

COVID-19: MEASURES TAKEN BY TRANSPORT FOR LONDON

Transport for London

Transport for London (TfL) is the integrated body responsible for London's transport system and for delivering the Mayor's transport strategy. It manages or regulates London's buses, trams, Underground services, the Docklands Light Railway, London Overground suburban train services, river services, London's taxis and private hire vehicles, a public cycle scheme known as Santander Cycles, the Emirates Air Line cable car and promotes walking and cycling initiatives. TfL is also responsible for London's major roads, all of its traffic signals, the Congestion Charge and the Low and Ultra Low Emission Zones.

Key messages to the public

- No one should be travelling unless they are a critical worker making an absolutely essential journey
- Public transport (PT) services have been significantly reduced and cannot be increased due to the number of PT staff who are either sick or self-isolating.

Service levels

Since 23 March, TfL has gradually reduced services to provide a service only for critical workers, aiming to run Tube trains every 4 minutes in the central zone 1. Bus routes have been reduced with timetables based on either Saturday or Sunday services. Some services (the Waterloo & City line, Night Tube and Night Overground) have been completely suspended. London Overground, TfL Rail, the Docklands Light Railway and London Trams are operating fewer services. By 17 April, travel on the London Underground was down over 93% and on buses by over 79%.

Since 28 March all TfL piers on the Thames have been closed now river operators have suspended their services. The cross-river Woolwich Ferry will continue to run a reduced service. Victoria Coach Station is closed and the Emirates Air Line car cable is only open to staff working in the nearby Nightingale Hospital. Our two on-demand travel trials, Go Sutton and Slide Ealing, have been suspended.

Service and policy changes

Measures have been introduced to help people keep at least two metres apart when travelling. On the Tube, this includes playing regular announcements over the PA system, displaying social distancing posters and, at the busier stations, installing two-metre floor markings on platforms. More than 28 million emails have also been sent to customers asking them not to travel.

The transport network, including all buses and Tube trains, is cleaned thoroughly every day with a new anti-viral disinfectant that provides enhanced protection, with all regularly touched areas, such as poles and doors, carefully wiped down.

We are asking Tube staff to maintain at least two metres distance from customers including when assisting them at passenger operated machines, not to congregate at gate lines or in other communal areas, continue to wash their hands as often as possible, and if they handle any money to wash their hands thoroughly afterwards. Every member of station staff has their own hand gel and if they observe overcrowding, station control measures will be implemented. Officers from the British Transport Police support transport staff and remind the public of the need only to make essential journeys.

We have suspended the Congestion Charge, Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) Charges and have delayed for at least four months the enforcement of the new rules for the Low Emission Zone (LEZ) and the Direct Vision Standard (for heavy goods vehicles) which were set to come into force in October 2020. We have also given 24-hour access to Santander Cycles to health and social care staff and the police. The Santander Cycles scheme is cleaned daily with anti-viral fluid.

Following successful trials, from 20 April passengers will only be able to enter buses via the centre doors in order to protect drivers. All drivers on London Buses are shielded by a perspex screen and these have been enhanced. Signage has been introduced on buses to ask customers not to sit in the seats nearest the driver's cab and to use the upper deck where possible to ensure seating on the lower deck is prioritised for those less able.

Travel data is monitored to identify where there is more intensive use of the network. If necessary, TfL works with local borough councils in affected areas to remind people of the need to make only essential journeys.

Tenants

TfL is a significant holder of land property. Small and medium-sized businesses account for 86% of tenants on the TfL estate and they will benefit from 100% rent relief from 25 March for three months; 100% rent relief will be also provided to tenants who operate in any London Underground station that is closed. TfL will work with larger businesses to agree bespoke packages of support. Negotiations on rent reviews and lease renewals are suspended and existing tenants with rent outstanding will be given more time to pay.

Construction

TfL and Crossrail have brought all project sites to a temporary safe stop unless they need to continue for operational safety reasons. Essential maintenance of the transport network is continuing.

Customer season tickets

Refunds on season tickets will be processed as quickly as possible and any charges waived.

Staff

Bus staff who are suffering from COVID-19 symptoms or have to self-isolate because someone in their household has symptoms will benefit from enhanced sick pay.

A special edition of our staff magazine has been sent people's homes to make sure anyone who cannot currently access TfL's digital channels has the information they need. It includes key information on health and wellbeing, accessing remote IT systems and staying up to date on coronavirus

School services are being provided for essential workers, including transport workers, in cases where they have no other way of caring for their children while at work. If there is no other option, ultimately special paid leave can be granted during school closures (currently, this is up to a maximum of 12 weeks).

TfL now has around 12,500 staff working from home, so a home delivery service for laptops and mobile devices has been launched.



Volunteers from staff are being recruited to support bus operations serving new facilities such as the Nightingale Hospital at the Excel conference centre. They will help with travel advice, directing staff to the hospital, and helping to support social distancing guidelines. Volunteers will not be inside the hospital and there is no interaction with patients.