

Comments	Response
<p>Progress with the delivery of planned transport infrastructure including details of how this has been tested, any changes as a result, and contingency arrangements if infrastructure isn't in place as planned.</p>	<p>The launch of the Olympic Transport Plan (OTP) at the Big Build event on 1 June 2011 corresponded with the completion of the substantial infrastructure provided for London 2012. However, the step-free access project at Green Park station was completed on 29 August 2011, the DLR extension to Stratford International opened on 31 August 2011 and the Westfield Stratford Development opened on 13 September 2011. This facility includes new direct access to Stratford Station.</p> <p>London 2012, TfL and other transport partners are currently involved in testing and commissioning as part of the Games readiness process. These organisations meet every two weeks at the Transport Domain Readiness Working Group (TDRWG) to plan and review progress.</p> <p>Individual testing of transport elements is well underway as part of the comprehensive test programme: examples include DLR tests, Javelin tests, desktop exercises and tests of the Transport Co-ordination Centre.</p> <p>In the case of the Westfield opening, planning has been ongoing for a number of months and a series of test and observation activities were planned. At the opening of the Westfield development a team of 45 observers were present to cover transport activities. Coverage continued into the first week of operation so that lessons could be learned prior to finalisation of future games readiness activities.</p>
<p>The latest forecasts for demand including the full range of forecasts for the number of spectators, the forecast number of other visitors (people without tickets), breakdown of demand by day, mode and venue, and how much of the forecast demand is expected to be covered by increased capacity through new transport infrastructure and how much by reducing usual demand.</p>	<p>London 2012 is currently updating spectator demand forecasts with information gathered from the ticketing sales process. Once the information has been fully analysed, an update will be provided to TfL and other transport delivery partners. This is expected to take place during the autumn.</p> <p>The Games Family demand is forecast to be 55,000 for the Olympic Games and 30,000 for the Paralympic Games. The Family consists of athletes, team officials, accredited media, sponsors and Olympic family officials. They will be transported between key competition and accommodated venues by use of the Olympic Route Network, via a fleet of coaches, cars and multiple person vehicles (mpvs). The current fleet estimate is 1,500 bus/coaches and 4,000 cars/mpvs.</p> <p>London 2012 is currently assessing likely demand from northern Europe and the rest of the world and how this will impact on spectator demand.</p> <p>The TfL Travel Demand Management (TDM) team is working very closely with London 2012 to assess the impacts of spectator demand on background demand in London, the South East and regional venues.</p>
<p>An update on the 2012 travel demand management programme</p>	<p>Following the launch of TDM Travel Advice for Business programme in November 2010, 372 businesses near transport hotspots in London, employing over 498,000 people, have received site specific advice on</p>

<p>including the specific targets or measures of success for this programme, the impact to date including the number of businesses that have indicated they will change their transport arrangements in 2012 and further actions planned to manage demand from spectators and Londoners.</p>	<p>how to develop Games time action plans. Action plans are now being received which contain robust actions for managing demand during the Olympic and Paralympic Games giving confidence that the TDM Programme is on track to achieve the level of reduction required.</p> <p>In addition over 200,000 businesses have been engaged with via Business Intermediaries. To date over 160 presentations have been given by TfL at events held by Business Intermediaries, with over 7,000 businesses having attended events.</p> <p>In July 2011, a programme of workshops to provide support for SMEs, multi-site businesses and London Boroughs was launched by TfL to coincide with the year to go milestone. TfL supported a GLA event on 22 September to talk to SMEs about transport challenges during the Games. In total over 90 events are planned leading up to the Games. To date over 40 multisite companies and 193 businesses have signed up or attended SME workshops.</p> <p>The business influencer campaign, which directs businesses to self help material on the London 2012 website and raises awareness, commenced in November 2010. Advertising ran in November 2010, May, June, July and September 2011 and comprised of press and online advertising as well as direct mail and emails to businesses.</p> <p>In March 2011 travel advice for spectators was made available on the London 2012 website linked to the ticket application process. In July 2011 the Spectator Journey Planner was made available, which enables spectators to plan their journeys to Olympic and Paralympic Venues, select their preferred travel options and direct them to travel booking facilities.</p> <p>In the lead up to the Games, information and advice on travel options will continue to be made available to businesses and spectators. In January 2012 a public facing campaign will commence which will provide regular users of the transport network with travel advice, enabling them to check whether their normal journeys are likely to be affected, consider the alternatives available and encourage them to take action and plan.</p> <p>TfL Engagement with the freight industry, businesses and boroughs has included the setting up of a Freight Forum with the Transport Commissioner and 50 organisations including London Councils, the Freight Transport Association, Road Haulage Association, large businesses (Sainsbury's, Tesco etc) and operators (DHL, TNT etc).</p> <p>Freight workshops will be held over the next couple of months to discuss key issues with operators, businesses and boroughs. The next meeting of the Freight Forum will be in late November/Early December where a toolkit of solutions will be provided for the industry around reducing, retiming, re-routing and revising the mode of deliveries in</p>
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	<p>those areas most affected by the Games.</p> <p>Engagement with individual companies has begun, and an Advice Programme – targeting SMEs and those businesses most severely affected – will be rolled out in November. While engagement with general business has started, this will be ramped up early in 2012, to ensure that both suppliers and their customers are aware of Games impacts and are planning accordingly.</p> <p>In the meantime TfL have released postcode data of the ORN route to enable operators to begin planning for Games time. This data provision will continue to be refined as plans are finalised.</p>
<p>An update on action to encourage more people to walk and cycle during the 2012 Games and more challenging targets for use of these modes.</p>	<p>The ODA has invested around £10 million in walking and cycling route improvements into various competition venues within and outside London. In London, TfL is delivering a programme known as the Olympic Walking and Cycling Route Enhancements (OWCRE) which is focused on eight largely off-road ‘greenway’ routes into the Olympic Park and river zone venues. The programme comprises 113 schemes across the eight routes, and is delivered on the ground by a variety of local authorities and other organisations such as British Waterways and Lea Valley Regional Parks Authority.</p> <p>These routes will be promoted as the 2012 Games Walking and Cycling Routes until the end of London 2012. After this, the eight routes will revert back to their previous names (e.g. Lime House Cut). They will be promoted to spectators travelling to venues, as well as to Londoners in the lead up to and following the Games, to ensure usage and a lasting legacy. The schemes include surface improvements, access point upgrades and a comprehensive wayfinding and signage system based on Legible London. The routes are now complete and wayfinding will be installed along all routes by December.</p> <p>TfL have allocated funding for promoting walking and cycling to Londoners in the lead up to and during the Games. This will be used alongside the existing ODA walking and cycling budgets for activities to promote walking and cycling.</p> <p>The Active Travel Programme will be launched in autumn 2011 alongside the walking and cycling route improvements. The London 2012 Active Travel programme will promote the OWCRE routes as well as encourage more walking and cycling in the lead up to, during and after the London 2012 Games.</p> <p>Work is well underway on delivering two TfL led Inspire projects; the Big WoW, a month long event promoting walking to school which kicks off on 3 October and the special edition TfL Cycle Guide for the Olympic Park and surrounding areas is due to be complete and distributed during the week commencing 18 October.</p>

<p>An update on work to maximise the use of river services during the 2012 Games.</p>	<p>The River Thames has a well developed network of existing passenger services that carries more than five million passengers a year. River services will offer an attractive journey option for Games spectators travelling to River Zone competition venues. The ODA has contracts in place with operators to maximise these services</p> <p>The ODA commissioned a river services demand forecasting study in 2009 which indicated that at certain times during the day there is spare capacity on board both River Bus and River Tours scheduled services operating between central London and Greenwich/North Greenwich. The intention is to utilise spare capacity for Games spectators and in addition provide some additional capacity at key times of the day, notably the periods before and after sessions at competition venues.</p> <p>On average an additional 40 scheduled river service trips will be made upstream and downstream on a weekday during the Games, providing an additional capacity of around 12,000 seats. TfL is leading ongoing discussions to agree crowd management procedures with pier management operators.</p> <p>Since mid July, river operators have been selling tickets for Games services via their own online booking systems. This process has been made easier by a direct link from the London 2012 travel website and TfL-developed spectator journey planner.</p> <p>Some Games Family groups, including marketing partners, may charter boats for transport purposes to access Games venues. In line with their existing policy, TfL London River Services (LRS) has confirmed that requests for pier slots for charter boats at LRS piers can only be accommodated where they do not conflict with the scheduled services.</p> <p>TfL is undertaking pier improvements at Tower and Greenwich piers and partially funded from the ODA. Progress is good and all works will be completed by spring 2012</p>
<p>Details of the likely impact of the ORN on all road users in London and steps being taken to mitigate this impact; the date by when pedestrian crossings temporarily removed as a result of the ORN will be reinstated; and how concerns about enforcement of the ORN are being addressed.</p>	<p>The core ORN and PRN will operate on one per cent of the London's road network with the Games Lanes operating on one third of that. It will become operational just a couple days before the Games start and removed as soon as possible after. Venue specific routes, such as that to Wimbledon, will be discontinued as soon as the event is over and are not required.</p> <p>In the event that a vehicle is parked illegally on the ORN or observed in contravention of an ORN moving regulation (i.e. Games Lane or restricted turn), CEOs will have the ability to issue a Penalty Charge Notice (PCN) to the registered keeper of that vehicle. The level of this charge is not yet finalised, but following a public consultation carried out by the ODA a proposal of £200 (with a 50 per cent discount for early payment) has been made to Ministers and this decision currently</p>

	<p>rests with the Secretary of State for Transport, for approval.</p> <p>Abandoned, broken down or illegally parked vehicles causing an obstruction on the ORN will also be subject to relocation by a rapid response vehicle removals service. Any relocated vehicles will be registered with the recognised tracking service (TRACE) to enable the owner to recover their vehicle.</p> <p>Where pedestrian crossing facilities are required to close, these will be introduced as close as possible to the beginning of the Games. Where Venue ORN closes down during the Olympic Games, crossings will be re-opened as soon as possible (i.e. on Lords and Wimbledon routes). After the Olympic Games, those parts of the network which are not required for the Olympic Games will be reopened as quickly as possible, after departures (i.e. Marylebone Road and Baker Street). As much of the Paralympic Route Network as possible will stand down during the inter-Games period.</p> <p>Where pedestrian crossings will be closed they will be barriered off, signs advising of the closure along with directions to the next available surface crossing in both directions will be provided. Tactile paving will be covered to ensure visually impaired users are not misguided into a closed crossing. TfL is working with the London Visually Impaired Forum to determine alternative noticing of crossing closures for these users. Further, local mobility impaired to advise of the crossing closures and the extent of closure towards Games time.</p>
<p>An update on measures to improve the accessibility of transport including plans for staffing the transport system during 2012 Games, the location of temporary ramps and humps during the 2012 Games, and arrangements for transporting people with reduced mobility from main transport hubs to venues and around large venues such as the Olympic Park.</p>	<p>Significant investment has been made across the transport networks by the ODA, TfL and other partners to provide greater capacity and resilience to the support the needs of disabled spectators. At Stratford station works included installing 11 new lifts and creating five level access platforms amounting to approximately £50m of the total upgrade. TfL have also invested approximately £60m to make Green Park and Southfields stations step free for the Games.</p> <p>Docklands Light Railway - DLR is a step free network, however using funding provided by the ODA, TfL are upgrading five lifts at Greenwich, Tower Gateway and Prince Regent DLR stations to be more reliable and move quicker. In addition, two new escalators have been installed at Custom House DLR station.</p> <p>London Underground - By July 2012, 65 London Underground stations will be step free from street to platform and a further five provide step free interchange. Of these stations, 42 are of interest in Games time as they are venue stations or provide key interchanges. At these 42 stations there are 131 platforms, but as of May 2011 only 48 platforms offer level access on to the train. Solutions are therefore needed in order that wheelchair users and other people with reduced mobility are able to board trains safely. London Underground is working on two solutions to this problem - temporary platform humps and manual boarding ramps. Subject to engineering approvals, temporary platform humps will be installed on approximately 10 platforms, and manual boarding ramps are being trialled for possible use at further stations.</p>

Rail - The ODA have worked with a number of train operating companies to ensure that key stations will be as accessible as possible during the Games. Stations benefitting from improvement works include Weymouth, Windsor & Eton Riverside and Blackheath stations. The ODA is also working with the DfT to bring forward step-free station schemes at further venue stations including Slough and Swanley. This is part of a wider 10 year programme being delivered by Network Rail on behalf of DfT. By Games time, approximately 100 stations will be completed.

The ODA has also contributed funding to the development of a replacement for the Assisted Passenger Reservation Service (APRS), a project being led by ATOC. The new assistance booking system for rail customers was made available from summer 2011.

Streets – TfL Accessibility Audits for the central zone are still in the planning stage and will focus on key pedestrian routes from Euston Road and Embankment through the central zone.

Accessible Shuttles - The ODA is also providing a network of accessible shuttle services developed to meet the specific requirements of disabled spectators. These services will solely be for the use of disabled people and are provided to help relieve the pressure on the public transport network and to provide accessible transport services in areas where there are limited accessible public transport options available. To serve venues a combination of accessible minibus and golf buggies will be used. There are more than 40 routes planned for the Olympics and 14 for the Paralympics.

Accessible Parking – At, or close to, venues the ODA are providing a limited number of accessible parking spaces for ticketed spectators. The quantity and location of parking spaces will vary between venues according to the other transport options available. Spaces are free for spectators but must be booked in advance and spectators must provide evidence of their Blue Badge or national equivalent parking permit to apply for the space. The booking system is now operational. In addition, at all park-and-ride sites accessible parking spaces will be provided and shuttle services will be suitable for disabled spectators.

Accessible Travel Information - To draw all accessible transport options together, detailed information and maps were published on the London 2012 website in March 2011. Maps of each Olympic venue were also produced, outlining accessible transport options and Paralympic venue maps will be available for the ticket launch.

In July 2011, the first stage of the spectator journey planner was launched on the London 2012 website. The journey planner is now in the second stage of development and will develop to include more detailed information over the coming year. The next stage in the journey planner development will include Paralympic venue planning

	<p>data and, in discussion with delivery partners, incorporate further modes of accessible transport.</p> <p>Emergency Planning - An emergency planning desktop exercise for all TfL modes will take place on 12 and 13 October, which is being facilitated by TfL's Independent Disability Advisory Group (IDAG). Its purpose is to test how TfL will deal with large numbers of wheelchair users in an emergency.</p>
<p>Reported delays with the process for introducing the ORN including the consultation on traffic orders and growing concerns about its impact e.g. from London taxi drivers.</p>	<p>There has been some delay to the traffic order consultation as a result of changes to the proposed measures and revisions to the build and operational programme. This delay is not critical to the overall delivery programme. The revisions to design and programme are in direct response to the ongoing public and stakeholder engagement for the ORN as TfL strives to strike a fair balance between journey time commitments to the Games Family traffic and minimising impacts on those living, working and visiting London.</p> <p>TfL appreciates there will be an impact on drivers and that is why there has been extensive engagement with the Taxi and Private Hire trades about the ORN. This engagement commenced in September 2009. TfL and representatives from the Licensed Taxi Drivers' Association, London Cab Drivers Club and Unite have been in discussions regarding the proposed ORN and the traffic management arrangements necessary to facilitate the network and games lanes. In particular, the ability for taxis to make the same turning movements as granted to local buses on the Olympic and Paralympic Route Networks during Games times is being considered. TfL is currently reviewing all such suspended turns on the network and examining the impact on traffic flows before making recommendations of access on each turn. TfL is scheduling further meetings with the taxi trade to discuss its findings in the autumn and will be meeting with the driver associations on a monthly basis between now and the Games to work together on other issues and initiatives relating to the Games.</p>
<p>Are there any plans to test the ORN in advance of it going live and any plans to close the roads to see the effect of the closures?</p>	<p>The component parts of the ORN are little different to usual network improvement, maintenance or emergency works. Where there are more unusual approaches, such as the types of materials to be used, trials have taken place and are continuing to occur. New sign facing has been approved by the DfT to ensure they are understood.</p> <p>A significant part of the ORN operations is similar to what TfL delivers on a day to day basis. An example of this is the development of Games time operations such as the merging of the Traffic Directorates Network Performance and London Streets Traffic Control Centre. When the network has been introduced there will be fine tuning of the network, to ensure it operates effectively on the first day of operation.</p> <p>The summer 2011 test events, such as the London to Surrey Cycle Classic and Triathlon Event took place to understand where lessons could be learnt in readiness for next summer.</p>

<p>The scrapping of plans for Olympic ticket holders to use their Oyster cards for free public transport during the Games.</p>	<p>Paper one-day Travelcards were chosen over Oyster cards as the public transport access mechanism for Games event ticket holders due to the financial, production and operational benefits that paper Travelcards present. "Topping up" Games event ticket holders' existing Oyster cards is not a viable solution, due to the implementation complexity of doing so.</p> <p>However LOCOG and TfL do plan to use Oyster cards to support Games Family travel. The nature of their travel requirement is much more conducive to Oyster card use.</p>