

MINUTES

Meeting: Transport Committee

Date: Wednesday 12 January 2011

Time: 10.00 am

Place: Chamber, City Hall, The Queen's Walk, London, SE1 2AA

Copies of the minutes may be found at: <http://www.london.gov.uk/who-runs-london/the-london-assembly/committees/transport>

Present:

Valerie Shawcross (Chair)
Caroline Pidgeon (Deputy Chair)
Victoria Borwick
James Cleverly
Jenny Jones
Joanne McCartney
Steve O'Connell
Murad Qureshi
Richard Tracey

1. Apologies for Absence and Chair's Announcements (Item 1)

1.1 No apologies for absence were received.

2. Declarations of Interests (Item 2)

2.1 Resolved:

- (a) That the relevant Members' declaration of memberships of Functional Bodies and London Borough Councils as set out in the table at Item 2 on the agenda, be noted as personal interests; and**
- (b) That the gifts and hospitality received by Members, as set out on the Authority's gifts and hospitality register be noted.**

3. Minutes (Item 3)

3.1 The Committee received the minutes of the meeting of the Transport Committee held on 3 November 2010.

3.2 **Resolved:**

That the minutes of the meeting of the Transport Committee held on 3 November 2010 be signed by the Chair as a correct record.

4. Summary List of Actions (Item 4)

4.1 The Committee received the report of the Executive Director of Secretariat detailing the completed actions arising from previous meetings of the Committee.

4.2 **Resolved:**

That the completed actions arising from previous meetings of the Committee be noted.

5. Action Taken Under Delegated Authority (Item 5)

5.1 The Committee received the report of the Executive Director of Secretariat setting out recent action taken by the Chair of the Transport Committee under delegated authority.

5.2 In addition to the items set out in the report, the Committee also received a copy of the scoping paper for the Committee's investigation into congestion on the road network, also agreed under delegated authority. This is attached as **Appendix 1**.

5.3 **Resolved:**

That the recent action taken by the Chair of the Committee under delegated authority be noted.

6. Transport for the 2012 Olympic and Paralympic Games (Item 6)

6.1 The Committee received the report of the Executive Director of Secretariat as background to putting questions to representatives from the Olympic Delivery Authority (ODA), the London Organising Committee of the Olympic and Paralympic Games (LOCOG), and Transport for London (TfL).

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6.2 In attendance at the meeting were the following representatives:

- Hugh Sumner - Director of Transport, ODA;
- Garrett Emmerson – Chief Operating Officer of London Streets, TfL;
- Graham Jones, Head of the Olympic Route Network Programme, TfL; and
- Richard George, Director of Transport, LOCOG.

6.3 A transcript of the discussion is attached as **Appendix 2**.

6.4 **Resolved:**

That the report and discussion be noted.

7. Accessibility of the Transport Network (Item 7)

7.1 The Committee received the report of the Executive Director of Secretariat.

7.2 **Resolved:**

That the Committee's report, *Accessibility of the Transport Network*, be agreed.

8. Pedal Power: The Cycle Hire Scheme and Cycle Superhighways (Item 8)

8.1 The Committee received the report of the Executive Director of Secretariat. The Chair advised the Committee that she had recently received a letter from the Mayor's transport adviser about the report, which indicated TfL would provide a formal response by 1 March 2011. This would be reported to a future meeting of the Committee.

8.2 **Resolved:**

That the report, *Pedal Power: The Cycle Hire Scheme and Cycle Superhighways* be agreed.

9. London TravelWatch Board Membership (Item 9)

9.1 The Committee received the report of the Executive Director of Secretariat.

9.2 **Resolved:**

(a) That the minimum practicable size of the London TravelWatch Board be agreed as a Chair plus six other Members;

- (b) That an Appointments Panel, comprising the Chair and Deputy Chair of the Committee and one other Group Lead Member, be agreed;
- (c) That authority be delegated to the Chair, in consultation with party Group Lead Members, to make any necessary decisions about recruitment issues; and
- (d) That it be agreed to review the Memorandum of Understanding with London TravelWatch, approved by the Committee on 20 October 2009, once the changes approved by the Assembly on 20 October 2010 have been implemented and, meanwhile and for its part, to suspend paragraphs 4.2 and 4.3 of the Memorandum dealing with the size of the London TravelWatch Board.

10. Recent Transport Committee Site Visits (Item 10)

10.1 The Committee received the report of the Executive Director of Secretariat.

10.2 **Resolved:**

That the record of the Committee's site visits relating to the review of the cycle hire scheme and cycle superhighways, and Network Rail's Thameslink programme be noted.

11. Transport Committee Work Programme 2010/11 (Item 11)

11.1 The Committee received the report of the Executive Director of Secretariat.

11.2 **Resolved:**

That the Committee's work programme, as set out in the report, be agreed.

12. Date of Next Meeting (Item 12)

12.1 The next meeting of the Committee was to be held on 2 February 2011 at 10.00am in the Chamber.

13. Any Other Business the Chair Considers Urgent (Item 13)

13.1 There were no items of other business.

14. Close of Meeting

14.1 The meeting finished at 12.26pm.

Chair

Date

Contact Officer: John Barry, Senior Committee Officer; Telephone: 020 7983 4425; E-mail: john.barry@london.gov.uk; Minicom: 020 7983 4458.

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Subject: Proposal for an investigation into congestion on the road network

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 12 January 2011

This report will be considered in public

1. Summary

- 1.1 This paper proposes that the Committee examines congestion on the road network in London, in the context of projections for economic growth and increased population. The aim of the work would be to highlight the potential impact of these projections on levels of congestion. It will also seek to examine the proposed policy responses for dealing with the expected rise in congestion, including those which help to reduce demand on the road network, as well as those which increase capacity of the current system.
- 1.2 It is proposed that the Committee use TfL's current projections and data to produce a background document, which would be published before the meeting and provide the basis for discussion with representatives of the Mayor's office and TfL. This would seek to set out the scale and location of road congestion and summarise the projected effect of population increases.

2. Recommendation

- 2.1 **The Committee is recommended to agree to carry out an investigation into congestion on London's road network, with terms of reference as outlined at paragraph 4.18**

3. Background

- 3.1 TfL directly manages five per cent of the road network. This section, the Transport for London Road Network (TLRN), carries up to 30 per cent of all traffic in London. The majority of the rest of the network is under borough control, except for the M25, M1, M11, M3 and M4 motorways which fall within the remit of the Highways Agency. TfL also directly manages traffic signals and control systems on all roads.
- 3.2 London's roads are amongst the most congested in Europe and this congestion is estimated to cost the region £2 billion in lost economic productivity every year.¹ Over 75 per cent of this congestion is concentrated on the TLRN.² As well as transport delays, congestion can also have a negative impact on the quality of life of Londoners, through lowering air quality and the attendant effects on health. Though 80 per cent of all journeys in London are done on roads, only 25 per cent of Londoners are satisfied with the level of congestion.³

¹ The Mayor of London, *Transport Strategy*, June 2010, page 151

² <http://www.transporttimesevents.co.uk/Admin/uploads/100519-MRN-Presentation-Trans-Times-v0-1cq-Garrett-Emmerson.pdf>

³ The Mayor of London, *Transport Strategy*, June 2010, page 151

4. Issues for Consideration

Future challenges

- 4.1 Levels of traffic congestion are expected to get worse in the next two decades. London is predicted to gain an extra 1.3 million people and up to 750,000 new jobs by 2031. TfL's analysis shows that areas of greatest congestion on the network will increase by 2017, reaching areas of outer London that are currently classed as moderately congested.⁴ By 2031, with no planned interventions, London would see an overall estimated 20 per cent increase in congestion as measured by vehicle delay.⁵
- 4.2 The simplest solution to cutting congestion is to increase the supply of the network by building more roads. However, the difficult economic conditions, as well concerns about the environmental impact of new roads make large-scale capital investment unlikely, though the Mayor has expressed a willingness to examine road building on a case by case basis.⁶ In most parts of London, specifically inner and central London, there is not sufficient physical space to build new roads.

Maximising the capacity of the current network

- 4.3 Instead of building new roads, the Mayor's Transport Strategy proposes policies which would squeeze the capacity of the current network. Split into three broad areas, the Strategy intends to manage the current road network more efficiently to ensure maximum capacity (ie 'smoothing the traffic flow'), ensure that planned and unplanned works done on the road network cause the least amount of disruption, and to reduce the need for Londoners to use their car for certain journeys.

Maximising the efficient and reliable operation of the road network

- 4.4 TfL aims to increase the capacity of the current network. In order to achieve this, it is looking to replace 3,000 traffic signals with intelligent traffic control systems, such as the Split Cycle Optimisation Technique (SCOOT), which uses sensors buried in the road to automatically re-sequence traffic lights in response to congestion levels. TfL is also currently reviewing all 5,000 traffic signals in London to see which can be changed to increase traffic flow, without negatively affecting pedestrians. In areas where signals have been altered, TfL has measured a 5.9 per cent increase in the number of occasions when all queued vehicular traffic is cleared through the junction during the first green light. In certain cases, TfL believes that traffic signals could be removed. It has proposed an initial list of 145 sites for consultation with boroughs and affected communities. A pedestrian Countdown system is also being trialled at 12 sites around London.⁷

Minimising the impact on planned and unplanned interventions

⁴ <http://www.transporttimesevents.co.uk/Admin/uploads/100519-MRN-Presentation-Trans-Times-v0-1cq-Garrett-Emmerson.pdf>

⁵ The Mayor of London, *Transport Strategy*, June 2010, page 160

⁶ The Mayor of London, *Transport Strategy*, June 2010, page 158

⁷ Details in this paragraph taken from TfL briefing document – Transport for London, *Smoothing Traffic Flow*, April 2010

- 4.5 Up to 30 per cent of congestion is caused by planned works, such as utility upgrades, local authority works and special events.⁸ Around 500,000 roadworks take place in London every year, and there are likely to be 5,000 roadworks taking place in London at any one time.⁹ The Mayor has made reducing this level of disruption a major part of his strategy. First, an information system called LondonWorks has been established to help give a clearer picture of what works are planned and where at any one time, to help companies collaborate better in a single site.
- 4.6 A permit scheme for roadwork management has also been established in collaboration with TfL and an initial list of 18 boroughs. Over 7,000 applications have been received to undertake roadworks, and approximately 1,000 have been refused so far.¹⁰ Fees of over £300,000 have been collected so far this year for work contravening conditions set down in the permits.
- 4.7 The Mayor and London Councils are also currently lobbying the Transport Secretary Philip Hammond to introduce legislation which would set up a trial 'lane rental' scheme in the capital. This scheme would allow TfL and the boroughs to charge utility companies a fee for working on specific parts of the road network which already experience significant congestion. The fee could be adjusted if companies agree to undertake the work at weekends or in off-peak hours.¹¹ It is hoped that this would create a greater incentive for utility companies to coordinate works and ensure that they are completed on time. The Government has said that it will support the scheme, and hopes to have legislation passed by the middle of 2011.¹²

Reducing the demand for car journeys

- 4.8 In addition to increasing the capacity of current road space, the Transport Strategy also recognises the importance of reducing the demand for road space by encouraging people to look at alternatives to car journeys. The Strategy outlines plans to: give better pre-trip information through an expanded online and mobile web service; significantly increase the capacity of the current public transport network by upgrading current lines and building new infrastructure; and encourage behavioural change through smarter travel initiatives. TfL and the Mayor will continue to encourage changes at borough level through Local Implementation Plans (LIPs), which can have a positive impact on the walking and cycling environment.
- 4.9 Changing travel behaviour requires time and investment, and maintaining these long-term projects will be difficult in light of the current economic climate. Following the Comprehensive Spending Review, TfL already announced cuts to smarter travel programmes, while funding for LIPs will be reduced by 20 per cent by 2013/14. The Mayor also has limited control and influence over the social and economic factors which can govern why and when people choose to travel by car. This can include when and where that an employee starts their day, the need to get fresh food into markets, and the conjunction of the school run and rush-hour. However, there may be an increasing role in the promotion of new work practices which encourage the use of communication technologies to allow greater flexibility.

⁸ The Mayor of London, *Transport Strategy*, June 2010, page 153

⁹ London First, *Road Sense*, May 2010, page 3

¹⁰ http://www.london.gov.uk/media/press_releases_mayoral/london%E2%80%99s-mayor-business-leaders-and-councils-call-urgent-action-tackle-

¹¹ <http://londonist.com/2010/11/lane-rental-scheme-to-combat-roadworks.php>

¹² <http://www.thisislondon.co.uk/standard/article-23905428-boris-johnson-wins-backing-for-charging-rent-to-roadwork-companies.do>

4.10 Finally, the pronounced regional split in London poses a different set of challenges. 70 per cent of all journeys in outer London are by car, which falls to just 26 per cent for inner London. Differences in geography, infrastructure and investment have meant that people in inner London have a larger number of easily available modes to choose from. Supporting residents in outer London to reduce their use of the car will be an important part of reducing overall congestion in London and will require the Mayor to work with local people and boroughs.

Responses to the MTS approach to reducing demand on the road network

4.11 In its response to the Mayor's Draft Transport Strategy, the RAC said that 'smoothing the traffic flow' and the demand management strategies offer "no evidence...to demonstrate that they will make more than a minor contribution to solving the problem of deteriorating road network performance as population and jobs grow".¹³ It also criticised the lack of detailed projections on road congestion in comparison to the work undertaken for the rail and tube systems. TfL's projections indicate that the policies outlined in the Transport Strategy could reduce congestion (as measured by average vehicle delay) by six per cent by 2031, with overall expected rises in levels of congestion of 20 per cent.¹⁴

4.12 Other groups have also raised concerns about the Mayor and TfL's strategy for managing traffic congestion. The Campaign for Better Transport (CfBT) has criticised the Mayor for agreeing large re-development projects like Brent Cross and Battersea, which emphasise the use of cars over public transport. CfBT estimates there will be an increase of up to 29,000 extra cars in Brent Cross every day once work on the Opportunity Area has been completed.¹⁵ Living Streets has raised concerns about the impact of traffic-light re-sequencing and the Countdown system on pedestrians, particularly older people and those with reduced mobility.¹⁶

4.13 There may be potential for contributions to reducing congestion from other initiatives not given prominence in the Strategy. CarPlus, a national charity advocating responsible car use, has questioned the lack of support for large scale car club development. Its research suggests that car club users reduce the number of vehicles owned, delay future purchases of vehicles, and report higher usage of public and sustainable transport.¹⁷ Islington Council has set up a borough wide car club scheme contracted to a private supplier which aims to get 20,000 members by 2015. The RAC has also criticised the Mayor's lack of direction on the issue of road pricing, which it argues is essential to managing the future of the road network.¹⁸

Relevant Previous Committee Work

4.14 The Transport Committee has previously undertaken work examining overcrowding on Overground rail (*The Big Squeeze: Rail Overcrowding in London*)¹⁹ and the tube system (*Too Close for Comfort: Passenger Experience of the London Underground*)²⁰, as well as looking at the future development of buses in the capital (*The Future of London Buses*).²¹ Each of these investigations examined a transport system where significant new capacity could still be achieved. This investigation represents an opportunity for the Committee to examine a different transport mode and one in which the ability to create new capacity is far more difficult.

¹³ <http://www.racfoundation.org/research/mobility/mayors-draft-transport-strategy-response>

¹⁴ The Mayor of London, *Transport Strategy*, June 2010, page 160

¹⁵ <http://www.bettertransport.org.uk/media/may-20-brent-cross>

¹⁶ <http://www.livingstreets.org.uk/news/uk/-/no-to-countdown-crossings-in-the-capital>

¹⁷ <http://www.carplus.org.uk/wordpress/wp-content/uploads/2010/03/Car-Clubs-a-Cost-Effective-Route-to-a-Low-Carbon-Britain.-Carplus-Vision-Document.pdf>

¹⁸ <http://www.racfoundation.org/research/mobility/mayors-draft-transport-strategy-response>

¹⁹ <http://www.london.gov.uk/archive/assembly/reports/transport/rail-overcrowding.pdf>

²⁰ <http://legacy.london.gov.uk/assembly/reports/transport/too-close-for-comfort.pdf>

²¹ <http://legacy.london.gov.uk/assembly/reports/transport/buses-future.pdf>

- 4.15 In 2008, the Transport Committee published a report following its seminar *Driving Change: Exploring Solutions to Traffic Congestion in London*.²² The report included a brief snapshot of the impact of congestion on London at that time, and recommended a similar package of measures to those included in the Mayor's Transport Strategy. The current investigation will expand on this by using current data and modelling techniques to project the future impact of congestion on Londoners in various parts of the city. It will also be an opportunity to question the Mayor, TfL and boroughs on the relative weight placed on various measures and the progress in implementing the policies advanced in the 2008 report.
- 4.16 It should be noted that the House of Commons Transport Select Committee is also planning an investigation into the management of the road system across England in light of the Government's decision not to introduce road pricing on current roads. It is focusing on gathering information about possible solutions outside of road pricing, with written evidence to be submitted by January 18th, and a public meeting scheduled for Spring 2011. The Assembly's work would differ by focussing mainly on the scale of the problem in London and the particular challenges faced.

Road quality and maintenance

- 4.17 The quality of the road surface, and in particular how it is affected by potholes and roadworks, has an impact on congestion. However, the issues surrounding road maintenance are distinct and are particularly constrained by the present budget situation facing TfL and the boroughs. This is a topic which the Committee could re-visit at a later date.

Proposed terms of reference

- 4.18 The proposed terms of reference for the report are:
- What are the implications for the capacity of the road network of the projected growth of population and economic activity; and
 - What policies should be explored to reduce and manage future road congestion?

5. Methodology and timetable

- 5.1 The views of key stakeholder groups, such as the RAC, Campaign for Better Transport and the AA will be sought. The Committee will publish a background paper in advance of the meeting in March setting out the positions of relevant organisations. This would be accompanied by analysis on the projections for congestion and the expected contribution from existing policies. This would be based on current information provided by TfL and the GLA Intelligence Unit, and provide the background for a discussion with representatives of the Mayor, TfL and other organisations.
- 5.2 Any Committee publication subsequent to the meeting might focus on initiatives not explored in detail in the Transport Strategy, and the role, if any, of the Mayor, TfL and boroughs in facilitating an expansion. It could also examine policies only broadly outlined in the Transport Strategy which may deserve closer scrutiny.
- 5.3 The timetable for this investigation is as follows;
- Agreement of terms of reference, scope and external research: by early January 2011;
 - Desk-based research/gathering written views and information: January onwards;

²² <http://legacy.london.gov.uk/assembly/reports/transport/driving-change-proceedings.pdf>

- Publish background paper: late February/early March 2011; and
- Formal meeting with TfL and representative of the Mayor: 9 March 2011

6. Legal implications

6.1 The Committee has the power to do what is recommended in this report.

7. Financial implications

7.1 There are no direct financial implications arising from this report. Any costs incurred during the completion of this investigation will be covered by the existing scrutiny budget for 2010/11.

List of appendices to this report:

None

Local Government (Access to Information) Act 1985
List of Background Papers: None
Contact Officer: Ian O Sullivan Telephone: 020 7983 6540 E-mail: ian.osullivan@london.gov.uk

**Transport Committee
12 January 2011**

Transcript of Item 6: Transport for the 2012 Olympic and Paralympic Games

Valerie Shawcross (Chair): Can I kick off by welcoming our guests. We have got a couple of introductory questions. For the record, it would be very helpful if our colleagues could describe what your main roles and responsibilities are, not just you personally but the organisations you work within, in relation to transport for the Olympic Games.

Hugh Sumner (Director of Transport, ODA): My name is Hugh Sumner. I am Director of Transport at the Olympic Delivery Authority. The Olympic Delivery Authority's role with respect to transport is twofold. Firstly, it is to support the capital investment schemes that are necessary in terms of upgrading public transport prior to the Games. In total, with our colleagues across the public transport networks across the UK (United Kingdom), some £6.5 billion worth of transport infrastructure has been put in place ready for the Games.

The second responsibility we have is to plan and then execute, through others, the spectator transport for the Games: moving the 8.8 million spectators for the Olympic Games and some two million people for the Paralympic Games. We will do that through others, whether that be 17 train operating companies, Transport for London (TfL) and all the rest of it. The particular time you find us in now is very much handing over the baton to our colleagues who are going to run, in effect, that last leg and make the transport happen in some 80 weeks time. Those are our responsibilities.

Richard George (Director of Transport, LOCOG): Good morning. My name is Richard George. I am the Director of Transport for the London Organising Committee of the Olympic and Paralympic Games (LOCOG). LOCOG's responsibility is, essentially, to run the Games. My responsibility, as Director of Transport, is to ensure that all the transport associated with the Games is delivered, and delivered in a way that satisfies the bid commitments and satisfies what everybody else needs as well. My responsibilities are, primarily, around delivery of Games family transport, in the broad sense, but also in terms of the arrangements with colleagues at the Olympic Delivery Authority (ODA) and colleagues at TfL and other transport undertakings to ensure that that is all coordinated at venue level and at other levels to ensure that the Games run successfully.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): My name is Garrett Emmerson. I am the Chief Operating Officer for London Streets within TfL. TfL's role is, as Hugh has already partly explained, to be the major delivery partner within London for the delivery of both public transport during Games time and managing the road network. That is my specific area of responsibility. Graham Jones is the person who works with me who is charged directly with that element of the role.

Graham Jones (Head of ORN Programme, TfL): I am Graham Jones. My specific responsibility is in relation to the design and implementation and operation of the Olympic Route Network (ORN). The ORN, as you appreciate, is the connection between the venues and the competition venues. We are working very closely with the venue teams as well to make sure that the connection is there.

Valerie Shawcross (Chair): We have got some detailed questions on that later, as you can imagine. Thank you very much. It is pretty clear that one of the biggest risks to the Olympics - and we all want a really successful Olympics for London; London needs a successful Olympics - is something going wrong on the transport network. It would be helpful if you could start off by saying where we are now in terms of the installation and delivery of the transport infrastructure. Is everything to schedule? What is not? Is it being tested?

Hugh Sumner (Director of Transport, ODA): Progress has been very good in delivering the transport upgrades that we committed to during the bid; the extension of the East London Line, upgrades of the North London line, trebling the capacity of Stratford Regional Station, three extensions on the Docklands Light Railway including the Docklands Light Railway extension up to Stratford International, which will open shortly. That progress in the transport infrastructure has been very good.

What that means is we are delivering legacy with our colleagues in both Network Rail and TfL in transport upgrades well prior to the Games. Because it has been delivered by now it means that we have got another 18 months to shake things down, to test and to train and prepare for the Games. There is a whole programme now underway in readiness for the Games, using all the major events we possibly can to get the people, the systems, the processes and the equipment ready for that summer of 2012.

To that extent, all the transport operators, whether that be train operating companies, Network Rail, the Highways Agency or the TfL modes, have various operating plans, which they are starting to work through now, to recast their engineering programmes to accelerate maintenance and renewal to ensure that the transport infrastructure is as good as we can possibly make it for that summer of 2012. Then it is to have contingency plans against bad things happening. That is really what we are going to do now, over the next 18 months, to really shape up and get everyone working at the peak of perfection ready for that summer of 2012.

Richard Tracey (AM): I assume, from what you have been saying, Hugh, that you are speaking for London Underground which must be a key part of this. You have been negotiating with it but it is, perhaps, an omission that there is not somebody from the management of London Underground sitting there with the four of you this morning. What is the situation, first of all, with it?

Hugh Sumner (Director of Transport, ODA): It is one of our key delivery partners. Garrett is here on behalf of the TfL group of companies and, therefore, represents TfL as a totality. We have been working very well with both Docklands Light Railway, the Underground and London Overground - everyone who is going to make transport happen. Similarly, we are working with First Group for the direct coach network, which will move spectators from across the UK to London during Games time to provide that extra transport capacity. It is very much working with everyone to get the plans in place and the schedules in place.

For example, to give you a sense of where we are now, Network Rail will finalise the timetables for the rail systems by the end of February 2011. By the middle of this year, when the tickets go on sale and have been sold for Games for spectators, you will be able to purchase your mainline rail tickets from across the nation and reserve your seat; similarly, for the river systems, park and ride systems and blue badge holders. It is all now around making it happen. That is really where the engineering and operations come from the four main operators.

Richard Tracey (AM): Coming back specifically to the Underground network, talking about testing, we have had a few tests recently of the drivers on the Underground going on strike. It

is something we raised with London Councils and we raised with the businesses when they were in front of us recently. Quite frankly, how would you deal with a strike during the Olympics?

Garrett Emerson (Chief Operating Officer, London Streets, TfL): Our major focus is to make sure that we operate all the services as efficiently and effectively as possible during that time. Certainly all of the work we have done with the unions, with our staff and with the ODA and so on has been about making sure that that happens.

The real challenge for us is to make sure that we get all the infrastructure in. Hugh has already referred to some of the major long term projects that have already been delivered or are in the process of delivery, going forward. You have got the work that is still ongoing in the more temporary things that need to be done, whether that is on the road network or managing major interchanges and railway stations and so on. Then you have also got the work that we need to do to ensure the smooth coordination and operation of transport across London and across the UK across all of the different operators, whether that is TfL operators, on the road network or the rail network. One of the major keys there is the development of the transport coordination centre, which is another area that TfL is working very closely with the ODA on. Through all of those things, that is how we will aim to ensure that we deliver as efficient a transport operation as is possible during the Games.

Richard Tracey (AM): That is all very hopeful but, quite frankly, it does not really address how you deal with it. We have heard recently there is sabre rattling going on about a strike during the royal wedding. This is the sort of thing that you have got to be ready for, frankly. Do you support, for example, the proposals from the Confederation of British Industry for legislative action for a threshold --

Valerie Shawcross (Chair): Richard, we are getting off piste here. This is a bit unfair.

Richard Tracey (AM): It is a very serious matter. The Chair will not necessarily agree with me on this but it is a question that the public of London must ask.

Valerie Shawcross (Chair): Whether I agree or not, Richard, it is a bit unfair to ask our colleagues that. We are going off piste a little bit early.

Richard Tracey (AM): It is an important question. Perhaps you could answer the question?

Valerie Shawcross (Chair): We should move on a little bit. We all know that is an issue.

Richard Tracey (AM): I must protest. This has got to be answered. Otherwise this is a complete derogation of what the public want to know and what the press want to know, quite frankly.

Valerie Shawcross (Chair): Our colleagues here are not principally concerned with industrial relations. They have a much more technical mandate for project delivery. I do not think it is quite fair to ask them. I am not saying it is not an appropriate public question, Richard, but it is not quite fair on our guests to whack them with that one.

Richard Tracey (AM): We represent Londoners, Chair. Frankly, this is the question they want answered.

Jenny Jones (AM): Ask the right people.

Valerie Shawcross (Chair): We should get on to progressing on the more technical issues to begin with.

Caroline Pidgeon (Deputy Chair): I wanted to look at how the whole network is going to cope really in terms of ordinary Londoners going about their everyday lives and their everyday business whilst we have got the Games going on. How many Londoners are you expecting to have to change their travel patterns for the system to cope during the Games?

Hugh Sumner (Director of Transport, ODA): Thank you for that. Let me try to give you a sense of the volumes we are talking about, the number of trips and who is going to be taking them. On an average day in London some 24 million trips are taken. Of those, up to four million will be on the Underground, some six million on buses and, say, six million or so walking trips. That is the context in which transportation is set.

For Games time itself, on the busiest day which is day seven (which is a Friday), we are talking about 500,000 tickets available for events within London itself. Over and above those events then there will be live sites and cultural events going on; people wanting to visit sites. Let's double that to roughly one million people wanting to move round the place. In the context of one million and 24 million it is a fairly low percentage.

The issue, though, is where people are wanting to go and what times they want to go, which is very different from normal. Today very few people travel to Stratford, for example, but, during Games time, it will be incredibly busy, when up to 300,000 people want to go there during the day to go and watch the sports events there. The real trick for the transport providers is to adjust their services in time and location to meet those new patterns of demand.

What it means is that the mainline rail services will operate later at night, as will the Underground and Docklands Light Railway, so we can meet that demand for the evening sessions. Most of the sports venues will stop operation from 10pm onwards, in a phased manner. For us it is all about getting people home again to reasonable times within London, but also outside London itself.

The key challenge for us, and the challenge for any city hosting the Games, is to adjust the way people operate during Games time to reflect that new dynamic. We have some advantages within London in that both road usage and normal background public transport usage drops in the summer period. In effect, during Games time, what will happen is those commuters who would normally abandon commuting and go abroad on holidays will, we hope, convert suits to shorts and become spectators. What we are looking towards doing is we are trying to adjust the way people use the road systems and the public transport systems, to look at travelling at different times of day, to see whether they can use different modes and to see whether they can reduce their travel needs. In effect, take that time out so they can enjoy the Games itself.

The big challenge for businesses will be how they manage their staff during 2012 because most of their staff will want to take time off; similarly, the deliveries that they make or are made to them, or the visitors to those businesses. That is why we have got this business programme which started in November 2010.

It is going to be very much life as unusual and business as unusual in London for those 16 days of the Olympic Games and 12 days of the Paralympic Games. The differences will be different from where you are in London itself. If you are in the suburbs the changes will be relatively minor. In the centre of town where there are lots of road events going on and lots of cultural events, it will be a greater impact. The key challenge we have to do over the next 80 weeks is to explain to both businesses, background users of public transport and spectators what they

need to be doing differently, where the challenges are going to be and where the queue is going to be.

There are some basic rules of thumb. The first approximation is transport in the centre of town is going to be very, very busy indeed. In particular, things like Jubilee line east bound, Central line east bound are obviously going to be very busy because you are feeding the venues and the river zone and the Park itself. For us it is around using all the routes that are available: using some of those upgrades. For example, the North London line upgrade, quadrupling the capacity on that, will make a huge amount of difference. Take people out of the central area and use that. That is the information progress we have got in place.

That gives you a sense of --

Caroline Pidgeon (Deputy Chair): My colleague will come on to looking at businesses but you still have not given me what predictions you are looking at in the number of Londoners that, in your plans, have to change their travel patterns in order for it to work.

Hugh Sumner (Director of Transport, ODA): If you look back over both previous Commonwealth Games and Olympic Games generally what you see is you see a pattern of around a third of people doing different things during Games times. It is about 30%. In Manchester in 2002 at the Commonwealth Games in certain areas of the public transport system there they were seeing a 50% change in usage during Games time. It is going to be very much more localised.

It is not going to be the same for each day of the Games because each day of the Games the challenge is different as the sports come in and out in the cycle. For example, by about day five the white water canoeing will be completed up at Broxbourne. Similarly, the main Stadium for the track and field does not come into operation until day seven. Therefore, for us, the thing that we have to do is try to impart, as best we can, to both businesses and spectators and background users, what it means to them. To that extent we have already published maps that give a clear flavour of where the changes are going to be by day of the Games.

Caroline Pidgeon (Deputy Chair): In terms of your planning you are saying you think about a third of people are going to have to change their travel patterns throughout the Games?

Hugh Sumner (Director of Transport, ODA): Of whom something of the order of around twenty to twenty five per cent normally do different things during the summer anyway.

Caroline Pidgeon (Deputy Chair): Evidence we have got - a Mori BBC London poll - found that four out of five Londoners plan to stay in the city during the Games which, perhaps, they may not in other summer holidays. There may well be more Londoners staying because the Games are on. Have you put that into your numbers?

Hugh Sumner (Director of Transport, ODA): The issue is not so much whether they are staying in London; it is what they are doing. If they are not commuting and are spectating, that is great as far as we are concerned. The real challenge for us is to change people from suits into shorts so they can go and enjoy the Games and enjoy that unique experience of hosting an Olympic Games.

Caroline Pidgeon (Deputy Chair): John Armit [Chairman, ODA] told the Assembly that an estimated extra 20 million trips could be managed. Will that be through increases to the actual capacity of transport or is it also a reduction in demand for transport? How are you figuring that in in your work and predictions?

Hugh Sumner (Director of Transport, ODA): It is a combination of both. If you take the total number of trips during the 16 days of the Olympic Games it comes to, roughly, 20 million trips - probably to both cultural events, the road events and the sports events. Balanced over 16 days that is manageable. We have done extensive modelling by day of the Games to work out where those pinch points are going to be. The real challenge for us is then adjusting those services to create a third peak in the Docklands Light Railway and Underground capability, at night for example. From 10pm onwards running a very much more intense service and then running later at night. Those are the sorts of things we are doing to balance that localist capacity.

Caroline Pidgeon (Deputy Chair): I will bring the other Panel members in but I wanted to check what is the range of forecasts you are using? I understand 20 million could be your central forecast. What is the range from lowest point to highest point and is that going to be revised for each mode and venue in the final Olympic transport plan?

Hugh Sumner (Director of Transport, ODA): We are at a stage now where the final Olympic transport plan, which went out for consultation last year, is being revised and adjusted to reflect the finalised sports schedules for both the Olympic and Paralympic Games. That will be published in the spring and will give a range around the mean. Generally, from a trial --

Caroline Pidgeon (Deputy Chair): In what range? Can you tell me what range?

Hugh Sumner (Director of Transport, ODA): Generally, what we are doing in transportation planning is we make the assumption that all tickets will be sold for all competition venues for every session. You work on the worst and then you put a range around that in the mode share. At the minute we forecast, on average, that rail will take 80% mode share for all the competition venues, on average. The volumes change from venue to venue. You then make sure that you have an over capacity effect so you can get the spectators there if it changes.

One of things we have going for us is that already we have done a piece of work that compares where ticket holders might be coming from against the pre-registration for tickets. As you know, LOCOG has pre-registered already some two million people for tickets. We have compared where they have registered from against where we had originally predicted people would be travelling from.

Coming forward, in the next six months, LOCOG will be starting to sell tickets. We are using information from that to understand whether the actual ticket sales pattern is what we had predicted, and then refine our plans accordingly.

One of the key things we will have in place is a flexibility in terms of response. We can adjust where we need to do things as that ticket sales data starts coming through so that, during Games time, we have got a better feel for what is necessary.

Caroline Pidgeon (Deputy Chair): Of course you cannot necessarily predict from the addresses that LOCOG will have collected because, let's face it, people will be staying either in hotels or with friends or family in London. Most of us have already had any spare rooms we have got requested for the Games!

You still have not given me an answer, Hugh, to the question of what is the range of forecasts, from "what to what" that you are using in terms of numbers - approximately?

Hugh Sumner (Director of Transport, ODA): From a planning basis we take the worst case which is every ticket sold for every competition venue every day --

Caroline Pidgeon (Deputy Chair): Which is what?

Hugh Sumner (Director of Transport, ODA): Down beneath that we then say, "Right. What would happen if, say, only 80% were sold?"

Caroline Pidgeon (Deputy Chair): A figure is what I want.

Hugh Sumner (Director of Transport, ODA): Sorry, 8.8 million tickets sold.

Caroline Pidgeon (Deputy Chair): 8.8 million.

Hugh Sumner (Director of Transport, ODA): Tickets sold for the Games.

Caroline Pidgeon (Deputy Chair): Is that your top number?

Hugh Sumner (Director of Transport, ODA): You take the number of sports sessions and the number of seats and, if you total that up, that comes to 8.8 million tickets.

Caroline Pidgeon (Deputy Chair): That is for all venues?

Hugh Sumner (Director of Transport, ODA): That is for all competition venues. Yes.

Caroline Pidgeon (Deputy Chair): OK. Thank you. Garrett, do you want to comment in terms of capacity in the network from TfL's point of view?

Garrett Emerson (Chief Operating Officer, London Streets, TfL): I emphasise what Hugh said about the reductions in background demand that we would see normally in August are significant; the 20% reduction that Hugh has mentioned on public transport, for instance. If you relate that to numbers of people that use buses and trains on a daily basis, that is a very significant drop in demand and, therefore, available capacity. The same is true on the road network, although to a lesser extent. You look at around a 10% reduction in traffic flows in August in a typical year. There are something like nine million passenger trips, car journey trips, a day across London. That, in itself, is something like 900,000 trips on the road network that will not be there. In pure capacity there is a lot of capacity freed up.

If people then, instead of going away, stay in London and they go to the Games instead, that is a not a problem, capacity wise. The issue is the time and where they travel and the locations. We will be looking at - the phrase is business as unusual. One of the things that may well be very unusual is the peak demand times will not be when they usually are, in the morning peak and the afternoon peak and so on. That is the work that we are doing and that is the detailed transport planning that needs to go in to understand where the hotspots are and where the peaks in demand are going to be. That will, in turn, knock on to public transport scheduling. It will knock on to the way we manage the road network in traffic signal plans and so on.

We are working very closely with the ODA to understand exactly where those things are going to be. The more detail we get of ticket sales and things like that will give us a better understanding. As we get nearer to the Games we will have an increasingly better understanding. In the same way as we manage our transport network on a day-to-day basis, during Games time this will be very much a live activity. Take the London traffic control centre, for instance. It will have to manage road network traffic flows on a day-to-day and hour-to-

hour basis, as they occur. We all know that when we get into the live Games situation not everything will be exactly as we planned and intended it. One of the keys is making sure that we can respond quickly, keep traffic moving and keeping passengers moving on public transport networks as we go through the different Games times.

Probably the other thing to emphasis is that every day of the Games will be different. It is not like we are imposing a different set of travel criteria that is going to be the same across the 16 days; whether it is the different types of events; whether the athletics are on; whether they are not on; the road events in central London. Every day is going to be different. We will have to have a very specific operating plan for each of our modes for each day that the Games are on and then deal with it, live, as we see demand develop, or not.

Jenny Jones (AM): Just very, very quickly. On the 8.8 million: you said all venues. That is all venues in London?

Hugh Sumner (Director of Transport, ODA): Total venues across the UK are 8.8 million.

Jenny Jones (AM): Total venues across the UK. We are only interested in London. I hate to be parochial about this but that is our area of concern.

Hugh Sumner (Director of Transport, ODA): Of those 8.8 million tickets, some 70% are for sports events in London.

Victoria Borwick (AM): A really quick question. If I can follow up from what Caroline was saying about specifics, particularly to TfL? For example, particular areas like the Embankment and Blackwall Tunnel. We always have a certain backlog every morning. What is going to be your expectation as to what is going to happen on something like the Embankment tailbacks or somewhere like the Blackwall Tunnel? What are going to be the implications during the Olympics?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): The approach that we would have to managing key elements like that will be exactly the same as it normally is, except that we will potentially have different levels of demand at different times of the day. Our peak demand for travel on those corridors may not be when it usually is; it may be later in the day or it may be later in the evening, depending on what it is. Our approach, in live management of the network, will be exactly the same.

Victoria Borwick (AM): Caroline asked the question about how people were going to have to be displaced or change their traffic movements. Presumably most of those same people are still going to want to go through the Blackwall Tunnel or use the Embankment so we will surely see an exponential problem during the Games time?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): It depends where and when they travel. Somebody who normally would travel as a commuter but stays in London and is going to an event may well be going to a different part of London using a different part of the transport network at a different time of the day. Key to us understanding when the peaks in demand are likely to be and where the peaks in demand are likely to be will be understanding those flows in tickets sales and who is likely to be going to what venue on what day and at what time, who is likely to be going to road events and who is likely to be going to events in central London. Then taking our more detailed planning as we get a clearer picture of where those peaks of demand are likely to be.

Victoria Borwick (AM): Sorry, could you refresh my mind on the figures point that Caroline made? How long are the usual tailbacks and how long do you think the new tailbacks will be, or not?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): That is something that we will have to look at on an individual location basis. Again, it depends what time of the day you are imposing additional demand on the network. If you are imposing additional demand on the network at a time when the background flows are very low, you may still find - although you have got a lot of extra traffic travelling - the network is still more than capable of handling it.

The challenge will come where you have got conflicting demands; where you have still got significant background flow in commuting traffic and so on, and you have got additional Games family traffic. Those situations are where we will have to look for more detailed traffic management plans as to how we will cope with that.

James Cleverly (AM): Garrett, with regard to the answers you just gave to Victoria it sounds as if there are a number of variables that need to be addressed. One of them is how much change there is in total volume of traffic, what the time of those traffic movements is, the nature of those traffic movements and what displacement etc etc: a number of variables. Could you give us details of what modelling has been done? You assume there are going to be these changes. What detailed work has been done to say what would happen if we do not get significant reduction in base load traffic but then overlay Games traffic on top of that? What would happen if we do not get significant changes in the timings of that base load traffic? What has been done around that kind of work?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): That is still work that is ongoing.

James Cleverly (AM): I appreciate it is ongoing but how much has been done?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Graham will say a little bit more about the detail of what has been done, what is ongoing and what is still to be done.

The general point I want to communicate with you is that in London every day through a typical year and through a typical week we are not dealing with static flows. As we go through there are busy times of the year and there are less busy times of the year. The period, for instance, in the run up to Christmas is a very intensive use of the road network. Volumes are significantly up above the normal background average that we are quoting reductions from in August. We are managing varying flows and varying demands across the network across the year as well as across the day on a continuous basis. There is capacity there for the network to cope with that because we have to cope with it all the time.

What we have to understand, through the modelling, is the where and when because this is an unusual situation. This is not something that we have got previous experience of the year before and the year before and the year before and we can predict with a great deal of certainty what is likely to happen. We know what is likely to happen in the run up to Christmas in a usual year. We know what is likely to happen in August in a usual year. This is not a usual year. This is a very unusual year. That is the modelling challenge. This is going to be different to normal. Providing we can understand what it is going to be like, then we are confident that we have got the tools, we have got the expertise, we have got the experience and we have got the

knowledge to know what we have to do once we understand what the situation is likely to present to us.

Graham, did you want to say a little bit more about the modelling itself?

Graham Jones (Head of ORN Programme, TfL): Perhaps I could quickly go through the sort of things that we are doing in relation to the ORN, which those roads are part of --

Valerie Shawcross (Chair): Graham, if you do not mind we have got a whole section on that. We do want to do that in some detail.

Jenny Jones (AM): We are interested.

Valerie Shawcross (Chair): We are very interested. This section was supposed to, principally, be about public transport but it sort of fitted. We will move into that later on if we may, if you do not mind, James. You can come back later on in there.

James Cleverly (AM): That is fine.

Valerie Shawcross (Chair): We had some questions about business. Can I ask you a quick follow up to your comments about the need for flexibility during the Games and your response to ticket numbers and experience? Do you think the information and advice infrastructure will be able to cope? If 80% of eight million people suddenly decide to go on the TfL Journey Planner? People will be very aware that there are pressures on the system. Will your information, phone, web and live advice systems be available and of a capacity to deal with the demand?

Hugh Sumner (Director of Transport, ODA): There is a whole challenge for us around communicating effectively to spectators and existing users of public transport over the next 18 months. Firstly, at the time when the sports tickets go on sale we need to provide good information to spectators around what the public transport system availability is going to be. Whether we are going to be able to get you home to Swansea at night, Portsmouth or wherever it is. What the times of trains are, whether you can do multiple venues in a day using public transport. All that is going to be available and ready when LOCOG put its tickets on sale.

In particular, one of the things we need to recognise is that your sports ticket comes wrapped with free travel within London for the day. You will be able to go to the sports event in the morning, say, and then a cultural event in the afternoon and maybe another sports event at night. We want to be able to encourage that.

In addition to that, not only do we want to provide that base information but we then want to provide information to spectators about the best routes. There will be a spectator journey planner that allows you to plan your journey most effectively to get to where you need to be during the Games time. That is a national journey planner because it is very much a Games for the nation. A third of the tickets will go to people who do not live in London but live outside of London in the UK. We need to give them the information against which they can then plan that particular journey, whether it be walking, cycling or river - all the various modes.

Then, thirdly and lastly, as that information goes out over the next 18 months it will become more and more critical we move into the real time information. That is really where TfL is going to come to the fore within London, using its real time information to both spectators and also to background users.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Some of the same points apply. We are used to having to deal with significant variations in demand and some periods when demand for information is very high, particularly on days when transport arrangements are other than usual. The question for us is what are those levels of demand going to be? The answer to those questions stem out of the planning that we are doing. We will look at our information systems and make sure that we have the capacity to cope with levels of demand.

Joanne McCartney (AM): I wanted to talk a little bit about the information you are giving businesses in helping them prepare for the Olympics. Hugh, you touched on this a little bit in your earlier answer. At our last session we heard from Deloitte who had undertaken a national survey but in that it included over 100 large London businesses. To its surprise, over 60% said they did not think the Olympics was going to affect them much at all. The comments there were that either they were very optimistic or perhaps they underestimated the impact it is going to have. At the moment, to what extent are you engaging with businesses and are they trying to engage with you? Do you have fears that they are not engaging on a level you would like?

Hugh Sumner (Director of Transport, ODA): We have started a dialogue with businesses working with others, such as the CBI, the Federation of Small Businesses, London Chamber of Commerce and the rest of it. We have started to work with business intermediaries across London, working through them to the 250,000 enterprises across London which range in size from the small corner shop up to the major employers.

For us it is all around trying to give them the information and the encouragement that they can start to plan for the Games over the next 80 weeks. To that extent we provide a lot of information on our websites. We have been doing direct mail. We have been using the email magazines, things such as the Federation of Small Businesses, to get out to those businesses and start to get them planning for it. In addition to that we have started work with a number of the major employers. Already employers that employ some 100,000 people in London are being signed up and they have started doing their detailed planning for the Games.

We have got to keep on encouraging that process over the next 18 months. The real challenge is to get every business to think about what does it mean to them. What are the commercial opportunities. What does it mean to their deliveries. What does it mean to their staff. The sorts of information we have been giving out, both hard copy and through email, is very important to us so that we can get them to start thinking about it.

Joanne McCartney (AM): Am I correct in thinking that you are, at the moment, starting to employ people to work directly with the largest employers to offer a bespoke team to help with that?

Hugh Sumner (Director of Transport, ODA): Absolutely. We are helping the big businesses start to do their planning for the Games. We have got up to 40 people who will be starting working out there across the businesses doing the detailed planning with them, helping their business continuity experts - because that is generally who are delegated for the task - to try to do it.

In addition to that we are running a whole series of roadshows and symposia to get to businesses. Just before Christmas I did an event that had about 150 businesses at to start working through what it means to them and starting to give them the information against which they can plan. That has really got to continue very hard over the next 18 months, with the support from our colleagues in TfL.

Joanne McCartney (AM): You would expect big businesses to engage. They are the ones who engage. We certainly had evidence from the Federation of Small Businesses that the information at the moment is not really there. Do you propose to do anything bespoke for those smaller business and those ones that do not necessarily engage with business networks?

Hugh Sumner (Director of Transport, ODA): There are a couple of things there that I would pick up if I may. The first thing is that, for some of the smaller businesses that are most impacted - so for those near the ORN - then TfL, plus ourselves, will be going out there knocking on the doors and working with them to start thinking about their own particular plans. To ensure the pub can be replenished with wines and beer and all the stuff that needs to be done.

The second thing is we have started work now with things like the Road Haulage Association and the Freight Transport Association to work through with them and their very specialist groups - such as the express deliveries group - the work about what they need to do differently during the Games. There are a lot of small enterprises there. You are quite right; getting to the smaller businesses is going to be a challenge. We hope to use things like the London Business Network to try to get, as much as we possibly can, those local trade associations.

Joanne McCartney (AM): On the point about the Road Haulage Association, one of the things it told us - because it came and gave evidence at our last session - was that, because of the great restrictions during the day time deliveries, you may have to order a new fleet to cope with demand. It needed a good lead in time to allow people to do that. Is that the message you are getting out?

Hugh Sumner (Director of Transport, ODA): There is a whole programme now going on with the freight industry. That is the users of freight but also the freight hauliers themselves. For us it is all around working through what you can do differently in terms of delivery patterns: whether you can consolidate your deliveries; whether you can deliver in advance of the Games. We have a number of trials underway now with colleagues in TfL and the boroughs of quiet night time deliveries, to see whether we can get them; looking at the London Lorry Control Scheme. All these means are there to try to adjust the way freight is. We have to sustain business. It is a huge commercial opportunity but it will mean we will do different things.

Joanne McCartney (AM): A couple of quick questions really. One is: are you drawing on information that is out there already? For example, Deloitte suggested to us that you could look at a lot of the information that was prepared as to how employers deal with the swine flu pandemic and draw that in. Is that something that you are actively engaging with?

Hugh Sumner (Director of Transport, ODA): Generally we are working with whatever businesses we possibly can and whatever information is readily available; also learning from previous Games. The most recent example for us would be Vancouver. It ran a programme with businesses there. It ran a programme there called Seven to Seven. Employees came in in the morning between 7am and 2pm or in the afternoon between 2pm and 7pm. These are the sorts of ideas that one is looking at. Ultimately it is all around trying to generate experience from across the globe that we can then apply to the specifics of London and tailor the response.

Joanne McCartney (AM): Thank you.

Jenny Jones (AM): Walking and cycling. Obviously, one way of reducing the use of public transport is to get more people walking and cycling. I am going to come to you in a moment, Richard [George], and ask you if you are sympathetic to those two concepts. In the meantime,

could I ask, the forecast has changed on the amount of cycling that is going to be happening; do you have targets?

Hugh Sumner (Director of Transport, ODA): Let's talk about walking and cycling in the round first and we will get on to the specifics. In total we are upgrading some 90 kilometres of walking and cycling route at a cost of some £25 million, prior to the Games. Most of those upgrades have already been completed. From the middle of this year onwards, with our colleagues in TfL and LOCOG, we are running what is called an active travel programme to encourage people to get used to those routes well prior to the Games. For us, we want to try to tap into the four million people who live within 40 minutes push bike distance of a competition venue. Now we have put in --

Jenny Jones (AM): You talk about upgrading but, presumably, a lot of the infrastructure was not very good to start with so you are --

Hugh Sumner (Director of Transport, ODA): Yes. We spent a lot of money upgrading that. For example, there are eight different major cycle routes that feed into the Olympic Park. During the Games time we will have some 8,000 temporary secure cycle parking spaces available at the Olympic Park alone. We are putting in temporary cycling facilities for all the competition venues during Games time.

The actual share of cycling per venue will vary depending on where the venue is itself. Classically, sports venues are not well served by cycling facilities and mode share is relatively low. We want to make a significant difference there. If you take a morning load out of the Olympic Park, let's say 100,000 people coming there with 7,000 spaces, you are talking about a 7% mode share there. Other places it will be more around 3% mode share.

Ultimately, we want to encourage as many people as we can to walk and cycle because, not only is it a healthy and sustainable long term means of transportation, but it provides extra transport capacity for people using that rather than public transport.

Jenny Jones (AM): What does secure cycle parking mean?

Hugh Sumner (Director of Transport, ODA): It means similar to those used for the bike events in London: Heras fencing. Places where you can secure your bike. Staffed.

Jenny Jones (AM): Security staffed?

Hugh Sumner (Director of Transport, ODA): Secure cycle parking is what we intend to put in place to encourage people to come there. In addition to that we aim to give the opportunity for people to have their bike fixed and all the other things you might reasonably expect to encourage people to use their bikes and use their feet to get to the Games.

Jenny Jones (AM): Tell me a little bit more about how you are going to encourage people to do that?

Hugh Sumner (Director of Transport, ODA): This active travel programme I talked about earlier is being developed between ourselves, London 2012, LOCOG, but also TfL. That will range from things like advertising and publicity through to led cycle rides and led walks; working with the London Cycle Campaign. All the various groups such as Sustrans and Ramblers to get people out there aware of what the opportunities are well in advance of the Games. We are doing all those sorts of programmes, with others, this summer.

Jenny Jones (AM): What about more incentives about linking with ticketing or with food and drink offers and that sort of thing?

Hugh Sumner (Director of Transport, ODA): Those are something that LOCOG is starting to turn its mind to. We want to encourage as much as we possibly can through whatever means we possibly can.

Richard George (Director of Transport, LOCOG): It goes without saying that the London Organising Committee is very, very keen on active participation in all forms. Walking and cycling are part of the active participation programme that, as Hugh has mentioned, we are very keen to promote. I cannot add an awful lot to what Hugh has just said. I do not know the intentions currently of the sorts of propositions you have just made. I will pick that up. I will come back to you.

Am I personally sympathetic, which is what I heard you say earlier? Yes, I am very sympathetic. It is not - this particular week, which is my second week in the job - in my direct line of fire at the moment. It will come up. It will be dealt with. I will pick it up back at the ranch in terms of the active participation programme that Hugh has mentioned.

Jenny Jones (AM): 7% of journeys by bike is phenomenal. Probably not as ambitious as I would like but certainly better than I had expected. That is a big chunk of the spectators. If you could reward people for being healthy and keeping off public transport that is a real bonus.

Richard George (Director of Transport, LOCOG): There are multiple benefits in terms of active participation. All the things you have mentioned benefits the transport system and health. Coping with the numbers is part of the planning programme that we have been talking here about anyway.

Jenny Jones (AM): Garrett [Emmerson], there has been a TfL reduction in the number of pedestrian crossings. That is a big detraction to encourage people to walk and cycle in London --

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): A reduction in the number of pedestrian crossings in terms of ...?

Victoria Borwick (AM): Crossing the ORN.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): In terms of the ORN.

Jenny Jones (AM): I was going to come on to that. Crossing the ORN is going to be quite tough in places. I am curious about whether or not any of those pedestrian crossings that you have strongly encouraged councils to take out are on the ORN. How many pedestrians are not going to be able to cross the road?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Sorry, are you referring generally or specifically around the ORN? There are particular questions around the ORN.

Jenny Jones (AM): Generally. Pedestrians are not only going to cross the ORN; they are going to cross lots of other roads before they get there. You in particular have taken out pedestrian crossings in London. That is not a signal to people that you want them to walk.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): We are also putting in pedestrian crossings in London and it is a dynamic process --

Jenny Jones (AM): At the same rate?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Currently the number of traffic signals and the number of pedestrian crossings is still increasing, but at a smaller rate.

Jenny Jones (AM): That is not in line with what the Mayor wants for London though is it? He wants you to take out more.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): More generally, the Mayor is looking at whether the traffic signals we have in London are necessary; whether every single one of them is necessary and do they still serve the purpose that they were put in there for. Self-evidently, travel demand changes over time across any road network and the need and the priority for different journeys changes. It is only right that we have a continuing active look at whether we have got the right traffic signals and the right pedestrian facilities in the right locations. That is really the focus of what TfL has said about traffic signal removals and the review of traffic signals.

We are working very closely with boroughs and local communities to understand whether these suggestions are the right ones. In several situations boroughs are coming back to us and saying, "No, there is a very valid demand". In which case we are certainly not pressing to remove signals and pedestrian facilities that are still needed.

Specifically in terms of the Olympics, the question is are we sympathetic? The answer is we are very sympathetic to encouraging and promoting walking and cycling, both philosophically, both environmentally and practically in terms of the contribution it can make, and will have to make, to travel demand management and the reduction in overall volumes of demand for either public transport or other road-based transport.

The key is going to be around the where and when and making sure we have got the most efficient and effective means of getting people to individual locations on particular days in terms of the Games. We have had an extensive involvement to date with the ODA, particularly in terms of infrastructure delivery either directly ourselves or working closely with boroughs, to deliver cycling and walking related projects in and around and beyond the Olympic event areas. Increasingly we are going to have to work closely with the ODA around the travel demand management elements and the promotional elements.

Absolutely. It is in the interests of TfL and of London as a whole that we work to promote as much walking and cycling as we reasonably can achieve throughout the Olympic period. That is inevitably going to be, I hope, part of the legacy of what we have achieved beyond the Olympics, that we have facilitated a sustainable increase in walking and cycling in many parts of London.

Jenny Jones (AM): My concern is that you cannot just conjure up enthusiasm and an expertise in putting in walking and cycling schemes. It has to be embedded in TfL. I doubt, at the moment, TfL's motivation is on it.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): We have quite a good record.

Jenny Jones (AM): On the ORN, are pedestrians going to be able to cross the ORN?

Graham Jones (Head of ORN Programme, TfL): Pedestrians will be able to cross the ORN. Motorists will be able to use the ORN. There is a misconception that the ORN is going to create some horrendous severance and that people cannot use it and all drivers cannot use it.

In line with what Garrett was saying about the review generally, we are looking at which junctions and which crossings we need to adjust and suspend, possibly during the Games, to achieve a faster through flow of vehicles at Games time. We were not taking out pedestrian facilities for people. Where we have taken out or suggested the taking out of pedestrian facilities it is on the basis that there is something equivalent close by that people can move to. All of those proposals are being discussed with the local borough councils to make sure that, locally, there is a recognition that they are sensible and safe. All proposals will go through a safety audit as well.

Jenny Jones (AM): Will these proposals go to the councils? Where will permission be given for closing crossings?

Graham Jones (Head of ORN Programme, TfL): All the proposals in relation to the ORN, particularly where they are on borough council roads, we will need borough council support in delivering those proposals.

Any proposals on the ORN that require the use of traffic regulation orders will need to be advertised. Objections will be received; the usual input in the usual way to those sorts of measures.

Jenny Jones (AM): Thank you.

Valerie Shawcross (Chair): You have got powers for temporary changes, haven't you, to the road network under the legislation? Not for permanent ones.

Graham Jones (Head of ORN Programme, TfL): Yes.

Richard Tracey (AM): I wanted to open up a different area from cycling and walking, mainly the river. Hugh has mentioned the river in passing. Are you satisfied that there is maximum use of the river planned during the Olympics? Let's remember, it is one of the Mayor's key objectives; that the river should be heavily used as much as possible during the Olympic Games.

Hugh Sumner (Director of Transport, ODA): If I might start off and then hand over to colleagues in TfL? We intend to use the river as much as we possibly can. In particular three competition venues are key to us. There is Greenwich Park for the equestrian events, there is North Greenwich for the gymnastics and basketball finals and the Woolwich Arsenal itself. We are working with the commuter craft but also the cruise craft to upgrade and enhance the services as much as we possibly can, prior to Games time. In addition to that we are investing significant sums of money in upgrading both Greenwich Pier and Tower Pier, across the river from us now, to provide the capacity and quality necessary for Games time.

You will be able to buy your ticket and book your seat on the vessel some 12 months out from the Games. The reality though is that, even though we have enhanced the services as much as we possibly can, it will never really compete with a Tube line in terms of mass movement. The river will be very much part of the day out experience in London. You get on your mainline train, say from Woking to Waterloo, then get on the boat and go down to Greenwich to watch the equestrian events. It will be part of a great day out, rather than moving 30,000 people per hour in each direction, which is what a Tube line can achieve.

Richard Tracey (AM): There is one extra bit to this. I know that at one point there was a plan to use part of the River Lea navigation and some possible boat transport there. Is it a fact that that has now been turned down by the Metropolitan Police Service because of security risks?

Hugh Sumner (Director of Transport, ODA): I do not know about the Lea navigation. The one thing that has come to fruition over the last 12 months, which we are very supportive of, is that there is going to be a river boat service up from the Limehouse Basin to the Park. A private sector operator there, in conjunction with ourselves and the British Waterways Board, is off and running there. They are starting that service presently. That will be able to support moving spectators from that particular area up to the Park and then walk in through the southern access.

Richard Tracey (AM): As far as you are concerned that one is still on. Some of us are involved with the Metropolitan Police Service --

Hugh Sumner (Director of Transport, ODA): That particular service up from the Limehouse Basin is on, yes. To my knowledge.

Richard Tracey (AM): I see. Thank you.

Murad Qureshi (AM): On the bikes - specific to one or two sites - can we be reassured that biking facilities will be improved in places like Earls Court and Lords? Lords is probably inside the bike hire scheme regime. There are plenty of empty bike stands there along St John's Wood Road. Earls Court is a particular issue.

Hugh Sumner (Director of Transport, ODA): We have found, prospectively, up near St John's Wood for Lords to enhance, temporarily, the cycling facility up there for private push bikes, rather than Boris bikes [the Barclays Cycle Hire scheme]. At Earls Court, we are working with various land owners down there to try to find enough space to put in decent temporary secure cycle parking for the volleyball that will be happening for three sessions a day there for ten days.

Murad Qureshi (AM): Let me get this clear. There is a role for river transport between the venues, O2 and Stratford. How much of that is still on or not? One of the things that happens with spectators during Olympics is they do move around from different sessions. They will probably go to two sessions a day. Moving between sites is an issue.

Hugh Sumner (Director of Transport, ODA): The vast bulk of flows for people will be down to the venues in the east of town and, therefore, in the deployment of vessels that are capable of moving large numbers, we can maximise the benefit to society by running the routes down to North Greenwich, from the centre of town down to Greenwich and to the Woolwich Arsenal. We are primarily running east west routes there, albeit with this service from the Limehouse Basin. We do not envisage a huge need or the capability of running any significant numbers up through the River Lea, through the locking system there, at this stage.

Murad Qureshi (AM): Apart from the walking and the cycling that we have just touched on, and the river, what other steps are being taken to reduce the usual traffic volumes by 20% during 2012?

Hugh Sumner (Director of Transport, ODA): There are a number of different things. Firstly, the fact your sports ticket comes wrapped with free public transport within London during Games time. You are encouraging public transport through that.

Secondly, we are setting up a series of strategic park and ride sites around the periphery of London to encourage people who take their cars to leave them outside London and then we will use bus and coach to move them into London from those particular sites themselves.

Thirdly, to supplement the mainline rail systems across the UK, we are setting up a national coach network to supplement that direct to the Olympic Park and to ExCeL because those are big venues which will take large numbers; again, encouraging people to use mass transport rather than private vehicles.

It is all those sorts of mechanisms we are doing to try to encourage use of public transport. To that extent, the only car parking that will be available during Games time at any competition venue will be those for blue badge holders. There will be no general parking for spectators anywhere remotely near any of the competition venues. There will be strict appropriate parking controls around all the competition venues, much like you get today at many of the football stadia - Wembley match day, for example - to ensure that local residents can continue in their normal business and not be inundated with cars.

Murad Qureshi (AM): Coming back to your first offer which is the free travel. In Athens in 2006 the whole system was open and you could go in and out as you liked. They were not too bothered. In Beijing in 2010, as long as you showed you had a ticket for one of the sessions, they let you in the system and checked your bag at the same time. I want to get some sense of what it means travelling to and between the venues with your Olympic ticket?

Hugh Sumner (Director of Transport, ODA): In essence you are given a free one day Travelcard for Games time. When you get your sports ticket you will get, in effect, your sports ticket and the Travelcard for that particular day to allow you to travel.

Murad Qureshi (AM): There are other places that have done this integrated transport ticketing much better, I think. In Italy and Rome for the Champions League Final the ticket was your pass into the transport system. Are we going to go that far? Why not? A ticket got me into the stadium and on to the transport system.

Hugh Sumner (Director of Transport, ODA): This has been discussed at length over a number of years between ourselves, LOCOG and TfL. One of the key characteristics that we looked towards doing was try to make the actual ticket production cost effective but also proven. Therefore, whilst one could have gone down the route of trying to produce special Oyster cards that would act as sports tickets as well as transport tickets, the decision was taken, collectively amongst LOCOG, the ODA and TfL, who are going to be producing these things, the most effective way of doing it would be to create one day Travelcards.

Murad Qureshi (AM): There is no doubt that a lot of sports venues in London were interested in this. When I did a sports travel investigation a few years ago there were a number of football clubs that would have loved to have done this. When we have the UEFA Champions League Final this May in Wembley - when we have two football tribes hitting London - UEFA probably did ask for that as a requirement. If it has asked it of the Italians in 2009 I am damn sure it will be asked of us in 2011.

Valerie Shawcross (Chair): We have got the system we have got and you have explained why.

Murad Qureshi (AM): I am just pushing the boat out.

Valerie Shawcross (Chair): Richard, did you want to add anything? Ticketing is in your area now isn't it?

Richard George (Director of Transport, LOCOG): The ticketing issues in relation to the transport are more complex in London than they are in many places. A one day Travelcard has to operate the barriers of the Underground. It also has to operate the barriers with the local train services. They are different organisations. It is not a single negotiation with any one body to make sure that those things happen.

TfL's natural inclination, and quite correctly, was to try to get everything on to an Oyster Card basis. At the time that many of those conversations were taking place many of the train operating companies were not on an Oyster Card basis. It was a complex set of variables. We returned to the old fashioned single one day Travelcard which is the one system that we knew could operate for everybody. That was easier to be sure that we could get into the hands of spectators, that card, than try to develop some specialist bits of software, which is what would have been required, to go down a different route.

Murad Qureshi (AM): On that point I cannot see why other cities can do it and we cannot. It seems to have been dropped conveniently because --

Valerie Shawcross (Chair): Sometimes simplest is best.

Murad Qureshi (AM): If the Romans can do it, why can't we?

The next thing is the demand on the ORN itself. It is quite clear, if you look at the routes, that much of the ORN is moving the Olympic family from posh hotels in west London to the other side of town. Do we really need a route down Park Lane? Do we really need a route down Southampton Row? It is principally to move people around. I want to know that you have at least asked the International Olympic Committee (IOC) to reconsider where it is putting its staff and officials when they are staying during the Olympics.

Richard George (Director of Transport, LOCOG): Let me pick that up as best I can. I have spent the last 30 years in the public transport network. Picking up the requirements of the Games family transport is very different from that which I have experienced in terms of public transport. It would be very easy for LOCOG and anybody in my position to be very, very draconian in our demands of what we must have from the ORN to satisfy the bid commitments and satisfy the commitments that have been made. That is not the approach we have taken. The approach we have taken is to make sure that what we do is as proportional and as flexible as we can and yet still deliver on those commitments.

The degree to which those commitments get renegotiated is a fairly constant process all the time. How to ensure that what is delivered for the Games family in the round is proportional and is something that can be done in a way that does not stop the rest of London operating. It is not in anybody's interest to stop the rest of London operating. It is in LOCOG's absolute interest to make sure that everybody is able to move freely around London and it is absolutely in LOCOG's interest to make sure that the transport systems work for everybody at the time.

There is a proportional and flexible approach to it, taken by ourselves. Having said that, we still have to honour those commitments that have been made. The balance that I have to strike all the time now is trying to make sure that we deliver as best we can those commitments without disrupting, as far as we can, everybody else.

Where we have got to with the ORN in a generalised position is a pretty proportional and flexible approach to it. In terms of, “Do we negotiate with the Games family in detail?” Absolutely; day in day out. A lot of that is at a very, very detailed bespoke level of how many parking bays are there at that venue for this type of vehicle. That is the level which reflects back into the use of the ORN etc.

It would be, from my position, clearly very easy to say, “I must have this. I must have that” because that way I know I can meet my commitments.

Murad Qureshi (AM): It is not. It is the other way round.

Valerie Shawcross (Chair): Sorry, Murad, you are going to be crashing into the section that Victoria [Borwick] was going to be doing. James [Cleverly] wanted to come in as well.

Murad Qureshi (AM): Can I give an example of what I mean by this?

Valerie Shawcross (Chair): Can we get into the general questions on the ORN because this is very specific. Kick off a new issue.

Murad Qureshi (AM): This is a general thing. Here is an example. The reality is most of the ORN is going to lie empty. In places like Earls Court you have got plenty of hotels. Why not have the officials involved in the volleyball staying around there, rather than having this whole network and moving them from the west end to there?

Valerie Shawcross (Chair): I imagine the hotels are booked now and have been booked for some time.

James Cleverly (AM): I wanted to rewind ever so slightly about one of the points that Hugh [Sumner] made about the strict parking regulations in the immediate vicinity of the venues. One of the concerns that I have, representing outer London, is about people commuting by car to the edges of Zone 6, parking up in suburban London, then utilising the within London travel schemes to get to the grounds. It is great in alleviating pressure on residents in the immediate vicinity of the venues but I have a very bad feeling it is going to completely cripple outer London. What plans have been put in place to prevent outer London being log jammed by people using suburban London as a park and ride scheme?

Hugh Sumner (Director of Transport, ODA): There is a general issue here that happens on a day-to-day basis anyway, so it is not something that is particularly different or new at the Games.

What is different and new at the Games is around putting in strategic park and ride sites around the periphery of London to take people off the motorway system before they ever come into London itself and then to put them on mass transit vehicles. Similarly using the facilities at Ebbsfleet in Kent, because there are very large car parks there, to get people to use that and then shuttle them into the Park using the high speed trains from there. It is all trying to ensure and encourage people to leave their car outside London; they do not use it, they use mainline rail, they use direct coach systems and they use all the public transport systems you possibly can to minimise the numbers of cars coming into London itself. That is really what we have got to do.

Now, one of the things we are doing is working with all the train operators to try to create a travel product for mainline trains for the Games time which will be very attractive to spectators and, at the same time, giving them an ability to move across the nation on mainline trains, to

attract people to trains who may not have done it normally or they do not use them that often. We want to do that.

It is all around trying to encourage people to use public transport. Very much the carrot and the stick approach.

James Cleverly (AM): That is good. What I would like to see - not necessarily discussed here and now - are details of where those out of London congregation points are going to be and what plans you have got to encourage the train operating companies (TOCs) to really push that. What I would also very much like to see, if you are saying it is primarily carrot, which is great, is what plans there are to inform people that driving to suburban London and using it as a park and ride scheme is a) not the right thing to do and b) will not work. If someone is going to drive down from the Midlands thinking they are going to be able to park up just in north London, if we are saying to them, "There will not be free places for you to park. There are residential parking schemes", if we get that discouragement that will then support that. I would like to see that.

Hugh Sumner (Director of Transport, ODA): I agree with you and will share further details with you.

James Cleverly (AM): OK.

Valerie Shawcross (Chair): That is very helpful. That was a very useful line of questioning.

Joanne McCartney (AM): In that process, are you engaged with the train operating companies as well?

Hugh Sumner (Director of Transport, ODA): All the train operating companies across the UK. We have been working with them now for a number of years. They have all developed their service delivery plans, ie what is their train service going to be during both the Olympic and Paralympic Games. They have started to finalise their timetable paths - as they would call it - for the Games time and work through the operational implications for that. All that process will be finalised over the next month and a half, which will then allow the freight operators to plan their freight paths, all the engineering hours and all the panoply of stuff that goes with mainline rail to be closed out. Generally the train operating companies are very, very supportive of the Games. There is an emotional alignment to it but also a commercial opportunity there that they are very keen to grasp.

Joanne McCartney (AM): Can I ask, for example, if cars are coming off the M25 into Enfield and they are then going to get on the rail network, are you in talks with the rail companies about having staff or volunteers at those points to guide people? A lot of those outer London stations are not staffed at all.

Hugh Sumner (Director of Transport, ODA): There is a whole process that we have got to go through over the next 18 months of bringing the transport industry across the UK fully up to speed. Ultimately, we need something like 250,000 ambassadors across the UK who will be standing up, be knowledgeable, be able to talk to customers about what is happening with the Games, the best way to travel and all the rest of it. We have got some really good support from TfL for major interchanges, along with Network Rail. Similarly, Network Rail for their major stations outside London will have information booths because it is very much a Games for the nation.

You are quite right; we will need to be able to help people who, classically, may not have used public transport to use it more effectively and to use the routes that are specific and where we have got the maximum capacity. You are quite right; we do need to support that.

Victoria Borwick (AM): I am concerned. It follows on from what Caroline was saying. People from around the country are going to want to come. I would much prefer to feel that the people who are coming from around the country then got free parking or designated areas, rather than blocking up the streets of Enfield or Bexley or Bromley. You are saying they would be put in these parking bays and you were talking about a shuttle service. That would all be included in their tickets, rather like the other people get a transport ticket? I am concerned that, for four or five people to travel, it is cheaper for them to come by car than it is, depending on where they are travelling from, to travel on the rail. Inevitably, we are going to be open to people not only from the rest of this country but abroad. If people are bringing cars, I would prefer that that was catered for, rather than them going in the streets. Incentivised I would say.

Hugh Sumner (Director of Transport, ODA): To that extent, when it comes to the big strategic park and ride sites we talked about just now with James, we expect to lay those in at a minimal charge per car. You can come up there with four people in the car, leap on a bus and be in the Park within, say, 20 minutes.

Victoria Borwick (AM): That shuttle service would all be incorporated, rather than their one day Travelcard?

Hugh Sumner (Director of Transport, ODA): There would be a minor charge for the parking but that is it.

Victoria Borwick (AM): The shuttle bus would be --

Hugh Sumner (Director of Transport, ODA): Free of charge.

Victoria Borwick (AM): Free of charge. I want to make sure I have understood so that we can ...

Hugh Sumner (Director of Transport, ODA): We want to attract people to these places. Ultimately we want them to be full because that means they are not trying to drive into the suburbs and using --

Victoria Borwick (AM): Absolutely. I would much prefer they were incentivised to be in these holding pens than in the streets.

Valerie Shawcross (Chair): On trying to incentivise out of London people to use public transport, what about the fares structure? Have you talked to the TOCs about the fare structure? You used the phrase commercial opportunity, which made a few people wonder.

Hugh Sumner (Director of Transport, ODA): They want to make it attractive. We have been working with the Association of Train Operating Companies and the train operating companies as a totality. They are very clear that they want to create a very competitive pricing and an attractive programme for Games time for spectators. In particular, to allow for the fact that people will be wanting to book their mainline travel a year out from the Games, which is different to do today because you can only book three months out on mainline travel.

Secondly, to give enough flexibility so that if people want to stay slightly later they can adjust their pattern of travel.

The third characteristic that is necessary is, just in case the sports schedules change or ticketing arrangements change, to give you a degree of flexibility so you can adjust your travel plans.

All those sorts of things are in discussion now with the train operating companies.

Valerie Shawcross (Chair): So they are not really profiteering. They are going to be at lower levels of cost.

Hugh Sumner (Director of Transport, ODA): This is creating value products to attract people to the mainline rail system. It is a time of year when, classically, it is not that heavily used. They want to attract people on to it and then capture that as a market in the long term.

Valerie Shawcross (Chair): It is a long term option.

Victoria Borwick (AM): I have got two or three questions but, because they are complicated, I am going to do them one at a time. I know you have talked about this before about the number of the members of the Olympic Games family - you touched on it earlier - encouraging them to use public transport. Again, so we have got a feel for the numbers, how many people will actually be entitled to use the ORN in the various groups? In other words, my understanding is there is going to be the athletes, the sponsors, the media and the various officials. Perhaps you could talk through who the various groups are and how many people you are envisaging, at the moment, will be in those groups and who you are expecting to use the ORN?

Richard George (Director of Transport, LOCOG): I will answer that by giving you the numbers that I believe have been given before.

Victoria Borwick (AM): We then want to talk through the incentivising.

Richard George (Director of Transport, LOCOG): Two slightly different issues. One is incentivising them to use public transport. The fact is that all of those Olympic family people that you have just mentioned will all also be given the opportunity to use free travel. It will be in their interests to do so. A lot of the Games family bespoke transport laid on for them will be dealing with getting to and from official business. It will not, necessarily, gain them access to come across London to go and visit the Tower of London across there. Giving them the opportunity to use public transport - they are here and they will have leisure time, as well as their business opportunities.

Victoria Borwick (AM): They will get their free Oyster or whatever.

Richard George (Director of Transport, LOCOG): Correct. That is the plan.

Victoria Borwick (AM): No problem. If we go back so we have a greater understanding of the numbers.

Richard George (Director of Transport, LOCOG): The numbers that I understood have been given before are there are about 18,000 athletes and coaches. From my perspective, that is the prime group. What I cannot have is a headline that says --

Victoria Borwick (AM): The runners did not make it to the track.

Richard George (Director of Transport, LOCOG): Correct. That has happened at Games before. It has happened. Woe betide me if that should happen again. That is where my primary focus is. No athlete - no competition. No competition - no future.

Victoria Borwick (AM): We are all with you on that one.

Richard George (Director of Transport, LOCOG): Along with those athletes we have in the order of 3,500 technical officials. Without those technical officials there is no competition. There are, additionally --

Victoria Borwick (AM): Is a technical official someone like a sports coach? What is a technical official?

Richard George (Director of Transport, LOCOG): All sorts of people that are ensuring that the event takes place to its compliant standards. I would include in that doping officials etc.

Victoria Borwick (AM): Understood.

Richard George (Director of Transport, LOCOG): There are lots and lots without whom the events will not take place.

Victoria Borwick (AM): It is just important that we make it really clear for everybody.

Richard George (Director of Transport, LOCOG): There are about 25,000 accredited broadcasting and media people.

Victoria Borwick (AM): That is international presumably?

Richard George (Director of Transport, LOCOG): That is international. Those people are absolutely fundamental to the Games. Unlike the athletes, if they ain't there, the competition can still take place but nobody will see it or hear about it. The athletes come first, absolutely.

Victoria Borwick (AM): That covers things like broadcast media as well as the rest?

Richard George (Director of Transport, LOCOG): Correct. Then there are about 4,000 Olympic family. That family includes the IOC, the national teams and officials from the national teams etc. Then there are about 23,000 marketing partner people included in this general pot.

Victoria Borwick (AM): Marketing partners are what we would call sponsors, so to speak?

Richard George (Director of Transport, LOCOG): Yes. I say, yes. That is my understanding. Now the way that lot translates is --

Victoria Borwick (AM): Sorry, a quick question. What about what I call the visiting dignitaries? Which pile are they going into?

Richard George (Director of Transport, LOCOG): Visiting dignitaries would normally get classified as part of that Olympic family.

Victoria Borwick (AM): Fine. So that 4,000 would include, for example, if the President of the United States was coming to the opening ceremony?

Richard George (Director of Transport, LOCOG): The opening ceremony has a different set of characteristics from the normal Games days.

Victoria Borwick (AM): Those days might be even higher?

Richard George (Director of Transport, LOCOG): They are higher in those categories but they are not higher in terms of the overall numbers of people moving. Things like the Stadia have a limited capacity. You still have to get all those people into that capacity.

The issue about visiting dignitaries is the difference between the people like the President of the United States and those other Olympic family people is that they tend to come with their own transport.

Victoria Borwick (AM): Yes, I am conscious of that and I know we are coming on to that in this section. You are saying that all the visiting dignitaries will be included in your 4,000 figure, although that 4,000 may fluctuate?

Richard George (Director of Transport, LOCOG): These all fluctuate on a daily and weekly basis. As far as I understand it - and I will just add that reservation - those people are included in that group. The fact is they are a very small number in overall terms in those heads of state etc, but they do have, inevitably, a very large --

Victoria Borwick (AM): But a disproportionate amount of chaos as far as transport is concerned.

Richard George (Director of Transport, LOCOG): A disproportionate amount of special treatment.

Victoria Borwick (AM): Yes. That is a better way of putting it. For the record and the visitors here, we have got that ball completely identified. Keep going.

Richard George (Director of Transport, LOCOG): Can I just add? The way that all those numbers translate is that they do not all get a bus each. The number of buses and vehicles that are then employed to move all these people round is about 1,300 buses and coaches and just over 4,000 cars.

Victoria Borwick (AM): 1,300 buses and coaches and 4,000 cars.

Richard George (Director of Transport, LOCOG): Just over 4,000 cars. Yes. The way in which those people are moved round is by having an operating system that utilises those vehicles.

Victoria Borwick (AM): Previously we have been given a figure of nearer 8,000 cars.¹

Richard George (Director of Transport, LOCOG): I would have to check that. That is not the figure I have got. Not in my fleet.

Victoria Borwick (AM): I printed something --

¹ Subsequent to the meeting, LOCOG clarified that the number of cars remains at 4,000, as was originally announced in 2009 - <http://www.london2012.com/news/2009/11/bmw-signs-as-newest-london-2012-tier-one-partner.php>

Valerie Shawcross (Chair): At the end of the meeting it might be helpful if we list any specific items and information we would like people to come back with.

Richard George (Director of Transport, LOCOG): If you give us the list of those things I will make sure you get an accurate list. The numbers I have given you are broadly ...

Victoria Borwick (AM): I understand it is constantly changing. If you can keep us informed.

Inevitably we have talked about shipping people there and getting them there on time, for all the various reasons. Your ongoing discussions - again, that you touched on earlier - about the commitment for the Olympics is concerned. Could the commitment to transport for the Games family be revised so they are based more on reliability, rather than journey times? Again, I am concerned about getting more people to use a greater variety of transport.

Richard George (Director of Transport, LOCOG): Two answers to that question. One is the commitments are what the commitments are, which are on journey times. The reality is that those journey times are only translated and delivered in terms of liability anyway. No transport system can operate without the reliability you require to deliver the journey times. My focus has to be on things like the reliability of that transport system, but the commitments are what the commitments are. We have to deliver those as best we can.

Victoria Borwick (AM): I want to go back to the Olympic Road Network itself. When you have a road that has a bus lane and then one other lane only, as many of our roads in London do, how are you going to work that during the Games period? In other words, will the bus route also then become the ORN which then leaves the one route free, or will that be doubled up?

Richard George (Director of Transport, LOCOG): My answer to that is very simple. I turn to my colleagues in TfL and say, "This is interesting isn't it?"!

Victoria Borwick (AM): Who will have priority?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): It is important to remember that there is a difference between the ORN and the Olympic lanes. Not all of the ORN will have Olympic lanes on it. Only a proportion of it, and it is quite a small proportion. There are Olympic routes that we will have to manage and we will have to make sure we achieve journey times on time and deliver athletes, competitors and Games officials and so on to those required journey times that we will have to manage through general traffic. There are a whole host of other measures that we can use that will be of benefit to general traffic travelling on those routes, as well as Games family traffic, to ensure we achieve those journey times.

The issue is what is the knock-on effect around surrounding roads and things like that. The planning and the design of the Olympic routes needs to take account of the impact they will have on general traffic, not only on the road but surrounding the road.

In terms of what is the situation in any individual location, it is a question of the individual detailed design. At the moment we have, as Richard said, an ongoing discussion about the journey times, what journey times are achievable with what interventions in terms of physical interventions on the network. Currently we are expecting to be able to deliver a very high proportion of those journey times to a significant degree of reliability. As you suggested, reliability is also important; absolutely it is. We are also looking to adopt a journey time reliability standard on those routes, achieving the journey times prescribed, that is high in itself; something like 95% of journeys within 5 minutes of the specified journey time.

Victoria Borwick (AM): You are trying to get people to use the buses and you have also got these Olympic coaches going through and the cars. You said that some places would have an Olympic lane and some would be on an Olympic route. When you are getting people on the buses, who has priority? If you have suddenly got either one of your cavalcades coming through or you have got the buses that we have carefully got people to go on, and then you have also got the shuttles for the athletes and the other groups - if I loosely use that phrase - how do you get that priority? We want an understanding of how it is going to work. Let us say, for example, one of the venues is Earls Court. You have to get people from Hyde Park, where people are staying, through Knightsbridge, because that is the Cromwell Road. How are you going to get the priority of the buses and the usual transport?

Graham Jones (Head of ORN Programme, TfL): Perhaps I should come in here. To pick up on Garrett's initial point. The ORN in London is 173 kilometres and there is about 90 kilometres of Olympic Games lane within that.

Victoria Borwick (AM): Sorry, 170 kilometres for the ORN?

Graham Jones (Head of ORN Programme, TfL): Yes.

Victoria Borwick (AM): And ...?

Graham Jones (Head of ORN Programme, TfL): About 90 kilometres of Games lanes. If you have got a Games lane in both sides of the road that is two kilometres per kilometre, if you see what I mean. That is 90 kilometres of running lane. We have not always got a Games lane on both sides of the road. It depends upon demand on that particular stretch of road and the profile of that demand.

In terms of --

Victoria Borwick (AM): Some of our roads are not wide enough.

Graham Jones (Head of ORN Programme, TfL): Quite. The Games lanes are designed to be in locations, firstly, where there is a significant demand so that they will be occupied and used throughout the Games period or throughout the period in which they operate. We want to absolutely avoid a situation where you have got an empty Games lane. That would be wholly unacceptable. The Games lanes are dependent upon the demand of Games traffic that is on that section of road.

Secondly, the practicality, as you have alluded to, of introducing a Games lane on that particular road. Some roads simply cannot take a Games lane because it is not wide enough to do so.

Victoria Borwick (AM): Will Games lanes, therefore, be shared?

Graham Jones (Head of ORN Programme, TfL): Games lanes will not be shared. They will be for accredited Games family vehicles only.

Victoria Borwick (AM): So how can you avoid them being empty at some time, inevitably? You have just told me there are only 1,300 buses.

Graham Jones (Head of ORN Programme, TfL): There are 1,300 buses and 4,000 cars. The demand profiles we get from the event scheduling. The core network, which is the shorter

length of network which you will have seen probably in documents such as this, will operate from 6am to midnight. That is pretty much throughout the day. But on a venue --

Victoria Borwick (AM): Dividing the number of hours by the number of vehicles you are still, therefore, going to have some times when the Games lanes are going to be empty, which you have just said you would rather avoid.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Some of these corridors are going to be very intensively trafficked with Games family traffic. Correct me if I am wrong but I have seen figures as high as 1,100 vehicles an hour using some of these lanes. 1,100 vehicles an hour is literally the full capacity and probably a bit more besides of a single traffic lane.

Victoria Borwick (AM): 1,100 vehicles an hour using the Games lanes.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Up to. There is huge variation in the amount of traffic on the ORN. The Games lanes are areas where you have got the highest demand for Olympic traffic. Therefore, you are more likely to meet capacity.

Victoria Borwick (AM): What are you going to do with the buses on that route?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): It depends on the location and it depends on the amount of bus use. If you take something like Park Lane, for example, there is a Games lane and a bus lane.

Victoria Borwick (AM): There is there because there is space. So very few of our roads in London, and particularly in central London, Marylebone and the rest, have you necessarily got space for segregating the roads quite as you seem to ideally ...

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Marylebone Road is only on the alternative ORN. It is not on the primary ORN. It is a matter of looking at how we can best use the capacity of the network for all of the demands that are placed on it.

Graham Jones (Head of ORN Programme, TfL): There clearly are difficult decisions to take about the allocation of road space on the ORN.

Victoria Borwick (AM): For example, the Embankment, which is on the ORN. You have got two lanes on either side. You have not got space to have an ORN and a bus lane and ordinary traffic.

Graham Jones (Head of ORN Programme, TfL): The Games lanes on the ORN, generally, are in the offside lane, rather than the nearside lane which is the usual location for the bus lane. They are generally in the offside lane because we are looking for vehicles that are going to have free flow conditions that are going from A to B. They are not stopping at --

Victoria Borwick (AM): Are you saying, therefore, if you are taking the whole road space there is going to be no ordinary traffic on the Embankment? Is that what you are saying? One lane is a bus lane and one lane will be Olympic Games lane. In which case there is not going to be any ordinary --

Graham Jones (Head of ORN Programme, TfL): In that specific scenario where you have got two lanes, a Games lane in the outside and a bus lane on the inside, the bus lane would be suspended for that period of the Games in that location. It varies, depending upon the type of

the road that we are talking about and whether there is a Games lane or not. It is all down to the detailed design of the network.

Victoria Borwick (AM): I absolutely appreciate that. One of the roles we have here is communication. It is making sure, through the Chair and everybody, that London knows what is going to happen. Jenny made that point earlier. There is going to be an overload on the TfL website because, if you know this area is going to be a problem, you hopefully plan to avoid it. This comes into the point we made about businesses. The more information you can give us. You are obviously planning it. If you could share more of the information with us there is some slight chance of Londoners being able to plan what they are going to do.

Graham Jones (Head of ORN Programme, TfL): Our engagement and consultation is going to ramp up significantly in the very near future. What I would say is that this document [‘On Time’, the ODA’s consultation paper] was produced in the summer of this year and consulted on very heavily by the ODA. Within here is all the detail of where the Games lanes are and the hours on which they operate. There is a lot of detail already out there in the public domain and has been out there for some significant time.

Victoria Borwick (AM): That was picked up earlier; that people have not, necessarily, picked that up.

My final question is regarding the ORN and the requirements of the police, particularly when we are talking about those cavalcades of the VIPs. We have been told, through our conversations with the police, when the VIPs are going through in their cavalcades, that needs to go through seamlessly. For example, if the cavalcade for the President of the United States is 35 vehicles, how are you envisaging that, and any of the other presidential type partners?

Graham Jones (Head of ORN Programme, TfL): First of all, the cavalcade for the President of the United States is a very unique and a one-off situation.

Victoria Borwick (AM): We understand that but we just want to make sure how it is coming into the plan.

Graham Jones (Head of ORN Programme, TfL): From a security perspective, I will not know where the United States President is travelling. The only person who will know the route of that cavalcade on that particular day will be the lead vehicle in that cavalcade. There will be a lot of security.

Victoria Borwick (AM): Normally when he or the Israeli Prime Minister or some of those other high profile ones comes, London comes to a standstill in areas because roads are cleared for them to go through. Are you then saying that those cavalcades might not go through the ORN at all and another area of London may have to be traffic free in order to accommodate the cavalcades?

Graham Jones (Head of ORN Programme, TfL): First of all, what I need to explain is that the vast majority of heads of state will not have a cavalcade as you describe it. It will be a very limited number of specially protected individuals for specific reasons that the security services will determine.

Victoria Borwick (AM): Even if only two or three do we want to have an understanding of where they feature in the planning.

Graham Jones (Head of ORN Programme, TfL): What you say is absolutely true. The chances are that they would not use the ORN, they would use a different route. That route would be determined by the security services, not by TfL or LOCOG or ODA. We would not have visibility of that in advance. It will be for a very limited number of people. The police are not expecting to give blue light escorts to very many people at all at Games time. I understand --

Victoria Borwick (AM): I appreciate that. Not more than probably half a dozen but, unfortunately, it is not half a dozen individual vehicles. I gather there is some competition here. If Murad is President of something and Dick [Tracey] is President of something else and he finds out that he has got 35 vehicles he wants 35 vehicles as well!

Graham Jones (Head of ORN Programme, TfL): The honest answer is I cannot tell you where special escort routes for the Metropolitan Police Service will go with those vehicles.

Valerie Shawcross (Chair): There are obviously some questions that cannot be answered here.

Victoria Borwick (AM): No. The point is that many of those people will be following their teams around and, depending on how long they are in the competition is how long they stay. We could talk for hours about that, which I do not want to bore anybody with. The point of this Committee is that we are airing these things and the point we have learnt today is it is quite likely that those VIP cavalcades will cause their own disruptions to the normal --

Graham Jones (Head of ORN Programme, TfL): They will cause some of their own disruption, similar to what happens normally today.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Equally, there is an incentive on them to make sure that they do not get in the way of the safe operation of the Games themselves. All of those factors will necessarily be taken into account in terms of the way to travel.

Victoria Borwick (AM): The security people are very single minded about what they do.

Valerie Shawcross (Chair): We cannot discuss the security in much meaningful detail today but we hope they have got a helipad somewhere over the Olympic site.

Victoria Borwick (AM): No, no, but we have learnt something as a Committee here today. Thank you.

Jenny Jones (AM): You did not answer Victoria's question about what happens if, say, Princess Anne gets stuck behind a coach load of athletes. What happens when there is competition on the road? I just do not get it really. I do not get how this route is going to work efficiently. I presume it has worked efficiently in other places. What happens if there are competing needs on the lanes themselves?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Are you talking about --

Valerie Shawcross (Chair): Perhaps it would be helpful to talk a bit about the active management of the route and the special lanes. That is what people are getting to.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): There are a number of things here around how do we manage traffic across the city when there are problems, when there is disruption or when there is an accident for instance that stops traffic. It is exactly the same situation.

One of the reasons we were very keen to invest and make sure we had as much intelligent traffic signal technology as possible on the ORN, such as SCOOT (Split Cycle Offset Optimisation Technique) was to make sure that we have got all of the tools we need to be able to cater for unknown situations and to be able to cater for disruption in directing traffic through London Streets traffic control centre. All of the things we do on a day-to-day and hour-to-hour basis we will need to do exactly the same during Games time, only more so. Again, one of the things we have got to do is make sure that we have additional resource and we have the capacity within the control centre to be able to actively manage that.

Alongside that there is a whole range of things that form part of the wider ORN programme that are about ensuring that we minimise the amount of potential disruption that there is on that network and across key parts of London generally. Things like the work we are doing with the utilities in terms of clear way, to make sure that we have the minimum possible amount of utility activity on the network. The whole question of compliance and making sure that we have the enforcement side of compliance but, more importantly still, and it goes to some of the things that you have already mentioned, making sure that we have got the message across and communicated the message about the restrictions that the ORN will inevitably place on a) movement and b) parking and things like that on the network.

If we end up having to do a lot of enforcement compliance on the ORN at Games time, essentially we will not have achieved what we are setting out to achieve. What we need to do is make sure that the public generally is fully aware of and fully understands the limitations and restrictions that apply uniquely to this very small set of roads.

The other thing we will do is make sure that we only operate the ORN when we need to operate it; when events have finished, particularly on the non-core events, those ORNs will shut down and will not operate as ORNs. We will take the minimum amount of road space that we need to effectively get all categories of Games family through and across the network and cause the minimum of disruption to the rest of London's traffic, whether that is pedestrians or motorists.

The message very clearly is there will be huge demand, particularly in places like central London, for movement across and about the city. It will be a significant challenge. The more we can do to communicate that message to the public generally beforehand so that they can make travel decisions or decisions to travel or not to travel in the light of the best possible knowledge, the better.

Jenny Jones (AM): Chair, we need to do a bit more work on this.

Victoria Borwick (AM): I agree.

Jenny Jones (AM): We have all got a lot of questions that, at the moment, we are not --

Valerie Shawcross (Chair): At the end let's have a quick wash up and work out what we feel are outstanding issues --

Jenny Jones (AM): Could I also just say SCOOT does not help pedestrians or cyclists.

Richard Tracey (AM): Just following up what Victoria was asking you about. One of the major questions must be who will enforce this? We know the Metropolitan Police Service is going to be extremely stretched, with all sorts of financial constraints and so on, policing the Games as a whole. Is it the Metropolitan Police Service that you are expecting to enforce these lanes and networks? Who is going to do it?

Graham Jones (Head of ORN Programme, TfL): In terms of compliance and enforcement we have a whole workstream looking at that particular side of things. On borough roads most boroughs are looking to do the parking and stationary offences themselves using their existing resources. On TfL's roads we currently use safer transport command in the Metropolitan Police Service which TfL funds. We will use that resource again at Games time.

You are absolutely right, there is a lot of pressure on a limited number of people at Games time. We are working that through with the Metropolitan Police Service and with our borough colleagues and borough parking managers to make sure that there are sufficient people with the right skills available to do the right level of enforcement to make sure that this works.

Richard Tracey (AM): Any motorist who slips into one of these lanes, will they be likely to be caught on camera and then fined as a result of that?

Graham Jones (Head of ORN Programme, TfL): It would be CCTV (closed circuit television) enforcement on the Games lanes. The answer to that question was yes. You would receive a fine if you infringe the Games lane, as you would if you infringed any other protected lane.

Richard Tracey (AM): It would be quite difficult I would suspect for a motorist to understand.

The other thing is what about the fine levels? We have heard various horrific stories of extremely high, much higher than the normal fine levels. What are they going to be? What is currently proposed?

Hugh Sumner (Director of Transport, ODA): Part of the Olympic and Paralympic Act talks about the civil penalties associated with the Olympic and Paralympic Route Network. The Act also allows fines ultimately in a Magistrates' Court of up to £5,000. That is not what we believe is appropriate. We have been out to consultation recently on a common tariff for both moving offences and static offences, ie parking. We went out consulting around the sum of £200 as the value rebated back to £100 for prompt payment. Not significantly out of the norm in comparison to normal penalty charge levels. The idea really fundamentally at the heart of this is creating something that is memorable but not seen to be rapacious and seemingly out of the norm.

We are still getting replies back from that consultation process. Ultimately it will be down to the Secretary of State for Transport to set and agree the level of penalty associated with the ORN.

Richard Tracey (AM): You are consulting with the boroughs and with London Councils?

Hugh Sumner (Director of Transport, ODA): We have been consulting with London Councils, the boroughs and all other interested parties. That consultation has now drawn to a close. There will be a decision process over the next three months to establish what that tariff is.

Richard Tracey (AM): What the fine level will be? Right. You have just mentioned London Councils. We are obviously in touch with London Councils, both as individual members with our own boroughs. In my case Merton is an Olympic venue. I do get the impression that the

officers in the London boroughs are not exactly feeling easy and satisfied with the level of consultation and with the detailed modelling that they have received so far. Can you tell me what stage it is at and when they will receive the detail they want?

Hugh Sumner (Director of Transport, ODA): I will take it initially and then I will hand it over to Graham [Jones]. We have been working with the boroughs now for many years on this. We have had a Borough Transport Forum which has officers from all the boroughs for seven years. It was a key supporter of the bid and we have taken that relationship on since then. The degree of work with boroughs has increased exponentially over the last six months. All the venues now have a venue transport working group which involves the public transport operators, the venue operator and the borough; everyone coming together to do that detailed work around how it operates. For the ORN, initial designs were shared with the boroughs and consulted on that, both at a political level and, also, officer level.

The challenge going forward, which is very much the challenge that Graham is doing, is working with them on the very detailed designs in consultation.

Graham Jones (Head of ORN Programme, TfL): To reassure you, the document that I waved about before, which was the unsigned document, was the preliminary design work for the ORN. Since then we have taken on board comments that have come in as part of that consultation, including a large number of comments from borough officers and borough councils.

We are moving now into the detailed design phase. That detailed design phase is very much being done hand in glove with borough officers now. We have completed eight of the 35 sections of detailed design, so we are about 20% through. We are about to move into the detailed consultation on the traffic regulation orders that are associated with those detailed designs. We will do that in a phased way. Not all in one hit but in four tranches going forward from the middle of February 2011 through to July 2011.

You are absolutely right, there was a feeling from some borough officers that they were not as engaged as they would like to have been. It was more a case of they were hungry for detail which was not yet available. What I can assure you is that we are sharing absolutely everything that we have at every stage of the design process now with borough officers. We absolutely want them on board in the process because, frankly, they know their network probably better than we do. We need them as part of the design team. I believe we have a much more robust arrangement going forward with them. Certainly before we go to consultation on the traffic regulation orders, all of those proposals will have been through several times and in great detail with borough councils.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): The other thing we have is - apologies if you mentioned it and I missed it - we now have a borough representative from the London Technical Advisers' Group on the project board for the ORN itself so there is direct representation there in the management of the overall project.

Richard Tracey (AM): That is one person from London Councils you say?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Representing the boroughs, yes.

Richard Tracey (AM): Just one person?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): On the project board.

Richard Tracey (AM): OK. Who is paying for this? Are you expecting the boroughs to pick up the tab and, therefore, the council tax payers, or is this coming out of the overall budget in preparation for the Olympics and running them?

Graham Jones (Head of ORN Programme, TfL): The answer is it depends. If the borough council is doing the actual detailed design itself and if it is implementing the measures that are designed up on the highway which is its highway, then clearly it would be reimbursed for that. That would come out of the funding that ODA has provided to TfL to build and operate the ORN. If, as is the case in some boroughs, they are preferring that TfL designs and implements on their roads via an agreement with themselves, then clearly we would not be paying for that. Where they are incurring legitimate cost in the design and implementation of the ORN they would be reimbursed through the funding mechanism that the ODA has provided.

Richard Tracey (AM): They will not be able to dig up roads and do various works, will they, for 12 months before the Games, or is it more?

Graham Jones (Head of ORN Programme, TfL): There are powers within the Olympic and Paralympic Acts to prevent road works taking place on the ORN. The 12 month period is a guidance. What we are, again, doing is working very closely with works promoters to ensure that there are no road works on the ORN at Games time. It may be that some road works can run quite close to Games time because we have confidence that they will be completed. Others we would prevent starting and then would close early.

We are working very closely through the projects work stream that Garrett mentioned earlier called Clearway 2012 to make sure that works promoters - be they boroughs or TfL or developers or Network Rail or whoever - do not have road works that run through the Games period and we have absolute confidence that the road is clear.

Richard Tracey (AM): One specific thing that has been raised with us and with me is where there are routes for particular road races. The one I have particularly been asked about is the cycle road race which in part goes through Wandsworth in my constituency. There seems to be a lack of detail on the routes and how they are going to be handled. Can you give us any more detail on that?

Graham Jones (Head of ORN Programme, TfL): A number of the road race routes have been publicly announced. One or two are about to be announced. There has been some detailed negotiation going on with the sports federations and such like, and with boroughs that are affected.

In terms of how we handle the individual road races, they tend to be one day events. They will be planned in the usual way. There are a lot of them in a short period of time. That adds complexity. Basically we will be working through, on each road race, a traffic plan so that they can operate as they would normally within London.

Richard Tracey (AM): Apart from the traffic plan, one of the things that does seem to be flying around as a rumour is that along a road race network any traders will be required, under IOC rules, to take down their advertising. You can imagine a number of newsagents would be severely hampered if they end up having to take their little advertising hoardings down. Is that true and, if so, who is going to police it, pay for it and so on? Can you answer that?

Hugh Sumner (Director of Transport, ODA): The advertising and street trading regulations are part of the Olympic and Paralympic Games Act and we are the ones who are nurturing it

through, as the statutory body. Fundamentally, at the heart of it, the regulations are designed to try to stop what is called ambush marketing. This is rival companies having huge blimps over venues or taking out huge advertising hoardings. A sensible approach is going to be taken to all this. The regulations are going to come forward through Parliament very shortly in terms of defining scope and boundaries. Generally there is going to be a very pragmatic approach to it in terms of street trading. Only very close to a venue or where there are large bits and pieces of hoarding will be there anything.

The major hoardings themselves across London have already been pre-booked for Games time. All the advertising on the Underground and on buses has already been secured and is ready for operation during Games time. For the minor bits and pieces, the stickers in the window, no, that is not going to happen.

Valerie Shawcross (Chair): Just to clarify, we are not going to be asking existing shop keepers to change their frontages? It is the kind of apocryphal story that gets round so let's kill it off now.

Hugh Sumner (Director of Transport, ODA): Not for a five second burst on television as cyclists peddle like fury past it. No.

Richard Tracey (AM): That has probably cleared it up but it is certainly a worry that has been coming to us. Thank you, Chair.

Valerie Shawcross (Chair): That is very helpful. Thank you very much.

Caroline Pidgeon (Deputy Chair): Linking in, as we have just been talking about the ORN, is the issue of blue badge holders with tickets. Are they going to be able to use the lanes, if they have got a blue badge?

Hugh Sumner (Director of Transport, ODA): Can I set it in the context of what we want to try to do for the Games --

Caroline Pidgeon (Deputy Chair): No, I would just like an answer. Will blue badge holders with tickets for the Games be able to use the ORN?

Hugh Sumner (Director of Transport, ODA): No.

Caroline Pidgeon (Deputy Chair): No. Even though early on it was something we were assured would be looked at?

Hugh Sumner (Director of Transport, ODA): They can use the ORN but not the lanes.

Caroline Pidgeon (Deputy Chair): Use the network but not the lanes.

Valerie Shawcross (Chair): The special Games lanes will only be Games family, but the ORNs, which will be not marked off but special arrangements --

Hugh Sumner (Director of Transport, ODA): Yes. Just as ordinary users can. They will be able to use that. The only vehicles that are scheduled to use the Games lanes will be Games vehicles that are permitted, carrying athletes, for example, and emergency services.

Valerie Shawcross (Chair): There is probably a piece of public information to differentiate between the lanes and the route networks --

Hugh Sumner (Director of Transport, ODA): Yes, I agree.

Valerie Shawcross (Chair): The penny is only just dropping with us.

Caroline Pidgeon (Deputy Chair): Quite.

Graham Jones (Head of ORN Programme, TfL): It is very important to recognise that they can use 173 kilometres of ORN. They can.

Caroline Pidgeon (Deputy Chair): It is very confusing.

Graham Jones (Head of ORN Programme, TfL): The 90 kilometres of Games lane are different.

Caroline Pidgeon (Deputy Chair): The other thing. Before Jenny left she asked me to absolutely clarify - to do with the ORN - will there be fewer pedestrian crossings on it for the Games period?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Yes.

Caroline Pidgeon (Deputy Chair): We would like some information then on how many. That would be helpful. Let's move on to --

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): To clarify, that is still a moving situation with the detailed design but, yes.

Caroline Pidgeon (Deputy Chair): It is always a snapshot at a point in time and our report will be a snapshot at a point in time.

Valerie Shawcross (Chair): We would not want that information to slip so far forward that we could not do anything about it if we did have objections or if the local community did. The longer the information is delayed the less likely we are to influence it.

Graham Jones (Head of ORN Programme, TfL): That information would all come out as part of the consultation on traffic regulation orders, which commences in the middle of February 2011 going through to --

Valerie Shawcross (Chair): February this year.

Graham Jones (Head of ORN Programme, TfL): Not all at the same time. It will be a phased period through to July 2011.

Caroline Pidgeon (Deputy Chair): I want to look at people with reduced mobility and people with disabilities. It is supposed to be the most accessible Games ever. How confident are you that people with reduced mobility are going to be able to travel easily during the 2012 Games? Who wants to kick off?

Hugh Sumner (Director of Transport, ODA): In 2008 we published the Accessible Transport Strategy for the Games then, subsequently, the Accessible Transport Plan. There are really three elements to trying to make the Games as inclusive as we possibly can. The first one is around infrastructure upgrades, for example, making as many stations as we possibly can - in particular stations feeding competition venues - accessible. Green Park is an example of a

station in the centre of town that has been deliberately accelerated prior to the Games so it can provide a hub in the centre of town to feed out to the cultural and sports events there. Southfields would be another one. That is the first thing.

The second thing we have to do is try to create a network of accessibility using a combination of road and rail transport and community transport vehicles to put that network in to support the needs of people with mobility impairment. 8% of spectators will have some form of mobility impairment and 1% of them will have a wheelchair and not be able to use stairs. We have got to create that network.

The third thing we have to do is try to encourage people to use the networks. To get them to use the 8,000 buses in London that are fully accessible, to use the Docklands Light Railway, the bits of the Jubilee line that are fully accessible and those stations that have been done up within London. Also, then, putting in temporary measures. We are working with London Underground at the minute evaluating temporary humps on platforms to manage the platform train interface, which is a problem that I know you are familiar with. It is all those sorts of mechanisms we are trying to deploy to encourage people to use public transport and get people there to the Games.

Caroline Pidgeon (Deputy Chair): The question was how confident are you that they are going to be able to travel easily to the Games?

Hugh Sumner (Director of Transport, ODA): I am confident we can do it. The real challenge for us is communicating with many of those people with mobility or sensory impairment to share with them what the capability there is and to give them really rock solid information about stairs, steps, platform train gaps and all the things that you need if you are going to plan an effective journey and to encourage them to use it. The usage on the Underground at the minute is very, very low in terms of wheelchair usage. We want to increase that significantly during Games time. We want to encourage people to use it. We will provide the facilities there, the volume of lifts necessary and all the stuff that you might reasonably expect.

The real challenge will not be so much the infrastructure, it is persuading people to use the systems.

Caroline Pidgeon (Deputy Chair): That is very interesting. One of the issues we have had raised with us is the issue of the Tube map. You have the symbol which suggests something is fully accessible but, as we all know, you have already pointed out the issue of the level of platforms with the trains so it may not be completely step free access, as somebody might expect it to be. They could encounter grave difficulties. What work are you doing to clarify that detail so people are not misled by the extent of accessibility on the Tube from the map? What staff and volunteers are going to be available to really help these people?

Hugh Sumner (Director of Transport, ODA): Taking the first bit first if I may, we are working with TfL, Network Rail and all the various station operators to get really rock solid information about what is there. There is no consistent piece of information at the minute available across the country that helps people with mobility and sensory impairment. That information is being collated and then we will form a journey planner for those people with mobility or sensory impairment so they can plan their journeys with certainty. We will then leave that behind for continued maintenance and updating as the infrastructure changes over the years. We will leave that behind as a legacy - post the Games - that can serve London's users of transport but also for users of transport across the nation. We want to leave that behind.

The second part of your question there was around people and help. Part of the programme we talked about earlier around people on stations and the rest of it. Transport staff will be around to help people with special needs, whether they be mobility or sensory, to use the public transport system. It is a very valid point.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Probably not too much that I can add to what Hugh has said other than to thoroughly endorse it. We must not lose sight of the fact we are confident because we are starting from a very high base in the accessibility of the transport system in London and what has been achieved over a number of years.

For the Games themselves, targeting specific bits of infrastructure that are necessary to make sure that the Games - and access to and from the Games themselves, as well as around the city generally - is as accessible as it possibly can be. You are absolutely right around the whole issue of communication and getting reliable information out to people. It is vitally important that we do not over promise and under deliver in those terms. We have a very accessible city in public transport. It is right that we should sell it. It is a huge opportunity for us to showcase that to the world. Communication is a vital part of getting that right.

Caroline Pidgeon (Deputy Chair): You talked about working on some very detailed journey planners with really detailed information, perhaps far greater than we have had. That is part of the legacy I would suggest, having that information. When is that going to be made available and will this be provided through the Games network of accessible transport?

Hugh Sumner (Director of Transport, ODA): It will support the Games network of accessible transport and be available by the middle of this year; ready so that people can plan their journeys.

Caroline Pidgeon (Deputy Chair): When did you say?

Hugh Sumner (Director of Transport, ODA): By the middle of this year.

Caroline Pidgeon (Deputy Chair): Middle of this year. People, effectively, have a year to work on that and plan. OK. That is very welcome. Whilst the network is very accessible, one of the issues is that there is such a difference in the amount of time it would take an able-bodied person compared to someone with a mobility problem to get from one place to another. Some research has been done by my colleague, Dee Doocey, who has a great interest in the Olympics, about the length of time it can take. She found from Cockfosters Station it would take an hour and 41 minutes for someone who needed step free access, compared to 55 minutes for a person who did not need that. It is a huge difference in terms of time. What other things are you able to do to try to make sure that people who have mobility issues have the same quality experience that everyone else does in getting to the Games and enjoying them?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Clearly I do not know the details of that particular example.

Caroline Pidgeon (Deputy Chair): How long it takes if you use Journey Planner.

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Those sorts of issues are issues for us across the network at any time in particular journeys people want to make. One of the important things is making sure, again, that communication is right. The most important thing for somebody who wants to make that journey is that they know how long it is going to take and that they allow the right amount of time and get to where they want to be

when they want to be. To me, it is important that, whilst we will continue to work as an organisation to do everything we can to improve the service we are able to offer to all our customers - whether they are travelling at Games time or any other time, and wherever - that we give them the right information so that they can make their journey reliably - when they want to and arrive where they want to be - within an appropriate time. That particular challenge at Games time is about information. Accepting that we have delivered what we can deliver in infrastructure improvements, in service improvements and so on, that people know what the offer is and that we deliver that service reliably.

Valerie Shawcross (Chair): You mentioned there are going to be some temporary ramps and humps put in to various points on the system to assist disabled people. Why would you be taking them out afterwards? If they work and they are useful, why would we be taking them out?

Hugh Sumner (Director of Transport, ODA): Because there are some stations which are going to undergo change subsequently, or the trains themselves are going to be changing out. You need something there temporarily for those stations that are going to be very heavily utilised, potentially, for those people with mobility impairment. Rather than leave something behind that will be ripped out anyway, you put in something that will last for a reasonable length of time until the major infrastructure works come in later.

Valerie Shawcross (Chair): I am not sure I understood that. You just said it was temporary.

Hugh Sumner (Director of Transport, ODA): Yes. There are some bits of the network which will be changing over time as you change the rolling stock, or you come in and you re-modernise the station. You cannot wait for the modernisation so you put in --

Valerie Shawcross (Chair): The programmes for station re-modernisation are so long, so slow and so expensive it seems a shame that, if there was some temporary quick fix - and this is one of the things we have been asking TfL about - if it is working in a few - it will not be possible everywhere - locations, why would you want to take them out?

Hugh Sumner (Director of Transport, ODA): Because you might want to come in later and do a proper job on it when you start on that station.

Valerie Shawcross (Chair): That is, perhaps, an issue that we need to take up offline with TfL.

Hugh Sumner (Director of Transport, ODA): It is all about synchronising capital works programmes.

Valerie Shawcross (Chair): We had been asking them about moveable ramps etc for Tube stations for access from platforms to trains. It is something we are quite interested in doing.

Hugh Sumner (Director of Transport, ODA): I know.

Valerie Shawcross (Chair): It would be useful, perhaps, to have some further detail on where there will be temporary adaptations.

Hugh Sumner (Director of Transport, ODA): We will drop you a line on that.

Valerie Shawcross (Chair): Perhaps we could have somebody look at whether or not some of those could become medium term rather than just being ripped out again.

Hugh Sumner (Director of Transport, ODA): Understood.

Victoria Borwick (AM): To follow up from what Caroline said. When you arrive at Stratford and some of the other transport hubs, we are well aware that it is going to take time to get to the ticket entrance and there are security implications there. I know one of the reasons you wanted a various amount of distance is so people do not all arrive off the train at the entrance and you want to give yourselves a bit of flexibility. The end of result of that is there is transportation time and a problem from wherever you arrive to the entry into the Olympic Park itself. Are we providing, what I call, Disney-type little trains? How are we helping those people who are not, necessarily, disabled but have mobility or other problems and find difficulty in walking? How are we going to get those people who just need a bit of help - again, this is something that Dee Doocey has taken an interest in - from the transport hubs to the ticket barrier?

Hugh Sumner (Director of Transport, ODA): Can I pick that up if I may? We will be using either community transport association vehicles to shuttle spectators, or buses to shuttle spectators to the competition venues.

Victoria Borwick (AM): Can you just turn up for a ride?

Hugh Sumner (Director of Transport, ODA): Yes. Let us say, for example, you are going to go and watch an event in the centre of town. If you turn up at, say, Green Park, which will be fully step free with lifts in there prior to the Games time, there will be shuttles waiting for you at surface level to shuttle you to the venues.

Victoria Borwick (AM): OK. So I turn up there and it is not that I am disabled but I just want a lift.

Hugh Sumner (Director of Transport, ODA): Yes. If you have got a mobility impairment, yes.

Victoria Borwick (AM): I do not have to have a mobility problem?

Hugh Sumner (Director of Transport, ODA): You do not have to have a wheelchair. No.

Victoria Borwick (AM): I can just get on and get a lift?

Hugh Sumner (Director of Transport, ODA): It is a shuttle. Yes.

Victoria Borwick (AM): Just a free shuttle around town to an Olympic venue?

Hugh Sumner (Director of Transport, ODA): Yes.

Valerie Shawcross (Chair): Thank you. We have quizzed our team for two and a quarter hours now and that is getting beyond reasonable. Can we just check with you before we finish what further detailed information is going to be published and, as a matter of course, when? You have already mentioned the traffic order consultation in February 2011. We have got a final Olympic Transport Plan to come out. When is that?

Hugh Sumner (Director of Transport, ODA): Late spring.

Valerie Shawcross (Chair): Late spring.

Hugh Sumner (Director of Transport, ODA): This year.

Victoria Borwick (AM): Does that mean May? What does late spring mean?

Hugh Sumner (Director of Transport, ODA): It means May time.

Valerie Shawcross (Chair): Summer. Are there any other documents you are expecting?

Hugh Sumner (Director of Transport, ODA): That is the major piece of documentation that is very full in its own right in more detail.

Valerie Shawcross (Chair): This session has thrown up a detailed desire to have a look at the differences between ORNs and the lanes and how they may differ from location to location. You very kindly offered that we could visit the TfL control room. I wonder if you would be able to give some technical briefing on that visit so that we have got a picture in our minds of how it is going to be and how it will work? Could you talk us through the route network a bit more?

Garrett Emmerson (Chief Operating Officer, London Streets, TfL): Yes, certainly.

Valerie Shawcross (Chair): Lovely. There will be some follow-up requests for information. I wonder if anybody would like to flag up something now that they would like additional information written to.

Caroline Pidgeon (Deputy Chair): There were some bits in my questioning. One thing which I have not picked up on, Hugh said at the start that the key thing is about using all routes and that is what you were doing. I know at some venues - we have had correspondence before, for example at Earls Court - you are not encouraging people to use West Brompton Station and trying to direct everyone through Earls Court which does not, to me, make sense. I would like - for each venue - you to talk about every route that you are encouraging people to use. When you have got trains that go into West Brompton it makes sense to have people all being directed via Earls Court. For each venue can we look at what other routes you are going to be encouraging people to use?

Valerie Shawcross (Chair): Perhaps what we could possibly do is look at some of the most sensitive areas in the Olympic transport map - and we know there is going to be some overcrowding - and each Assembly Member go over the details for each of those, rather than us all doing all of it. If you could offer us some offline briefing of that sort that would be good.

Murad Qureshi (AM): Chair, two things in this mopping up. The first is I do not think we have heard the black cabs and private hire vehicle views of the ORN. I am sure they have got views and opinions. They normally do have. Apart from residents and local councils they are another important bit of the transport sector. I am sure they have already got to you but I did not pick that up at all today.

The second thing is the view of the ODA on airports. It is one thing about getting people from the hotels to the venues and missing times. It is another issue about getting them into London in the first place. Before Christmas I heard figures of 9% of the Olympic family are going in via Heathrow. There are particular peak periods. Given Heathrow seems to collapse every time there is a bit of adverse weather, strike, a dispute of some sort, security alerts --

Valerie Shawcross (Chair): We have not got time to open that up now. Perhaps one of you could write back to us about any views on airport capacity.

Murad Qureshi (AM): I am just highlighting.

Valerie Shawcross (Chair): The background there is there is not much confidence in the management of Heathrow.

Victoria Borwick (AM): I know we are doing this after. Maybe it is best we do the list afterwards and then we submit it. I have got several --

Valerie Shawcross (Chair): Sure. I just wondered if there was anybody who ...

Victoria Borwick (AM): Helicopter overflying too has been raised.

Richard Tracey (AM): Could we write to the Metropolitan Police Service because they are not here? I would like, firsthand from them, how they propose to enforce the ORN or whether they do believe there are the problems that we have heard about.

Valerie Shawcross (Chair): OK. I am sure there are other things that came up in the discussion. We will pull them out.

Graham Jones (Head of ORN Programme, TfL): Could I make a suggestion on that point? The visit to the transport coordination centre where we give you a technical overview of the ORN, the Metropolitan Police Service are there as well. We are working in the same building as them on the enforcement and compliance regime around the ORN. We could, perhaps, cover that at the same time.

Valerie Shawcross (Chair): That is the control room in Victoria isn't it?

Graham Jones (Head of ORN Programme, TfL): No. At Palestra.

Valerie Shawcross (Chair): Palestra. The new one. Exciting. We have not been there. Can I thank you most warmly for giving us your time and expertise today.