

Interchange matters seminar: London's major terminal stations



21 June 2018

Room G02, 169 Union Street 9:30-1pm

9:30am – Tea/Coffee

10:00am Welcome from the Chair: John Stewart (Chair of London TravelWatch's Policy Committee)

10:05am Introduction: Janet Cooke, CEO of London TravelWatch

10:15am A new approach to customer service at major interchanges. Case studies from Victoria and London Bridge - Darren Williams, Victoria Station Manager, Network Rail

11am Break

11:15am Securing improvements at Paddington and Liverpool Street before the core Crossrail (Elizabeth line) section opens: Paul Parsons, Customer Experience Director at MTR Crossrail

12pm General discussion

12:45pm Close