



**AUSTRALIAN EMBASSY
ANKARA**

Dear Tour Operators,

As you may be aware on 28 February 2016 a Ministerial media release was issued in Australia by the Hon Dan Tehan MP, Minister for Veterans' Affairs, Minister assisting the Prime Minister for the Centenary of Anzac, and Minister for Defence Materiel announcing that a service will be held at Lone Pine Cemetery on 6 August 2016 to commemorate the 101st anniversary of the Battle of Lone Pine. The 6 August 2016 commemoration will **not** be ticketed, and will be open to all attendees who comply with the conditions of entry.

I have attached a copy of the visitor journey and traffic management plan for you so you can plan and execute a smooth entry and egress for your customers.

Additionally I would be grateful for your assistance in the planning of the infrastructure for the event. It would be highly beneficial if you could communicate with us your expected visitor numbers by sending an email to my colleague Dr Devrim Eskiyeerli at Devrim.Eskiyeerli@dfat.gov.au.

I look forward to our ongoing relationship in support of the Australian commemorative events on the Gallipoli Peninsula.

Yours Sincerely



Aaron Coutts
First Secretary, Department of Veterans' Affairs
Australian Embassy, Ankara

Visitor Journey and Traffic Management Plan

Lone Pine August 2016 Commemorations

Overview

This paper describes the processes for the arrival and departure of visitors to the commemorations at Lone Pine Cemetery on the Gallipoli peninsula to commemorate the 101st anniversary of the August Offensive. Its purpose is to familiarise relevant Australian and Turkish Government agencies with the visitor movements involved with attending the services and identify the critical areas for traffic and visitor management at the commemorations.

Tour Group Arrival Process

Most visitors to the commemoration will arrive on board tour coaches or smaller vehicles. A process will be in place to register coaches on their arrival, inform drivers as to the next movements and manage the orderly arrival of visitors into the site.

Most coaches will arrive either from Canakkale or direct from Istanbul. Coaches should travel via Kilye Koyu to the base of Second Ridge Road (by the Mimoza Park Otopark), and from there proceed up Second Ridge Road to a holding point approximately 100 metres before the entry to Lone Pine Cemetery where they will hold and be released two at a time to the entry point for registration and the disembarkation of visitors.

The site will open to visitor arrivals at 2pm (1400). Tour coaches will not be permitted to visit Lone Pine until this time, however they can visit other areas on Second Ridge.

After coaches have proceeded to the entry to Lone Pine Cemetery the following processes will be undertaken by Australian government staff and visitor services team members at the Lone Pine entry:

1. An identifying coach number will be issued (sequentially in numerical order) to the driver to prominently display on their windshield.
2. Individual tags matching the coach number will be provided to visitors on the coach.
3. Driver and Tour Leader's details will be collected and recorded.
4. Drivers will be provided with instructions on where to proceed to after their passengers have disembarked and how the coach loading process will operate.
5. Visitors will be given key messages on conditions of entry, departure processes and prohibited items.
6. Visitors will then be invited to disembark and proceed into Lone Pine.

It will be important that coaches hold at the holding point rather than proceeding directly to the entry and that they are released two at a time to enable messages to be delivered. Passengers should not be permitted to disembark and attempt to enter Lone Pine until their coach has been registered and key messages delivered.

After visitors disembark they will proceed through magnetometer and X-Ray screening into the site, receive their visitor information kit and be wristbanded to show that they have passed through security screening.

Coaches will then proceed up Second Ridge Road and down Third Ridge Road to hold at the carpark by the Epic of the Dardanelles Simulation Centre at the base of Third Ridge Road to await the conclusion of the service when they will be released to pick up visitors following departure of the VIP convoy.

After the two coaches have departed following disembarkation of their passengers, the next two vehicles will be permitted to approach the entry from the holding point to undertake registration in turn.

At 4:15pm (1615) Second Ridge Road should be closed to further visitor arrivals to enable the arrival of the VIP and official guest convoys and remain closed until the conclusion of the commemorative service.

Private Vehicles

Visitors arriving in private vehicles (either self-drive or driven by their tour provider) stop at MIMOZA Park Otopark. Once these visitors have arrived at the Otopark, they will be given messages similar to those provided to visitors outside Lone Pine and registered. Each driver and passenger in a vehicle will be issued a private vehicle luggage tag and have their details recorded. They will then be directed to park in the Otopark.

Once they have parked, they will be transported to Lone Pine on a shuttle. These shuttles will also return visitors who arrived in private vehicles to their vehicles after the

Departures Process

Following the conclusion of the Lone Pine service, the following activities will take place:

1. Australian Government and DE personnel will deploy to the coach holding point (1 x DE + 1 x DVA), the position known as 'eagle's nest' (1 x DVA), the Lone Pine entry (2 x DVA plus students), the stage for announcements (2 x DVA – 1 caller and 1 assistant).
2. Temporary tensile barriers will be placed at the entry point to prevent crowds moving directly onto the road verge and to allow room for loading to take place.
3. VVIP party will depart in their vehicles via the VIP path.
4. Once the VVIP party is cleared official guests will depart in their shuttles and
5. After VIPs have departed, shuttles for private vehicles and visitor coaches will be permitted to proceed up Second Ridge Road to the holding point 100 metres before Lone Pine entry.
6. Shuttles for visitors who arrived in private vehicles will be released to Lone Pine entry.
7. Once they are in place, the announcer will invite visitors who arrived in private vehicles to proceed to the main entry.
8. Visitors who arrived in private vehicles will be dropped back at MIMOZA Otopark by the shuttles. If required, these shuttles will make multiple trips.
9. At the holding point the coach numbers of the first two coaches will be telephoned to the assistant on stage who will advise the crowd that these coaches will be loading. The numbers of the following two coaches will also be relayed and visitors on those coaches told to get ready. Visitors on these coaches will be asked to proceed to the main Lone Pine entry for loading.
10. The first two coaches will be released to the main entry of Lone Pine. VIPSEC will control the vehicles and ensure they stop in the appropriate positions for loading directly outside the main entry to Lone Pine.

11. The coach numbers of the coaches that have arrived will be called at the entry point by megaphone and the barrier at the entry point opened to permit those on these coaches to approach the coaches.
12. Once coaches are loaded and have departed the barriers will be closed, the personnel at the entry will signal to the staff member at the 'eagles' nest' location that the entry point is cleared. This staff member will then signal to the holding point that the area is clear and the next two coaches can proceed.
13. The holding point will release the next two coaches and advise the coach calling assistant that the next two coaches have been released (giving their numbers) and advise them of the following two 'get ready' coaches.
14. The announcer will then advise the crowd of the loading coaches and the next coaches to load.
15. Steps 7-11 will be repeated until the site is cleared.

Should a passenger miss their coach the tour leader will be contacted using the hard copy of the coach registration data collected at the coach registration point to contact the tour leader. They will be asked to return to Lone Pine to collect their passenger.

