

## Board Meeting 6.7.10

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### Secretariat Memorandum

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### London 2012 Olympic and Paralympic games

#### 1 Purpose of report

- 1.1 To give an overview of the preparations for these events and their impact on users of the transport network.

#### 2 Recommendation

- 2.1 Members are invited to note this report as it provides background information to the other items on the agenda.

#### 3 Background

- 3.1 London TravelWatch and its predecessor bodies have had a long history of involvement with the bid for and subsequent planning of the 2012 games. In 2005 and 2006 a special task force was put in place to review the planning of the games and their impact on both the existing users of the transport network and those who will make use of it to attend the games and associated events.
- 3.2 The areas of principle concern that have been raised by London TravelWatch over that period can be summarised as follows :
  - Stratford Regional and Stratford International stations, including the Javelin service
  - The Olympic road network (ORN)
  - Impact on the London bus network, cycling and walking
  - How the Public Private Partnership (PPP) and infrastructure upgrades of the tube network will be implemented before, during and after the games.
  - How to make best use of the river
  - Affordability of travel to and from the games
  - easy to understand and attractive fares and ticketing arrangements
- 3.3 Responsibility for providing and coordinating transport to and from the games rests with a number of organisations such as :

London Organising Committee of the Olympic and Paralympic Games (LOCOG)  
Olympic Delivery Authority (ODA)  
Transport for London (TfL)  
Network Rail : line and station upgrades  
Train Operating Companies (TOCs)

- 4.4 During the games a Transport Co-ordinating Centre (TCC) will operate to coordinate all modes of transport for the games family, spectators, workforce and those travelling for reasons unconnected with the games. There will also be a strategy for managing background (non-Games) demand.
- 4.5 Full details of the Transport Plan for the games can be found at :  
<http://www.london2012.com/making-it-happen/transport/transport-plan.php>

## **5 Commentary**

- 5.1 The Olympic and Paralympic games is an example of where early engagement of a consumer body such as London TravelWatch can make significant contributions to help shape the outcome of important developments such as this.
- 5.2.1 In the case of Stratford Regional and International stations our pressure was successfully in gaining additional subway and ticket hall space, additional pedestrian routes within the adjacent Stratford City commercial development and ensuring that proper and effective use was made of the Stratford International station.
- 5.2.2 Stratford will be the major public transport gateway to the games – which has the aim of 100 per cent of ticketed spectators arriving by public transport, cycling and walking. Co-ordination and management of the two stations and one of major concern to London TravelWatch due to the large numbers of operators and authorities involved in their planning, operation and delivery. Previously, we have heard assurances that because the construction period has involved the need for large scale co-operation between operators it is likely that this will continue once the station and its surroundings are completed. However, it is recommended that London TravelWatch should continue to monitor these arrangements and be prepared to call again for an overall station manager to be appointed.
- 5.3 The Olympic Road Network (ORN) is the network of roads that link all the competition and non-competition venues. In general the roads will still be available for use by general traffic during the Games. On the busiest sections traffic lanes would be reserved for Games vehicles – the vast majority of which will either be high capacity vehicles such as buses or freight vehicles for moving equipment between sites. Our previous concern has been the reduction in overall capacity for general traffic and in particular on the reliability of the bus network as a result. The ODA's plans have all previously assumed a 15% reduction in overall traffic volume. However, there is no certainty that this will actually occur. It is therefore recommended that London TravelWatch should monitor the ORN and its arrangements and that assurances are sought that the system is flexible enough to respond quickly to changes in demand.

- 5.4 Impact on the bus network, walking and cycling. As noted above the principle impact on the bus network is likely to be the ORN. Cycling and walking are likely to be significant legacy beneficiaries particularly in East London. It is disappointing to note however, the lack of enthusiasm by the ODA for supporting the Euston–St.Pancras walking route is regrettable, but it is likely that this will however be completed by Camden council by the time of the Games.
- 5.5.1 The PPP members will note is no longer in existence, however co-ordination of tube upgrades will still be of major concern – particularly that of the Jubilee line and its central role in providing access to Stratford.
- 5.5.2 Investment in infrastructure more generally on the National Rail network is being implemented as planned. However, it is worth noting that with reductions in public spending some schemes which not directly related to the Olympics, do have some benefit during the games time are likely to be deferred or not progressed.
- 5.6 Making the best use of the River Thames. A number of schemes are in the process of being implemented to enhance pier capacity. In addition in a separate development Oyster Pay As You Go and Travelcards are now valid for discounted travel on most river boat services.
- 5.7 Affordability of travel to and from the games / easy to understand and attractive fares and ticketing arrangements. Spectators and accredited members of the Games family will receive ‘free’ travel on London’s transport system on the day of the event that they are ticketed to attend for all events in the London area. In addition other special arrangements will apply to events held outside London. Details of prices for individual events are due to be released in 2011.

## **6 Other issues**

- 6.1 The challenge now is to communicate with both spectators and the public at large that the network will still be ‘open for business’ during the period of the games, and that although normal journeys may be altered that they will still be possible.
- 6.2 Transport is going to be one of the major showcases of London and the United Kingdom and so it is important that agencies such as Network Rail, and highway authorities realise the importance of giving the best overall perception of the country and its transport network as a whole. This should include customer service, information, ease of ticketing, accessibility and also the visual environment. In this latter area the prevalence of graffiti and rubbish on the trackside of Network Rail land and the roadsides of land owned or maintained by highway authorities such as Transport for London is absolutely key. This issue has not yet being given the attention that it deserves. Paying attention to the detail would reduce security risks (as it would show that trespass was noticed and seen to be less easy, and reduce the ability to camouflage devices), but also increase passenger satisfaction and reduce the fear of crime and anti-social behaviour
- 6.3 There are also a number of site specific issues such as step free pedestrian access to the platforms at Maze Hill station, which will be the main access to the Greenwich Park venue. This will reportedly separately under the local Greenwich item.

## **7 Equalities and inclusion implications**

- 7.1 Accessibility of the Games is of prime importance both in terms of physical access and affordability to those on low incomes. The majority of modes of access are already fully accessible (e.g. Buses), and that on the rail system most of the stations adjacent to Olympic venues are accessible from street to platform. Signage and information must also be able to accommodate the substantial number of visitors for whom English is not their first language.

## **8 Financial implications**

- 8.1 The contents of this report have no specific financial implications for London TravelWatch.

## **9 Legal powers**

- 9.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and where it appears to it to be desirable, to make recommendations with respect to – any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users Committee) to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.