



21 SEP 2011

30 August 2011

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Dear Caroline

Re: London-Surrey Cycle Classic road race on 14 August 2011

Thank you for your letter regarding problems experienced by motorists during the above event.

The London-Surrey Cycle Classic was a London 2012 Test Event organised by LOCOG, and while its principle purpose was to provide TfL and other agencies with experience of running a large cycle road event in advance of the London 2012 Olympic Games, it was also a large, televised international event in its own right. In this context, in addition to giving us hugely valuable experience, it provided a number of other benefits, not least of which was highlighting London as a cycling city to the world. As a sporting event it was very successful, acknowledged by riders, teams, the IOC and UCI.

The event required around 1,400 road closures in London and Surrey, including a number which are regularly used by large amounts of traffic. We knew that it would be necessary to extensively explain the closures required to residents and other local stakeholders along the route of the event, and we began doing so from April this year. Our work included:

- Direct liaison with hospitals, churches and other major amenities along the route in the areas affected
- Mail drops to residents along the route and 400m either side of it to make clear the date, timings and traffic management arrangements needed to support the event
- A number of public information meetings so that residents could discuss the event with key staff in advance

- A range of advertising via the radio and at bus, tube and train stations in addition to road signs and car leafleting

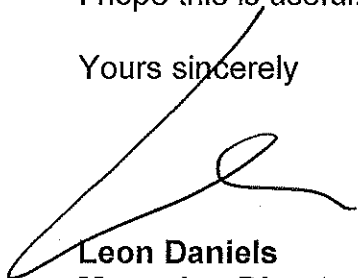
As a result of the race there was some very localised congestion and some roads remained closed longer than they should have been. However, thanks to close co-ordination between LOCOG, TfL and the event partners, congestion was managed and minimised.

TfL is aware that there were a number of issues surrounding the stewarding of the event, specifically in terms of the quality of information the stewards provided to road users affected by the closures. Around 2,800 stewards and 1,600 volunteers secured by the London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) supported the event, and we recognise the importance of their role. In view of this, we will ensure the training for stewards managing future events is improved. We are also aware that, in some cases, there were delays in removing traffic management so that some roads were closed for longer than should have been the case. We and LOCOG are investigating specific complaints with events management contractors in order to ensure the necessary lessons are learned. TfL, LOCOG and Surrey County Council are holding a series of lessons learned sessions to ensure that all areas of concern are addressed.

During the Olympics it will be necessary for us all to 'reduce, retime and rethink' our usual use of the road network. We will continue to work with the freight and supply industries, as well as other businesses and residents, to encourage people to plan ahead for the Games, and avoid disruption. We will write to the Committee by the end of September as requested, to provide an update on our preparations for the Games.

I hope this is useful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Leon Daniels', written over the typed name.

Leon Daniels
Managing Director – Surface Transport