

## Transport For London

### Rail and Underground Panel

**Subject: Overview of Transport Arrangements for Olympic Park and Excel**

**Date: 22 May 2012**

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#### **1 Purpose and Decision Required**

- 1.1 This paper is intended to provide a brief overview of the transport plans for the Olympic Park and ExCeL during the 2012 Games period.
- 1.2 The Panel is asked to note this paper.

#### **2 Background**

- 2.1 During the London 2012 Olympic and Paralympic Games, a significant number of competition venues will be located at the Olympic Park in Stratford and in the ExCeL Exhibition Centre in the Docklands area. Extensive planning has been undertaken between all of the key stakeholders to ensure that there is a robust transport plan for these venues, an excellent customer experience and safe management of flows from venues to transport hubs.

#### **3 Olympic Park Transport Operations**

##### **Overview**

- 3.1 The Olympic Park is served by the following gateway stations:
  - (a) Stratford Regional – London Underground (Jubilee and Central lines), DLR (via Poplar and Canning Town), Greater Anglia and London Overground services;
  - (b) Stratford International – DLR and Javelin services; and
  - (c) West Ham – London Underground (District, Hammersmith & City and Jubilee lines), DLR and C2C services.

##### **Stratford Regional Station**

- 3.2 Over the course of the past 18 months, LU, DLR, Greater Anglia, London Overground, the London Organising Committee of the Olympic and Paralympic Games (LOCOG) and Westfield have worked together to develop an operational plan for Stratford Regional station, to ensure that it is able to handle anticipated crowd flows effectively. The proposals have undergone static/dynamic modelling, as well as being tested during the opening of Westfield in September 2011 and the Sports Cluster events in May 2012.

- 3.3 The plans have been developed around the following key principles:
- (a) ensuring that Olympic flows are kept separate from background users where possible;
  - (b) maximising the use of the areas of the station with greatest capacity (new Northern/Mezzanine Ticket Halls and the wider Western and Eastern Subways);
  - (c) reducing the use of the more constrained areas of the station (Central Subway and Southern Ticket Hall); and
  - (d) the station will operate differently across the AM Peak (Start-1100), PM Crossover (1100-1900) and Bumpout (1900-Close) periods.

#### **West Ham Station**

- 3.4 West Ham enables spectators to access the Olympic Park via a 25 minute walk along the Greenway. The majority of demand is expected to arrive at West Ham on District and Hammersmith & City (H&C) line services, which will be promoted to spectators via spectator journey planner and travel demand messaging. In order to handle flows on the District/H&C platforms, the Olympic Delivery Authority have commissioned and installed a new pedestrian footbridge directly from the platforms onto the Manor Road, from where they will be marshalled by Last Mile staff.

#### **Stratford International Station**

- 3.5 Stratford International station will deliver customers arriving on Javelin and DLR services directly to the northern side of the Westfield shopping centre, from where there is a short walk to the security screening area for the Olympic Park.

#### **Management of Crowd Flows**

- 3.6 Crowd flows between the Olympic Park and the gateway stations will be managed by the following stakeholders:
- (a) Transport Operators – within the footprint of transport hubs;
  - (b) LOCOG Last Mile – from transport hubs to security screening areas; and
  - (c) LOCOG Event Services – within the Olympic Park.
- 3.7 These parties will be assisted by the Olympic Park Transport Integration Centre (OPTIC), which is based at Stratford Regional station. This facility is able to monitor crowd flows and available transport capacity using CCTV, train service tracking and direct communication with the gateway stations. OPTIC will then advise the Last Mile Co-ordinator (based in the Olympic Park Operations Centre) on the most appropriate routing of spectators should any issues arise with capacity on the transport network. OPTIC has representation from all the key stakeholders, including Westfield and the Boroughs.

## **4 ExCeL Transport Operations**

### **Overview**

- 4.1 The ExCeL Exhibition Centre is served by the four gateway stations on the DLR network (Custom House, West Silvertown, Prince Regent and Pontoon Dock).

### **Custom House and West Silvertown**

- 4.2 These stations will handle forward traffic towards the venue. Spectators arriving at Custom House station will be directed by Last Mile staff along a covered walkway into the venue. Spectators arriving at West Silvertown will be directed by Last Mile staff to the venue via a designated walking route.

### **Prince Regent and Pontoon Dock**

- 4.3 These stations will handle return traffic from the venue. The majority of demand is expected to head towards Prince Regent station, which is immediately adjacent to the eastern exit of the venue. The remainder of the demand will be directed towards Pontoon Dock station, with spectators being routed over the dock area via an ODA-commissioned pontoon bridge.

### **Canning Town**

- 4.4 The key interchange for spectators arriving on London Underground (Jubilee line) services is at Canning Town. The key transport stakeholders have worked together to ensure that the DLR train service and station operations plan is optimised to reduce the level of interchange at Canning Town.
- 4.5 The station will be served by a contingency bus operation, to relieve congestion if required during forward traffic periods. There is also a well signposted walking route to and from the venue, which will be marshalled by the LOCOG Last Mile team.
- 4.6 A 'hub' centre will be in operation at Canning Town, involving representatives from LU, DLR, TfL Buses and BTP. This will enable strategic liaison with the Last Mile Co-Ordinator in the ExCeL Event Control Room.

## **5 Recommendation**

- 5.1 The Panel is asked to NOTE this paper.

## **6 Contact**

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