

Travel guidance for businesses and employees

7 August 2020



Introduction

We are committed to playing our full part in getting London moving and working again, safely and sustainably. This guidance sets out our latest travel advice for businesses to help you and your employees return to the workplace. We have developed this guidance in collaboration with the business community as we continue to work together to help London recover from the coronavirus pandemic.

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We are operating near normal frequencies of Tube, bus and rail services. Travel information is readily available to help your employees plan their journeys, including when the quieter times are to travel on public transport



I. Commissioner's foreword

I have two clear priorities as Transport Commissioner. First, to lead Transport for London (TfL) out of the coronavirus crisis and welcome customers back on to public transport. Second, to get Crossrail finished and ensure the transformational Elizabeth Line is running and benefitting London as quickly as possible.

Londoners are more reliant on public transport than any community in the country and we will help the economic recovery by providing safe, clean, reliable and well-managed transport services.

More people are returning to public transport every day and our services are cleaner than ever through our use of hospital-grade disinfectant, the intensification of our cleaning regime, and making over 1,000 hand sanitiser stations available for use. The overwhelming majority are complying with the mandatory requirement to wear face coverings and the police and our enforcement teams are taking steps to ensure that everyone does so.

We are running near normal levels of Tube, rail and bus services and are providing

easy to access travel information to keep everyone informed and to help journey planning. In keeping with Government requirements, we must work together to maintain social distancing wherever possible. We ask employers to be flexible. If you can, please let your employees travel to and from work outside the busier times, using the extensive capacity that exists on the network during quieter periods of the day.

We will continue to work with you to bring about a strong recovery of life in London and ensure that we get your employees to work safely and sustainability. We will support the return of a vibrant Capital, so that shops, attractions, theatres, pubs and restaurants can recover and thrive once again. I look forward to working with you on this in the period ahead.



Andy Byford
Commissioner, Transport for London



2. A safe, clean, reliable and well-organised network

We are implementing our plan to help London reopen safely and sustainably. We have listened to you and your employees: you want safe, clean, reliable and well-managed transport and that's what we are delivering. All of our operational practices are in line with Public Health England and Government advice. We've risk assessed how our services work and put effective measures in place for customers and staff. We ask you and your employees to bear the following in mind as more people return to work:

- The safety of our customers and staff is always our number one priority, so services must continue to operate differently to enable social distancing
- Our Tube, rail and bus services are operating at near normal levels of frequency to provide certainty, reliability and flexibility
- It is compulsory to wear a face covering for the entire journey when using public transport, and customers should carry

hand sanitiser and wash their hands before and after they travel

- To help with this, we have installed over 1,000 hand sanitising points at stations and other locations across our network
- As part of our proactive management of every station, our staff are on hand to offer you assistance. There is also extensive signage to help maintain social distancing and we will operate stations differently if we need to with one-way and queuing systems
- Our enhanced cleaning regime uses hospital-grade cleaning substances that kill viruses and bacteria on contact. Key interchanges are cleaned more frequently, including during the day, and all regular 'touch points', such as poles and doors are wiped down with a strong disinfectant every day
- The Streetspace for London programme, delivered in partnership with London's boroughs, is supporting social distancing through new cycle lanes, widened



- ♦ footways and other changes to streets. This enables greater levels of walking and cycling and prevents an increase in cars that would cause London to grind to a halt
- ♦ We're adding an extra 1,700 Santander Cycles and 14 additional docking stations across London
- ♦ We are asking all taxi and private hire companies and drivers to put protective measures in place, including ensuring face coverings are worn by drivers
- ♦ As part of a package of temporary changes, the Congestion Charge has increased to £15 and operates from 07:00–22:00, seven days a week (excluding Christmas Day). The changes will support the safe restart of the transport network, and particularly the reliability of the bus network. This will ensure the Capital's recovery is not restricted by congestion, making walking and cycling safer

Case study: Canary Wharf Group

Canary Wharf Group has made extensive changes to the Canary Wharf estate to ensure it can welcome tenants and visitors back safely.

Those who are cycling to work will benefit from temporary cycle lanes at the entry points to the estate and will be able to take advantage of an additional 600 cycle parking spaces. Meanwhile those using public transport, particularly at bus stops and Canary Wharf Pier, will see new social distancing stickers that help people to queue safely.

Buildings at Canary Wharf now have designated entry and exit points and queueing will be facilitated at busy times. The busiest walking routes are also now operating one-way systems to help reduce congestion.

Canary Wharf Group has also shared 'Return to Work' Guidance with all tenants helping them reassure employees it is safe to return to the office, and that the building management teams are on hand to assist all businesses in their return to operations planning.



3. Help us to help you

We are doing all we can to ensure a safe transport network. We need businesses to support us by:

- Encouraging employees to plan when to use public transport and travel at the quieter times if possible
- Supporting employees who are considering walking, cycling or jogging to work when they can
- Reviewing how and when deliveries are made to your workplaces

What our customers think

'Although I have used the transport network sparingly, when I have done the experience has been positive. The staff have been vigilant and patient and I have been lucky enough to be able to travel when the carriages were not busy. People are wearing masks and coupled with my own hand gel application I at no point felt at any more risk, indeed less than, a trip to the supermarket.'

Ronald Nairne, Chorus Member,
English National Opera



3.1 Plan when to travel

The quietest times to travel on the public transport network are between 08:15 and 16:00 and after 17:30

Please enable your employees to travel at quieter times by considering staggered working hours that help spread demand across the day. As our network adjusts to customers returning to work, encourage your employees to plan their journeys in advance by using journey planning tools to check the most direct route. If travelling outside the quieter times check the busiest stations, stops and routes on our network.

We have also released a new travel app, TfL Go. Customers can check the busiest times at every station, enabling them to travel at quieter times. The new app provides live journey information, easy-to-navigate 'step-free' options, and walking and cycling routes. The app is

currently available for iOS on the App Store and will be published on Google Play for Android later this year.

Please continue to follow the latest Government guidance to stay up to date with changes to ensure your employees continue to use public transport safely.

What our customers think

'I have incorporated Santander Cycles into my journeys to avoid the busier stations in peak times. From my experience Londoners have been very willing to comply with the new behavioural codes to keep the Tube safe and efficient. With footfall picking up it's important people continue to follow the rules, like the wearing of face masks, to enable the Underground to operate at its best.'

James Challinor, Account Executive,
Confederation of British Industry



3.2 Encouraging Active Travel

We are rapidly transforming London's streets to make walking and cycling easier and safer for your employees. Please consider the facilities you offer that will help employees walk, run or cycle to work – such as lockers, showers and cycle storage. To give more people the confidence to start or return to cycling, we have developed the [first online cycle training course](#) for Londoners.

Along with London's boroughs we are creating more space for people to safely walk or cycle through the implementation of the Streetspace for London programme. The changes include:

- Transforming parts of central London into one of the largest car-free zones in any capital city in the world
- New temporary cycle lanes and speeding up improvements to existing routes
- Widening pavements so people can safely walk past shops or stations

The Santander Cycles hire scheme is a great way for your employees to get around. Whatever the size of your

business, you can get an annual cycle hire account for your employees, giving unlimited access to Santander Cycles. Find out more information, including how to email us, on our [website](#).

Case study: British Land

The employee-led British Land Bike Network has been set up in light of the pandemic to encourage more British Land employees to cycle to work. The aim is to help colleagues overcome the barriers to cycling in London and to make it an accessible mode of transport for all. The group of 16 volunteers support their colleagues by answering questions about cycling, helping them find the safest route from home to the office and buddying up to try routes together to build confidence.

The network, which launched in July 2020, has already encouraged colleagues to take up cycling and could be easily replicated by businesses across London.



3.3 Reviewing your deliveries and servicing visits

We are committed to a sustainable recovery from coronavirus. London's businesses have a critical role to play by reducing the volume of vehicles and keeping our streets safe, welcoming and accessible for pedestrians and cyclists.

Until your workplace returns to full occupancy there will be opportunities to review the volume and frequency of goods and services currently required. The following are simple ways you can help to keep London's roads clean and safe and your supply chain resilient.

Retiming

Retiming deliveries, collections and servicing visits to a less busy time can bring significant safety, environmental, social and financial benefits to your business and the local community.

Consolidation

You may be able to consolidate the number of deliveries required by your business. Reviewing delivery frequency

will reduce the amount of time required by your employees to handle goods.

Personal deliveries

Encourage employees to use click-and-collect facilities. This helps reduce the number of delivery vehicles on the road in your local proximity. Organisations are often unaware of the unseen cost to them of employees being diverted from their core duties to process these deliveries.

Sustainability

Cargo bikes are zero emission and require less road space than cars or vans, and they can help improve local air quality and ease congestion. Many businesses need to receive essential deliveries every working day; as a customer, you can influence the vehicles used for your own deliveries.

Our [toolkits](#) to reduce, retime and receive more sustainable deliveries will enable your business to stay resilient and flourish. We have practical, tested solutions for all business needs.

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