
Secretariat memorandum

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Review of interchange matters best practice seminar and next steps

1 Purpose of report

- 1.1. To update members on the interchange matters best practice seminar held on 2 June 2016, identify issues discussed which merit further investigation by the Board and suggest a follow up event later this year.

2 Interchange matters best practice seminar for practitioners 2 June 2016

- 2.1. We held a successful best practice event on interchanges earlier this month which considered both existing and new interchanges from different perspectives. A range of external speakers addressed the event covering the following topics:

- Leon Daniels (MD of Surface Transport, TfL): Is London getting interchange right?
- Tiffany Lynch (Infrastructure Strategy Manager, LB Bexley): Case study: The opportunities presented by the Crossrail project to improve interchange arrangements at Abbey Wood
- Mick Mulhern (Director of Planning, Old Oak and Park Royal Development Corporation): A blank sheet of paper: designing an interchange at Old Oak Common
- Natalie Doig (Campaigns Officer for Transport, Royal National Institute of Blind People [RNIB]): Interchange matters for everyone
- David Begg (Publisher and Chief Executive, Transport Times, non-executive board member of Heathrow Airport Holdings Ltd): The interchange experience for passengers travelling to and from London's airports

The event was attended by 25 external visitors representing a wide range of organisations including transport operators, local authorities, campaign organisations and airports. Two journalists also attended. The event was chaired by our interchange champion, Chris Brown. The London TravelWatch Chair and staff were also present.

3. Feedback on the event

- 3.1 We received good feedback from speakers, attendees and staff. We made the presentations and information included in the delegate packs given out on the day available on the website.
- 3.2 We live tweeted from the event using the hashtag #interchangematters and our tweets were retweeted a total of 13 times with 13,900 impressions. A number of people in the meeting used the hashtag to offer their thoughts during the meeting and people were still commenting/retweeting several days later.

4. Lessons learned/next steps arising from the best practice seminar

- 4.1 It is hoped that organisations involved in future infrastructure projects will learn the lessons identified in Tiffany Lynch's presentation on Abbey Wood and Crossrail opportunities which showed the benefits of earlier involvement in similar projects.
- 4.2 We were concerned to hear about the dispersal of the planned new stations at Old Oak Common. It would be preferable to have one station linked together rather than the planned two Overground stations and separate Crossrail and HS2 stations which would require passengers changing from one station to another to do so via the street.
- 4.3 In her presentation, Natalie Doig from the RNIB raised a number of issues which members might want to explore further in future work to gain a better understanding of the travelling experience for blind and partially sighted people:
- The different ways blind/partially sighted people navigate depending on whether they use a stick or a guide dog and the building line
 - The importance of tactile paving, curbs and pedestrian crossings to visually impaired people
 - The importance of even lighting and obvious routes to follow, without walls and pillars in unusual places
 - Shinagawa station in Tokyo was quoted as an example of good practice with good lighting, well-ordered walking routes and a continuous yellow tactile strip to aid navigation which continued into the street.

5. Follow up interchange matters event

- 5.1 Members might like to consider holding a follow up interchange matters event in six months to focus more on the 'softer side' of things, highlighting how much the passenger experience can be improved by organisations

working together and providing improved information/customer service for passengers.

6. London TravelWatch priority

- 6.1 As the only statutory transport user body to be completely multi-modal, it is particularly important that London TravelWatch places a high level of importance on interchanges which are used by millions of passengers in London every day.

7. Equalities implications

- 7.1 London TravelWatch has a particular remit to represent disabled transport users. There are a number of equalities implications for people with visual or other impairments who use interchanges in London and a more detailed look would help us to work to improve the travelling experience for these users.

8. Legal implications

- 8.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users Committee) to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

9. Financial implications

- 9.1 There is no financial implication for London TravelWatch arising from this report other than staff time. The cost of holding such an event at Union Street is negligible as meeting room hire is included in our rent.