



## The challenge

In the summer of 2018, Glasgow proudly hosted the inaugural European Championships, bringing together over 4,500 athletes competing in 12 sports from swimming through to golf and fantastic BMX racing.

First Travel Solutions (FTS) were appointed as the official transport partner by the organising committee to provide seamless and effective journeys for all athletes, officials, media and VIPs.

Venues were dispersed throughout the city, into the wider Glasgow city region and further afield to Gleneagles for the Golf and Edinburgh for the diving competition.

Given that the contract included travel provision for athletes and officials it was imperative that transport between training bases, accommodation and venues was timely, stress free and well communicated.

## The solution

FTS deployed their experienced major event transport managers five months in advance of the opening ceremony and the team set about working with organisers, venues and the local authorities to understand all the various requirements of the 85 different 'games' routes.

Working with First Bus in Glasgow, drivers and vehicles were identified and an intensive route learning programme was initiated so that when the games went live the transport operation was well rehearsed and perfectly timed.

Additionally, a 24/7 Control Room was established and VIP chauffeur provision was set up for officials and games guests from around the world.



**FTS employed a team of 2,500 front line staff and operated a fleet of 700 buses**





## The result

This was a huge operation and one that was extremely high profile and extensive and expert planning was the key to a gold standard transport performance.

Between 25th July and 12th August, FTS operated more than 70 services a day, carrying close to 10,000 athletes, championship officials and journalists.

The daily bus operation was supported by an additional 60 co-ordinators and supervisors who ensured that everyone got to their starting blocks on time.

The team were also able to provide staff and event stewards in support of the cycling road races.

The European Championship organising committee were delighted with the service provided by FTS and commented on the efficiency of the plan and its delivery against a number of challenging parameters.

## Client Feedback

'The championships themselves provided a number of new challenges, mainly the fact we were providing accommodation over 70 plus hotels and not just one village. However yourself and your team managed the whole process seamlessly and I could not have asked for more from FTS'

Stephen McMillen  
Transport Cluster Manager  
Glasgow 2018



Richard Kirk,  
Commercial Director

M: 07879 481151

E: Richard.Kirk@FirstGroup.com

[www.firsttravelsolutions.com](http://www.firsttravelsolutions.com)



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