

# Procedure for Buses at School Matinee Performances at the Hop

At School Matinee Series performances, the Hop has between nine to 18 buses unloading and loading students. In order to manage this process and maintain an efficient yet safe experience for school groups, the Hop has developed a loading and unloading procedure. Our system also ensures we are in compliance with Town of Hanover and Dartmouth College policies.

## Pre-arrival

For each school matinee performance, the Hop must make arrangements with the College and the Town of Hanover to accommodate the number of buses we anticipate. Schools are to tell Hop Staff, before the day of the performance, how many buses they will be bringing so Hop staff can be prepared.

## Day of the show

### Unloading

Buses are asked to pull up in the loading zone on East Wheelock Street in front of the Hopkins Center. This area is also used by Dartmouth Coach and Advance Transit, so school buses may have to circle the Green until space becomes available. Once bus has gained access to the curb, Hop staff and a campus Safety and Security officer will help direct the bus to stop. A Hop staff person will come aboard the bus to check in with the teacher and driver, and a Hop usher will lead students in a single file line into the Hop. Each bus driver will then be given a number and directed to A-Lot, a large college-owned parking lot about half a mile from Hopkins Center. The Safety and Security officer will remain on the plaza to make sure everyone unloads safely and then will accompany buses to A-Lot.

### During the show

All buses are asked to wait in A-Lot during the performance, which lasts approximately 60-70 minutes (check with school staff to confirm). The Safety and Security officer will stay with the buses in A-Lot to act as liaison with Hop staff back at the Hop. Near the end of the performance, Hop staff will let the Safety and Security officer know which buses should return and the order in which they should return. If bus drivers are unable to stay for the duration of the performance we ask that they arrive in A-Lot 10 minutes before the end of the performance. If a bus is not in A-Lot when its number is called, Hop staff will be unable to coordinate loading students back on the bus at the end of the performance.

### Loading and departure

Once the Safety and Security officer knows which numbers are called back, he or she will communicate directly with each bus driver. Generally, four to six buses are called at a time. Buses will return either to the East Wheelock Street loading zone (where students unloaded) or they may be directed to the Lebanon Street loading zone. We ask that drivers do their best to leave A-Lot in the order in which their number was called, as we are escorting students from the theater to the bus loading areas based on the order in which the buses are expected to arrive. As buses load, the next round of empty buses from A-Lot will be called and the next groups of students will be escorted from the theater to meet them.