



# TRANSPORT FOR LONDON UNITED KINGDOM

**Transport for London (TfL) is the integrated transport authority responsible for meeting the mayor's strategy and commitments on public transport in London including rail, tube and buses. This includes the day-to-day running of the Capital's public transport network and managing London's main roads.**

## CHALLENGE

There is a growing need for safety for both commuters and frontline staff in the London underground. TfL takes the safety and wellbeing of its passengers and staff seriously and recently launched a major stand against hate crime and abuse against its frontline workers. It estimates that 25% of violence and aggression incidents towards its staff are hate crimes.<sup>2</sup> Now it is introducing a series of measures to make public transport services more welcoming and safer for everyone. The need for safety and accountability has been particularly high since the pandemic and will continue as more passengers return to travel.

## SOLUTION

TfL introduced body-worn video cameras, to monitor antisocial behavior and abuse against staff and passengers. By the middle of 2021, it had cameras at 270 of its stations. It has also made significant investments to improve its critical incident management center. The upgraded command-and-control system gives remote operational staff the ability to view the CCTV footage, assess potentially dangerous events and instantly alert blue-light emergency responders, when necessary.

## BENEFITS

The new system gives control-center staff the information they need to direct the right responders to incidents, as quickly as possible. The combination of a state-of-the-art, back-end system and body-worn video cameras on the frontline enable TfL to capture evidence, and provides the software tools it needs to efficiently organize and search that evidence.

<sup>2</sup> <https://tfl.gov.uk/info-for/media/press-releases/2021/june/tfl-takes-a-stand-against-hate-crime-and-abu>



*"We decided that body-worn video could have a positive impact in keeping our staff and passengers safe and making all journeys more comfortable."*

**Nicholas Allen**  
Technology Improvement Lead  
Transport for London

