

Transport for London briefing for businesses

20 May 2020





Introduction

Following the Government's recent announcement of a roadmap to easing existing lockdown measures, we are working to safely and gradually build up service levels to where they were before the coronavirus pandemic. This toolkit sets out our latest travel advice for businesses, as well as sharing some tips for planning to return to work in the longer term.

Everyone who can work from home should continue to do so

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1. Our plan

- We have a plan to help London re-open carefully, safely and sustainably
- Safety is always our number one priority. In line with Government plans to increase National Rail services, we are working hard to return Tube and bus services to normal levels as soon as we possibly can
- We are now running around 75 per cent of Tube services and around 85 per cent of bus services
- We continue to put measures in place to help enable social distancing wherever possible. These include new signage and platform stickers, as well as operating stations differently through restricting entry if necessary and one-way and queuing systems. Our staff are on hand to help
- Hundreds of hand sanitiser points have started to be introduced across the transport network, with these soon being installed at every Tube and TfL Rail station. They will also be installed in all bus stations, Victoria Coach Station, TfL River piers, the Woolwich Ferry, Emirates Air Line and at all London Overground and DLR stations where it's safe and secure to do so
- We introduced an enhanced cleaning regime on the network earlier this year. This included additional hospital-grade cleaning substances that kill viruses and bacteria on contact; new anti-viral disinfectant that protects for up to 30 days; key interchanges being cleaned more frequently – including during the day; and all regular 'touch point' areas on buses, such as poles and doors being wiped down with a strong disinfectant every day
- 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



2. Help us to help you – what we ask of businesses

We are doing all we can to ensure a safe transport network, but we need businesses to help us enable social distancing wherever possible by keeping the numbers of people travelling on the network down.

Those businesses whose employees can continue to work from home should continue to do so. In line with Government advice, please consider all other forms of transport before using public transport.

As employers you can help us by:

- Enabling employees to follow the latest Government and TfL travel advice
- Reinforcing our travel advice amongst employees (as applicable to your sector/nature of your work)
- Reducing the frequency of, or retiming, deliveries and servicing trips made by you or your suppliers

Please give this advice to your employees:

- Given the national requirement to maintain two metres distance between passengers wherever possible, the capacity on the Tube and buses will be reduced to around 13-15 per cent, even once services are back to full strength. This of course means transport must operate very differently
- In line with new Government advice, everyone who can work from home should continue to do so. Public transport should be avoided wherever possible to free up the limited space available to those who have no alternative way to travel
- If you must travel, please plan ahead and travel outside of the busiest times, particularly first thing in the morning. You should take the most direct route and avoid busy interchanges



- Peak times to avoid wherever possible are 05.45-08.15 and 16.00-17.30
- If you can, please walk or cycle for all or part of your journey. TfL has been introducing a wide range of improvements in partnership with boroughs to widen footpaths and provide more cycle lanes. You can find out more [here](#)
- TfL is taking measures across the transport network to enable social distancing of two metres where possible. Please advise employees to wear a face covering and to not travel if they have any symptoms of the virus
- You may be asked to wait to enter a station. Some stations will have one-way systems, or you may be asked to walk on the left. TfL is also asking people to maintain social distancing throughout stations, for example on stairs, escalators and in lifts
- If travelling by bus, please maintain social distancing at stops and bus stations wherever possible
- It is also important that you continue to follow the Government advice on hygiene. Please wash your hands before and after travel and carry hand sanitiser with you. We have also started putting hand sanitiser dispensers in stations and will be installing many more in the coming weeks
- Please be considerate to transport staff and follow their instructions. Everyone is doing their best in these difficult times
- We are continuing to follow Government advice on using public transport. Further details can be found [here](#) and our dedicated coronavirus webpage is available [here](#)



3. Avoiding peak times

Our network is at its busiest between the hours of 05:45-08:15 and 16:00-17:30. It will help keep everyone safe if you can travel outside these times

We have identified the stations that are busy, or that you should avoid changing at. You can find the list [here](#).

These stations are likely to change and our web pages will be updated with the latest position in line with developments.

Where possible, please walk or cycle, even if for only part of your journey. Also consider getting off a stop or two early to reduce the number of people travelling on the Tube and buses. If you arrive in central London at a mainline station, try to avoid interchanging to the Tube or buses and walk or cycle if you can to complete your journey instead.

You can find your nearest Santander Cycles docking station [here](#).



4. London Streetspace Plan

The London Streetspace programme will rapidly transform London's streets to accommodate a possible ten-fold increase in cycling and five-fold increase in walking. The programme will:

- Transform parts of central London into one of the largest car-free zones in any capital city in the world
- Widen pavements at local pinch points across London
- Create a new temporary strategic cycling network for Londoners

We are working extremely closely with London's Boroughs and landowners to deliver this crucial work. Through effective partnership working we have already been able to close all roads in Royal Parks at weekends, widen a number of high streets and create a cycle lane on Park Lane.

This transformational work is absolutely essential to enable safe social distancing on London's streets and on public transport as lockdown restrictions are eased. The plan will also ensure improvements to the city's air quality are maintained after lockdown.

We will create walking and cycling corridors between:

- London Bridge and Shoreditch
- Euston and Waterloo
- Old Street and Holborn
- Merton and Elephant and Castle
- Pimlico and Putney

Meanwhile, London Bridge and Waterloo Bridge will be closed to general traffic, giving priority to walking, cycling and buses.

Additional schemes are confirmed daily and you can find updates [here](#).

Further Government guidance on cycling and keeping safe while travelling is available [here](#).

For further information, please contact Ed Morris on EdwardMorris@tfl.gov.uk

You can find the Government's latest sectoral advice [here](#) and our latest coronavirus travel advice [here](#).