

## Caroline Pidgeon AM, Chair of the Transport Committee

His Excellency Mr Roberto Jaguaribe  
Embassy of Brazil  
4th Floor  
14-16 Cockspur Street  
London SW1Y 5BL

London Assembly  
City Hall  
The Queen's Walk  
London, SE1 2AA

26 February 2013

Dear Ambassador,

London 2012 was a truly memorable summer for London. Major sporting achievements, Olympic spirit from visitors and Londoners alike and spectacular events all combined to make it a summer that will long be remembered by those who attended.

In the run up to the Olympics, there were concerns over whether London's transport network could cope with the additional visitors. Despite record-breaking passenger numbers, a combination of elements – including major infrastructure investment, extensive testing of the transport network and a willingness amongst commuters to adapt their travel plans – ensured transport performance was good.

Scrutiny from independent bodies, such as the London Assembly, helped to modify initial plans so they were as practical in reality as they seemed on paper. Successful transport planning saw London cope with all the extra passengers, including 60 million passengers on the Tube (a 30 per cent increase on the usual number).

The London Assembly's new report – *London 2012 and the Transport Legacy* – targets important lessons learnt about transport during summer 2012. Many of the benefits relate to the future of transport in London, but there are also useful recommendations for other capitals hosting major events, such as the Olympics or World Cup.

While the transport challenges Rio faces in the run up to the 2016 Games are dramatically different to those London prepared for, we have highlighted relevant parts of our report below. We hope these will provide practical advice for Rio. The lessons from London 2012 could help the city to cope with the pressure of additional visitors, deliver athletes to events swiftly, allow residents to get to work – all while ensuring that the transport network during Rio 2016 runs smoothly.

The London Assembly wishes Rio all the best as the city prepares to host the next Olympics. London 2012 was a real test for our capital's transport network, but one that was completed

successfully, teaching us how future large-scale events could be managed. We look forward to seeing the plans for Rio 2016 progress and are sure that the new transport infrastructure now being built will aid its success.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Caroline Pidgeon', with a stylized flourish at the end.

**Caroline Pidgeon AM**  
Chair of the Transport Committee

## **Transport Legacy 2012**

### **Advice for Rio and other cities hosting major events**

- **Transport operator collaboration**

London Transport operators worked closely together before and during the 2012 Games. Over 40 organisations were responsible for 2012 transport but formed 'One Team Transport' to ensure passengers experienced similar levels of service regardless of operator or mode of transport. The Transport Co-ordination Centre (TCC), set up at a cost of £8 million, was central to making this work. The joined-up approach included ensuring all transport staff wore magenta tabards so that they were easily recognisable and the provision of additional staff to provide travel advice. Transport for London, for example, re-deployed 3,500 non-operational staff in customer facing roles as Travel Ambassadors. Across the transport network, over 215,000 branded magenta signs were installed to reinforce the sense of a single, joined-up transport system.

- **Trialling the transport system**

There were extensive preparations made for transport provision during London 2012, set out in advance in the overarching 'Olympic Transport Plan'. Transport operators worked together to develop the transport arrangements for the 2012 Games and then trial them. The tests ranged from strategy exercises to simulated events with increased passengers on the transport network. Crucially, much of the new transport infrastructure was delivered a year ahead of the 2012 Games so it could be thoroughly tested in advance.

- **Encouraging commuters to make changes to their usual travel patterns**

Londoners played a large part in helping transport work during the Olympics by changing their usual travel behaviour. Many people and businesses recognised the potential for huge transport problems during the 2012 Games and responded accordingly, resulting in a reduction in background demand of five per cent during the Olympics and around three per cent during the Paralympics. Transport operators kept travellers informed on a daily basis about the best ways to make journeys to help spread demand more evenly. Nearly two thirds of Londoners altered their usual travel behaviour during the Olympics.

- **Scrutiny of 2012 transport arrangements**

Work by independent watchdogs and organisations in the run up to the 2012 Games, including by the London Assembly's Transport Committee, kept a public spotlight on the transport preparations and brought to the table many suggestions that improved transport provision. Following rail and tube delays during the busy Diamond Jubilee weekend, we held transport operators to account to ensure lessons were learnt and problems rectified in time for London 2012.