

Keeping London moving during the 2012 Games



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TfL had twin objectives

- **Support a great Games** – help athletes and officials reach events on time, and providing slick and friendly transport for spectators
- **Keep London moving** – ensure Londoners could get around and help businesses make the most of opportunities from the Games



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But just as importantly, a long lasting legacy

- Regeneration of east London
- Transport infrastructure that is fit for London's future
- Changed travel behaviours
- Convergence – closing the deprivation gap between the Olympic host boroughs and the rest of London



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1. Success during the Games

2. Legacy for London



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Challenge 1: Scale



Olympic Games

17,800 athletes and team officials
5,000 Olympic Family officials
22,000 media
7.4 million ticketed spectators

Paralympic Games

4,000 athletes and team officials
1,000 Paralympic Family officials
4,000 media
2.7 million tickets



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Challenge 2: Location

Greater London



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Challenge 3: Daily Variability



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Despite these challenges, London's transport worked...

LONDON 2012

No traffic gridlock for first day of Olympic 'zil lanes'

No sweat for the transport system

Gold-star performance by transport on big day

So far, so good: transport links survive first big test

London Olympic transport runs smoothly

Olympic travel: London Underground stood the test

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London's public transport system carried more people than ever



Tube: 35 per cent above normal levels

Tues, 7 Aug – 4.57m passengers – most ever!

DLR: double normal levels (11m total)

Overground: up 54 per cent on last year

Buses: slightly above last year, despite changes to road network during Games



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London's streets and parks were used to create extraordinary sporting spectacles

• TfL prepared roads, deployed marshals and erected barriers to create the field of play for events

- 1 million attended Olympic Cycling Road Races
- 300,000 attended Olympic Marathons
- 220,000 attended Olympic Triathlons
- 200,000 attended Olympic Cycling Time Trials
- 50,000 attended Paralympic Marathons
- 30,000 attended Olympic Marathon Swims
- 30,000 attended Olympic Race Walks



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And the roads worked well for the Games Family and regular motorists



- TfL managed the Olympic and Paralympic Route Networks to ensure the Games Family reached events on time
- Journey time **reliability target of 95%** was exceeded
- Games vehicles achieved journey times **30% faster** than normal



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Why transport worked for the Games

1. Investment in an integrated transport system
2. Collaboration between transport operators
3. Excellent operational performance
4. Integrated customer experience
5. Effective road network management
6. Successful communication strategy
7. Effective collaboration with business



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Public transport infrastructure investments for the Stratford area ...



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... and across the rest of London

Richmond to Stratford
↑100% capacity



↑50% capacity



Up to 33 tph



↑33% capacity



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Road network also enhanced for the Games



Planned (and unplanned) road and utility works completed ahead of the Games



Traffic signalling upgrades



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Operators worked together

- Jointly-owned transport plan
- Nationwide Games Transport Board established to resolve issues
- Transport Coordination Centre to share information and resolve incidents quickly during the Games



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Strong operational performance



- 37% reliability improvement over past five years
- **Games reliability measures:** preventative maintenance, extra spares, incident response teams on standby, and pausing upgrade works

Scheduled km operated

	Olympics	Paralympics
Underground	98%	99%
DLR	99%	99%
Overground	98%	98%



- Targeting 30% improvement by 2015



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Exceptional customer experience



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Effective and flexible road management

Retimed and re-phased signals

Variable message signs

Games specific signage

Pedestrian barriers



Highway marking

Games Lanes

Suspended parking, turns, crossings



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Successful communication strategy and travel demand management

- Travel Demand Management (TDM) programme gave spectators, businesses and regular travellers information to help them plan ahead
- On an average weekday during the Games, **one third** of Londoners reported a change to their travel



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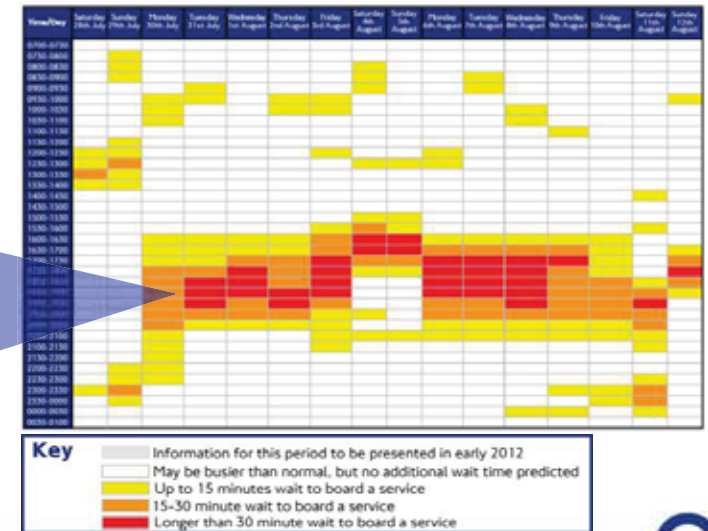
Getaheadofthegames.com had all the information on the busiest times and places



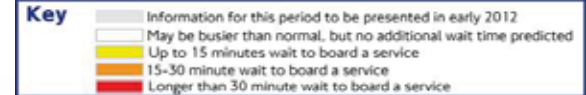
Information on the busiest parts of the public transport and road networks was provided online

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Hotspot information enabled people to check the busy times at their station and plan ahead

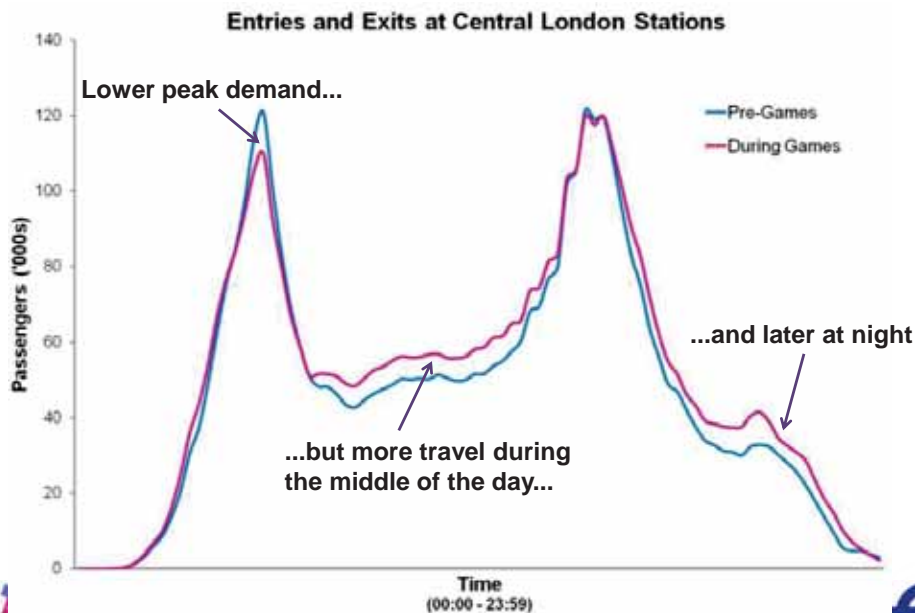


Charts showed what stations could be like if no-one changed their travel behaviour



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Time shifted travel was an important outcome



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Working with business



- **550 large businesses** given direct planning support, comprising over **600,000 employees**
- Further **3,000** small and medium-sized businesses attended planning workshops
- TDM programme provided planning toolkits, and used presentations, events, letters and advertising to ensure businesses were ready

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Freight industry adapted

- Major freight engagement campaign:
 - Presentations
 - Leaflets and radio adverts
 - Freight forum chaired by industry leader
 - Range of freight tools, such as an online Freight Journey Planner
- TfL worked with government and regulators to ensure sensible enforcement regulations



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1. Success during the Games

2. Legacy for London



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What is the 2012 legacy?

The **London 2012 Games Legacy** is the longer-term benefits and effects of the planning, funding, building and staging of the Olympic and Paralympic Games in summer 2012.

It includes:

Economic – supporting new jobs and skills, encouraging trade, inward investment and tourism

Regeneration – reuse of venues, new homes, improved transportation, in East London and at other sites across the UK

Sporting – continuing elite success, development of more sports facilities and encouraging participation in schools sports and wider

Social and volunteering – inspiring others to volunteer and encouraging social change



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What was the aim of regeneration?



To rejuvenate derelict parts of London's "East End"



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What do we mean by “convergence”?

“Within 20 years the communities who host the 2012 Games will have the same social and economic chances as their neighbours across London.”

Indicators of convergence include:

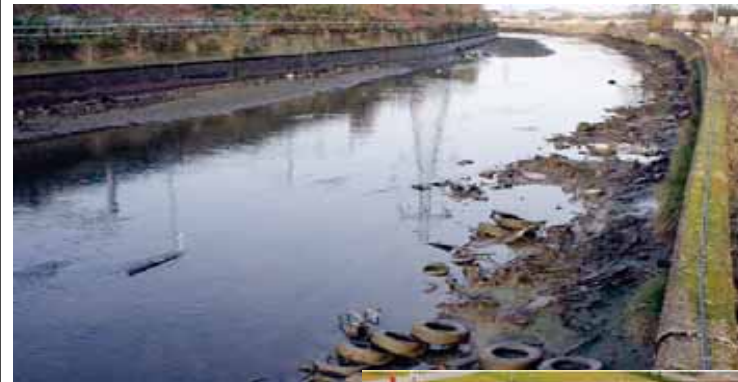
1. Creating a coherent and high-quality city within a world city region
2. Improving educational attainment, skill and raising aspirations
3. Reducing worklessness, benefit dependency and child poverty
4. Enhancing health and wellbeing
5. Maximising the sports legacy and increasing participation
6. Homes for all
7. Reduce serious crime rates and antisocial behaviour



WHAT WAS ACHIEVED?



Fridge Mountain 2006



Waterworks River 2005

Today



Today





Stratford Centre 2004



Today



Stratford Marsh 2006



Today

The benefits of transport investment reach well beyond East London



- **£6.5bn invested** to provide:
 - Extra capacity
 - Greater reliability
 - Improved accessibility
 - More connectivity



Public transport infrastructure investments for the Stratford area ...



Stratford International DLR extension



Stratford Regional station



Stratford International for Javelin

... and across the rest of London

Richmond to Stratford
↑100% capacity



Extended and upgraded London Overground



DLR 3-car trains

↑50% capacity



New Victoria line trains and signalling

Up to 33 tph



New London Overground trains



Jubilee line upgrade

↑33% capacity

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Road network also enhanced for the Games



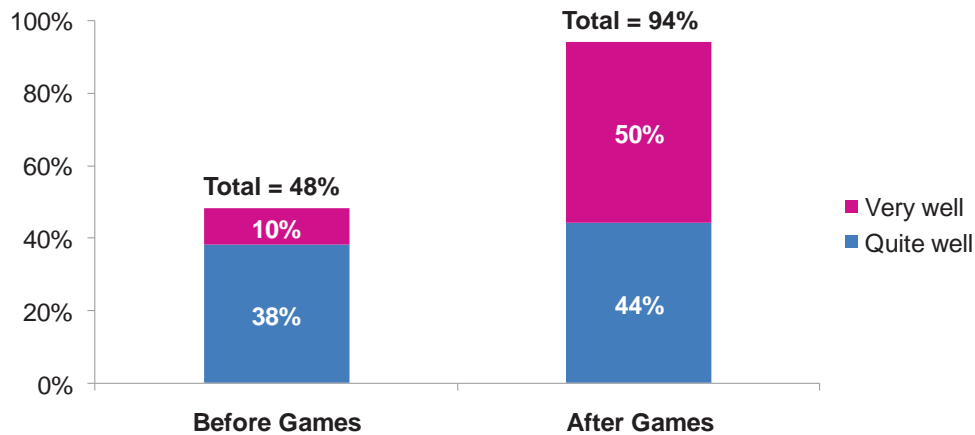
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Traffic signalling upgrades

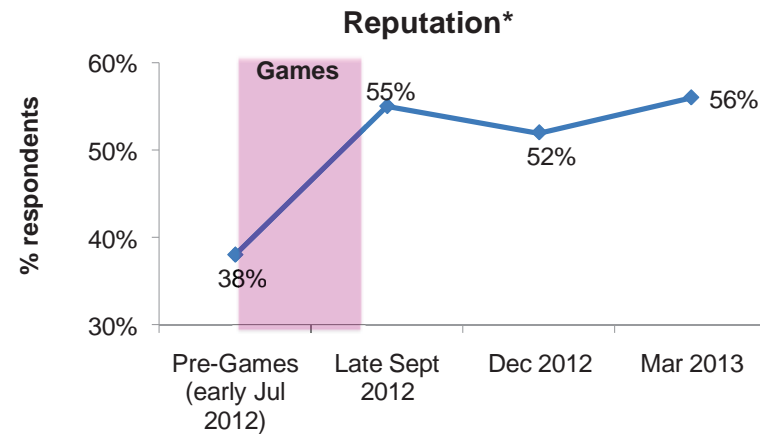
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Q: How well will/did TfL manage transport in London during the Games?



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As a result, TfL's reputation has improved



* Respondents of the view that TfL is "on the way up"

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Confidence in our delivery capability helps to make the case for future investment

London Evening Standard

Boost for Battersea as Osborne puts power station on the Tube



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Proposed Crossrail 2



Maximising road network capacity by working with business and freight operators

- Freight accounts for **25% of central London's week day traffic**



- 10% of businesses and 7% of freight operators who purposely reduced deliveries during the Games sustained the changes afterwards
- 5% per cent of businesses and 3% of freight operators who changed the time of deliveries during the Games sustained the changes afterwards



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Travel Ambassadors will be deployed at future events and to help during upgrade work

- Assist both visitors and Londoners better navigate the network
- Used alongside TDM and customer communications
- Valuable front-line experience for office staff



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Improved wayfinding and signage

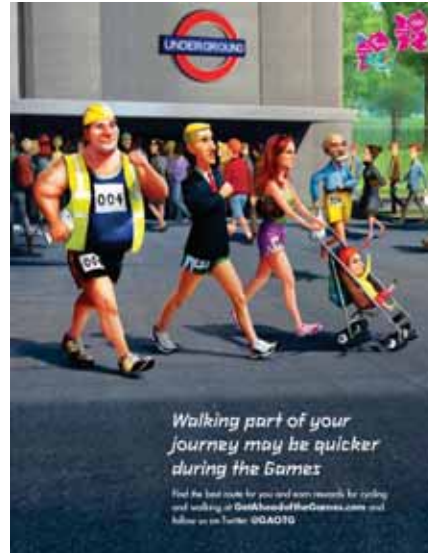


- Lessons for hosting other major events in London
- Consistent design and integrated placement across all operators
- Accessible transport signage greatly improved

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TDM has shown it is possible to change travel behaviour

- TDM can help to maximise use of public transport capacity to:
 - Provide a better customer experience
 - Manage transport incidents
 - Delay investment in extra capacity
 - Facilitate blockades for upgrade work



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London delivered

- London has proved it can plan, build and operate a transport network able to support a successful Games
- We are pleased to help other cities hosting major events



Keeping London moving during the 2012 Games

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Formerly TfL Director of Games Transport

