

Transport for London briefing for retail businesses

8 June 2020



Introduction

Following the Government's recent announcement on the easing of existing lockdown measures, we are working to safely and sustainably get London back to work. This toolkit sets out our latest travel advice for retail businesses, as well as sharing some tips for planning to return to work in the longer term.

1. Our plan
2. Help us to help you – what we ask of retailers
3. Avoiding peak times
4. Streetspace for London plan – deliveries and servicing
5. Travel advice for your employees

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



I. Our plan

We are implementing our 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 90 per cent of Tube services and around 85 per cent of bus services, with further increases planned for the coming weeks
- We continue to put measures in place to enable social distancing wherever possible. These include new signage and platform stickers, as well as operating stations differently through restricting entry if necessary and operating one-way and queuing systems. Our staff are on hand to help
- We have installed more than 500 hand sanitising points at Tube and bus stations, selected TfL Rail and London Overground stations and tram and DLR stops. They will also be installed at TfL River piers, Victoria Coach Station, the Woolwich Ferry and the Emirates Air Line 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, 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
- 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 retailers

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

As employers, you can help us by:

- Considering staggering your staff start and finish times and store opening hours, to help reduce the pressure during peak travel times across London (05:45-08:15 and 16:00-17:30)
- Where possible, encouraging and supporting your employees and customers 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
- Considering the facilities you offer: lockers, showers and cycle storage enable your staff to walk, run or cycle to work
- Encouraging walking or cycling from mainline stations in central London, and so avoiding interchanging with the Tube or buses. You can find your nearest Santander Cycles docking station [here](#)

- Enabling all those who can work from home, such as administrative and head office staff, to continue to do so, in line with Government advice
- Instructing those of your employees who have no alternative to using public transport, or taxi and private hire services, to use a face covering. 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 [here](#) and our dedicated coronavirus webpage is available [here](#).

Greggs

Where possible, Greggs is staggering start times for its shop teams, and encouraging walking and cycling to work. It is continuing to monitor and follow the latest Government advice to keep employees and customers as safe as possible



3. Avoiding peak times

Our network is busiest between 05:45-08:15 and 16:00-17:30. It will help keep your employees and customers safe if they avoid using public transport at these times

For unavoidable travel during peak hours, we have identified the stations and interchanges that are busy and should be avoided. 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.

New West End Company

As part of its reopening and recovery strategy, New West End Company is calling for retailers to open and close later, for example from 11:00 to 19:00. This will enable both employees and customers who rely on public transport to travel outside peak hours



4. 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 servicing. In addition, we have proposed temporary changes to the operating times and cost of the Congestion Charge, to help the freight and logistics sector continue to make essential deliveries.

We will seek to make provision for loading where it is required, but there may be changes in when servicing can take place. We are asking retailers 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; you can find this [here](#). 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; these can be found [here](#)

British Land

British Land is adding around 350 publicly available cycle racks across its London properties. These will support retailers, their staff and customers to travel sustainably and to help take the pressure off London's public transport networks



5. Travel advice for your employees

We have developed the guidance below to help your employees plan and complete their journeys safely as they begin to return to your stores.

Please give this advice to your members of staff, as appropriate:

- As part of London's phased return, please walk, run or cycle to work where possible. We have been introducing local improvements in partnership with boroughs to widen footpaths and provide more cycle lanes. You can find out more [here](#)
- If you must use public transport, please plan ahead and allow more time for your journey, which may take longer than normal. To help you plan your journey please check at tfl.gov.uk, where you will find advice and information on how the network is operating differently
- Please take the most direct route, avoid interchanging and, where possible, travel outside the busiest times (between 05:45-08:15 and 16:00-17:30). You can learn which are the busiest stations and sections of our network [here](#)
- If arriving at a mainline station in central London, try to avoid interchanging to the Tube or buses, and walk or cycle if possible to complete your journey instead. You can find your nearest Santander Cycles docking station [here](#)
- If using public transport, or taxi and private hire services, you must wear a face covering. Please carry hand sanitiser and wash your hands before and after you travel
- Where possible, use contactless or Oyster to pay for your journeys. If using Oyster, you 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 – details of those that are can be found [here](#). Advice on maintaining social distancing will be given across the transport network, and further measures to prevent crowding through new queuing systems will be in operation. Please try to maintain social distancing wherever possible
- Our hard-working staff are there to help; please act on their instructions and respect them at all times