

Transport for London briefing for leisure and hospitality businesses

29 June 2020



Introduction

Following the Government's announcement on the easing of existing lockdown measures, we are working to get London back to work safely and sustainably. Even with the recent instruction to keep a social distance of one metre plus, the number of people that our network can carry safely will continue to be significantly constrained. This toolkit sets out our latest travel advice for businesses engaged in leisure and hospitality, as well as sharing some tips for planning to return to work in the longer term.

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In line with Government guidance, face coverings must be worn for the full duration of journeys on the public transport network



1. Our plan

We are implementing our plan to help London re-open carefully, safely and sustainably:

- Safety is always our number one priority and so our services must continue to operate differently to enable social distancing
- We have introduced new signage and platform stickers across our network, as well as operating stations differently through restricting entry if necessary and operating one-way and queuing systems
- It is compulsory to wear a face covering when using public transport, and customers should carry a hand sanitiser and wash their hands before and after they travel
- We have installed hand sanitising points across our network
- 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, and protect 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
- To enable greater levels of walking and cycling, and prevent the number of cars from grinding London to a halt, the Streetspace for London plan – delivered in partnership with London's boroughs – will support social distancing through new cycle lanes, widened footways and other changes to London's streets



- ♦ To keep up with demand, an extra 1,700 Santander Cycles bikes and 14 additional docking stations will be added to the network
- ♦ 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
- ♦ As part of a package of temporary changes, the Congestion Charge has increased to £15 and operates from 07:00–22:00, seven days a week (excluding Christmas Day only). The changes will support the safe restart of the transport network and ensure the Capital's recovery is not restricted by cars and congestion, making walking and cycling safer and essential journeys more reliable



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

We are doing all we can to ensure a safe transport network. While the Government has announced a relaxation of social distancing guidelines, even at one metre plus, the number of people that our network can safely carry will continue to be significantly constrained. This means that we need leisure and hospitality businesses to help us keep the number of people travelling on the network down.

Employer advice:

- If many of your employees come to work by public transport, you may need to consider staggering your staff start and finish times and opening hours, to help reduce the pressure during peak travel times across London (05:45–08:15 and 16:00–17:30)
- In line with Government advice, those who can work from home, such as administrative and head office staff, should continue to do so
- Where possible, please encourage and support your employees to walk or cycle, even for only part of their journey. This will help make space for those who have no alternative but to use public transport
- To enable your staff to walk, run and cycle, please consider the facilities you offer, including lockers, cycle storage and showers



- In central London, please encourage walking or cycling from mainline stations, avoiding interchanging with the Tube or buses. You can find your nearest Santander Cycles docking station on our website
- If your employees are using public transport, they must use a face covering, and are advised to do so in taxis and private hire vehicles. They should also be encouraged to carry hand sanitiser and wash their hands before and after they travel

We are continuing to follow Government advice on using public transport. Further details can be found on our dedicated coronavirus webpage.

Please check which are the **busiest stations** and lines. These stations are likely to change, and our web pages will be updated with the latest position



3. Streetspace for London plan – deliveries and servicing

As part of the plan to get London moving and working again, as safely and sustainably as possible, there will be far greater numbers of pedestrians and cyclists on London's streets.

We need to ensure the safety of your employees and customers on the streets while enabling essential freight and deliveries. Therefore, to support social distancing through new cycle lanes, widened footways and other changes to London's streets, we have launched the Streetspace for London plan, delivered in partnership with London's boroughs. As part of the changes, we have made sure that there are alternative routes available for deliveries.

We will seek to make provision for loading where it is required, but there may be changes in times when deliveries can take place. We are asking businesses to:

- Retime deliveries to avoid the busiest times, and
- Consolidate trips to minimise the number of deliveries

To help support this, we are:

- Sharing the latest information on the [Streetspace for London works](#) to help you plan safe and efficient operations. It is possible that works may affect kerbside access for deliveries at some locations and times during installation and after completion
- Providing helpful toolkits to support changes to [deliveries and servicing trips](#)



Congestion Charge

With effect from 22 June, a number of temporary changes were made to the Congestion Charge scheme, including increasing the charge to £15 and extending the hours of operation from 07:00–22:00, seven days a week (excluding Christmas Day only). The changes will support the safe restart of the transport network and ensure the Capital's recovery from the pandemic is not restricted by cars and congestion. The changes will be kept under review. For more information, visit [TfL Driving page](#).

InStreatham BID

An electric cargo bike delivery service, set up in September 2019, has come into its own during the pandemic. The driver's hours have been doubled to fulfil orders for 10 small local businesses by delivering hot meals, medication, pet food and DIY supplies. The service is currently providing a lifeline for many in the area – both residents and businesses – who can also borrow the bike free of charge





4. Travel advice for your employees and customers

We are keen to see London's leisure and hospitality sector open up, as rapidly and responsibly as possible.

It is important to ensure Londoners are reassured that, by acting sensibly and safely, they can still enjoy all that London and their local neighbourhoods have to offer.

As you begin to welcome back your employees and customers, please consider the guidance below to help them plan and complete their journeys safely.

Please:

- Encourage Londoners to stay local, and to walk and cycle to reconnect with their neighbourhoods – this ensures that the public transport network remains available for those who have no alternative. Right across London, streets are being adapted to give priority to safe cycling, and enable increased space for walking, for both your customers and staff
- Highlight local Santander Cycles docking stations for use by your staff and customers
- Help your employees and customers to avoid peak times (05:45–08:15 and 16:00–17:30), opening later and offering evening experiences that ease the pressure on public transport. This also enables those travelling to take advantage of lower cost off-peak fares
- Encourage your staff and customers to take the most direct route and avoid interchanging where possible
- Consider where people are coming from and the travel options you promote. There might be less busy stations nearby that you could direct customers to, which are a short walk or cycle from central mainline stations



- ♦ Remind people about the use of mandatory face coverings on public transport and promote their use in enclosed environments, for example in taxis and private hire vehicles
- ♦ Promote the use of contactless or Oyster to pay for journeys. If using Oyster, customers should top up on our website, or via the app. To help keep our staff safe, many of our Tube stations are not accepting cash, although some cash-accepting stations can still be found on the transport network. Advice on maintaining social distancing will be given across the network, and further measures to prevent crowding through new queuing systems will be in operation. Customers should respect each other's space and try to maintain social distancing wherever possible
- ♦ Be aware that there is currently no Night Tube or London Overground, and limited Night buses, so employees and customers should plan their journey home ahead of time. Santander Cycles bikes are available to hire 24 hours a day from locations in central London. Taxis and private hire vehicles are running throughout the night
- ♦ Refer people to our website, where they will find advice and information on how the network will operate differently. Encourage them to plan ahead and allow more time for their journey, as it may take longer than normal. Our hardworking staff are there to help; those travelling should act on their instructions and respect them at all times

ZSL London Zoo

As part of its recovery plans, ZSL London Zoo is actively encouraging customers and staff to walk or cycle to the zoo. It is providing additional secure storage space for bikes, to help take the pressure off the public transport network