



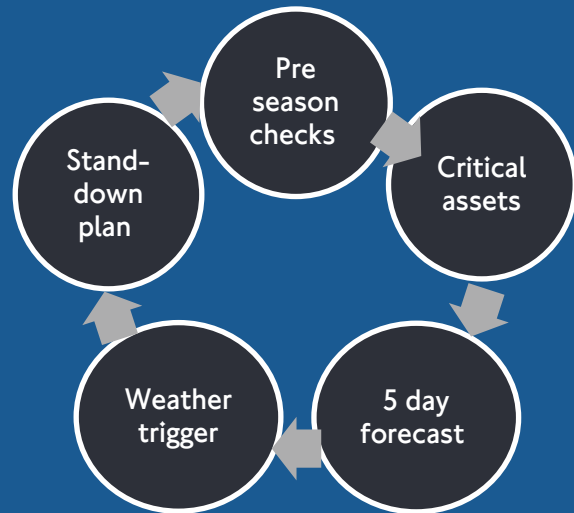
# Transport for London – Summer Preparedness 2023



# Planning and Response

## Trigger levels

## Customer Communications



TfL Operations Command and Control response is managed through the **Network Management and Resilience Directorate's** two Control Centres: The **Network Management Control Centre (NMCC)** and the **London Underground Control Centre (LUCC)**. Both operate 24/7/365.

### Planning and Response

- Daily forecasts with a five-day look-ahead and defined trigger levels to support our established 3-2-1 Weather Plan (Day 1 being the actual day of hot/extreme weather)
- Coordination across all public transport modes in planning and real-time delivery
- Dedicated severe weather desk available to be stood up at short notice
- Daily colleague resourcing assessment to support operations
- Command and Control structure implemented as required with Duty Silver and Gold consulted

### Trigger Levels

- In hot weather we encourage customers to carry water, we can reduce passenger loadings on some services, and make bottled water available on some services
- Colleague advice and welfare communications issued
- Targeted passenger messaging at stations and transport hubs
- On-street temperature readings to ensure optimal air-chill system performance on services
- Enhanced vigilance for potential wildfires

### Customer Communications

- Customer communications are pre-planned and align to the 3-2-1 weather process
- Pre-drafted messaging can be adapted and issued quickly
- Updated customer posters and public announcement scripts issued

# High level summary of plans by mode

Travel information



### Avoid travelling - extreme hot weather



Monday 18 and Tuesday 19 July

During the extreme hot weather we advise you not to travel unless your journey is absolutely essential.

We expect significant disruption across TfL services and journeys will take longer. Please check before you travel.

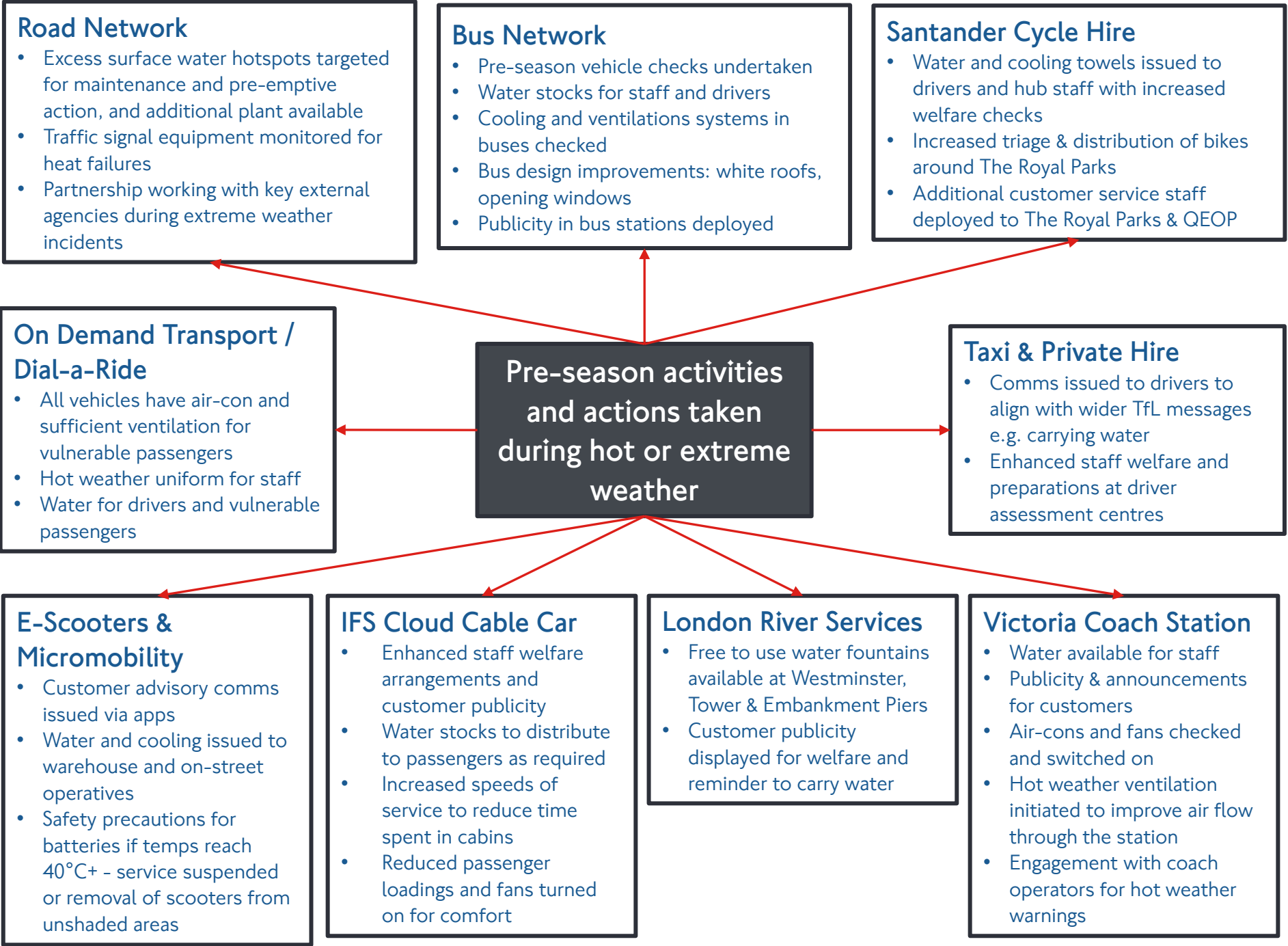
If you must travel, always carry water with you. If you feel unwell while on a train, please seek help from staff at the next station, where we will be able to assist you more quickly.

To plan a journey visit [tfl.gov.uk](https://tfl.gov.uk), use the TfL Go app or scan the QR code



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# Rail modes



## TfL operates 5 railways

- The Elizabeth line
- London Underground (LU)
- Docklands Light Railway
- London Overground
- TfL Trams

## Pre-season activities and actions taken during hot or extreme weather

- The LU Network Readiness plan is updated and issued including customer communications and emergency water supplies
- Checks and maintenance of fleet and premises air-conditioning, weather stations and earth structure monitoring
- Summer Key Route Strategy in place with Network Rail in areas of shared tracks
- Pre-stressing of rails where appropriate to mitigate against buckling caused by extreme heat
- Targeted trackside vegetation management and cutting back as required
- Review of the 'Person Ill On Train' (PIOT) policy and customer messaging to minimise disruption caused by this
- Enhanced staff welfare arrangements including provision of water and customer announcements to carry water while travelling, with bottled water stocks at designated locations to distribute to passengers if a train fails
- Pre-emptive action on some assets which are known to fail on hot days to avoid disruption e.g. some points
- Real time rail temperature monitoring and inspections of track, introducing temporary speed restrictions as appropriate in extreme heat. As rail temperatures approach the critical temperature of approximately 50°C measures are introduced
- Standing up of the Adverse Weather Command Group if severe conditions are forecast