



How BSOL helps future-proof 150-year old infrastructure



Transport for London (TfL) is London's integrated transport authority responsible for the city's underground and overground rail network, buses and taxis, as well as its roads, cycling routes, trams and river services. TfL runs stations and vehicles ready for the 21st century within a 150-year old infrastructure, originally designed when it was unimaginable that London would grow to its size today.

Thanks to this challenge, TfL has accumulated unparalleled knowledge on transport system maintenance, which has fed into the relationship between TfL and British Standards Online (BSOL), BSI's standards management system. We spoke to TfL to find out how standards enable the network to safely handle over 11 million journeys every day and how using standards is enabling innovation that will shape the future of transport provision.

The Benefit

Standards enable TfL to maintain exceptional levels of safety, quality, consistency and reliability in their services. According to Melina Kakouratou, TfL's External Risks, Infrastructure Protection Engineer, a key benefit of using BSOL is the ability for multiple users across the organisation to share knowledge and best practice.

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**Transport
for London**

"It's great because of the consistency that comes with having a common language between different departments, designers, engineers and contractors. A shared source of reference data is the best way of achieving efficiency."

At the same time as standards help guide TfL's operations, TfL has also led the development of new standards. Most recently, TfL co-sponsored a publicly available specification which enables designers, planners and facilities managers to make public spaces more inclusive (PAS 6463: Neurodiversity and the Built Environment). TfL's knowledge as a service provider – specifically one designed to be safe and accessible for all - informed the standard which enables other organizations to achieve the same outcome.

Tackling Challenges Together

TfL is responsible for a vast interconnected transport network including 270 London Underground stations, 675 bus routes, the Docklands Light Railway and London Overground train networks, roads throughout the city's 32 boroughs, London River Services, plus cycling and walking infrastructure. BSOL provides a shared resource for TfL's employees working across the network, in doing so ensuring that high standards of passenger safety, environmental protection and quality of service are consistently met.

London Underground is the world's oldest underground railway system. Since its foundation in 1863, the network has accumulated unparalleled expertise on the unique engineering challenges that come with operating and maintaining an underground railway, expertise which was gathered into a range of formal in-house standards in the 1990s, and which were then made compatible with British and international engineering standards in 2008. TfL attributes the supreme confidence which its customers have in the organization to its use of, and alignment with, British Standards (which are written by industry experts):

"From an engineering perspective, we need to meet a very high level of excellence. So we always need to comply with standards." – Says Melina Kakouratou.

TfL's standards library began in 1994, when existing paper documents were updated with more accessible CD ROM versions. These were later replaced by online access, with TfL using BSOL since 2011.

According to Lorna Fleming, TfL Librarian, **"BSOL is very user-friendly. It's easy for us to register new staff that want to access standards and it's very quick for them to get up and running. It's intuitive. We have BSOL's custom collection, which gives us the flexibility to add any standards that we need at any given time."**

BSOL standards have also proven to be flexible to enable TfL to accommodate the age of much of the infrastructure that it is responsible for maintaining and upgrading. Dan Eyob, TfL Management System Analyst, explains:

"A standard may require a new station platform to be a certain width, but it may not be physically possible in reality because of the age of the infrastructure. However, BSOL standards has a system in place which enables us as an organisation to manage concessions, assess risk and make mitigations."

This flexibility is essential for TfL to make existing infrastructure fit for the future and working with BSOL gives TfL's users and employees peace of mind that the network is safe and reliable. By using BSOL, TfL is able to constantly innovate in order to future-proof infrastructure that meets up-to-date international standards, while simultaneously acting as the custodians of a transport network of significant historic importance.

"Transition to BSOL was very simple. We sent BSI a list of all our registered users and they transferred all the registrations over, it was seamless. We notified people that there would be a switch over, put the new links on our web pages and that was it. People were up and running immediately." – Lorna Fleming, TfL.

To find out how BSOL can help you with managing standards, contact us today on: **+44 (0) 208 996 6353** or email us at **BSOLSales@bsigroup.com**



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