

Safety, Accessibility and Sustainability Panel



Date: 17 March 2015

Item 4: Actions List

This paper will be considered in public

1 Summary

1.1 This paper informs the Panel of progress against actions agreed at previous meetings.

2 Recommendation

2.1 The Panel is asked to note the Actions List.

List of appendices to this report:

Appendix 1: Actions List

Appendix 2: Briefing Note on New Year's Eve Planning

List of Background Papers:

Minutes of previous meetings of the Panel

Contact Officer: Howard Carter, General Counsel

Number: 020 3054 7832

Email: HowardCarter@tfl.gov.uk

Safety, Accessibility and Sustainability Panel

17 March 2015

Actions List

Actions from the Last Meeting

Minute No.	Description	Action By	Target Date	Status/note
41/12/14	<p>Chairs Announcements</p> <p>Panel Members would be invited to the Induction Sessions being arranged for David Morris</p>	Jill Collis	17 March 2015	Completed. Members were invited to induction sessions on 9 March and 11 March 2015
44/12/14	<p>Rail and Underground Quarterly HSE Report</p> <p>Provide clarification of the waste recycling performance data.</p>	Martin Brown	17 March 2015	Update to be given at this meeting.
45/12/14	<p>Surface Transport Quarterly HSE Report</p> <p>Provide a note to Members on the recent judgment in the case of First Bus and Doug Paulley.</p>	Howard Carter	24 December 2014	Completed.
46/12/14	<p>Crossrail Quarterly HSE Report</p> <p>A briefing would be provided to Members on fatigue research.</p>	Steve Hails / Jill Collis	17 March 2015	Briefing to take place after this meeting.

Minute No.	Description	Action By	Target Date	Status/note
47/12/14	<p>Draft Health, Safety and Environment Report 2013/14</p> <p>Future TfL Annual Reports should include reference to the Health, Safety and Environment Annual Report.</p>	Jill Collis	December 2015	This will be included in next year's Annual Report
48/12/14	<p>Sustainability Update</p> <p>Provide an update on progress on the creation of a corporate social responsibility report.</p>	Jill Collis	December 2015	Work would take place to include in the next Health, Safety and Environment Annual Report.
49/12/14	<p>Night Tube</p> <p>Panel Members to receive a further update prior to commencement of the service</p>	Jill Collis	7 July 2015	On agenda for July meeting.
50/12/14	<p>Resilience Report</p> <p>A note on TfL's planning and co-ordination for new Year's Eve would be circulated to Members.</p> <p>A review of the New Year's Eve event to be presented to the next meeting of the Panel</p>	<p>Garrett Emmerson</p> <p>Leon Daniels</p>	<p>24 December 2014</p> <p>17 March 2015</p>	<p>Completed. Note is attached</p> <p>Update in the Resilience Report for this meeting.</p>
51/12/14	<p>Key Findings from Internal Audit Reports</p> <p>Outstanding actions from Audits would be included in future reports.</p>	Clive Walker	17 March 2015	Completed. Information would be included.

Outstanding actions from previous meetings.

Minute No.	Description	Action By	Target Date	Status/note
28/10/14	Annual Health, Safety and Environment and Resilience Assurance Letters			
	Panel Members to be invited to observe a resilience exercise.	Secretariat	Summer 2015	In progress. Members will be invited to a future exercise.
	Dr. Alice Maynard to view the Emirates Airline evacuation procedure.	Martin Brown	26 January 2015	Completed.

Safety, Accessibility and Sustainability Panel

Briefing Note: GLA New Years Eve Event 2014 Planning

1 Purpose

- 1.1 The purpose of this briefing note is to provide an update to the TfL Safety, Accessibility and Sustainability Panel on the activities relating to the GLA New Years Eve event, following a request at the meeting of the Panel on 18 December 2014.

2 Background

- 2.1 The New Years Eve Celebrations in London have a long history dating back many decades. Prior to 2000 events were concentrated around Trafalgar Square and Parliament Square. The Millennium celebrations of 1999 were the first time that celebrations took place along the Thames and culminated with the fireworks display concentrated on the London Eye. No displays took place in 2001 or 2002 but they were subsequently reinstated and the numbers of spectators have grown year on year, now estimated to be 500,000.
- 2.2 In 2013 the numbers of attendees exceeded any realistic viewing capacity for the fireworks. Crowd movement and arrival time pushed the event further eastward than was anticipated and in consequence pedestrian volumes in un-stewarded or policed areas meant the implementation of unplanned road closures to minimise the risk of pedestrians and vehicles coming into contact. This had a detrimental impact upon traffic flows and non-event activity.
- 2.3 Through a thorough de-briefing process it was recognised that a different approach to the event needed to be adopted in order to attempt to reduce the number of attendees at the fireworks event and maintain the safety of the event into future years. In consequence it was agreed that the 2014 event needed to be ticketed and this was ratified at the GLA Major Events Oversight Board.
- 2.4 A full multi-agency event planning process has taken place and the final Licensing Operations and Safety Planning Group meeting on Thursday the 18th of December had no objection to the event proceeding.

3 Event Footprint

- 3.1 Only the ticketed viewing areas are being advertised, North 1, which is Victoria Embankment to Golden Jubilee Bridge, North 2, Golden Jubilee Bridge to Temple and South, which includes Westminster Bridge and the South Bank up to

Waterloo Bridge. The capacities are 46,608, 38,868 and 20,466 respectively. The areas adjacent the London Eye are not included in the viewing areas as they are in the fireworks fallout zone and are kept sterile. There are no other recommended viewing areas. Although it is anticipated that revellers will gather around Parliament and Trafalgar Squares these are not advertised as viewing areas and the viewing screens have been removed for this year's event.

- 3.2 Waterloo Bridge is not ticketed, despite having a good view of the fireworks. It is intended to maintain this as a river crossing until the implementation of the wider Traffic Exclusion Zone at 20:00.
- 3.3 There are no specific mobility impaired viewing areas within the ticketed areas. However the majority of the ticketed area is accessible as it is street level. The allocated mobility impaired viewing area will be maintained adjacent to Lambeth Bridge and Lambeth Palace Road. It is managed by stewards but is not ticketed. The drop-off point will be maintained in Lambeth Palace Road opposite Lambeth Palace. This is also a through-route for Ambulances accessing St Thomas Hospital.
- 3.4 The wider Traffic Exclusion Zone will be as in previous years and be implemented by the Metropolitan Police at 20:00. However contingency closures have been planned, should it be necessary to implement additional closures for Southwark Bridge and to protect London Bridge if no reduction in attendee numbers is observed.

4 Event Organiser

- 4.1 The event organisers are Jack Morton Worldwide under contract to the Greater London Authority. They are an experienced company, having organised the event for the past 10 years. They now have a 3 year contract to produce the event until 2017 and were the original proposers of the ticketing option. There is no sponsor for this year's event and the costs are being met by the GLA on whose behalf the event is delivered. Revenue from ticket sales will pay for the ticketing process and cover additional stewarding and infrastructure costs associated with ticketing but will not support the other event costs.

5 Threat Assessment

- 5.1 The New Year's Eve event is high profile and screened worldwide. Although security measures are in place the large numbers of attendees make it impractical to conduct a body search of every person entering the ticketed areas. The search regime will include bags and body searches which will be conducted with cause and randomly as a deterrent. Submission to search is part of the conditions of entry. Searches will be supported by the MPS as appropriate. An enhanced response to the threat has been planned.
- 5.2 The current threat level to the event is assessed to be Moderate. The overall threat level is at severe.

6 Pre-event Communications

- 6.1 The GLA, with the support of partner agencies, has been providing the message that the fireworks event cannot be viewed without purchasing a ticket. Unhelpfully, a number of media outlets have published suggested areas non-ticket holders can view the fireworks from.
- 6.2 The GLA have contacted the publishers and are arranging a series of interviews by Deputy Mayors to counteract these suggestions. The GLA will also produce a briefing pack for partners in order that a consistent message can be provided by senior members of agencies to support the original messaging, which was designed to support the ticketing process and improve safety for persons attending the event. It is intended that these will be circulated by 22 December.

7 Ticketing

- 7.1 The ticket availability has been determined upon 2 persons per square metre for the area having a sufficient view of the fireworks. Accordingly the ticketed area will be less crowded than in previous years. The area has been calculated to have a capacity of approximately 105,942. A 10 per cent contingency has also been removed to account for members of the public legitimately living or working within the ticketed area. It has been arranged that they will be provided with wristbands which will give access to those areas.
- 7.2 Following the barrier build, and by approximately 16:00, the stewards will begin to sweep the ticketed areas to remove un-ticketed persons. The gates will be re-opened at approximately 18:30 for ticketed spectators. The stewards will attempt to persuade un-ticketed persons to leave the area. If necessary, a supervisor will give a warning that the area is covered by the powers of section 16A of the Road Traffic Regulation Act 1984 and that they will be required to leave. If necessary the police will be requested. However, it is very unlikely that anything more than verbal persuasion will be used. The stewarding company and the police are responsible for removal of persons from within the ticketed area should that be required.
- 7.3 Tickets for the event are produced on “ticket-stock” to minimise forgery and illegal re-sale. Tickets will be scanned and have the stub removed upon entry to the ticketed area and spectators will not be permitted to leave and return to the area. Additional toilet provision and the introduction of concessions into the ticketed area should negate requests for exit and re-entry. The ticketed areas are additionally barriered off and a formal access regime is present.
- 7.4 An analysis of the ticket purchases shows that 30 per cent were purchased in London, 52 per cent in the rest of the UK and 18 per cent internationally.

8 Crowd Management

- 8.1 Prior to 31 December, the event compounds and other infrastructure will be erected off the public highway. Barriers will be delivered for subsequent deployment. The barriers deployed for the event will be dependent upon their location and purpose, the majority being normal crowd control barriers, with additional Heras fencing being deployed in more challenging areas.

- 8.2 Steel shield barriers will be at strategic locations including the south of Blackfriars Bridge to prevent access and restrict the view. This was an issue last year when the Bridge appeared to have further capacity when the stewards had correctly closed the bridge to further access to prevent overcrowding in the limited area of the bridge having a view of the fireworks. TfL and the London Boroughs concerned have agreed the road closures under a Temporary Traffic Restriction Order. Closures will be implemented by accredited stewards and the Metropolitan Police. Crowd management within the managed event footprint is the responsibility of the organisers, supported by the police.
- 8.3 It is anticipated that the communications message will reduce the number of people entering London with the initial intent of viewing the fireworks. However it is recognised that considerably more than the ticketed viewing area capacity will attend. Those displaced from the ticketed area are likely to remain within the wider event management area which does have a stewarding and policing presence and a barrier infrastructure similar to previous years.

9 Timetable

9.1

31 December:

12:00	Victoria Embankment pavements between Bridge Street and Northumberland Avenue will be closed to pedestrians.
13:00	A northbound lane drop build will commence for operation at 14:00
14:00	Westminster Bridge, Whitehall, Victoria Embankment and access roads will be closed to traffic
16:00	Event Liaison Team / Event Control fully operational
17:00	Chicheley Street and Belvedere Road will be closed to traffic
18:30 -19:30	The viewing areas will open to ticketed spectators
19:30	Buses withdraw from the event footprint for Bus Hubs to commence operation at 20:00
20:00	The wider Traffic Exclusion Zone will be implemented by the MPS
22:00	City of London closures will be implemented if necessary

1 January

00:00	Firework display commences and concludes at 00:10
02:00	Roads commence reopening when it is safe to do so following cleansing activity
03:00	Anticipated stand-down of ELT, except for the Transport presence at Palestra
04:00	Road closures handed over to the New Year's Day Parade stewards
06:00	Anticipated re-opening of the remaining non-New Year's Day closures

10 Road Closures

- 10.1 The main road closures commence at 14:00 with the Westminster Bridge, Victoria Embankment and Whitehall areas. Road closures south of the river commence at 17:00. Both will require the earlier diversion of traffic than in previous years. The retention of Waterloo Bridge as a crossing point for pedestrians and vehicular traffic is important in the maintenance of traffic flow for general traffic and for the bus network.
- 10.2 The wider Traffic Exclusion Zone comes into place at 20:00 and all roads closures, except for those maintained for the New Year's Day Parade should be removed by 06:00. The event will be monitored from the LSTCC in conjunction with the Jack Morton Traffic manager who will be working from TfL facilities.
- 10.3 Road closures are not expected to have a wider impact on London than in previous years. Although some closures are implemented earlier there is no increase in the wider Traffic Exclusion Zone which has remained unchanged for a number of years. Contingency plans do exist for adjacent roads to the Zone should they be required. A police congestion response will be available to deal with the potential impact of the event outside the event footprint. They will be deployed from Palestra in consultation with the TfL LSTCC staff.

11 Buses

- 11.1 Buses using Westminster Bridge and Victoria Embankment will be diverted from 14:00 with an increased use of Waterloo Bridge as the river crossing point. There are limited bus diversions required south of the river.
- 11.2 As in previous years bus routes will be curtailed from 19:30, with the bus hubs operational from 20:00. Bus hubs will be set up at Holborn, Hyde Park Corner, Imperial War Museum, Marble Arch, Oxford Circus, St Georges Circus, Tottenham Court Road, Vauxhall and Victoria.

12 London Underground (LU)

- 12.1 The LU plans remain relatively unchanged from previous years. Southwark and Blackfriars stations will be advertised as closed from 23:30. Special services will run on all lines with trains every 3-5 minutes in Central London and every 5-12 minutes in Outer London. There are two stations which fall entirely or partially within the ticketed area, Westminster and Embankment. Other stations, including Temple, are within the managed footprint of the event but access remains unchanged from previous years. Temple Station will remain open throughout the event, unless crowding reaches a level which requires some degree of access control. If this becomes the case the closure or restricted operation of the station will be the responsibility of local operational staff in conjunction with the London Underground Control Centre.
- 12.2 The area around Westminster station will be closed to traffic from 14:00. The barrier build allows access to the station via exit 4 and if evacuation is required other exits can be used. Passengers arriving at Westminster until the schedule

closure time of 21:30 will be direct along a barriered walking route to Great George Street where they will join the walking route around the venue. Ticket holders will also use this route but will be diverted into Parliament Square where they can enter the ticketed areas through the security and ticket checks. Access to the station will also be via Great George Street.

- 12.3 Embankment Station is impacted on the river side by the 14:00 closures. From this time access and exit will be via Villiers Street, which provides sufficient capacity for station requirements. Station staff have been made aware of the changes and the requirements should evacuation be necessary. Additional stewarding staff are deployed at Embankment to manage the access of River Service passengers who wish to use Embankment Pier which falls within the ticketed closure area. All Underground Stations have specific plans for the event which include access / egress routes, events impacts and contingency plans. A full London Underground briefing has been completed and anticipated times for station access restrictions have been published on the website and included in festive travel information.

13 London Overground / DLR / Croydon Tramlink

- 13.1 Although there are amendments to the normal services provided it is not anticipated that they will be greatly impacted by the New Year's Eve event. The services are anticipated to be busier than normal.

14 Taxi and Private Hire

- 14.1 Taxi and Private Hire vehicles will continue to operate on the periphery of the event footprint. 72 taxi ranks will be closed for the event. The TPH organisations have been made aware of the changes to this year's event.

15 Barclays Cycle Hire

- 15.1 Cycle Hire stations within the event footprint are suspended or removed from the footprint for the event. Removals commence on the 30 December with the last of the re-instatements on the 2 January.

16 River Services

- 16.1 60 boats will revert to event themed party boats for the night. Passenger access for Westminster Pier will take place via exit 1 of Westminster Station as in previous years. Access to Embankment Pier for river bus services will be supported by stewards from 16:00 as the normal Embankment Pier access points are incorporated into the ticketed closure areas. The last departure is at 19:55. Emergency access piers will remain unchanged from previous years.

17 Travel Demand Management

- 17.1 A substantial communication plan is being implemented in conjunction with the GLA. Communications will form an essential aspect of the event and will be instrumental in reducing non-ticket holder attendance. Activity will take place prior to and during the event on the TfL website, poster locations, customers e-mails and social media.

18 London-wide Activity

- 18.1 It is recognised that the majority of people in London on New Year's Eve will be outside the ticketed areas of this event. However many will be within the wider event footprint for this event which is managed by Police and stewards and is within the wider Traffic Exclusion Zone. Although the Marking of Midnight event is the most high-profile there are many events taking place across London. Additional police resources are deployed across London and are in a position to respond to events outside the event footprint, or inside the wider footprint as required.

19 Command and Control

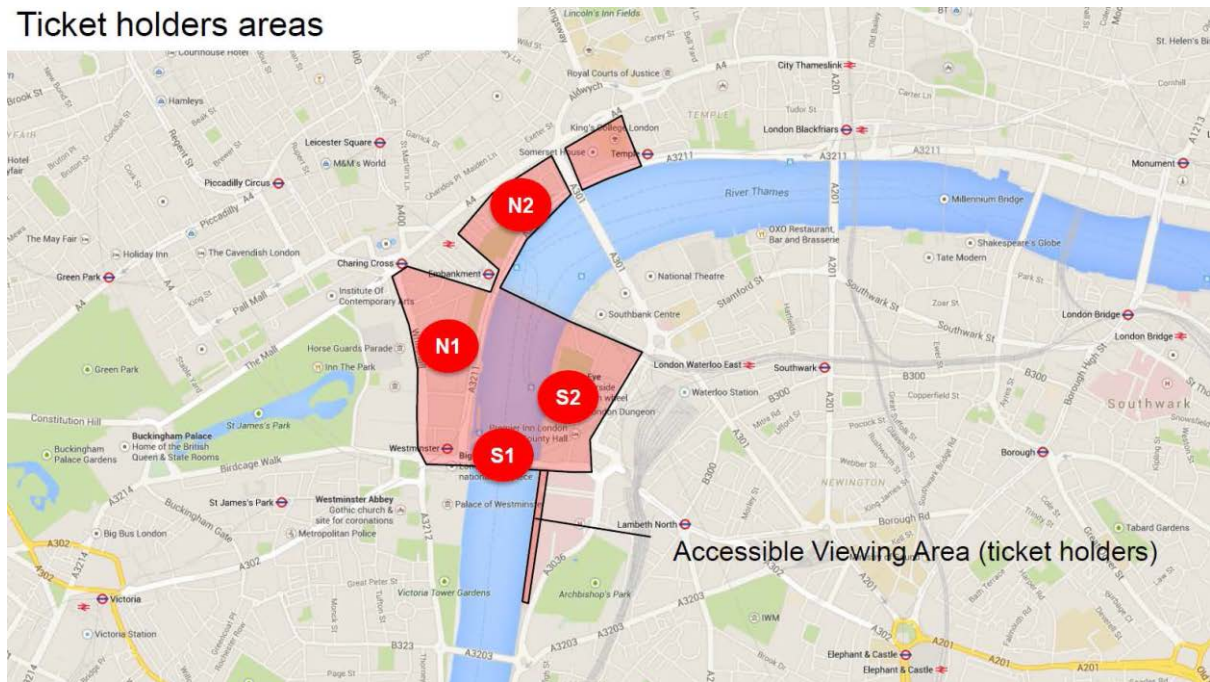
- 19.1 The command and control of the event is a joint responsibility of the production company, Jack Morton Worldwide, and the partner agencies. The policing response is an Operation Benbow agreement with the Metropolitan Police and the City of London Police, in conjunction with the British Transport Police, agreeing a single command structure with the Metropolitan Police as the lead agency. The policing operation will be run from the MPS Special Operations Room at Lambeth.
- 19.2 Jack Morton will have their stewarding control at the Event Liaison Team accommodation in Ministry of Defence Gardens. There are approximately 2,500 stewards employed on the event. The fixed footprint nature of the event requires minimal redeployment of stewarding staff with local supervisors mainly taking responsibility.
- 19.3 The ELT will also have representatives of the Local Authorities, Metropolitan Police Service(MPS), Transport for London, St John Ambulance and the GLA, and will be the main decision making body for the event production and delivery. If a major incident were to occur, that responsibility would fall to the MPS Command Team and make use of existing London Emergency Services Liaison Panel agreements. Information for the partner agencies will be distributed from the ELT through existing procedures.
- 19.4 The Metropolitan Police event Gold Commander is Commander Simon Bray, the police Silver Chief Superintendent Elaine Van-Orden. Leon Daniels, Managing Director Surface Transport is the TfL Gold.

20 Palestra Event Liaison Facility

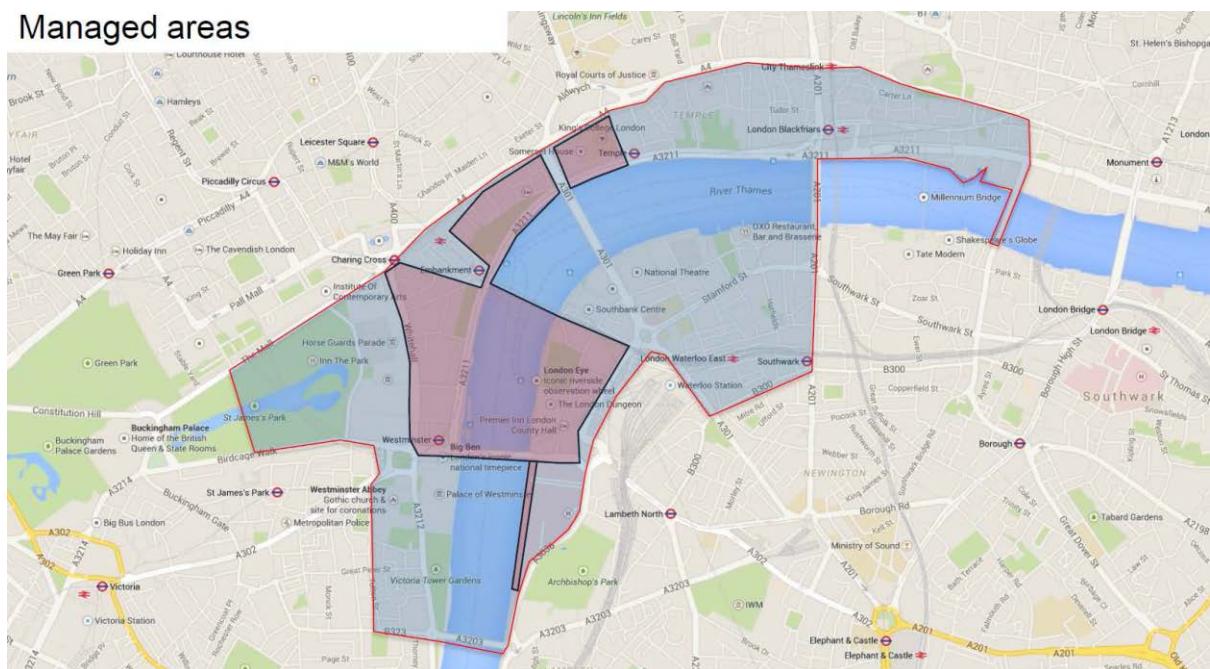
20.1 The PELF will be open for the event to accommodate the Event Traffic Management staff and co-ordinate the TfL response. The PELF will be operational from 12:00 on 31 December until approximately 04:00 on 1 January. TfL will have a liaison presence in the Jack Morton ELT at Ministry of Defence Gardens and the Metropolitan Police Special Operations Room at Lambeth.

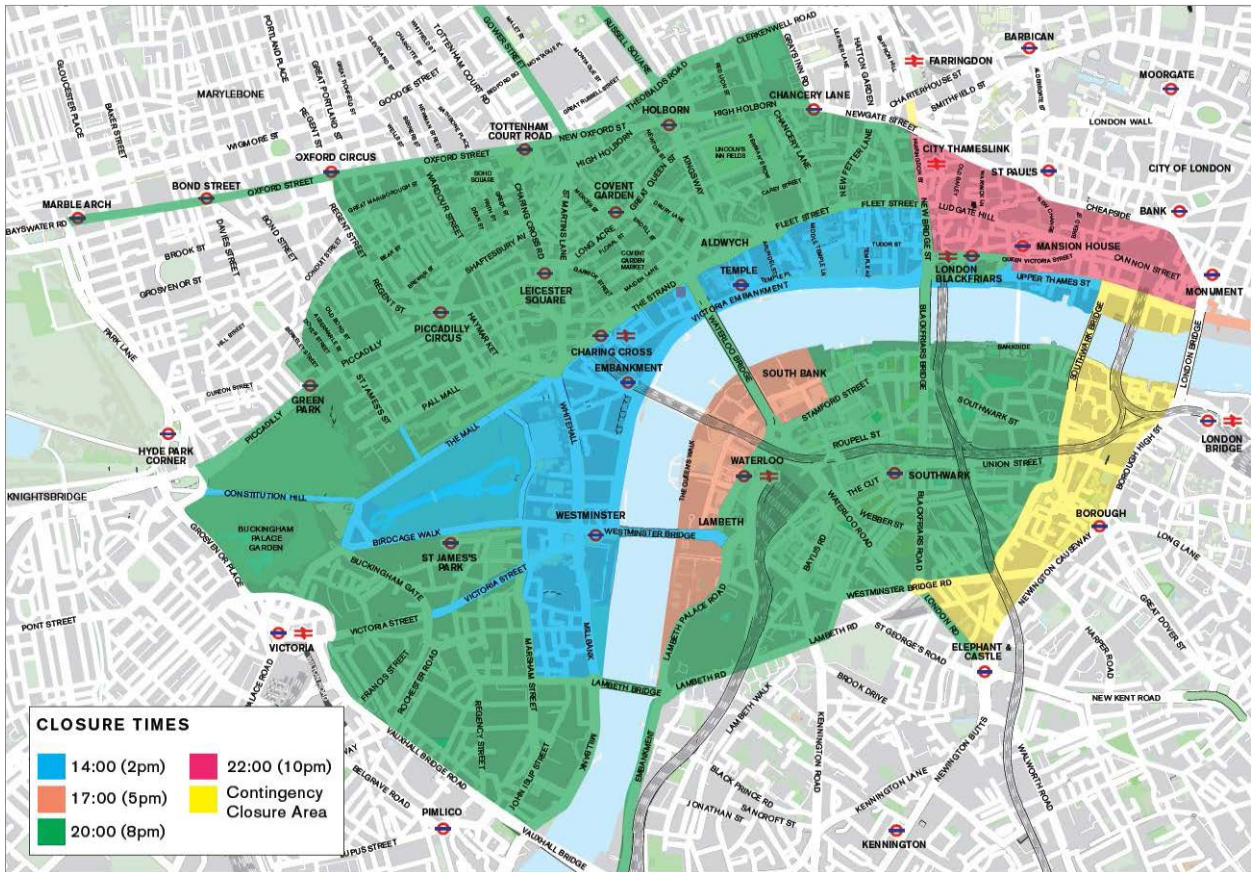
21 Maps

Ticket holders areas



Managed areas





List of appendices to this report:

None

List of Background Papers:

None

Contact Officer: Garret Emmerson, Chief Operating Officer, Surface Transport
 Number: 020 3054 0189
 Email: garrettemmerson@tfl.gov.uk