

uMhlanga 'Rocks'

2017 Matric Rage Operational Plan

2nd Dec 2017 - 9th Dec 2017

Prepared by uMhlanga UIP, G&G Productions & Red Frogs

Dates

Matric Rage 2nd Dec 2017 - 9th Dec 2017 (Ops Plan extends one night each side of the official rage)

Size of event

Approximately 7500 matrics per day will be in Umhlanga – the majority of which will be residents

A total spend of R21.8 million is injected into this youth festival - benefit to economy calculated to be R140.8 million with biggest portion of spend in accommodation. Furthermore to this in excess of 606 Jobs are created from the festival. (As per a marketing analysis and economic impact study done in 2015)

Difference between 2017 and Earlier Years

- Most of the events will be hosted in a “party town” erected in Durban Kings Park Stadium.
- Legends Restaurant is the only venue being utilised in Umhlanga for use of a day venue.

Principles

G&G Productions: The Rage organisers are committed to working with the UIP, participating businesses in the area and all stakeholders such as property owners, non-participating businesses etc., to ensure a successful event for the area as a whole.

uMhlanga UIP: Key success will be the management of students in public areas – anti social behaviour, vandalism etc., in public areas will not be tolerated – firm decisive action will be taken by the SAPS, arrests will be made. The full UIP staffing contingent will support efforts to ensure a safe and fun Rage.

The Collective: The UIP G&G Productions, SAPS and the Red Frogs support network are the key stakeholders to ensuring a safe and fun rage that does not negatively impact on uMhlanga, its user groups, property owners or various other stakeholders.

Communication Plan

- The UIP will provide the emergency number 086 111 2050 to serve as the contact point for actions that are not dealt with by Red Frogs Help line.
- The UIP call centre will take appropriate action on receipt of emergency call as per Standard Operational Procedures.
- The Red Frogs will have a 24-hour call centre in the Grace Family Church with a dedicated emergency number.
- G&G to use UIP Emergency number for security related incidents in uMhlanga Rocks.

UIP Safety and Security in Public Areas

- The UIP structure to work closely with the SAPS, Metro Police, G&G and Red Frogs
- All public area security officers to be managed by the UIP management structure
- UIP security officers will work closely with the respective venues and internal security
- Key duty of security officers will be to appropriately manage students once they leave the venues to reduce noise in public areas, stop anti-social behaviour, vandalism etc.
- An additional 5 nightshift officers have been funded by G&G Productions to be managed by the UIP

Total Security Resourcing funded by the UIP, Municipality, G&G Productions and Managed by the UIP

- High capacity Security Manager based in Umhlanga supported by Grade A supervisors 24hrs
- 24 hour manned control room on the Village Green
- Patrol vehicle permanently based within the UIP precincts
- Golf cart patrol for the promenade
- All security officers integrated on one radio frequency
- Security officer resourcing: Day (06h00 – 18h00) - 18 and Night (18h00 – 06h00) - 25

Organized Transport

- A dedicated transport manager will be appointed by G&G.
- Fully branded bus/mini busses service provides Rage goers with transport from central pick up points to event venues and back.
- Ability to transport 1000 people per hour.
- Pick up and drop off points in Umhlanga are:
 - Lagoon Drive
 - Umhlanga Sands Hotel Entrance.
 - Cabana Beach Hotel Entrance.
 - Breakers Hotel Circle.
- An estimated 90% of patrons attending the events will be using the Rage transport that are subsidized and branded with Rage branding. This will eliminate the risk of drunk driving and traffic control at the event will be minimal and easily handled.

Night Entertainment Schedule

Raffles will **not** be opening every night from the 2nd Dec 2017 - 9th Dec 2017 for unofficial after parties.

Day Entertainment Schedule and Venues

- Beach activities to take place at Bronze Beach.
- Legends to open for events rooftop during the day to 17h00 only background music allowed
- Beach activity schedule / events approved by the municipality
- *List of dates, times and activities TBC*

Red Frogs 060 RED FROG (733 3764) / www.redfrogs.co.za – facebook.com/RedFrogsSA – twitter.com/RedFrogsSA

- Red Frogs is a support network that aims to safeguard the next generation through a positive presence, focusing on safety and relationship.
- To act as direct support with and work alongside UIP in supporting the festival goers through what can often be a confronting and difficult time.
- Will accompany UIP Security Supervisors to assist with conflict resolution.

- Red Frogs Call Centre (060 RED FROG) to be in the Sands Hotel
- RF Zone Leader and Pastoral Leader to accompany UIP Security supervisor during the night.
- Red Frog response team – able to take festival goers to hospital where needed.
- Red Frogs team connect with UIP and relevant service when situation is out of our area of expertise
- Red Frogs crew able to council festival goers through a range of circumstances, and connect to more specialised councillors when needed.
- Red Frog structure during Rage Festival in Umhlanga
 - Team numbers – Planning for 50 Volunteers in uMhlanga Rocks working according to the daily schedule throughout the operational times as per below:

Time	Activity	Location
20h00	First shift of teams	Streets, Hotels, outside clubs
00h00	Second shift of teams	Streets, Hotels, outside clubs
Morning	Morning pancake runs and visits	uMhlanga Rocks
10h30	Ops Meeting with UIP	Village Green
12h00	Red Frogs Crew cooperate meeting	GFC
Afternoon	Hotel visits, Beach / Gateway (weather dependant)	uMhlanga Rocks
18h30	Ops meeting with UIP	Village Green
Evening	Accommodation visits and pancake runs	uMhlanga Rocks

Red Frogs Identification

All Red Frogs Volunteers will be wearing black shirts with the 2017 Logo. RF Hoodies (Black) will also be provided with the 2017 logo on the back.

Every Red Frogs volunteer will have an ID badge/lanyard, with their name, picture and RF 2017 logo. This will be worn at all times.