



The challenge

The World Para Athletics Championships were held at the Queen Elizabeth Olympic Park in London in July 2017.

First Travel Solutions (FTS) were approached by Corporate & Sporting Events (CSE) to assist with the safe and efficient movement of all para athletes from every country competing.

Transport requirements would be complex, involving 7 different hotel locations all based in central London.

FTS were to provide morning and evening transportation for the athletes. Services started at 0700/0900 hours depending on the day and would cease at 2300 hours.

The solution

The logistics behind an event like this is significant. FTS had staff based in London from March onwards. Their time was spent building the timetables for the transport requirements as well as sourcing vehicles and drivers.

FTS then looked to recruit 4 managers and 16 ground co-ordinators. The managers were responsible for delivering the daily transport plan with the ground co-ordinators managing the service everyday from all 7 hotel locations. It was their responsibility to ensure that no athlete was missed and there was plenty of capacity at either end of the routes.

The team was operational in London from 10th until 23rd July. This included a control room based at the Hilton Hotel and ExCel.



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The result

This was a major project for FTS and it took months of internal planning and organisation.

However thanks to a consolidated team effort by FTS, the transport and travel arrangements for this iconic event worked really well.

FTS managed a fleet of 70 vehicles and also provided 15 buses within that fleet.

In addition, 1050 para athletes were transported over the course of the event from 92 different nations.

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