



FUELLING AUSTRALIA

PROJECT SERVICES CASE STUDY

GAMES LINQ

GOLD COAST 2018
COMMONWEALTH GAMES
SHUTTLE BUS FUEL SUPPLY.





ABOUT GAMES LINQ

Games LinQ is a division of WCL Management Services, one of Australia's leading event transport management companies. In 2017, Games LinQ was awarded one of Queensland's largest-ever transport contracts; The Gold Coast 2018 Commonwealth Games.



WCL Management Services has an international track record of providing passenger transport and logistics solutions that are tailored to local operating conditions. The WCL Management Services capability includes mass transit solutions, transit scheduling, driver training, system development, and logistics and rail operations.

GAMES LINQ'S TRANSPORT CHALLENGE

The contract involved the provision of a fleet of up to 800 buses that were responsible for transporting athletes, officials, spectators, media representatives, and other personnel to venues throughout the event.

Games LinQ also committed to sourcing at least 60% of the bus drivers for the event from within the Gold Coast and surrounding regions as well as delivering on a comprehensive local and indigenous engagement strategy. This meant engaging with local businesses and indigenous employees throughout the delivery of the contract.

During the games, eight existing public transport facilities were utilised as GC2018 Transport Hubs. At these hubs, passengers were able to transfer from public transport services to a Games LinQ shuttle service, direct to games venues.

Games venues were serviced by a Games LinQ shuttle at least every 30 minutes. This meant they needed an efficient supply of fuel available in key locations to ensure minimal downtime throughout the event.

IOR was first approached by Games LinQ in April 2017 to begin planning their tailored fuel solution for the event. The scope of works included establishing two temporary fuel depots in Yatala and Southport. These depots needed to provide the shuttle bus fleet with easy access to both diesel and AdBlue® on bowser. Further, the shuttle bus fleet's fuel usage needed to be accurately tracked.

From the beginning of negotiations, it was made clear that businesses and public services impacted by the depots had to be able to run uninterrupted either side of the Commonwealth Games. Therefore, commissioning and decommissioning the fuel depots needed to occur within a five day window before and after the event.

Safety was also a high priority for Games LinQ so all IOR team members and contractors were required to undergo extensive safety inductions and security checks prior to the event.

IOR'S VALUE ADD

Agility comes naturally at IOR. In the five day window provided, IOR was able to deploy team members and equipment to commission both fuel depots. Within the window, IOR completed site preparation works, installed four bulk fuel tanks and connected electricity and communications services.

IOR also coordinated issuing 410 fuel tags for all Games LinQ shuttle bus operators for the event. These fuel tags were used by bus operators to access fuel at the bowser. To help Games LinQ accurately understand their fuel usage throughout the event, each tag transaction was reported on through IOR's fuel management system, HyDip®.

PROJECT SUPPORT SUMMARY

Contract term	35 days
Total fuel usage	Diesel: 305.2KL (3,330 transactions throughout the event). AdBlue®: 7.05KL (594 transactions throughout the event).
Fuel tanks	Yatala Fuel Depot <ul style="list-style-type: none">2x Self-Bunded Combination Diesel and AdBlue® storage tanks (87KL diesel capacity and 9KL AdBlue® capacity). Southport Fuel Depot <ul style="list-style-type: none">1 x Self-Bunded Combination Diesel and AdBlue® Storage Tank (74KL diesel capacity, 7KL AdBlue® capacity).1 x Self-Bunded Combination Diesel and AdBlue® Storage Tank (26KL diesel capacity, 4KL AdBlue® capacity).
Fuel management and tracking	IOR fitted the fuel tanks with IOR's proprietary fuel management system, HyDip® to help with electronically managing the project's fuel usage.

Throughout the contract with Games LinQ, IOR's project team provided 24/7 on-call support and ensured there were no breakdowns. IOR achieved all project criteria on-time and within budget providing Games LinQ with an uninterrupted fuel supply.

As a result, Games LinQ were able to focus on delivering their transport promise for the Gold Coast 2018 Commonwealth Games.

● YATALA FUEL DEPOT

COOMERA INDOOR
SPORTS CENTRE ●

OXENFORD STUDIOS ●

GOLD COAST
HOCKEY CENTRE ●

NERANG BIKE TRAILS ●

CARRARA PRECINCT ●

BROADBEACH
BOWLS CLUB ●

ROBINA
STADIUM ●

● IOR FUEL DEPOTS

● GAMES VENUES

SOUTHPORT PARKLANDS

SOUTHPORT FUEL DEPOT

GOLD COAST AQUATIC CENTRE

GOLD COAST
CONVENTION CENTRE

CURRUMBIN
BEACH FRONT ●

COOLANGATTA
BEACH FRONT ●

Eight 'transport hubs' were established by Games LinQ from Brisbane to the Gold Coast. A free shuttle bus transfer to games venues was provide from each transport hub.

Two temporary fuel depots were commissioned at Yatala and Southport. Both depots were commissioned and de-commissioned within five days before and after the Commonwealth Games.



I wanted to take the opportunity to thank IOR and the team for all of their assistance. It has been a pleasure dealing with them.

The IOR solution worked brilliantly in the depot.

Lindsey White
Manager - Fleet, Procurement and Operations
Games LinQ

FIND OUT MORE

Find out about how IOR's
project services could benefit you
and your business.

p. 1300 457 467 | e. info@ior.com.au

www.ior.com.au



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