

TfL Olympic Road Freight Advice
Action Planning



What it means to the athletes...

“ You want to know how long its going to take to get to your venue and for that service to be reliable”



“ These are the things that athletes remember - the stories of missing events last for years!”

Baroness Tanni Grey-Thompson

“What if the bus hadn't turned up? What if, while travelling to the Olympic village, the bus had been snarled up in rush hour traffic?”



“I got to the event in plenty of time, focussed relaxed and I knew exactly what I had to do...the rest was history...”

Jonathan Edwards CBE



Transport strategy

- Athletes are the priority
- Safe, secure and reliable service
- Aim for journey times < 30 minutes where possible
- Distinct coach and bus transport games family
- Olympic and Paralympic Route Networks implemented.



About London 2012



London 2012 – Olympic Games



- The world's largest peacetime logistical event
- 203 countries
- 55,000 people in the Olympic Family including:
 - 17,800 athletes and team officials
 - 5,000 Olympic Family officials
 - 22,000 media
 - 9 million tickets sold
- £750m increase in consumer spending.



London 2012 – Paralympic Games



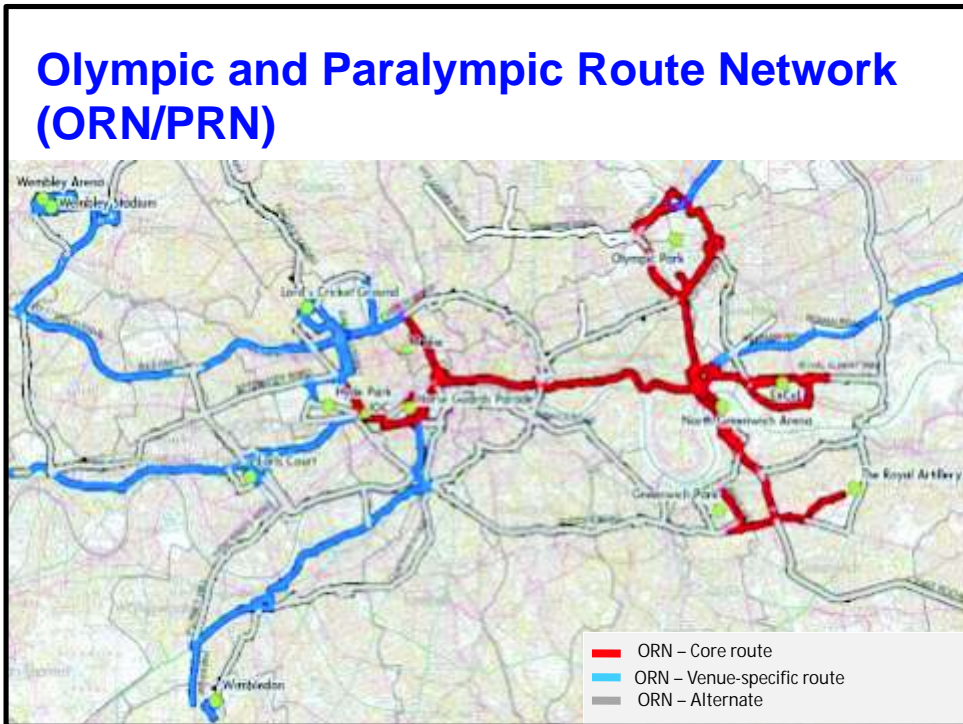
- Paralympic Games is the world's second largest logistical event
- 170 countries
- 30,000 people in the Olympic Family including:
 - 4,000 athletes and team officials
 - 1,000 Paralympic Family officials
 - 4,000 media
- 1.4 million tickets sold.



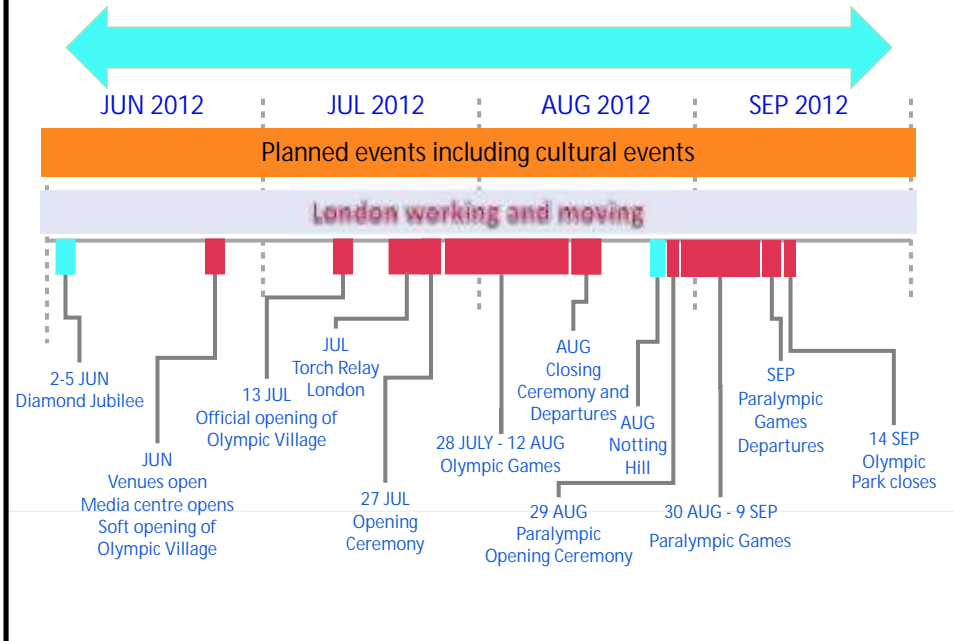
London venues



Olympic and Paralympic Route Network (ORN/PRN)



Timeline: the summer of 2012



Keeping London moving

- London is open for business for all
- The Olympic Route Network (ORN) and the Paralympic Route Network (PRN) will be open to all traffic but with reduced capacity due to the Games Lanes
- The ORN will be in place two days before the opening ceremony 27th July and two days after the 12th August.



Keeping London moving

- Torch relay - significant localised traffic problems in the week leading up to the opening ceremony
- Clearway 2012 – no scheduled road maintenance during Games period
- The Paralympics is also expected to be busy
- PRN will be in place two days before and after the start and finish of the Paralympics – 29th August to 9th September.

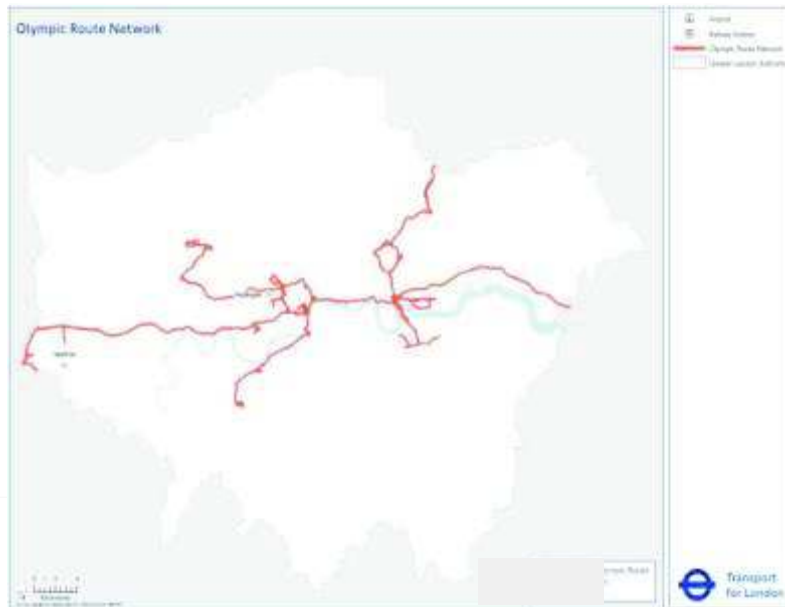




London's 678 miles of main roads



The 109 mile Olympic Route Network



Only 30 miles of Games Lanes



ORN/PRN – rules of the road

- The majority of the ORN/PRN will be **open** to traffic.
- Where there are two lanes, normally the outside lane will be reserved for the Games Family and blue light services only
- Majority of Games Lanes open between midnight and 6AM – refer to detailed maps for further information.

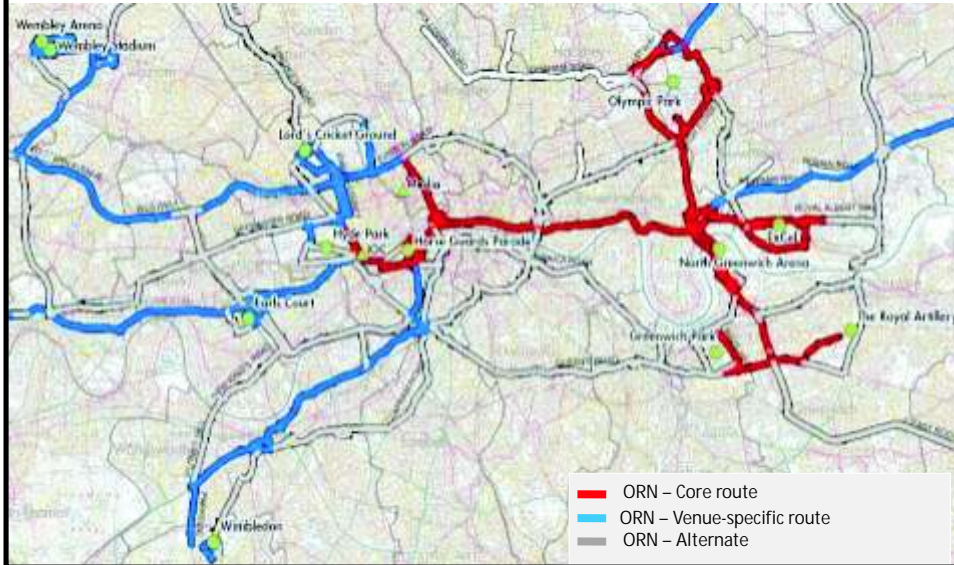


ORN/PRN – rules of the road

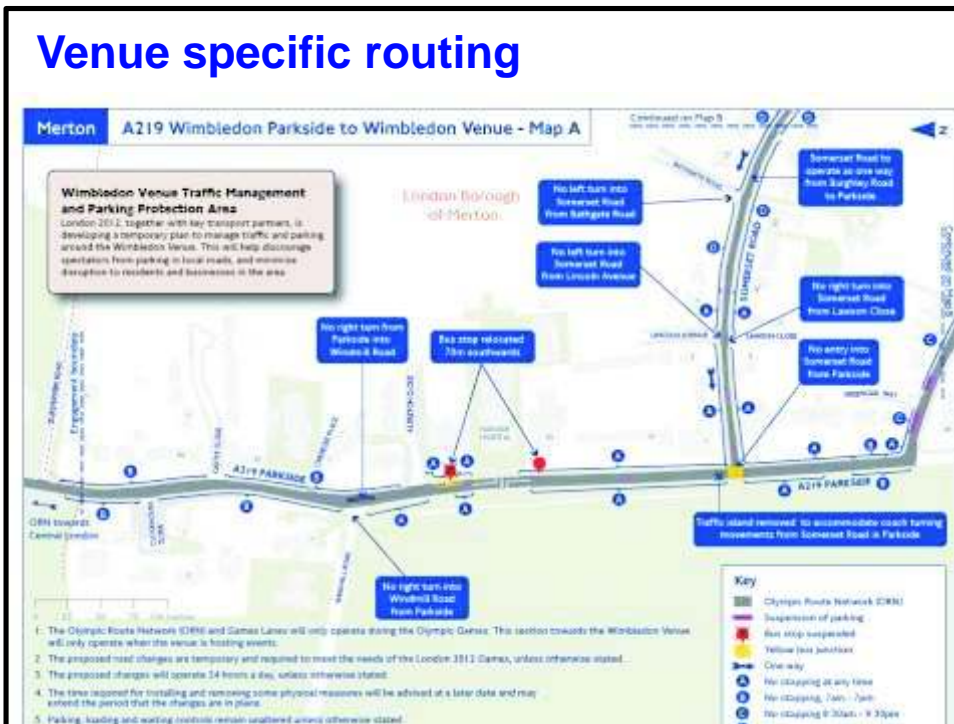
- Unless specified, kerbside deliveries will ONLY be permitted along the ORN and PRN from MIDNIGHT to 6AM
- Increased risk of Penalty Charge Notices
- Amount of fine is under consultation – may be £200!!



Olympic and Paralympic Route Network (ORN/PRN)



Venue specific routing



Proactive road network management



- TfL are employing a number of tools to minimise disruption including:
- London Streets Traffic Control Centre
 - Continuous traffic management
 - Live traffic information to media and electronic road-side signs
- Advanced modelling techniques to optimise junction layouts and signal timings for the Games
- £40m invested in state-of-the-art intelligent signal control
- Local traffic plans to manage traffic and parking around venues available at:
www.london2012.com/making-it-happen/local-access-and-parking/
- School holidays will reduce demand by 10%



ORN/PRN – example signage



ORN/PRN – This is a test!

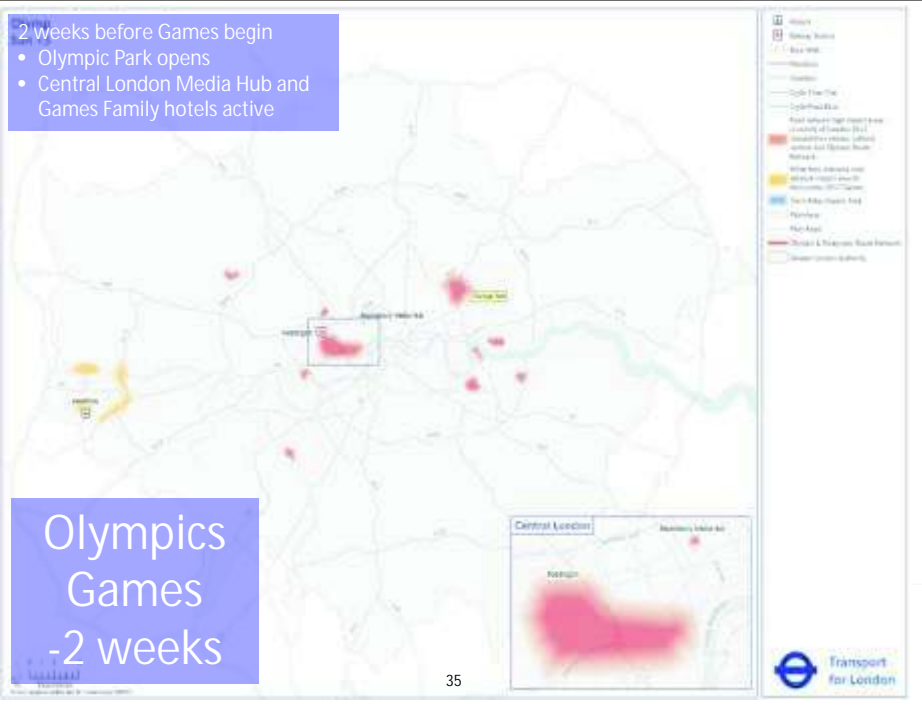
- When can you make kerbside deliveries on the ORN?
 - *Between midnight and 6AM*
- How many miles of road are covered by the ORN?
 - *109 miles*
- How long before the Paralympic games will the PRN be activated?
 - *2 days*



2 weeks before Games begin

- Olympic Park opens
- Central London Media Hub and Games Family hotels active

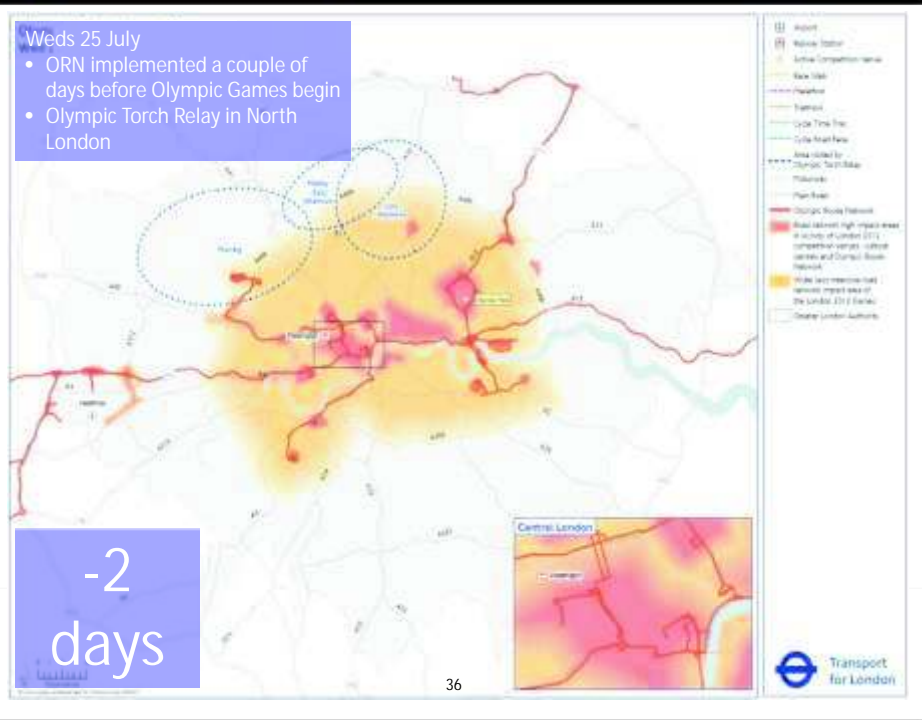
Olympics Games
-2 weeks



Weds 25 July

- ORN implemented a couple of days before Olympic Games begin
- Olympic Torch Relay in North London

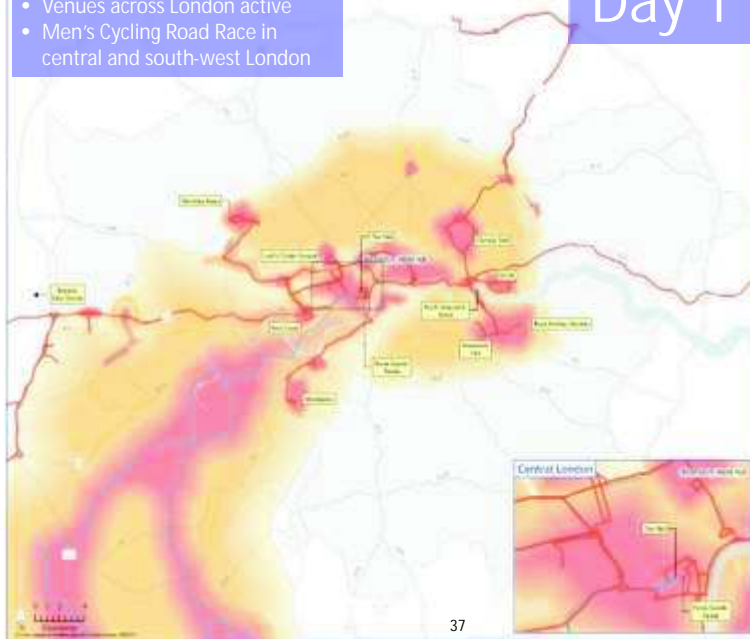
-2 days



Saturday 28 July

- Venues across London active
- Men's Cycling Road Race in central and south-west London

Day 1



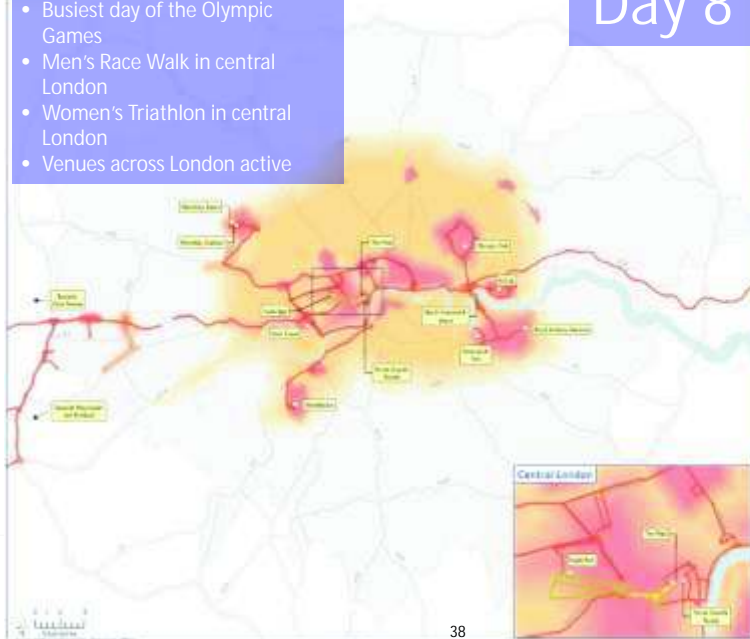
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Saturday 4 August

- Busiest day of the Olympic Games
- Men's Race Walk in central London
- Women's Triathlon in central London
- Venues across London active

Day 8

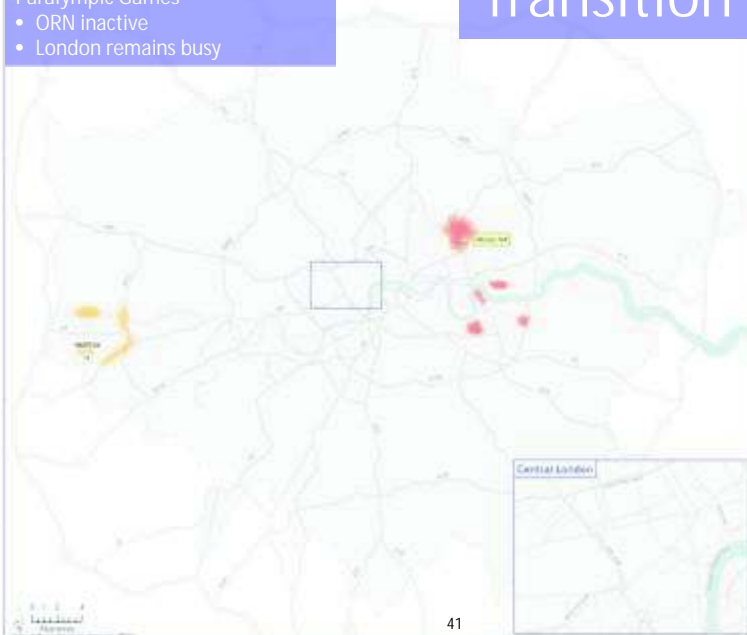


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- Transition between Olympic and Paralympic Games
- ORN inactive
 - London remains busy

Transition

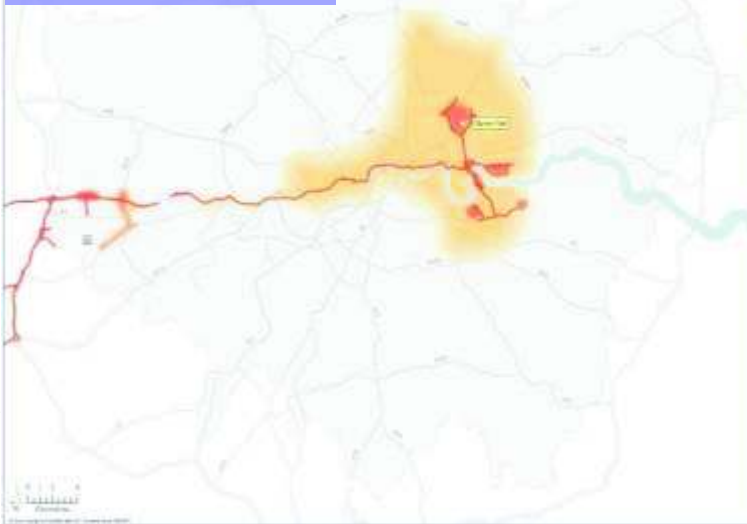


- Airport
- Railway Station
- Active Competition Areas
- Bar & Walk
- General Footpaths
- Footpaths
- Cycle Route
- Cycle Road
- Footpaths
- Footpaths
- Footpaths
- Olympic Venue Network
- Road Network High Impact Areas in vicinity of London 2012 competition venues, cultural centres and Olympic Road Network
- Water Services (canal and reservoir) impact areas of the London 2012 Region
- Special Relay Impact Area
- Greater London Authority

Transport for London

- Mon 27-Tues 28 August
- PRN implemented a couple of days before Paralympic Games begin
 - PRN is smaller than ORN and concentrated in East London

Paralympic Games -2 days



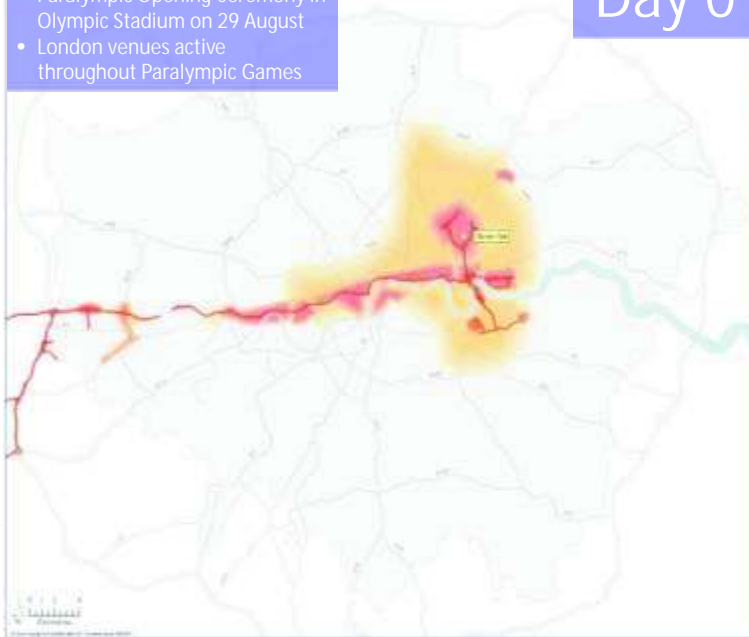
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Transport for London

Wednesday 29 August

- Paralympic Opening Ceremony in Olympic Stadium on 29 August
- London venues active throughout Paralympic Games

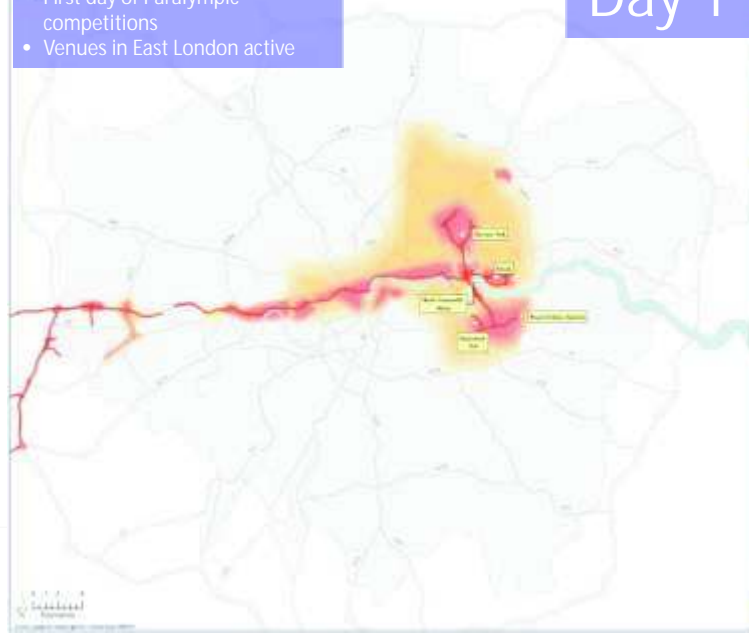
Day 0



Thursday 30 August

- First day of Paralympic competitions
- Venues in East London active

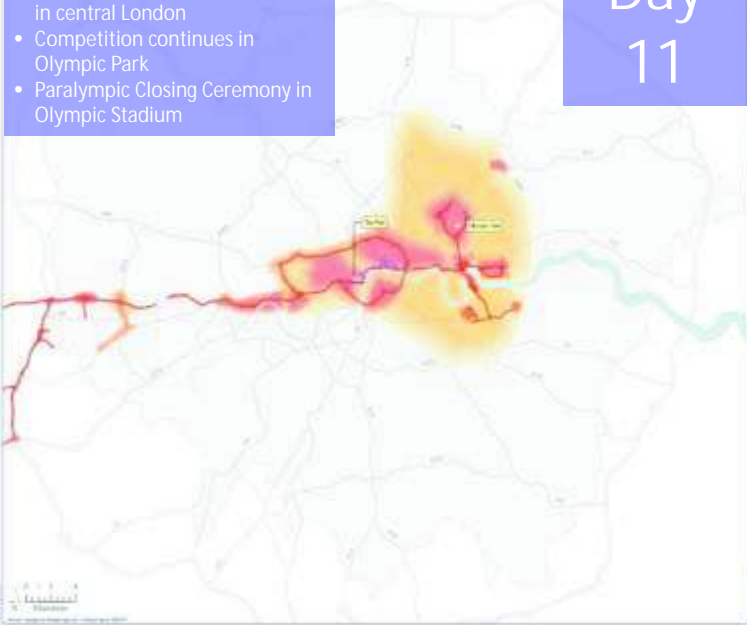
Day 1



Sunday 9 September

- Men's and women's Marathons in central London
- Competition continues in Olympic Park
- Paralympic Closing Ceremony in Olympic Stadium

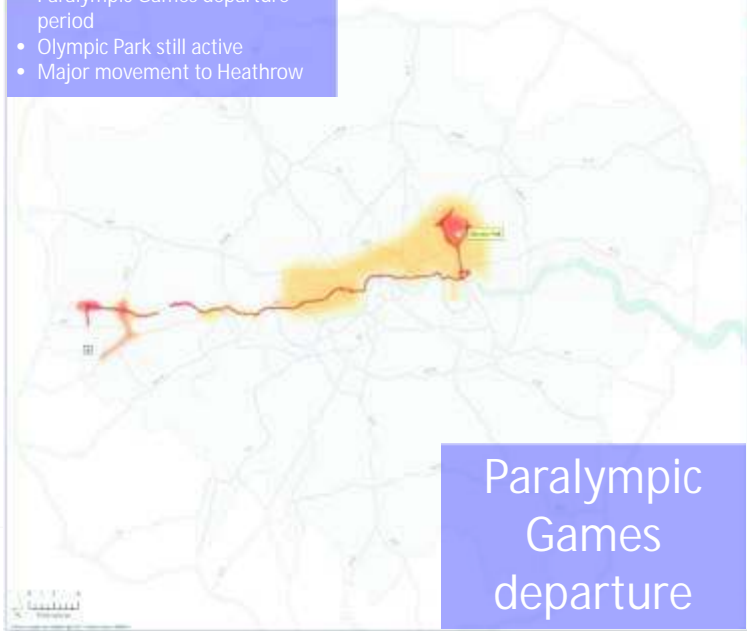
Day 11



Mon 10-Tues 11 September

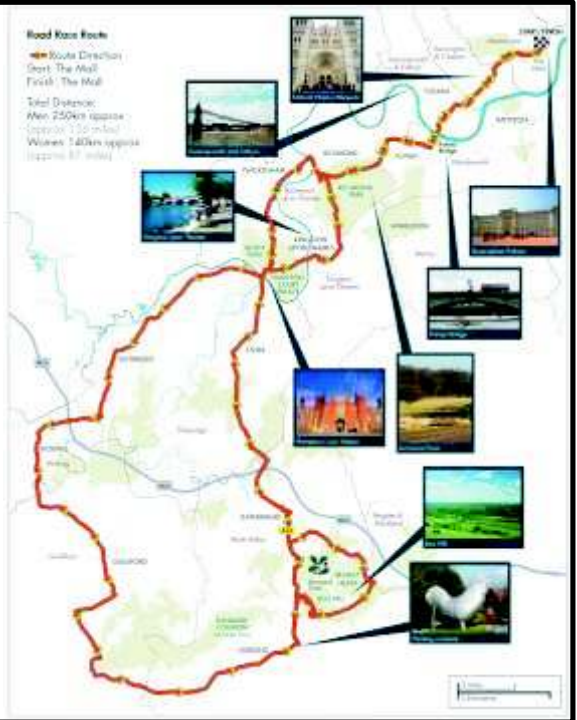
- Paralympic Games departure period
- Olympic Park still active
- Major movement to Heathrow

Paralympic Games departure



Cycle road race

Sat, 28th/ Sun, 29th July
and Wed, 1st August



Triathlon and race walks

Sat, 4th/Tue, 7th and Sat, 11th August



Olympic and Paralympic marathon

Sun, 5th Sun, 12th August and Sun, 9th September



Road events

Olympic road events

Road cycling road race (men)	Saturday	28 July 2012
Road cycling road race (women)	Sunday	29 July 2012
Road cycling time trial (men & women)	Wednesday	1 August 2012
Triathlon (women)	Saturday	4 August 2012
Race walk 20km (men)	Saturday	4 August 2012
Marathon (women)	Sunday	5 August 2012
Triathlon (men)	Tuesday	7 August 2012
Race walk 50km (men)	Saturday	11 August 2012
Race walk 20km (women)	Saturday	11 August 2012
Marathon (men)	Sunday	12 August 2012

Paralympic Road Events

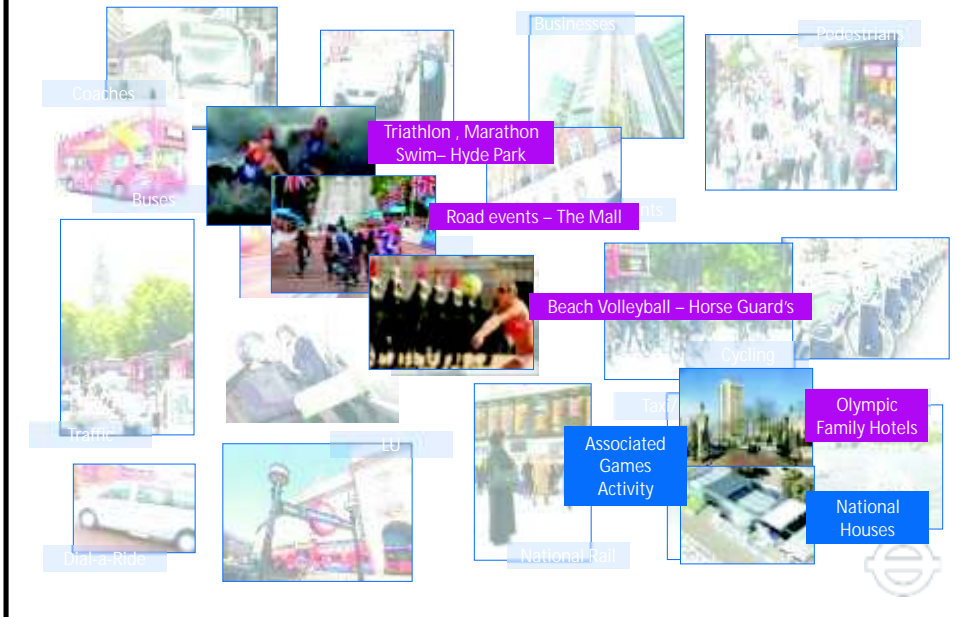
Road cycling	Wednesday – Saturday	5 – 8 September 2012
Marathon (men & women)	Sunday	9 September 2012



Central London activities



Central London activities – games time



Torch relay

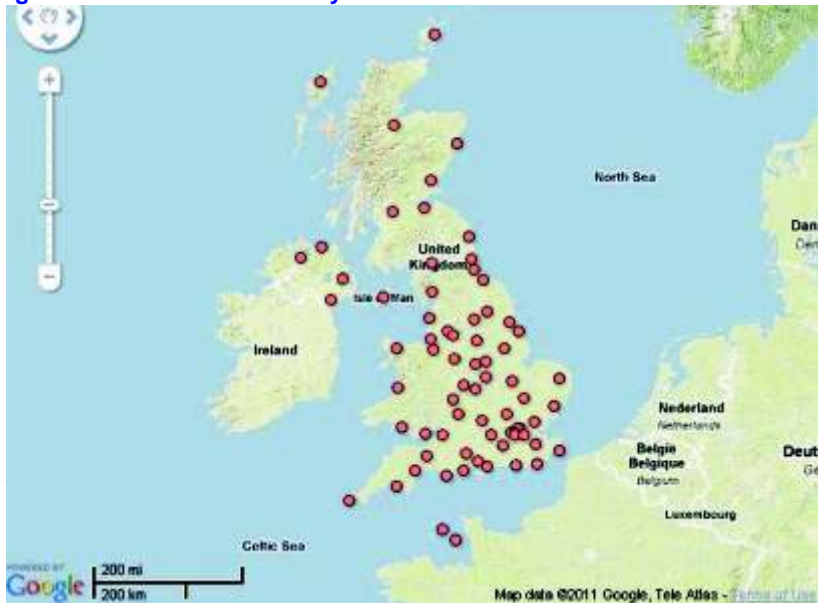
Reaches London – 21st July

- Will come within 10 miles of 95% of the population
- www.london2012.com/olympic-torch-relay



Whole UK torch map

Begins in Lands End – 18th May





What does this mean for you?

- Temporary parking controls - these will not affect ability to load and unload – normal rules will apply
- Active traffic management - means measures will only be in place when absolutely necessary to support venue operations.

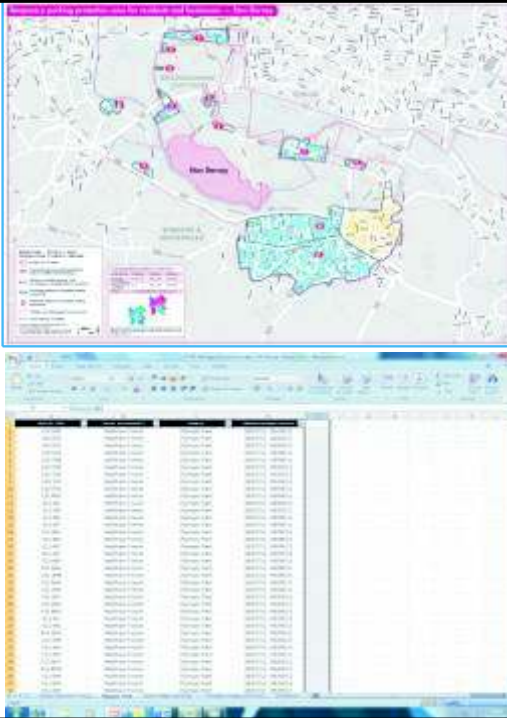
Information now available (1)

- All venue maps now published on London 2012 website (apart from football venues)
- Maps show all traffic measures around the venues including: LATM&P, ORN and last mile proposals
- Location of the Vehicle Permit Checkpoint (VPC) also shown.



Information now available (2)

- All parking area maps now published on London 2012 website
- LATM&P postcode data now supplied on TfL Freight site
- GIS/Geospatial data being released used for third party suppliers eg Sat Nav.



Vehicle Permit Checkpoints

- VPC is a checkpoint to stop unauthorised vehicles on the approach to each venue
- Designed to ensure free flow of traffic on the approach to the venue
- It is not a security checkpoint
- Uniformed VPC supervisors and stewards will be present at all times when the VPC is in operation
- Local access permits will be issued to all residents and businesses in area between VPC and the vehicle screening area (VSA)
- VPC locations have now released – on all maps/plans.



Vehicle Permit Checkpoints locations

Cluster	VPCs
Total	98
Olympic Park	23
Central London (The Mall, Hyde Park & Horse Guards Parade)	9
River Zone (ExCel, Greenwich Park, Royal Artillery Barracks & North Greenwich Arena)	11
West London (Earls Court, Wembley, Wimbledon & Lords)	17
Out of London (Eton Dorney, Hadleigh Farm & Lee Valley)	7
Football Co-Host Cities	25
Transport Hubs	2
Training Venues	4

Vehicle Permit Checkpoints – Freight access requirements

- We will not stop livery or identified vehicles eg Royal Mail, refuse vehicles
- Delivery note or manifest with delivery address identified - or parcel with address details
- Headed company note paper with letter saying that the named driver 'is employed by the company with contact details for any queries
- Full issue resolution will be deal with by VPC supervisor and escalated if necessary.



Helpful Web Sites

London 2012: www.london2012.com/accessandparking

Get Ahead of the Games: <http://www.getaheadofthegames.com/>

TfL developers site:

<http://www.tfl.gov.uk/businessandpartners/syndication/default.aspx>



Freight Operator Recognition Scheme

The screenshot displays the FORS website interface. On the left, three FORS logos are stacked vertically. The main content area features several service tiles:

- Driver licence checks**: Are your drivers on the road legally? Find out quickly and easily. (Accompanied by an 'EXPIRED' stamp icon)
- Fuel advice**: Practical tools and advice to help cut your costs. (Accompanied by a '93.9' fuel price sign icon)
- Workshops**: Best practice advice direct from leading industry experts. (Accompanied by an image of people in a meeting)
- Driver profiling**: Use the latest technology to help develop your drivers. (Accompanied by a bar chart icon)
- PCN advice**: Help to limit the impact PCNs have in your business. (Accompanied by an image of a road sign)
- Toolkits**: Tailored advice to help improve your fleets performance. (Accompanied by icons for 'Assessment', 'Implementation', and 'Ongoing Support')
- Benchmarking**: Move through the FORS membership levels. (Accompanied by a FORS logo icon)
- FORS logo**: Display your FORS status by using our logo on your vehicles and stationery. (Accompanied by a FORS logo icon)
- Online driver training**: Helping your drivers become safer, greener and more efficient. (Accompanied by an image of a person at a computer)



The Four Rs

The 4 Rs, the simple message

- **Reduce** - pre-order, preventative maintenance
 - **Re-time** - out-of-hours deliveries, change delivery days
 - **Re-route** - change drop order or depot
 - **Revise mode** - collect from store, deliveries to staff
- One size doesn't fit all: depends on location / sector / commodity
- Same message to businesses and freight operators.



Key messaging

Deliveries, collections and servicing

Business

- What is your current activity?
- What is the effect of the Games on your location(s)?

Talk to your suppliers

Operator / supplier

- Games effect?
 - Operational constraints
 - Place, time and route
 - Resourcing

Talk to your customers

Reduce, Re-route, Re-time, Re-mode

Busiest day of the Games will see 3 million additional journeys

This could impact journeys made:

- by staff commuting
- by staff on business travel
- by customers and visitors

Ask what you can do to encourage others to vary their travel behaviours to ensure all parts of your business continue to function effectively

Public transport games – each ticket comes with a travel card and personalised home to seat travel plan.

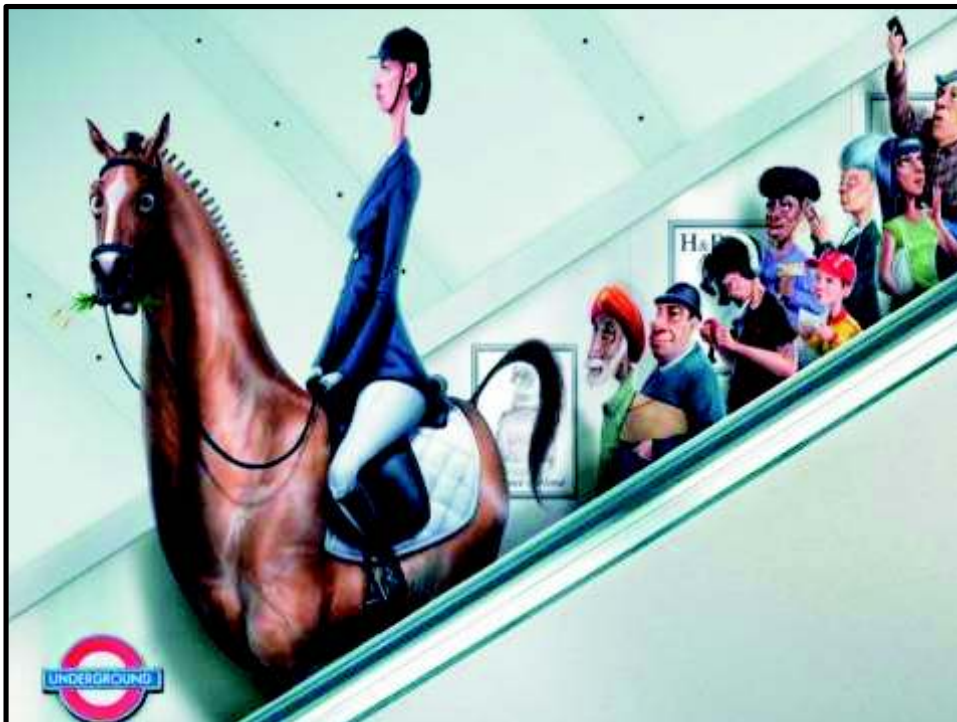


Staff travel and commuting

- Will you be impacted? When, by how much and for how long?
- Start planning NOW....
- **Reduce** – home working, leave, non-London office, pre-ordering goods
- **Re-time** – avoid AM peak, organise for staff to come in at 7am or 10am?
- **Re-mode** – promoting London as a walking and cycling city in the summer
- **Re-route** – could you walk last part of a journey to avoid a busy station
- Then communicate this to your staff, customers and visitors
- Visit www.tfl.gov.uk/2012 to see how you could be affected.

Get ahead of The Games

- Major new national advertising campaign
- Explains how, at certain times and in certain locations - the 'hotspots' - London and the UK's road and rail networks will be much busier than usual
- Provides a useful overview of the disruption in key locations throughout London
- Includes expected journey time increase calculator for an average weekday in London during the Games
- www.getaheadofthegames.com

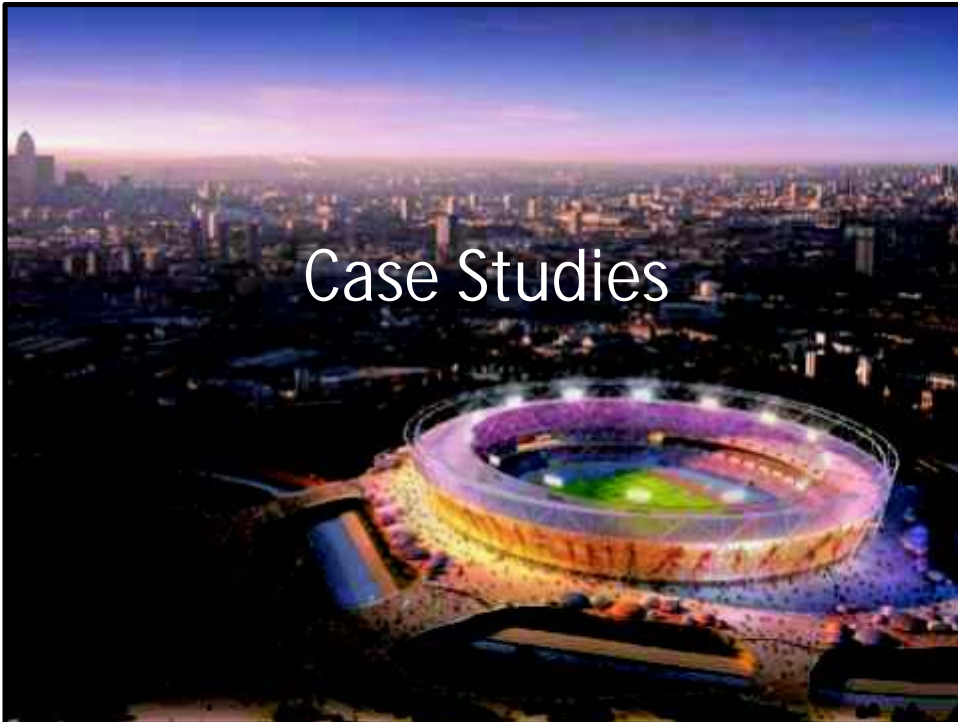


New lines, stations, trains and upgrades

- **New Stratford International DLR station** in Olympic Park
- **New East London line:** linking east and South London
- **Stratford Regional Station:** trebled capacity
- **Tube upgrades:** Jubilee & Victoria lines
- **New Javelin trains**
- **Double the trains** on North London line
- **50% capacity increase** on most of **DLR**.



Case Studies



Transport case study – Sainsbury's

- **Challenges**
 - Meeting delivery demands of stores and home shopping customers
 - Cash availability in ATMs
- **Solutions**
 - Engagement with key stakeholders:
 - TfL
 - ODA
 - Local Authorities
 - Rapid response engineers (on Mopeds)
 - In store engineers
 - Preventive maintenance schedules.



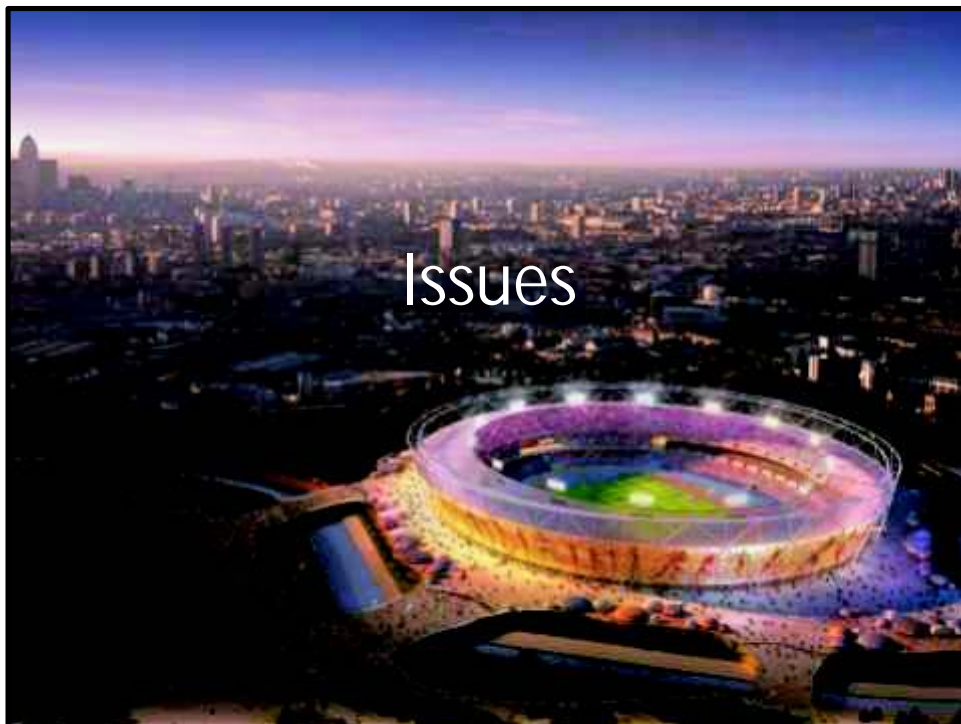
Retailer Case Study – Brewery, Romford

- **Challenges**
 - Getting around Olympic Route restrictions to maintain service levels
- **Solutions**
 - Temporary stock rooms – secure containers
 - Liaison with tenants and customers regarding restrictions and mitigating measures.



Supplier case study – London Linen

- **Challenges**
 - Ensuring supplies despite constant demand
 - Avoiding delays due to temporary road restrictions
- **Solutions**
 - Changing delivery times
 - Liaise with customers to provide alternative drop off points
 - Arranging access to premises where staff are unavailable
 - Engaging business stakeholders early.



Industry specific issues

- **Construction**
 - Out of hours deliveries and working (including waste removal)
 - Rescinding of temporary loading permissions
 - Abnormal loads and tower crane
- **Health and pharmaceutical**
 - Measures around controlled medication
 - No dispensation for critical movements
- **Cash in transit**
 - Footfall data for estimate cash withdrawals.



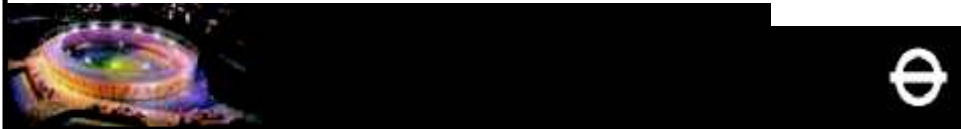
Industry specific issues



- **Waste**
 - Out of hours disposal at landfill
- **High street delivery**
 - Concerns over PCN charges
 - Road race day timings
- **Borough transport operations**
 - Dissemination of information throughout the organisation

General issues

- Some of the issues that have been raised with us most frequently are:
 - Operating licence restrictions
 - Enforcement and regulations
 - Out of Hours deliveries; Environmental and Planning restrictions; the London Lorry Control Scheme
 - Data requirements and availability
 - Availability of Local Area Traffic Management
 - Parking Plans
 - Security considerations
 - Communication and engagement.



Enabling solutions

- We are working with the appropriate authorities:
 - Traffic Commissioners (Operator Licence regime)
 - London Lorry Control Scheme
 - Local Boroughs, kerbside TRO and enforcement
 - Planning conditions
 - Noise abatement controls/Local environmental health
 - 'Clearway 2012' – stopping road maintenance.



Regulatory issues

- **Operator licence conditions**
 - Apply early to Traffic Commissioners for temporary changes to O-licence conditions
- **London Lorry Control Scheme**
 - Apply for permits via LLCS website
 - Review out-of-hours delivery trials
- **Loading Restrictions**
 - Review TfL's pages on temporary road restrictions.



Regulatory Issues

- **Low Emission Zone**
 - No changes or relaxation of LEZ during the Games
- **Congestion Charge**
 - No changes or relaxation of Congestion Charge during the Games.



LLCS – a bit more info

Summary

- The Lorry Control Scheme will remain in place during the Games
- Hauliers with a legitimate need to be in London need to apply for permission to use restricted roads
- London Councils is happy to discuss special routing requests - the earlier the better
- We will operate a light-tough enforcement regime at Games-time
- We are working on a temporary permit for use during the Games - more details to follow in early 2012.

for further information, contact lorry.enforcement@londoncouncils.gov.uk, tel 020 7934 9646





Out-of-hours delivery

Current advice to businesses and operators

- Identify delivery points impacted by Games-time changes to network
- Understand nature of restrictions that impact each delivery point (planning, noise, alcohol licensing, kerbside, voluntary, or none)
- Determine appropriate solutions to the delivery issues identified (e.g. pre-ordering or consolidation of activity, rather than an out-of-hours delivery)
- If there are no restrictions, or they are voluntary – operators and businesses should use the Code of Practice, taking into account the local situation
- If other restrictions apply - businesses should talk to the Borough
- TfL and London Councils are producing a 'single point of contact' list for Boroughs



Out of hours delivery – Code of practice

- Ensure staff are notified about changes in delivery profiles
- Think about impact of deliveries on residents
- Ensure all equipment is in working order and maintained to minimise noise
- Use newer, quieter deliver equipment where possible
- Ensure all suppliers and carriers have a copy of the code
- Liaise with customers and suppliers as well as informing the local Environmental Health Officer
- Further info from <http://www.tfl.gov.uk/2012>





Tools

London 2012 freight campaign



Freight web portal – www.tfl.gov.uk/2012

- ‘One-stop shop’ for freight information
- Frequently updated
- Containing:
 - Games time case studies
 - Downloadable data
 - Guidance on how to operate in Games time
 - Links to further information.



Freight web portal – www.tfl.gov.uk/2012

The screenshot displays the TFL Freight web portal interface. On the left, there are two article thumbnails. The top one is titled "Refining deliveries – Case study" and features a photograph of a modern building entrance. The bottom one is titled "Pre-ordering and stockpiling" and includes a photograph of a warehouse interior with rows of pallets. On the right side of the page, there is a map titled "Camden: Great Portland Street Station to Kingsway - PM2.5". The map shows a route highlighted in yellow and purple, with various callout boxes providing information about air quality and delivery restrictions. A legend in the bottom right corner of the map identifies different types of roads and delivery zones. At the bottom left of the screenshot, there is a small image of a stadium at night, and at the bottom right, there is a circular logo with a stylized 'e'.



Publications

- Freight Top Tips leaflet
- Action Plan
- Keep on Running booklets
- Operator's Guide for the 2012 Games.



Communicating with your customers

- Copies of the Keep on Running leaflet on managing deliveries through the Games are available from TfL for you to circulate to your customers
- Order copies from freight@tfl.gov.uk



Data release - upcoming

- **Postcodes**
ORN, LATMPP, road events etc
TfL update & LOCOG info
- **Freight Journey Planner**
Part of INFORMED project
Test version available end March 2012
- **Games data layer**
Detailing Games restrictions - April
Installed on Journey Planner.



Freight Journey Planner - A to Z routing with height / weight / width



ft/m ✓

ETA ✓

www.piemapping.com





Action Planning

Why have an action plan?

- Be prepared – evidence of pro-activity
- Planning for 'extraordinary' circumstances
- Let others know your plans – assigns responsibility internally and externally
- Resource planning – allocating vehicles, drivers, costs
- It's good practice
- Create a lasting legacy.



Contents of the action plan

- Blank action plan hand-out
- Summarise contents
 - What
 - How
 - When
 - Who
 - Recap on 4Rs
- Not just freight – consider all aspects
- Pass on knowledge to customers – think about wider supply chain.



How to action plan

- **What**
 - Review what you've learned today – refer to top tips leaflet!
 - Get the right people involved early on
 - Brainstorm ideas (short term and legacy)
 - Decide what you are going to do – be specific
 - Inbound/outbound deliveries
 - Stockpiling
 - Staff travel planning.



How to action plan

- How
 - Decide how you are going to do it
 - **Business risk/feasibility**
 - Timing
 - Resources (people and cost)
 - Decide how you are going to communicate
 - To your employees
 - To your customers, suppliers and wider community
 - Emphasise the benefits (short term & long term)
 - Allocate ownership of tasks.



How to action plan

- When
 - Start as soon as possible!
 - Prioritise your actions
 - Quick wins
 - People to talk to
 - Start planning now and refresh your actions
 - Games start – 27th July...the race is on!





Wrap up

- Use TfL's online road journey planning tool
- Information, advice and journey planning tool available at
www.tfl.gov.uk/2012
- Start planning now and refresh as the Games approach
- Spread the word
- ACTION PLANNING – OVER TO YOU!



Top tips

1. Regularly review the TfL website for news and updates
2. Keep checking the ORN maps
3. Download the postcode Excel data file
4. Communicate with your drivers on ORN restrictions and example signage
5. Use the Freight Journey Planner when available
6. Communicate with your suppliers and customers now
7. Apply early for any O licence / LLCS arrangements
8. Consider options for successful out of hours deliveries
9. Keep reviewing and refreshing your Action Plan
10. Remember the legacy opportunity!

