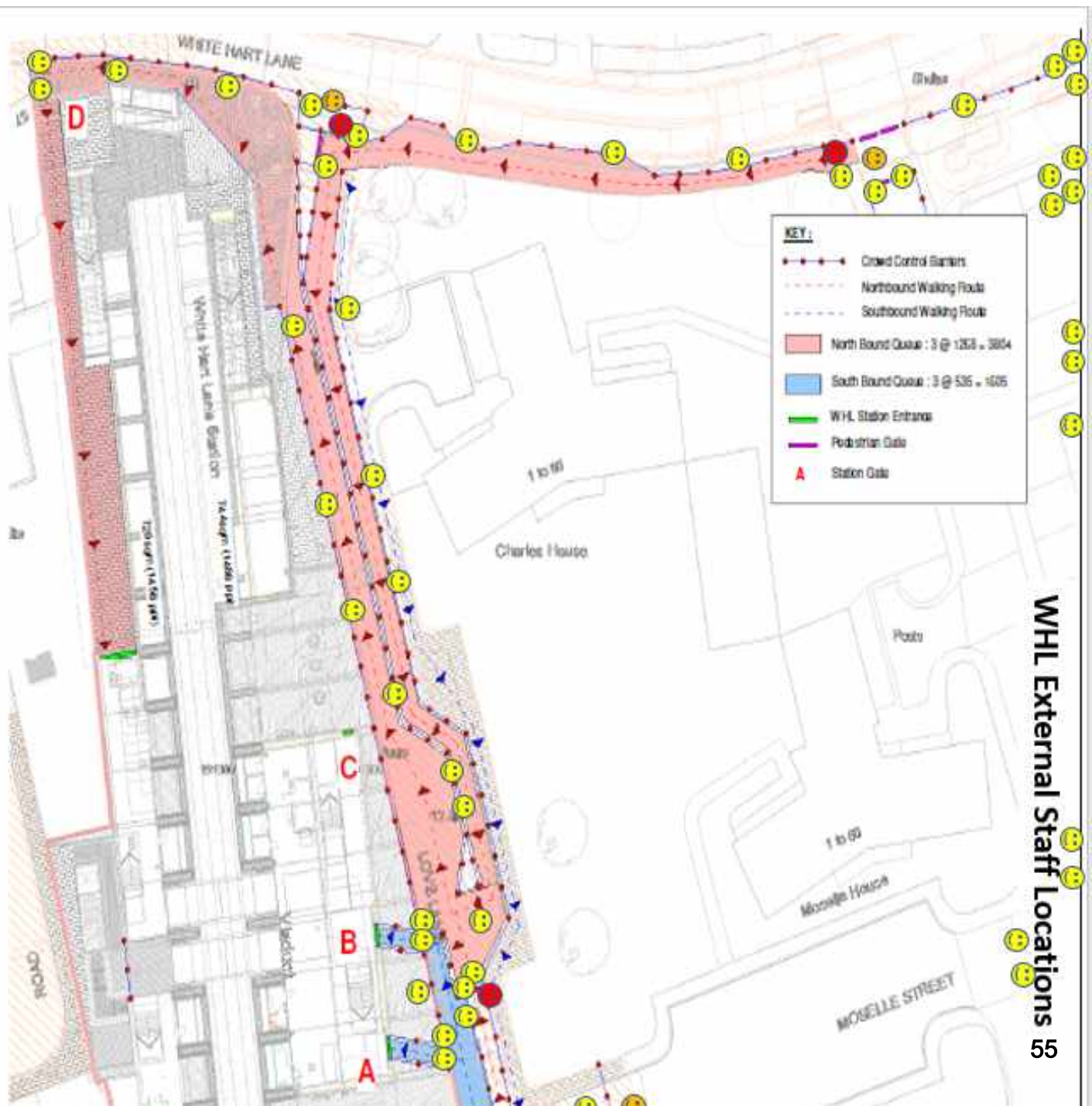
2: Station queues and staffing

on post event



- 4 x Supervisors
- 35 x Stewards/Security
- 1 x TM Supervisor
- 4 x CSAS

on post event



post event





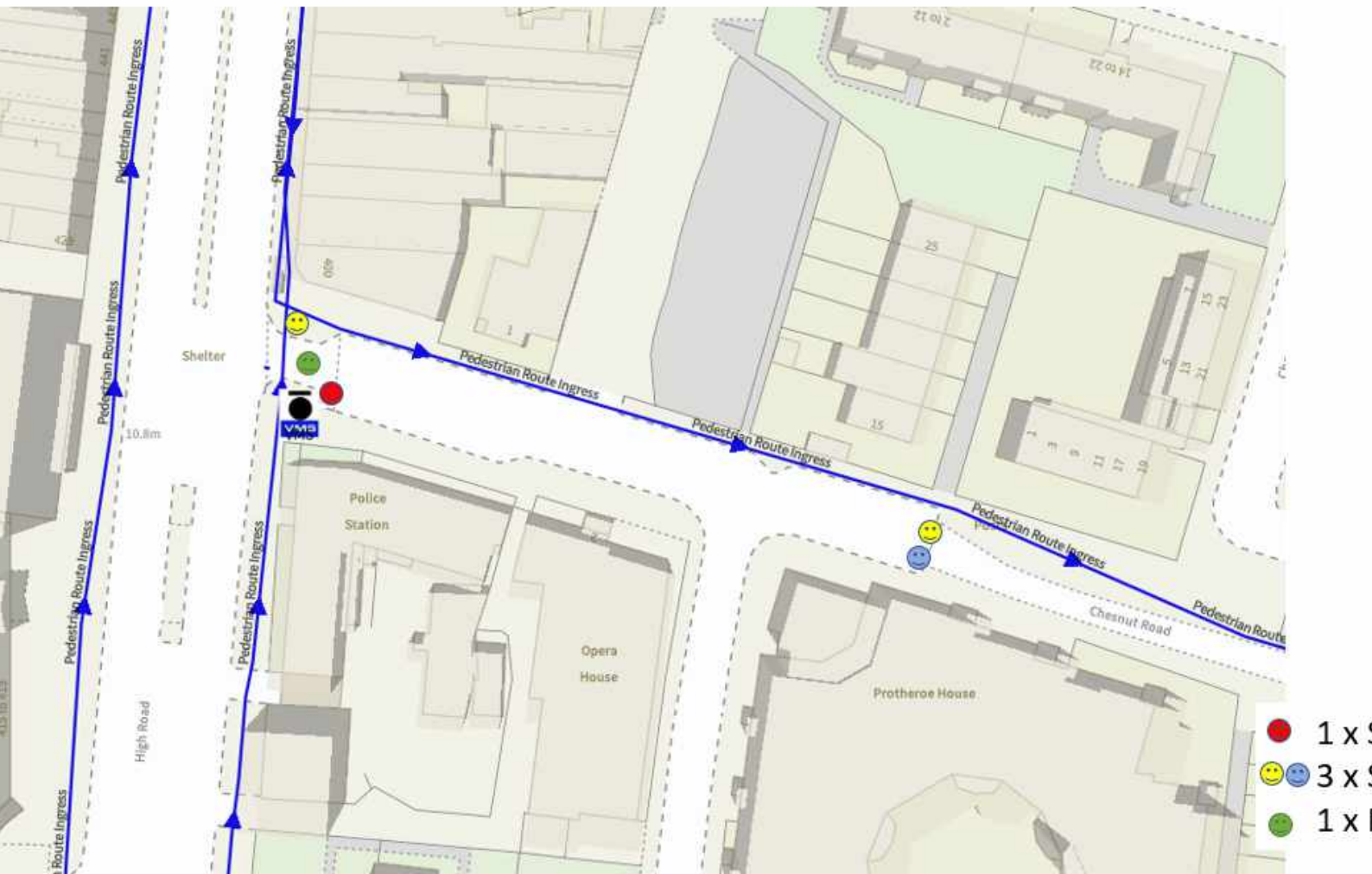
on post event

## TOM External Staff Locations



# SVS & TOM Resilience pedestrian plan

## SVS last train Operation – External Staff Location



# Chapter 9

## 9 Traffic Management Zone (TMZ)

### a) Overview

- 9.1 This chapter provides an overview of the road closure and traffic management operations associated with the Tottenham Hotspur Stadium when Boxing events take place at the stadium. The full operational details are contained within the Boxing Traffic Management Plan (TMP).
- 9.2 Longer road closure timeframes are required to accommodate early arrival to the stadium on the event day.
- 9.3 Post-event the road closure will be lifted as soon as it is safe to do so, it is estimated that this will be one hour post event.

### b) Road Closures

- 9.4 The footprint of the TMZ has not changed for this boxing event. For more details see link below. <https://www.tottenhamhotspur.com/the-stadium/attending-matches/getting-here/road-closures/>
- 9.5 The same phasing plans will apply for boxing events as they do for football.
- 9.6 The road closures are proposed to be switched on at 17.00.
- 9.7 The road closures are proposed to be lifted at Midnight 00.00 (TBC).
- 9.8 The post event Leaside Rd Traffic Management Plan has been reviewed in partnership with Drumsheds traffic management contractor The Last Mile Ltd. An integrated traffic management plan has been developed, where the THFC post event TM operation will feed into the Drumsheds TM plan.
- 9.9 The THFC Leaside Road operation will be implemented when the fight ends. This will be a dynamic design on the day through the via the THFC control room.
- 9.10 The THFC Leaside Rd operation is estimated to operate for around 60-90 mins post event. The Last Mile Ltd have agreed to operate their traffic management plan until the CSP CSAS team stands down so there is one integrated traffic management plan.
- 9.11 After Drumsheds guests have departed the temp traffic lights will remain in place and give priority to north and southbound traffic flows.

- 9.12 The CSP Ltd team will have spotters at Willoughby Lane / Leaside Rd roundabout to observe queue lengths which will feedback to the CSP Ltd CSAS team who will communicate (via a radio swap) with The Last Mile Ltd team if traffic starts to build back up / is slow moving on Willoughby Lane or Brantwood Road. This will then enable the Last mile team to prioritise northbound traffic through the TM operation towards the North Circular.
- 9.13 Both contractors will work together on the night a radio swap will occur so the THFC – CSP Ltd CSAS team can work with the Last Mile Ltd traffic team, both contractors have implemented the same combined TM plan for football so there his previous experience of working together on this operation.
- 9.14 The detailed TM plan will be laid out in the THFC TMP and the Drumsheds TMP.

### c) The road closure phasing plan

#### 9.15 Road Closure Map - Pre Event

Pre-event or match



#### PRE-EVENT OR MATCH

From 8am on event days, Worcester Avenue will close. This is to allow early security checks of staff and vehicles going into the stadium's basement car park. Park Lane will also be closed three hours before an event and all parking bays on Worcester Avenue and Park Lane will be suspended during event days.

## 9.16 Road Closure Map - Phase 1

Two hours before the match

**PHASE 1: TWO HOURS TO ONE HOUR BEFORE AN EVENT OR MATCH**

Two hours before any match or event, traffic marshals will close the northern section of the High Road from White Hart Lane to Bromley Road. General traffic and TfL buses will be on diversion to the east and west of the stadium.

Residents and businesses who want vehicular access to their properties will need to enter via a vehicle permit check point (see map above). Access will be permitted using their CPZ, Homes for Haringey or Blue Badge parking permit.

## 9.17 Road Closure Map - Phase 2

One hour prior to the start a match and up to 15 minutes after.



**PHASE 2: ONE HOUR PRIOR TO THE START OF AN EVENT OR MATCH AND UP TO 15 MINUTES AFTER**

During this period, no vehicles (except emergency services) are permitted in the roads that are highlighted in navy blue on the map above. This is to ensure safety and security is maintained around the stadium. Residents and businesses displaying a valid CPZ, Homes for Haringey or Blue Badge permit will be able to drive through the check points into the roads highlighted purple. Traffic marshals will close the remaining southern section of the High Road to Lordship Lane/Lansdowne Road.

## 9.18 Road Closure Map - Phase 3

During an event or match

**PHASE 3: DURING AN EVENT OR MATCH**

Once an event or match has started, the southern section of the High Road will open for local resident and business access. The northern section (highlighted in navy blue) will remain closed to allow for the safe evacuation of the stadium in an emergency.

Worcester Avenue and Park Lane remain closed to all traffic.

## 9.19 Road Closure Map - Phase 4



#### PHASE 4: 15 MINUTES PRIOR TO FINAL WHISTLE AND UP TO ONE HOUR POST-EVENT OR MATCH

The roads surrounding the stadium are at their busiest after an event. Around 15 minutes before the end of an event, the Club traffic marshals will close the High Road from White Hart Lane to Lordship Lane/Lansdowne Road to all traffic. Worcester Avenue and Park Lane will remain closed to allow people to leave the stadium and make their way home. These roads will be closed for up to an hour but the MPS Match Commander may reopen them more quickly. On event days, Love Lane and Whitehall Street will have all parking bays suspended and will be closed for up to one and a half hours after an event to cater for queues at White Hart Lane station. For one to two hours after an event, Leaside Road will be one-way eastbound and Willoughby Lane will be one-way northbound to facilitate leaving the stadium efficiently.



# Chapter 10

## 10 Management of Black Taxi and Private Hire Vehicles

### a) Overview

- 10.1 The following describes the proposed operations for Black Taxis and Private Hire Vehicles (PHV's). Taxis are predicted to transport between 4,000 spectators, representing 5% of the total 67,000 capacity.
- 10.2 The current mode splits forecast that 2000 PHV and 2000 Black Taxis post event. It should be noted that this forecast will be distributed north, east, south and west of the stadium.
- 10.3 Black Taxis can drop off north or south of the stadium pre-event, outside of the road closures when they are in operations (Start 17.00 – End 00.00 (TBC)).
- 10.4 Private Hire vehicles will drop-off and pick-up outside of the road closure when the road closure are in operation (Start 17.00 – End 00.00 (TBC)).
- 10.5 The Club is working with Uber to investigate whether a geo-fence can be introduced outside of the road closures and key pick up points can be located, see Figure 10.4.
- 10.6 The Club is looking to implement a post-event Black Taxi strategy, which will help to address the model split target to help transport any spectators who may have missed the last trains away from the various node points or would prefer to use Black Taxis. There are several strands to this strategy.
  1. Post event - Black Taxis can pick up from southside Lordship Lane, (west of the High Rd) (00.00 to 01.00 – or when queue is cleared) See figure 10.1. This site will be used to serve passengers heading West and South post event.
  2. Post event - Black taxis can pick-up from TOM station (existing rank) and Ashley Road will be used a feeder rank (21.00 to 01.00 – or when queue is cleared) See figure 10.2. This location will be used to serve passengers that have headed towards TOM station.
  3. Post event – Black Taxis to pick-up from Park Lane (once roads have re-opened). (00.00 to 01.00 – or when queue is cleared) See figure 10.3. This location will serve passengers that have missed their last train from WHL station.
- 10.7 All locations will have;
  1. Taxi Marshals (LDN Taxi Marshall) at the head of the queue (x2)
  2. Barrier line to manage the queue (circa 30m)
  3. Additional THFC stewards and SIA (x7 SIA and stewards)
  4. Signage at each location (x2 signs per location)
  5. Parking bay suspensions (if required) to enable a rank and turn around/traffic management operations.

- 10.8 Tfl Black Taxis have confirmed that they have been able to extend badge authorisation to the neighbouring sector. This means that Black Taxis from a neighbouring section will be permitted to come into LB Haringey and service this sector. This will mean there will be increased supply of taxis in the area. The temporary taxi ranks will be highlighted by Tfl to all Black Taxis.
- 10.9 Having professional Taxi Marshals (LDN Taxi Marshall) at the head of the queues will mean they can manage the taxi operation and call on their extensive Black Taxi database to highlight the taxi pick up locations and to call up Black Taxis as the demand requires. The THFC stewards will work to the Taxi Marshals to help manage the back and then middle of the queues and any traffic management operations that may be required.
- 10.10 There will be no temporary Black Taxi rank/s north of the stadium while the road closures will be in operation or when they have been lifted/ended. Event goers that leave the stadium will be free to use black taxi's and PHV's as they leave the stadium area and walk north and west.
- 10.11 The locations of these pick up / drop off points have been located to ensure they do not impact on main routes to and from the stadium and thus reducing impact on Tfl bus flows which are a main mode of transport for the stadium.
- 10.12 Proposed plans for temporary Black Taxi ranks are detailed below, figures 10.1 to 10.3

**Figure 10.1: Lordship Lane (Post-event)**



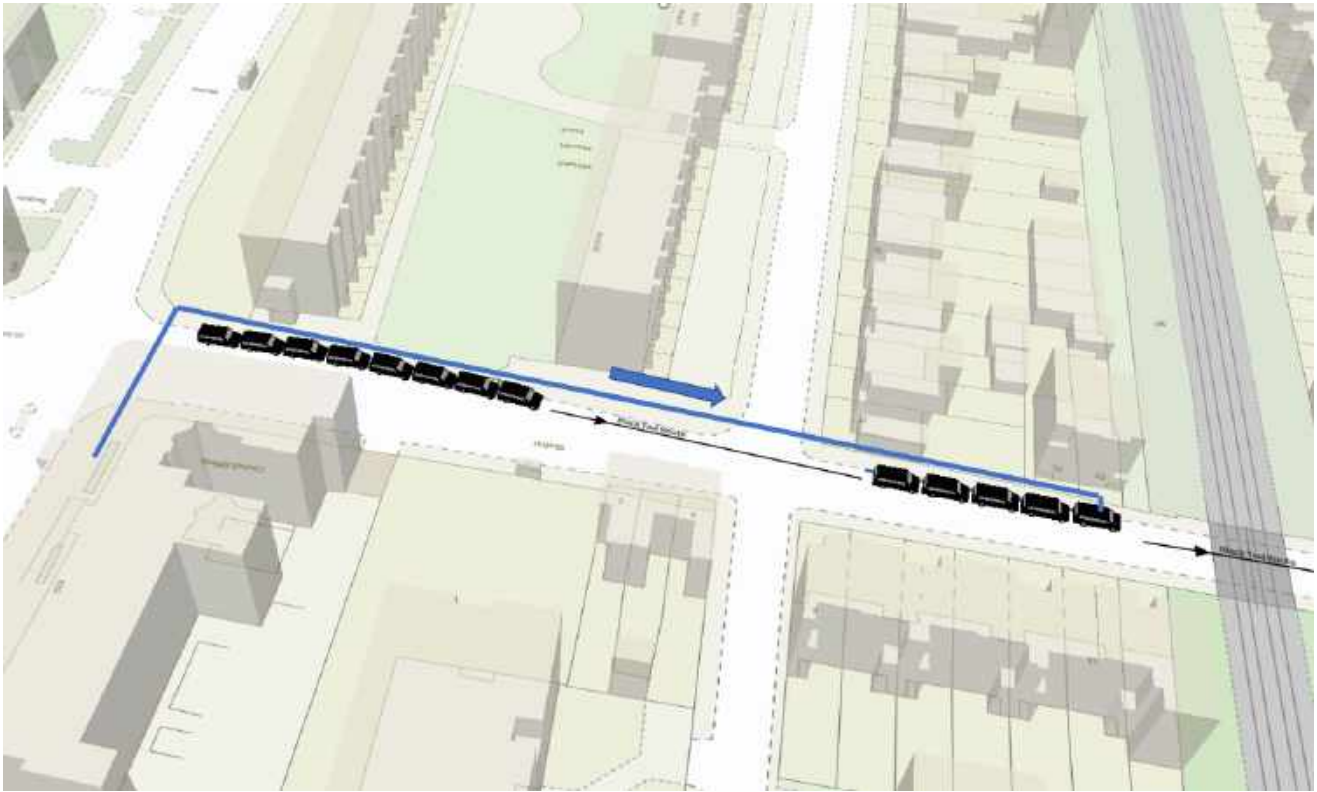
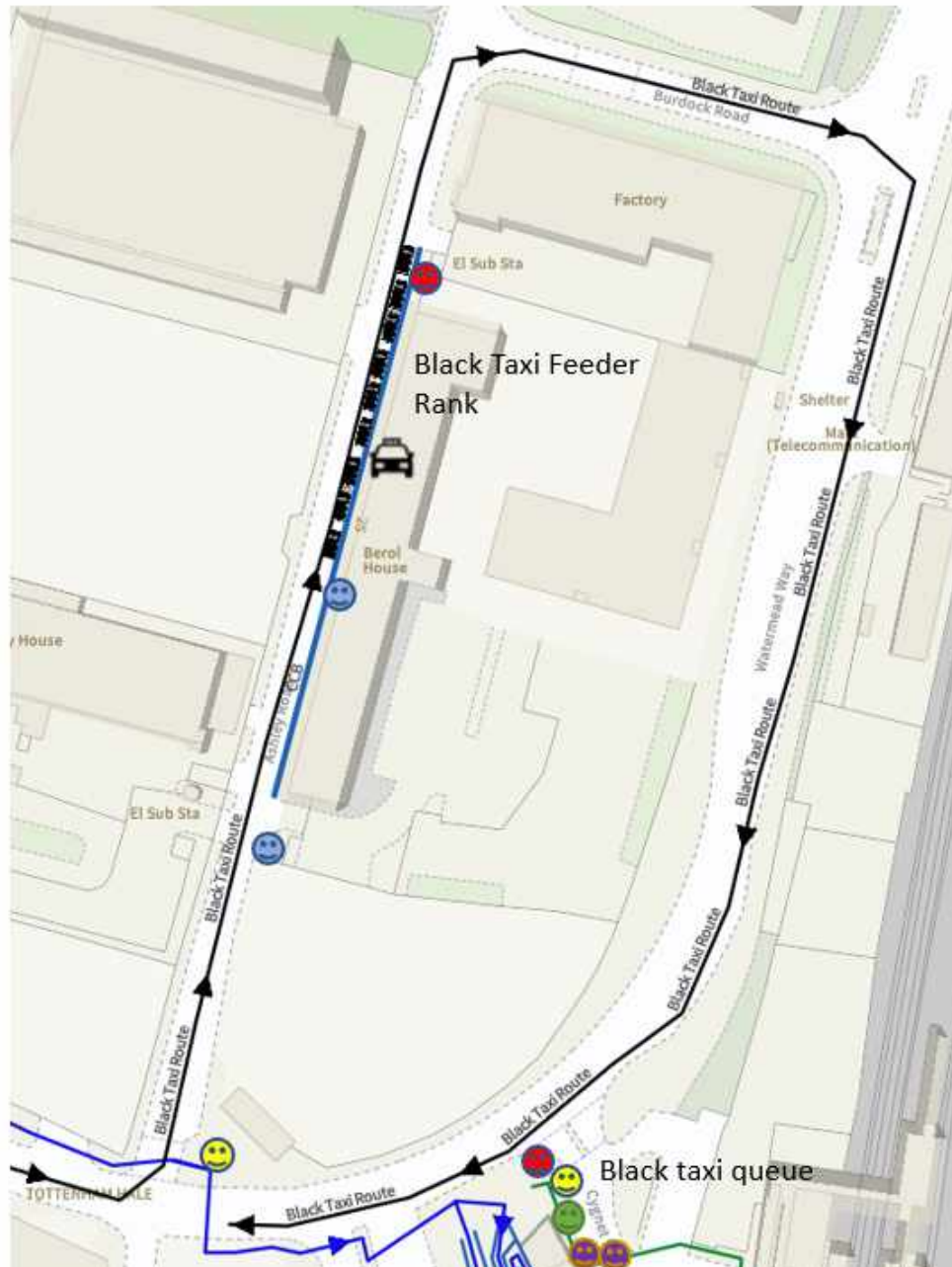






Figure 10.2: Ashley Road (Post Event Only)

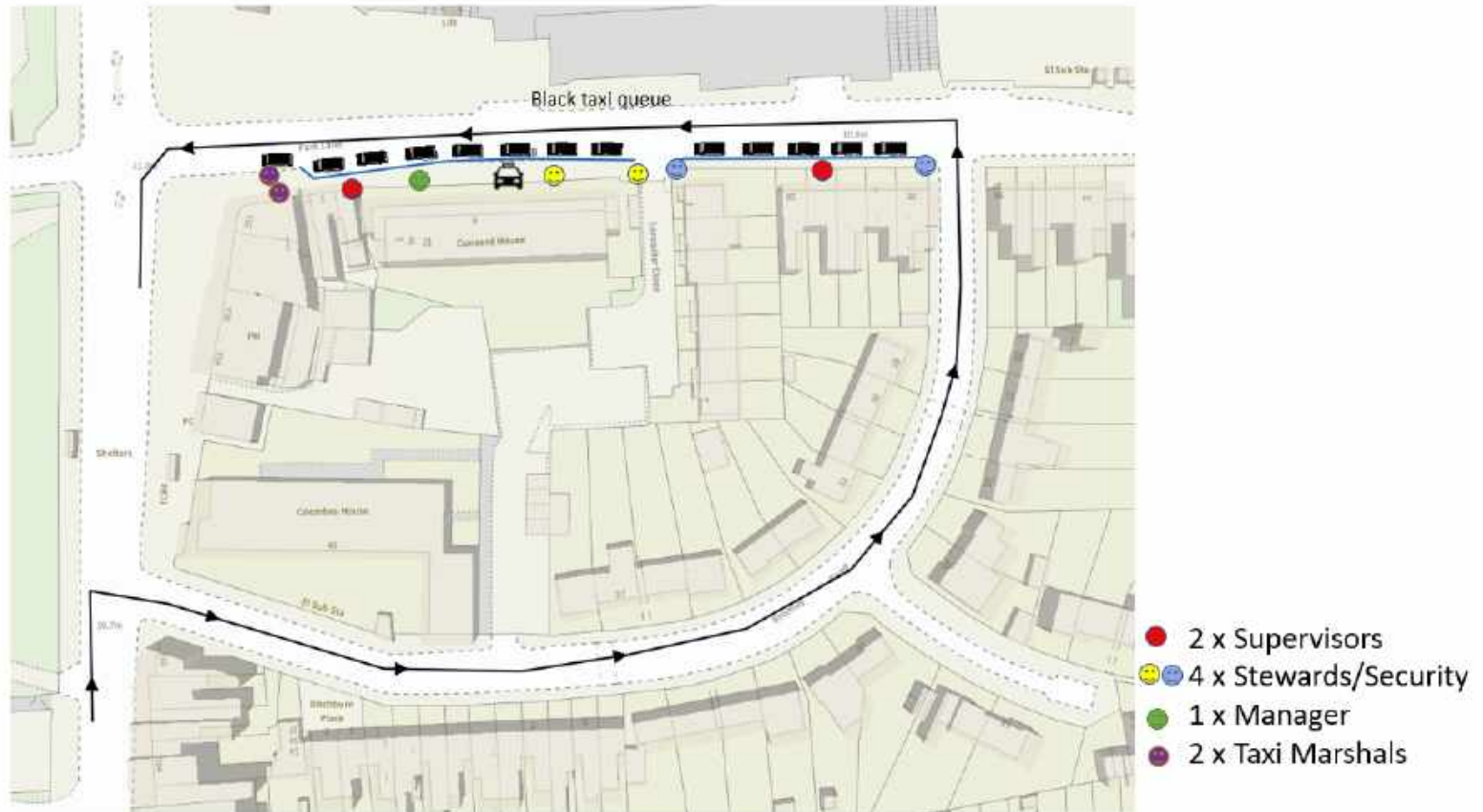
## Black Taxi – TOM Station - Ashley Road – Feeder rank External Staff Location



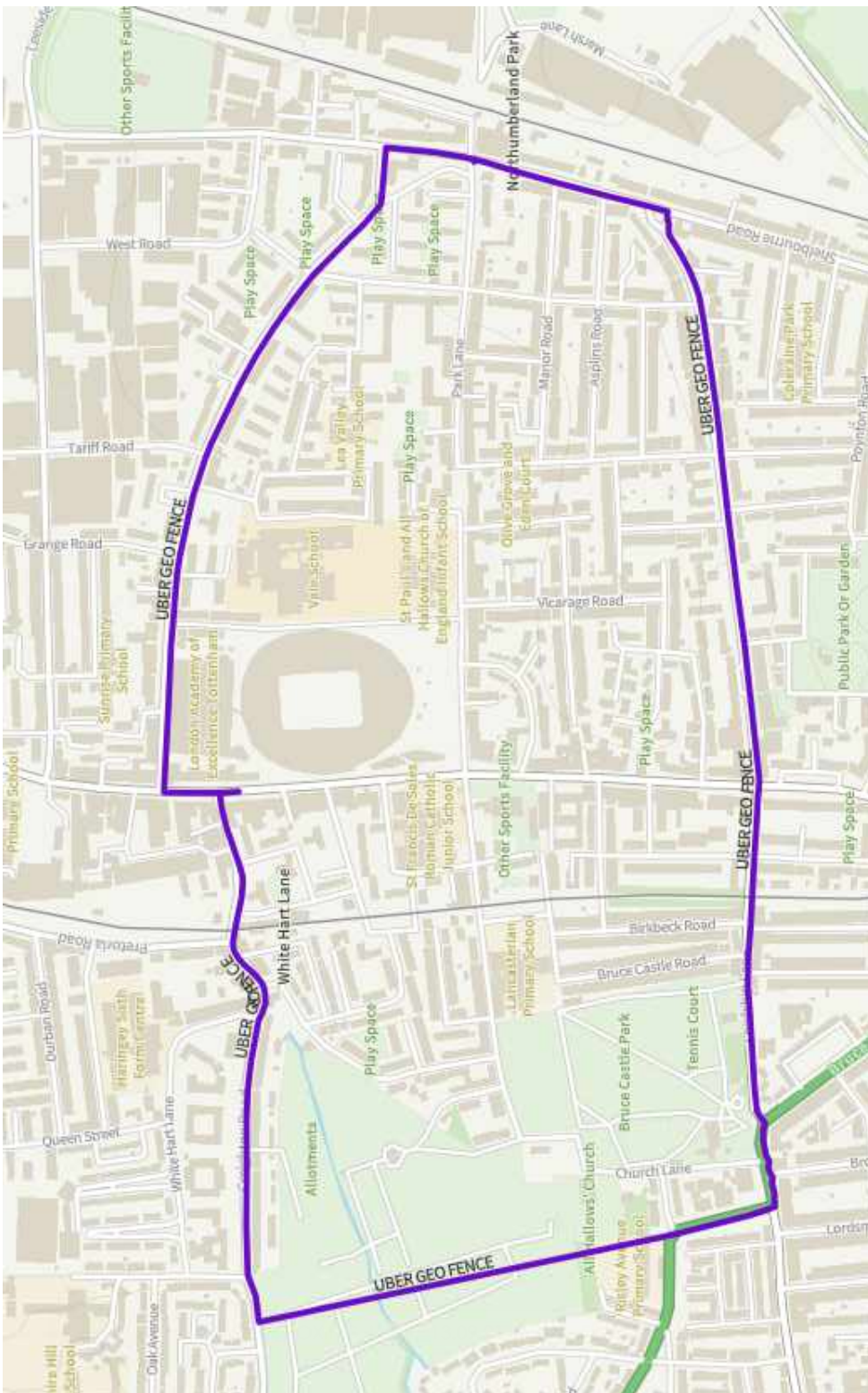
-  2 x Supervisors
-  4 x Stewards/Security
-  1 x Manager
-  2 x Taxi Marshals

**Figure 10.3: Park Lane (Post Event Only – after road closures have been lifted)**

**Black Taxi – Park Lane External Staff Location**



**Figure 10.4: Proposed PHV Geo fence – Uber**



# Chapter 11

## 11 Transport for London (TfL) Buses

### a) Overview

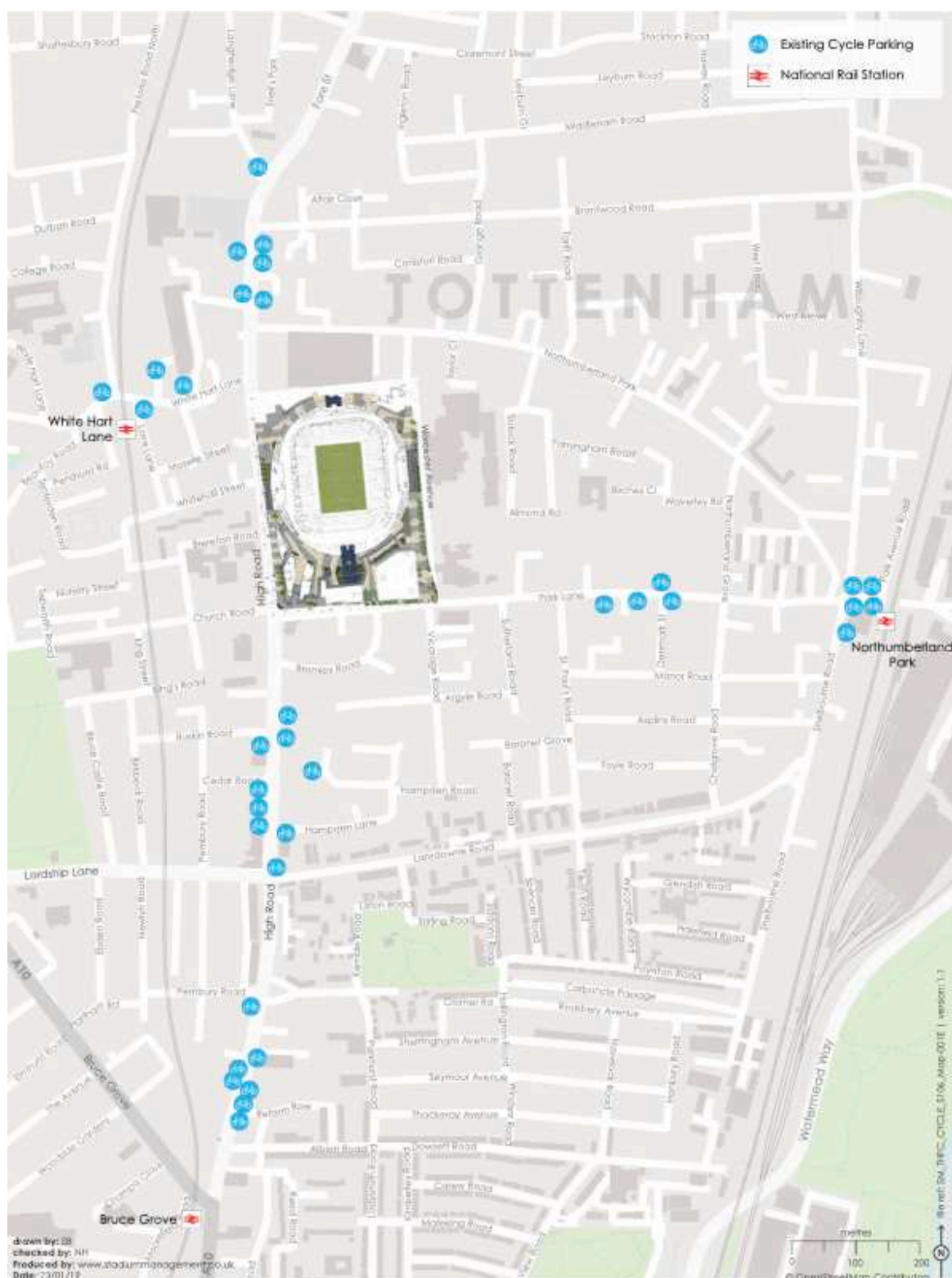
- 11.1 This chapter describes the operations for TfL Bus services associated with the Tottenham Hotspur Stadium when Boxing events take place.
- 11.2 There are a number of bus services operating in the High Road / White Hart Lane area and their timetables can be found at : <https://tfl.gov.uk/travel-information/timetables/>
- 11.3 The following routes operate near to the stadium including : 149, 259, 279, 349, W3, 318, 341 and 476. See the link above for their timetables.
- 11.4 There are three-night buses that operate in the locality: W3, 149 and 279.
- 11.5 The eastbound bus diversion will operate from 16.50 with the road closures starting at 17.00. The westbound bus diversion will operate from around 23.00 (or earlier if the event ends before this time).
- 11.6 As the road closures/TMZ will operate for a much greater period than for THFC MEDs, therefore the durations of the bus diversions and bus stop suspensions will also be for longer periods respectively.
- 11.7 The eastbound bus diversion route (EBDR) is the same as in football mode.
- 11.8 The bus stops that are to be suspended are the same stops as a football mode.
- 11.9 All other TfL Bus operations remain the same as per the football mode.
- 11.10 TfL buses will enhance bus services in the local area around the stadium post event. As soon as the road closure are open buses will be taken off divert and directed to via the High Rd.

# Chapter 12

## 12 Cycle Management

### a) Overview

- 12.1 This chapter provides an overview of the Cycle Management Plan for Tottenham Hotspur Stadium for Boxing events.
- 12.2 The on-street cycle parking stands which are conveniently located along the main north and south walking routes and on adjacent side-roads will be promoted through the transport getting here webpages. The getting here webpages will also highlight the location of the off-street cycle parking.
- 12.3 The off-street cycle parking capacity is 220 spaces, 60 at St Francis De Sales School and 160 at Tottenham Community Sports Centre.
- 12.4 Figure 13.1 shows on-street cycle locations.



**Figure 13.1: On-street Cycle Parking Locations**

# Chapter 13

## 13 Location of Licensed Temporary Street Trading

### a) Overview

- 13.1 Street Trading is administered by LBH under the London Local Authorities Act 1990 and LBH is responsible for granting, renewing, varying or revoking all street trading licences.
- 13.2 LBH licensing has confirmed that no street traders will be permitted to operate for extra days on a Boxing event. The traders' permits only cover them for football matches / events. This includes all on-street and front garden street traders.

# Chapter 14

## 14 Street Cleaning

### a) Overview

- 14.1 This chapter provides an overview of the public realm street cleansing that will occur before, during and after Boxing events at Tottenham Hotspur Stadium.
- 14.2 The street cleaning plan footprint/red line boundary plan will remain the same as THFC football mode.
- 14.3 Litter picking within these areas will start earlier and continue throughout the day where staff are ground assigned.

# Chapter 15

## 15 Use of Public Realm CCTV

For security classification reasons this section is being provided under a separate submission to LBH

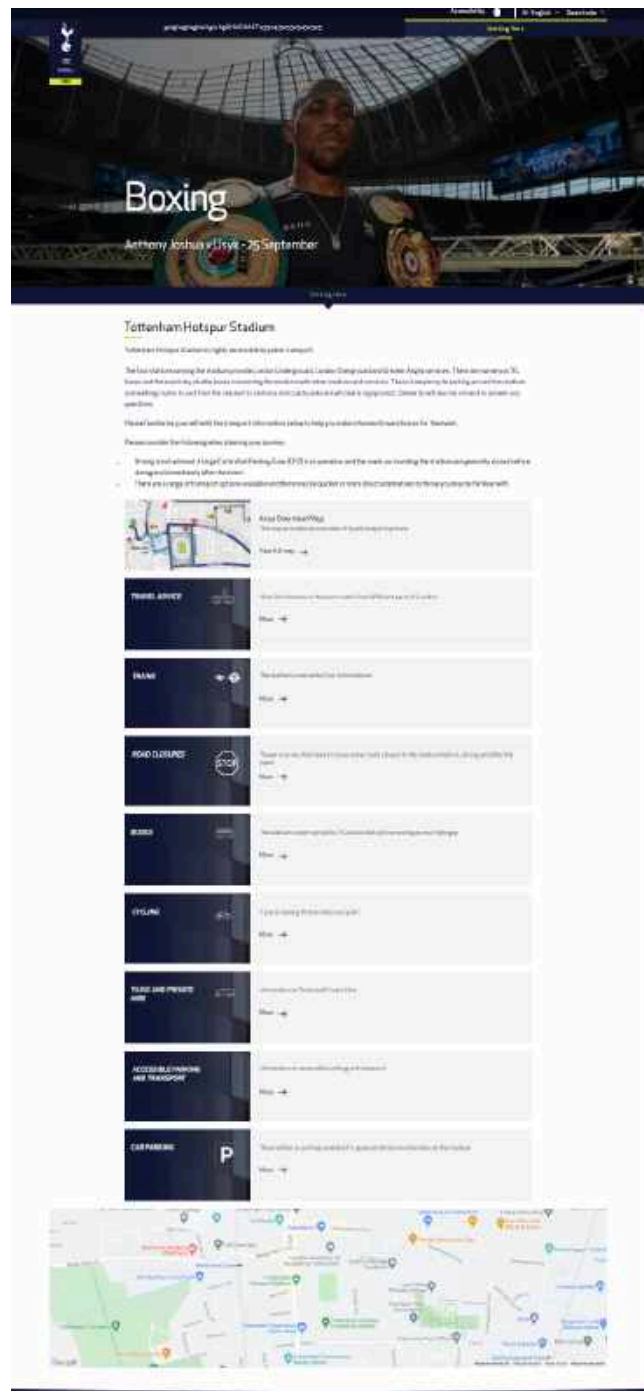
# Chapter 16

## 16 Information for the Local Community, Key Partners and TDM

- 16.1 The Club will use all the communication tools it has developed and refined for football matches, therefore keeping the community, key partners and ticket holders well informed.
- 16.2 The Club will circulate a key fact sheet to all partners with the final details of the event before the event.
- 16.3 The Club is developing a bespoke Travel Demand Management (TDM) in partnership with all transport partners for the event the key channels / tools for the event are listed below.

Item	Responsibility	Date	Notes
Dedicated boxing getting here pages - Live	THFC	TBD, but would expect it to be by 8th September?	Once TDM advice is set, tailored Getting Here advice can be published online
E-mail to all ticket holders with travel advice and link back to THFC 'getting here page'	THFC / Matchroom	14 days before event	As above
On Street VMS signs with key transport info pre and post event	THFC	On the event day	VMS will be on street as per football events (stadium opening), currently looking at whether external totems can be used to signpost to travel advice in the week of the event
Event Posters at Tube Stations	THFC	TBD	
Big Green Coach - coach booking site	BGC & THFC	Live	Has been live for five weeks
Shuttle Bus booking site	First Bus & THFC	TBD	Ready to go live post-SAG
Twitter	THFC & Matchroom	TBA	
Facebook	THFC & Matchroom	TBA	
Strategic VMS	HE	In advance and on the day	
TfL TDM programme	TfL	In advance and on the day	
Announcement in stations and platforms	AGA and TfL	In advance and on the day	
Announcement on trains	AGA and TfL	In advance and on the day	

- 16.4 The boxing *Getting Here* pages will be hosted on the THFC website are well underway, they will contain detailed travel information and TDM messaging. This weblink will be promoted to all ticket holders several times before the event.



- 16.5 The THFC 'Local Pages' on the Club's website will have a dedicated section, highlighting key information and key points the local community need to be aware of e.g. change in road closure timings. The link below will be updated with information.  
<https://www.tottenhamhotspur.com/the-stadium/local/>
- 16.6 There are 15 ways that local residents and businesses can find out when an event is on at THS see the list via the link below.  
<https://www.tottenhamhotspur.com/media/18652/local.pdf>
- 16.7 The Club has developed multiple ways of informing the local community through various comms channels, which are listed below.

Item	Responsibility	Date	Notes
Residents Leaflets	THFC	N/A	
Website - THFC Local Website	THFC	TBD	The Stadium web pages are being updated to include information specific to the boxing event
Local Alerts Email	THFC	TBD	This was issued with an accompanying SMS when the event was announced. We can follow up with another once transport arrangements are confirmed
Fixtures / event Posters at Tube Stations	THFC	TBD	Content in the process of being agreed with TfL
Residents Live Event Contact Number	THFC	Live Event Day	This gets diverted straight through to the PR team
BCLG Meetings	THFC	07/09/21	Ongoing
Local Press	THFC		Local press were notified of the event when it was announced
Wider PR/Media Plan	THFC & Matchroom	TBA	Ongoing
Twitter	THFC & Matchroom	TBA	Ongoing
Facebook	THFC & Matchroom	TBA	We share key information with local resident Facebook groups
Car Park Passes	THFC	Week leading up to the event	Car windscreens all roads key to stadium - Northumberland Park stations/High Road/Moselle Place/Whit hall/Williams Street/Love Lane - Stadium Team do this - Luminous yellow paper next event coming up this weekend

# Chapter 17

## 17 Public Nuisance Management Plan

- 17.1 This chapter provides a summary of THFC strategy for dealing with some of the MED impacts that the local community may experience on a MED.
- 17.2 A wide number of the reactive services are managed by LA's as 'business as usual' operations.
- 17.3 The public nuisance management plan is aimed to address issues that the local community may experience on a MED. The project will log issues centrally they can then be categorised and grouped for review post event.
- 17.4 The Boxing event will use all the methods that are used for the football matches at the stadium as set out in the approved LAMP.

# Chapter 18

## 18 Additional Transport Measures for this Event

- 18.1 Additional transport measures are being introduced for this event to help cater for the capacity uplift and late finish. They are listed below:
- 18.1.1 Big Green Coach ticketing – there will be various marketing strategies to boost coach travel to and from this event, which is aimed to encourage coach travel.
  - 18.1.2 Circa 4,000 dedicated coach and event tickets which will force event ticket holders to travel to and from the event by coach, therefore reducing the impact on rail and tube.
  - 18.1.3 Circa 90 additional coach parking spaces in the Goods Yard dedicated to coach parking.
  - 18.1.4 Post event Black Taxi plan - Taxi Marshals are being introduced to be able to call up and co-ordinate additional Black Taxis to key locations 1. Lordship Lane 2. Park Lane 3. TOM station with a feeder rank in Ashley Road.
  - 18.1.5 Black Taxis from neighbouring sectors have been authorised to service the three temp taxi ranks that are listed above. This should increase supply of Black taxi's in the local area post event.
  - 18.1.6 TfL buses will increase supply of buses on the High Rd the stadium post event as soon as the High Rd is re-opened post event.
  - 18.1.7 Pre and post event Enhanced shuttle bus operations to Wood Green (Piccadilly Line) circa 20 pre-event and 40 post-event.
  - 18.1.8 Post-event Victoria line service shuttle bus operations to Liverpool St form SVS with circa 40 double decker buses.
  - 18.1.9 VMS locations – The VMS units used for the opening of the stadium and NFL will be re-introduced to provide key messages on way to the stadium and on way back to the stations.
  - 18.1.10 VMS being introduced at High Rd/Chesnut Road to inform passengers to use GA at TOM station when SVS has closed.

- 18.1.11 An enhanced Travel Demand Management (TDM) message package will be deployed which will inform new attendees to the stadium what to do and how to travel to and from the stadium, what their travel choices are.
- 18.1.12 Within the THS control room an LUL representative will be in position to advise on available train capacity at LUL stations. The LUL lead will have real time train information and access to LUL software systems enable minute by minute updates of station operations and train services.

# Appendices

# Appendix 1 – Boxing Getting here map



## High Road West Hybrid Planning Application (reference HGY/2021/3175) (“the High Road West Application”)

Mr Philip Elliot  
London Borough of Haringey

Philip

I writer in response to the letter of July 20<sup>th</sup> received from Richard Max&Co. Solicitors written on behalf of their client THFC.

The plethora of detail provided in this letter reflects the difficulty in addressing matters of this nature. To adopt ‘safety’ as the focus is too general whereas ‘level of risk’ I would consider to be more definitive. The nature of a hazard allows the level of risk to be determined.

The question one would ask concerning the issue would be

Do the proposals (construction phase and finality) expose spectators/employees/members of the public to a greater level of risk than what is currently in place?

### 1. Crowd flow and Safety

- 1.1 The exchange of information between Movement Strategies and Buro Happold needs to be improved.
- 1.2 Is it the opinion that THFC has been advised by their consultants that the current Crowd Flow Study is inadequate?
- 1.3 The management plan for any event has to provide contingency measures should WHLS be closed. As demonstrated in the extensive advice given to ticketholders for the recent Guns and Roses concert there are a number of alternative transport choices.
- 1.4,1.5,1.6 The similarity of the two schemes for access are clear. The interpretation of the content here raises a question as to whether the current procedures are satisfactory.
- 1.7 The management procedures currently in place would equally apply. The quantum of space is simply one link in the egress chain. Whilst, in my opinion, current management procedures could be improved, the evidence to date does not indicate the procedures to allow unacceptable levels of risk to occur.
- 1.9 My understanding is that measures to ensure acceptable levels of risk during each phase of the construction will be assessed by the Safety Advisory Group. This is no different that the common practice of Local Authorities throughout the country when licensing events.
- 1.10 My understanding is that this matter has been recognised and addressed.
- 1.11 Understood that discussions between BH and the concerned party have resolved this matter.
- 1.13 It is understood that closer interpretation of drawings discounts the argument presented here. As an engineer I must take exception to the adoption of generalised wording such as *far greater space is likely to be required* which does not properly inform.

- 1.14,1.15 Avoids acceptance as to the credibility of the Safety Advisory Group in providing advice to members.
- 1.16 There is sufficient evidence if the limitations of current data are properly interpreted and conservative design measures are adopted.
- 1.17 A valid point the significance of which is diminished by hyperbole.
- 1.18 Strictly interpreted correct but a failure to recognise that the Stress Test provides an ‘umbrella’ that covers concerts. It is of note that concerts were examined in the Movement Strategies document *Design Parameters Station-Stadium Link*.
- 1.19 Misreporting that demonstrates a lack of understanding as to relevance. Failure to understand the design process.
- 1.20 Nonsensical in that the event management plan has to provide measures to prevent a queue of this size. As previously reported the measures adopted to prevent excessive queuing during recent train problems affecting WHLS were successful.
- 1.21,1.22 Uncertain as to what is implied here.
- 1.23,1.24 Unable to comment as to how this can be a legal requirement. Would only consider that definitive recognition as to what MUST be provided throughout the construction phases is defined and accepted by both parties. This should not be interpreted as vehicle to prolong discussion.
- 1.25 Access has to be provided. (It should be accepted that the stadium could operate to full capacity should for whatever reason WHLS be closed).
- 1.26 I have seen no analysis undertaken should WHLS be closed for any reason.
- 1.27 Unacceptable given that should the station be closed temporarily or permanently. Contingency measures necessarily form part of the event management plan. Station closure is effectively similar to lack of access.
- 1.28 Cannot comment as to the facts of the documents referred to.
- 1.29a The same claim could be made against technical analysis currently in place. Was sufficient data available to properly inform technical analysis relating to recent ‘irregular’ events given the doubling in capacity of the stadium. This lack of certainty is ever present in matters of this nature and the Safety Advisory Group carries the responsibility of appropriately addressing this.

Speaking generally differences of opinion will inevitably occur when commercial interests come into conflict. This, to my way of thinking, can pose a greater threat to spectator safety than the technical issues being examined here.

Dr J F Dickie  
July 21<sup>st</sup> 2022