

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. Since then, significant milestones including the:</p> <ul style="list-style-type: none"> • 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, which includes new direct access to Stratford Station. <p>The final quarter of 2011 has seen a significant increase in the number of test exercises. The ODA Transport Desktop Exercise 1 took place between 11 and 13 October, involving over 300 participants reviewing the transport challenges at London and UK venues. The live exercise on 25 November involved both the Transport Coordination Centre (TCC) and Olympic Park Transport Integration Centre (OPTIC) responding to live and simulated injected scenarios.</p> <p>London Underground has completed three operational tabletop exercises designed to brief staff and demonstrate potential differences in normal operations to those required during Games time.</p> <p>Transport has also been actively involved in domain-wide exercises, designed to familiarise operational centre staff who would be working during Games time. The largest exercise being Command Post Exercise 2 (CPX2), known as Black Chariot, which ran for 52 continuous hours from 6 to 8 December, further testing command, coordination and communication. The TCC performed a key transport communication role during this period.</p> <p>Further transport exercises are planned for the first quarter of 2012 when operation and contingency plans are further developed. These will include Transport Desktop Exercise 2 from 15 to 17 February and the Paralympics Desktop Exercise in March 2012.</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</p>	<p>New detailed transport 'hotspot' information covering London's roads and the public transport network was released on 30 November 2011. This information included maps showing the impact on London's road network of the Games, starting with the final build up and then each Games day. Alongside the road 'hotspot' maps, an online road journey planning tool, available at www.tfl.gov.uk/london2012, was released which shows the anticipated additional journey time for those road journeys that really need to be undertaken at the busiest times and in the busiest locations e.g. delivery of perishable food. For the Tube and DLR, station descriptions of anticipated levels of congestion have been produced, including graphs that show the impact at 30 of the most affected stations, day-by-day and at half-hour intervals. They show the impact at stations if nothing was done to manage the demand from Games spectators and regular customers, taking into account seasonal</p>

<p>much by reducing usual demand.</p>	<p>demand patterns. They also show how the impact is alleviated when an anticipated reduction of 20 per cent in the total number of journeys is achieved as a result of changed travel patterns at these times and locations. The results demonstrate that much of the impact can be alleviated, aside from a few hours in the late afternoons and early evenings at specific stations, which are generally in Central London and around Games venues.</p> <p>London 2012 has just completed an update to the spectator demand forecasts using information gathered from Olympic ticket sales data as well as the most recent assumptions on capacities and number of attendees at other Olympic-related events such as Road Events and Live Sites.</p> <p>Spectator demand forecasts have now been produced and given to National Rail and TfL for each day of the Games split by individual hours and cover:</p> <ul style="list-style-type: none"> • Total numbers of spectators attending ticketed Venues, Road Events and Live Sites; • Mode of travel used by spectators to travel to and from the above locations; • Numbers of spectators using key rail stations, including the main London termini, key LUL and DLR stations and stations serving Venues, Live Sites and Road Events; • Numbers of spectators travelling on National Rail, LUL and DLR services within London and the south east of England. <p>A comparison has taken place between this latest set of demand forecasts and the previous set. Overall the changes are modest and do not materially impact on the existing detailed operational transport plans developed for the Games. However, the revised forecasts predict slightly higher spectator flows passing through the London termini of Waterloo, Victoria and London Bridge and marginally lower flows through Euston and King's Cross.</p>
<p>An update on the 2012 travel demand management programme 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>The total number of businesses receiving Site Specific Advice as of 5 December, was 453, employing over 540,000 people. However, the focus of the programme is now on the delivery of Action Plans by those businesses already in the programme. By 5 December, 120 draft action plans had been received from businesses, employing over 200,000 people. These action plans are being assessed against set criteria to ensure that they include the necessary actions for demand management to give confidence that the TDM programme is on track to achieve the necessary levels of travel reduction.</p> <p>Since the last update a further 14 Business Intermediary groups have started working with TDM to provide support to their members. This means that there are now 74 partner groups with a combined</p>

	<p>membership of over 210,000 businesses. There have been TDM presentations at 190 Business Intermediary events attended by over 9,400 businesses.</p> <p>Workshops for SMEs, multi-site businesses and London Boroughs continue to prove popular. To date, over 550 businesses have attended workshops.</p> <p>The public facing TDM campaign will commence in late January 2012, advising regular users of the transport network to start planning their travel during the Games. In association with this, a new website, 'Get Ahead of the Games', will also be launched and will act as the first point of contact for all users looking for Games related travel information.</p> <p>The second meeting of the Freight Forum, which includes the Transport Commissioner and 50 organisations including London Councils, the Freight Transport Association (FTA), Road Haulage Association, large businesses (Sainsbury's, Tesco etc) and operators (DHL, TNT etc) took place on 8 December. Ahead of the forum meetings have taken place with all of the freight sectors.</p> <p>The results of a series of trials of out-of-hours deliveries conducted with a number of London boroughs, and a range of businesses including supermarkets, pubs and hotels in advance of the London 2012 Games have been released. The businesses are based in areas where the Games will have the biggest impact, and during the trials they all followed TfL's new draft Code of Practice and asked their suppliers to do the same. The draft code was developed in partnership with the FTA and Noise Abatement Society (NAS) and sets out practical tips on how both drivers and those receiving the goods can work together to make deliveries as quietly as possible. The draft code has been made available to the freight industry but feedback is being asked for, and the final version of the Code of Practice will be published early in the New Year.</p> <p>Engagement with individual businesses will ramp up early in 2012 through a Freight Advice Programme. This will target both suppliers and customers who will be most affected.</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</p>

	<p>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 also allocated funding for promoting walking and cycling to Londoners in the lead up to and during the Games. This will be used alongside the ODA walking and cycling budgets for activities to promote walking and cycling.</p> <p>The Active Travel Programme (ATP) was launched on 24 October 2011 by Mark Foster and the London 2012 mascots alongside the OWCRE and new cycle map (detail below). Good media coverage resulted (BBC, ITV lunchtime news, Metro, Telegraph, cyclist blogs). A L2012 branded stakeholder update publication was sent out via email on 31 October. 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>Two TfL led Inspire projects have been completed;</p> <ul style="list-style-type: none"> • The Big WoW, a month long event promoting walking to school kicked off on 3 October and ended with a successful closing event with the mascots and 1948 torch on 4 November in Greenwich. Over 500 pupils and 200 schools took part, with activity in every London borough throughout the month. • The London Cycle Guide for the Olympic Park and surrounding area (first edition) is complete and was launched on 24 October. Orders can be placed for free via www.tfl.gov.uk/cycleguides. A second edition with Games overlay and temporary parking will be developed for spring 2012. <p>Although the deadline for Inspire applications was Thursday 1 December, the target of 60 walking and cycling projects being awarded the mark was met on 17 November. A final figure will be available in January 2012.</p> <p>Expected increases in walking and cycling levels in London as a result of the ATP (and integration with TDM plus walking and cycling business as usual) are now agreed and were publicised in the press release about the launch.</p> <p>Cycle parking locations for spectators have been identified for all competition venues. Cycle parking will be secure and free to use for</p>
--	---

	spectators and workforce.
An update on work to maximise the use of river services during the 2012 Games.	<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 and ODA are continuing to develop crowd management procedures on both TfL London River Service owned piers and with other pier management operators at venues for instance North Greenwich Pier.</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>The Passenger Boat Association has developed a guide to piers and charter bookings for the Olympic Games and this has been distributed to the industry.</p> <p>TfL has completed works on a new roof at Greenwich Pier. These works have been partially funded by the ODA. Off site fabrication work has commenced on the new pier pontoon for Tower Pier. The pier extension will be completed and in place by spring 2012.</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	<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>temporarily removed as a result of the ORN will be reinstated; and how concerns about enforcement of the ORN are being addressed.</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), Civil Enforcement Officers will have the ability to issue a Penalty Charge Notice (PCN) to the registered keeper of that vehicle. A £200 charge (with a 50 per cent discount for early payment) has been consulted on by the ODA.</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 Paralympic Games will be reopened as quickly as possible, after departures (i.e. Marylebone Road and Baker Street). As much of the PRN as possible will stand down during the inter-Games period.</p> <p>Where pedestrian crossings are to 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 misdirected into a closed crossing. TfL is working with the London Visually Impaired Forum to determine alternative noticing of crossing closures for these users. Local mobility impaired will be advised 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>London's Transport system is already one of the most accessible in the world. All buses, black cabs and river piers are wheelchair accessible, the DLR is a step free network, and by the Games, 65 LU stations will be step-free. However during Games time, the transport network will experience significantly higher demand than usual from wheelchair users and other disabled people, with many trying to get to the same place at the same time.</p> <p>Significant work has been undertaken to improve accessibility on the transport network, including new lifts at key stations such as Green Park, and improvements such as platform humps at stations to provide level access to trains from platforms. In addition, substantial improvements to the DLR, including the extension from Stratford International to Canning Town will bring benefits to disabled people and others, both during the Games and long after.</p> <p>While there are still outstanding issues to be resolved, TfL and the ODA are working together to ensure that disabled people's experience of</p>

transport in London will be a positive one. This will be delivered through improvements to the public transport network, as well as appropriate and timely information.

Docklands Light Railway - Although DLR is a step-free network, many stations have one lift per platform and lifts are typically small (eight persons), and powered hydraulically. However using funding provided by the ODA, five lifts are being upgraded to electric traction power at Tower Gateway, Greenwich and Prince Regent. This will ensure operational reliability. In addition, two new escalators have been installed at Custom House.

The World Skills Event, a four day international skills competition and careers event, was held at ExCeL London from 5-8 October 2011. This event helped the DLR test plans for the Games, with large crowds. It is the only event at ExCeL before the Games to employ the same venue entry/exit arrangements (entry from the western end, exit from the eastern end of ExCeL which will be in operation during the Games period). Around 130,000 visitors used the DLR network to access the event.

London Underground - By July 2012, 65 LU stations will be step free from street to platform and a further five will provide step free interchange. LU has been undertaking detailed modelling for 36 stations across the network, looking at crowding, lift and train capacity. This work has focused on day 7 of the Olympic Games; the busiest day for LU (although there are other days during the Games period when the level of wheelchair users and others with access needs are likely to be significant). LU has identified stations and routes where mitigation will be needed and where other transport providers will be required to meet demand.

Mitigation measures are being examined in detail. These mitigations may include the use of volunteers and lift marshals to assist users; the use of fireman's lifts in some stations to increase lift capacity; and ODA operated step-free shuttle buses at certain locations.

Rail - The ODA has 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. This is part of a wider 10 year programme being delivered by Network Rail on behalf of DfT. By Games time, over 90 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 at selected TOCs from summer 2011 and continues to develop.

	<p>Streets – TfL is planning ‘Last Mile’ walking routes between transport modes and Central London venues. As the Last Mile Coordinator for Central London, TfL will be applying the Pedestrian Environmental Review System methodology and, where practicable, ensuring routes are step-free, clear, direct and legible.</p> <p>LOCOG is the Last Mile Coordinator for all other London venues, and TfL is working with them to ensure that the Last Mile walking route planning considers the needs of all users.</p> <p>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 mobility buggies will be used. There are more than 40 routes planned for the Olympics and 14 for the Paralympics.</p> <p>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.</p> <p>Accessible Travel Information - To draw all accessible transport options together, detailed information and maps were published on the London 2012 website in March 2011. This information is updated as and when plans become finalised.</p> <p>During Games time, TfL will make enhancements to its current information provision, including making step-free guides available in larger quantities, and accessible status posters available at key stations. Improvements are also being made in the quality of accessibility data which feeds into both the TfL and Spectator Journey Planners. TfL will continue to work with LOCOG in supporting their communications to their database of spectators with accessibility needs.</p> <p>Communication and Engagement - TfL’s Independent Disability Advisory Group (IDAG) continues to be involved in the planning of services during the Games period, and is currently looking at key issues including emergency plans. An emergency planning workshop, attended by disabled user groups was held during October, and the recommendations from the workshop are now being considered across TfL.</p>
--	---

	<p>An event was scheduled to be held on 12 December, to share progress on developing the Accessibility Operational Plan with disabled peoples' organisations, and to get their input into any communication strategy. This is to ensure that plans are 'sense-checked' by key disabled stakeholders during development.</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>We are on track to complete the traffic order consultation in December, which will be followed by a period of review before the design and the orders are finalised in early 2012. There had 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 which were in direct response to the ongoing public and stakeholder engagement for the ORN. TfL strives to strike a fair balance between journey time commitments to 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 ORN and PRN 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. The results of this review are expected by the end of December 2011. TfL is meeting with taxi 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>There are no plans to test the ORN in advance of it going live as such testing could never accurately reflect Games conditions and would impose some unnecessary inconvenience to the public. However, the ORN proposals have been modelled using tried and tested computer simulation techniques at both a strategic and local level. This modelling has enabled the designers to assess the effects of individual measures and to understand the wider implications for general traffic under different operational scenarios. There are a number of Road Events happening during the Games and these will require their own, bespoke traffic management measures. Again, the modelling enables the planners and engineers to simulate the changes in traffic patterns arising from these events and to refine their proposals accordingly. In</p>

	<p>addition, over the summer LOCOG has run a series of test events for the Road Events, such as the Marathon and Cycling events, and monitoring these has provided some useful lesson learning about the effectiveness (and impacts) of the traffic management and associated communications.</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>