

All relevant extracts from minutes of meeting 5th August 2020:

BTP

Over the last 24 hours, one FPN has been issued, three people have been asked to leave, and 92 interventions made.

Looking into a tweet about face coverings at Tottenham Court Road.

Will be looking at key hubs tomorrow for face covering compliance.

Press Office

Lots of queries received on ridership and face coverings.

All relevant extracts from minutes of meeting 19th August 2020

Safety, Health & Environment

VE reported that recent customer research shows the public are concerned about the number of people not wearing face coverings whilst travelling. **ACTION:** Agreed we need to work with stakeholders to look at enforcement and messaging. Siwan to lead.

Current operational overview (exceptional items only) LU/Surface/TFL Rail

Face coverings – 69100 people have been stopped and 308 FPNs have been issued for non-compliance.

TDM

Need to up-weight face covering messaging. Update on September readiness coming to Exco on Monday so will discuss then.

All relevant extracts from minutes of meeting 2nd September 2020

BTP

VE asked how we can increase visibility around enforcement of face coverings, as this is what the public want to see. MF assured that this is a very high priority, but BAU policing demands are continuing to rise, so resources are stretched. All agreed that comms are essential to spread the message. **ACTION:** Siwan to work with BTP, Met, CPOS to ramp up visibility around enforcement of face coverings.

TDM

Looking at introducing face covering exemption badges, at an estimated cost of £250k. **ACTION:** CMcL and GP to discuss offline, and could possibly raise at the meeting today with the Deputy Mayor.

All relevant extracts from minutes of meeting 30th September 2020

Operational - LU/Surface/TFL Rail (Nick Owen/Peter McNaught)

PMcN provided an update for LU.

Face covering awareness boards are present in all stations, and are being rolled out on trains. Public announcements are also being made.

BTP

Over the last 24 hours there have been 431 interventions for non compliance of face coverings (total 55,688), and 15 requests to leave the station (total 3,856). In the last 48 hours there have been 3 FPNs issued.

TDM

Targeting young males for face covering compliance, and looking at cycling behaviour and off peak travellers. We are continuing with our 'ready when you are' campaign.

International

More countries are enforcing the wearing of face coverings in public places, and have banned drinking alcohol in public places

Press Office

Media will be present at a MPS face covering operation at St George's Circus to see enforcement in progress.

All relevant extracts from minutes of meeting 7th October 2020

BTP

MF updated on the face covering enforcement initiative during the AM and PM peaks.

Second wave planning - LU/Surface/TFL Rail

PMcN updated for LU:

Face covering workstream – using whiteboards and PA in stations. In train, 50% of vinyls now installed, and using PA and advertising panels. Exemption badges went live on Monday.

TDM

No major update – holding pattern including 'ready when you are', cleaning, face coverings.

Press Office

We are taking media to Kings Cross station tomorrow to see face covering enforcement in operation.

GP informed that we will be rolling out a letter to parents and guardians of children who are not complying with face coverings.

All relevant extracts from minutes of meeting 14th October 2020

Operational & second wave planning - LU/Surface/TFL Rail

PMcN gave an update for LU

There were 1195 requests for exemption badges in the first five days.

BTP

Continuing Operation Red Cedar. Over the last 24hrs there have been 186 interventions (60,000 in total), and 14 directions to leave (4,150 in total). In the past 48hrs there have been three FPNs issued (346 in total).

All relevant extracts from minutes of meeting 28th October 2020

BTP

Face covering enforcement: 204 interventions in the last 24hr, and 12 directions to leave; total number of FPNs is 118.

Second wave planning - LU/Surface/TFL Rail

GC gave an update for LU.

Face coverings – using public announcements in stations and on trains. Vinyls on train windows now all in place.

TDM

Holding pattern around TDM messaging – looking at options if we go up to tier 3. 15,000 face covering exemption badges have been downloaded.

All relevant extracts from minutes of meeting 2nd November 2020

TDM

Not planning on changing any customer messaging – we will sit under Government messaging unless told otherwise. But we can look at what we've already got out there and tweak if necessary.

Looking at messaging focusing on young males (face coverings) and school buses.

All relevant extracts from minutes of meeting 4th November 2020

BTP

Covid related - maintaining standard high visibility at AM and PM peaks.

TDM

No change from Monday. Holding lines in place for any new guidance. Keeping an eye on hotspots.

All relevant extracts from minutes of meeting 11th November 2020

Internal Comms

*Prepping message re complacency over face covering and social distancing compliance. Will include details on what we are doing on site. **ACTION:** JL to liaise with MH.*

All relevant extracts from minutes of meeting 18th November 2020

BTP

Operation Red Cedar ongoing.

Face covering compliance: 67,741 engagements; 4466 requests to leave; 141 FPNs.

All relevant extracts from minutes of meeting 25th November 2020

BTP

Red Cedar deployment continues.

To date, 69,328 interventions and 361 FPNs issued.

All relevant extracts from minutes of meeting 2nd December 2020

BTP

Red Cedar continues during AM and PM peaks.

Compliance incidents so far: 70220 interventions, 368 FPNs issued.

All relevant extracts from minutes of meeting 9th December 2020

BTP

Face covering enforcement: to date there have been 71,112 interventions and 371 FPNs issued.

All relevant extracts from minutes of meeting 16th December 2020

Press Office

Doing more around face covering enforcement.

All relevant extracts from minutes of meeting 19th December 2020

Press Office/External Comms

Ensure no advertisements etc. current out there that contradict Tier 4 messaging

All web info etc. should remove Tier 3 references

BTP

Operations continue as planned – will be reviewed further if needed

Will enforce legislation/restrictions etc. as necessary similar to November lockdown restrictions

All relevant extracts from minutes of meeting 20th December 2020

External comms/Press Office

*Noted that we have now withdrawn any messaging that referred to Tier 3
Currently reviewing if/when we do any further customer messaging*

All relevant extracts from minutes of meeting 23rd December 2020

Press Office/External Comms

Stripped back a lot of customer messaging and just focusing on travelling safely. Noted that we have a specific radio ad targeting young people to wear face coverings

All relevant extracts from minutes of meeting 30th December 2020

Customer comms

Continuing with the holding pattern on all comms – will review if needed subject to any further Govt. announcement

All relevant extracts from minutes of meeting 5th January 2021

International

Wearing of face coverings in public places has been mandated in several countries.

All relevant extracts from minutes of meeting 13th January 2021

BTP

Deployment continuing with Red Cedar option.

Have been joint working with Met Police to raise enforcement levels at locations where there is a high level of non compliance. BTP will continue this work alone from today.

To date there have been 74,554 interventions, and 419 FPNs issued.

All relevant extracts from minutes of meeting 20th January 2021

BTP

Interventions to date 77,122. Asked to leave 5,156. FPNs 497

TDM

There has been an uptick in requests for face covering exemption badges

Press Office

Noted: face covering enforcement coverage; Nick Dent's interview yesterday; off-peak travel costs; Bishopsgate streetscape judgement is imminent.

All relevant extracts from minutes of meeting 27th January 2021

BTP

Total interventions as of yesterday 79,009, asked to leave 5,387, FPNs for noncompliance of face covering 249, FPNs for social distancing 580.

All relevant extracts from minutes of meeting 10th February 2021

BTP

In the last 24 hours there have been 231 interventions, 17 directions to leave, and five FPNs issued.

Press Office

Several items to note: Piccadilly Line non-stop at South Ken; deadline for Bishopsgate appeal today; tram incidents from last year; cycling improvements to A23; high court hearing on streetscape schemes; people in court for non-payment of face covering fines; shortlist of bidders for Hammersmith ferry.

All relevant extracts from minutes of meeting 17th February 2021

BTP

*Interventions nationally to date are 84952. Requests to leave 6171. FPNs issued 902 for distancing and 332 for face coverings.
Continuing with Operations Steed and Red Cedar*

All relevant extracts from minutes of meeting 3rd March 2021

Surface

SET AGREED that face covering enforcement remains the priority for CPOS. However, this should be reviewed in the next few weeks.

BTP

Enforcement to date: 88,625 interventions. 6,677 requests to leave. 1,039 FPNs issued.

All relevant extracts from minutes of meeting 17th March 2021

BTP

Total interventions 91,289. Total requests to leave 6,938.

All relevant extracts from minutes of meeting 24th March 2021

Surface

Discussed the issue of people who are exempt from wearing a face covering but do not wear a lanyard to verify that. MF confirmed that the BTP have no powers to make people demonstrate they are exempt.

BTP

Interventions across the UK are 92,504. Requests to leave 7,098. FPNs 1,176 for social distancing, and 394 for face coverings.

All relevant extracts from minutes of meeting 31st March 2021

Safety, Health & Environment

Discussed face coverings, and what guidance we should provide to customers. Also discussed giving out free masks as a 'welcome back' on 12 April.

April 12 readiness / welcome back

Need to ensure stations are in best condition possible e.g. ambience, all old posters removed and replaced with current information, cleaning staff presence at key locations.

Look into distribution of free face coverings at certain locations, and how they would be distributed e.g. marshals or ambassadors. DJ confirmed we have plenty of masks c3.7m.

*Need to work up plans on how we repeat the welcome back for May and June. Agreed we need a 'first week' plan for all steps out of lockdown. Need to target face coverings and marshals/ambassadors. Also need to coordinate with BTP Met police and National Rail. **ACTION:** GB to follow up on face coverings and marshals/ambassadors. **ACTION:** PMc to look at what locations we should focus on. **ACTION:** JF to link up with National Rail plans. **ACTION:** GB, PMc & JF to liaise with MB re comms plan.*

All relevant extracts from minutes of meeting 7th April 2021

LU

Future Planning

Looking to improve visual state of trains and stations for 12 April. All area managers have been briefed on readiness. Will have high visibility of cleaning regime.

Face coverings will be handed out at key locations. Travel ambassador shifts have been offered for AM and PM peaks, and a stewarding plan is in place.

Surface

Face coverings will be offered to customers at key locations from 12 to 18 April. Asking for ambassadors to cover shifts close to their home. Ambassadors will feed back information to NMCC.

*Discussed the type of face coverings we should be encouraging e.g. multi-layered. **ACTION:** LM to check the type of masks on sale at LTM and at EAL.*

*All **AGREED** and **ENDORSED** the proposal for ambassadors and free face coverings at key locations.*

Confirmed we have the resources and capability to repeat the above process through the different stages of unlocking if we need to.

Internal Comm

In preparation for 12 April, will issue reassurance to staff tomorrow on the intranet, including social distancing and face coverings.

Request for ambassadors to go out today.

All relevant extracts from minutes of meeting 14th April 2021**Surface**

Handed out 1000 face coverings on Monday, and 2000 yesterday.

TDM

Have re-started 'we're ready when you are' comms, and will continue throughout the weekend.

New promotional comms likely to start after the weekend.

DFT Update

Raft of questions from DfT on face coverings usage, distribution of them, night tube, tube train capacity, staff shielding and numbers who have returned to work.

All relevant extracts from minutes of meeting 19th May 2021**TDM**

Discussions are ongoing with DfT colleagues on social distancing and face coverings messaging for Step 4 (21 June).

All relevant extracts from minutes of meeting 16th June 2021**Surface**

Future Planning

DfT has advised enforcement of face coverings will remain in place until at least 19 July.

*AGREED to hand out face coverings at stations around Euro matches and Wimbledon tennis. **ACTION:** ST and LU goods to ask their teams to arrange for distribution of masks.*

All relevant extracts from minutes of meeting 30th June 2021**DFT Update**

Preparing for meeting with DfT tomorrow – will raise: quarantine for those who have had two vaccinations; face coverings and social distancing.

National Rail Update

Face covering compliance is reported at 89%.

Face coverings and social distancing

In light of upcoming government announcement on 19 July, we need to prepare for any future changes to rules. AGREED to follow government advice.

*Discussed by-laws and conditions of carriage, and any associated paperwork. **ACTION:** ensure BTP are involved in any working groups around changes to by-laws and conditions of carriage.*

AGREED we need consistency across LU and Surface (including Streetspace and TPH trade).

*Need to separate out staff and customers. Some staff might prefer to continue to wear a face covering so think about providing re-usable Type 2R as part of the uniform. Also need to consult facilities. **ACTION:** MK to bring a paper to SET advising our ideal position for staff going forward.*

AGREED we need to appoint a Project Manager.

***ACTION:** Geoff Hobbs to ensure we link in with RDG. Also raise at tomorrow's senior Rail meeting, and feed back next week at SET.*

All relevant extracts from minutes of meeting 7th July 2021

Government announcement regarding Stage 4 (Lilli Matson)

Discussed the paper circulated yesterday.

If the requirement to wear a face covering is lifted, it would remove our legal structure which we base our enforcement on.

Following discussions with RDG there are mixed opinions on the change in face covering requirements. We stressed at DfT roundtable today that we need consistency across public transport.

Many business groups want face coverings to remain in place for a while to help encourage a return to work.

LM confirmed that David Hampson-Ghani is the PM leading on proposed changes.

Discussed creating new bylaws and conditions of carriage, but HC confirmed this would take a long time.

Need to consider difficulty for CPOS officers if we continue to enforce wearing of face masks. Also need to address TU concerns if we don't enforce.

*Very important that we send out clear messages to customers about cleanliness on the network, and what measures we are taking. Maybe need to re-think our wording for guidance to customers. And include something on social responsibility to wear a face mask. For our staff, suggest we continue to mandate the wearing of face masks for now, and work with the TUs on how to move to 'normality'. Also need to consider vulnerable staff. Ensure we update staff regularly. **ACTION:** DI to draft staff comms and send to Golds for comments & sign off. Then send to GP, AL, VE for final approval.*

All relevant extracts from minutes of meeting 14th July 2021

BTP

Face coverings compliance being discussed with GOLDS.

Press Office

On 16 July we will issue a press release on travel guidance post 19 July.

Government changes to COVID-19 rules

Business groups and customers strongly support the use of face coverings on public transport post 19 July

CPOS colleagues will be out on the network on the 19 July to help with face covering enforcement. • ACTION: MC to seek clarity from MET colleagues on how they plan to support TfL colleagues on bus and rail services on enforcement.

All COVID-19 signage which is no longer applicable will be removed from the TfL network. All COVID-19 signage that is still relevant but in poor condition will be replaced with new signage.

Post 19 July, station controls will remain but will be at the station managers discretion. Comms to be sent internally to staff and externally to customers to remind them to wear a face covering on TfL services post 19 July.

All relevant extracts from minutes of meeting 16th July 2021

DFT Update

Today's press release on face coverings had gone to DfT colleagues for their information.

TDM

Customer emails will be sent out today with safety advice including the wearing of face coverings and travel information.

Additional posters and PA announcements will take place at stations where there are interchanges with TOCs, to remind customers to wear a face covering on the TfL network. Staff at these stations have also been briefed and provided with face coverings to give to customers changing from TOC services.

CPOS colleagues and ambassador will be out on network next week and supported by policing colleagues. ACTION: MC to share plans for CPOS and ambassador deployment locations to this group.

Heathrow and Gatwick airport are asking that passengers wear face coverings at their airports. ACTION: JD to check if City Airport are asking passengers to wear mask coverings at their airport.

Updated the conditions of carriage on our website and on services for customer clarity.

City Hall

The introduction of by laws are still being investigated – no update yet on this work.

Press Office

Press release went out this morning on face coverings and updated conditions of carriage.

Face covering interviews scheduled for BBC and LBC with Siwan Hayward this weekend.

Government changes to COVID-19 rules

Face coverings will be required on Woolwich Ferry services. ACTION: MC to confirm if face coverings will be required on pier and river services and update DK in case of any press queries.

The group ENDORSED the plan for a phased withdrawal of the social distancing message in our customer facing environments.

All relevant extracts from minutes of meeting 21st July 2021

Surface

Operational

Broadly seeing 60 – 90% compliance with face coverings, although some hotspots as low as 40%. CPOS present at all those locations.

BTP

High compliance rate for face coverings.

Press Office

Upcoming items include: testing; pings from the NHS app; face coverings; revised budget; circle line closure; congestion charge consultation; LU mods at Company Council; first customer comms re planned strike.

Internal Comms

Upcoming items include: pop-up vaccination centre at Baker Street; face covering enforcement; 'Let's do London'.

All relevant extracts from minutes of meeting 11th August 2021

Surface

C P O S targeted patrols at areas with low face covering compliance, reporting face covering compliance at c. 50-70%

AOB

A B – requested feedback on paper asking for endorsements for full review of face coverings to be presented at S E T next Wednesday. P Mc requested inclusion of station tenant feedback within the paper, which was noted.

All relevant extracts from minutes of meeting 18th August 2021

Major Project

Have sent out comms via Build UK to construction site workers reiterating the need to wear a face covering when using TfL services.

Face coverings and conditions of carriage

*Discussed the paper circulated yesterday. AGREED to maintaining our conditions of carriage, and will review in three months, or earlier if any significant changes. This will also apply to TPH trade. **ACTION:** HC/LM to send an update to that effect to Andy Byford today.*

All relevant extracts from minutes of meeting 25th August 2021

LU

Anecdotally appears that face covering compliance is gradually reducing.