

Module 2: Fleet Coordination

Fleet coordination



The primary objective of NZ2011 Transport team is to deliver fleet and coach services to our clients during the Tournament. Working together to deliver Transport excellence at Tournament time, we aim to create a positive legacy for all New Zealanders. There are five important types of locations that the Transport Team must focus on.

- Fleet Centres
- Hotels
- Match Venues
- Airport
- Training Venues.

Fleet locations



You're a part of the team putting the sport in Transport. Let's look at what fleet coordination is all about. The following are key fleet coordination responsibilities for each location.

Fleet Centres

You will be working as part of the local workforce to deliver transport excellence. Your role will be to meet our clients' expectations following agreed policies and procedures.

Responsibilities include:

- Assist with setting up the Fleet Centre
- Familiarisation of planned routes
- Prepare and groom vehicles
- Manage allocation of work and prepare rosters
- Coordinate the collection and delivery of clients in your region.

Hotels

Responsibilities include:

- Managing the Transport plan for our clients travel and accommodation schedules
- Interacting with VIP Hotel Hosts to facilitate the collection and safe delivery of clients
- Assisting with luggage whilst delivering an excellent customer experience
- Meeting our clients expectations
- Greeting our clients
- Delivering clients safely and smoothly to their destination.

**Fleet locations
continued**



Match venues

Each of the 12 match venues will have fully developed plans and schedules that identify:

- Who operates where
- A schedule of transport movements.

On match day, key responsibilities include:

- Meeting our client's expectations
- Managing load zones
- Identifying delivery points for each client group and their vehicles
- Ensuring that only accredited vehicles with a VAPP (Vehicle access parking permit) have access to the venue.

Airports

Responsibilities include:

- Managing the fully developed airport transport plans and schedules
- Meeting our client's expectations - each one of our clients will, at some stage, use an airport.

Manage special arrangements for:

- Client transfers
- Parking and staging points
- Load zones.

Training Grounds

Responsibilities include:

- Delivering service excellence and interacting with the teams in a professional manner
- These venues include Rugby grounds, gymnasiums, swimming pools, host colleges with training grounds and facilities.
- Training times may be out of normal core hours which reflect match times
- Transport personnel may be asked to assist with parking or traffic control duties in the parking area.
- Some sessions may be closed to the public so discretion is required.

Test yourself



Lets test your skills have you paid attention?

Select the correct feet location for each of the following key responsibilities.

Assist with setting up the fleet centre

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds

Prepare and groom vehicles

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds

Clients will at some stage use an airport

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds

Manage special arrangements for, client transfers, parking staging points and

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds
- All

Manage fully developed airport transport plans and schedules

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds
- All

Manage the Transport plan for our clients travel and accommodation schedules

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds
- All

Each of the 12 match venues will have fully developed plans and schedules that identify who operate where and a schedule of transport movements.

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On match day, ensure that only accredited vehicles with a VAPP approved have access.

- Fleet Centre
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Some sessions may be closed to the public so discretion is required.

- Fleet Centre
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Meet our clients expectations

- Fleet Centre
- Match venues
- Airport
- Hotels
- Training grounds
- All