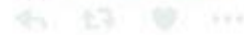


Tweets during our interchange matters seminar on 1 December 2016



Natalie Doig @thehappysa... Dec 1
Looking forward to the talks today at #interchangematters at @LonTravelWatch



London TravelWatch @L... Dec 1
Our CEO, Janet Cooke 'so often interchanges r weakest link in a journey'. Want a situation where people don't notice them. #interchangematters



Alan Benson @AlansTweets Dec 1
Attending @LonTravelWatch seminar on #interchangematters.



London TravelWatch @L... Dec 1
Janet Cooke - interchanges matter most to those with mobility needs. These people need to be confident when travelling. #interchangematters



Transport for All @transp... Dec 1
We're @LonTravelWatch's #interchangematters seminar this morning talking about accessibility!



London TravelWatch @L... Dec 1
London Underground MD, Mark Wild is our first speaker. #interchangematters



London TravelWatch @L... Dec 1
Wild: Accessibility is a measure where LU doesn't score well when compared to other major metro systems. #interchangematters



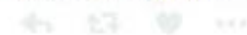
London TravelWatch @L... Dec 1
With only 70 step free LU stations, only Moscow of they key comparison metros has fewer step free stations. #interchangematters



London TravelWatch @L... Dec 1
Wild: 'it is the system which disables people' - he sees improving LU accessibility as a personal challenge. #interchangematters



London TravelWatch @L... Dec 1
Wild: The Vauxhall interchange is sub-optimal. Underground only just step free but hard for anyone to get around. #interchangematters



Alan Benson @AlansTweets Dec 1
Moscow is only metro with worse step free access than London #interchangematters



London TravelWatch @L... Dec 1
Wild is looking for innovative ways of filling the gap btwn train & platform #interchangematters



London TravelWatch @L... Dec 1
The latest innovation is the 'please offer me a seat' badge which launched in September. #interchangematters



Alan Benson @AlansTweets Dec 1
Honest appraisal from Mark Wild of @TfL on failures and successes of underground #interchangematters



 **London TravelWatch** @L... Dec 1
Wild - many in the room will have fought for all 40 Crossrail stations to be accessible.
#interchangematters

 **Natalie Doig** @thehappysa... Dec 1
Really reassuring talk by Mark Wild of @TfL on accessibility. Real commitment to improve
#interchangematters @LonTravelWatch

 **London TravelWatch** @L... Dec 1
Wild in response 2 qu frm @thehappysalmon turn up & go assistance going OK but he takes failure instances very seriously
#interchangematters

 **Alan Benson** @AlansTweets Dec 1
Every failure of turn up and go is reported to MD of LU
#interchangematters

 **Alan Benson** @AlansTweets Dec 1
National Rail running project to implement turn up and go
#interchangematters

 **Rica** @RicaUK Dec 1
#Access and the Tube:
@LonTravelWatch is hosting the #interchangematters seminar today. How easy is changing trains for #disabled people?

 **London TravelWatch** @L... Dec 1
Wild - must reduce excess journey time 4 those with accessibility needs so they have access 2 jobs & other opportunities
#interchangematters

 **London TravelWatch** @L... Dec 1
Our next speakers are John Gill from @networkrail & Micky Ball from @RailDeliveryGrp
#interchangematters

 **Natalie Doig** @thehappysa... Dec 1
Key lesson is for LU staff and train companies to communicate better over assistance for disabled people
#interchangematters

 **London TravelWatch** @L... Dec 1
John Gill - accessibility is very high on the agenda, particularly since the @ParalympicsGB homecoming event.
#interchangematters

 **London TravelWatch** @L... Dec 1
This really made him understand the important accessibility issues. eg trains cld only accommodate 3 wheelchairs.
#interchangematters

 **London TravelWatch** @L... Dec 1
Two charter Caledonian Sleeper trains enabled 40 wheelchair users to travel.
#interchangematters

 **London TravelWatch** @L... Dec 1
This experience made @networkrail realise national rail stations don't make it easy 4 those with wheelchairs to travel.
#interchangematters

 **London TravelWatch** @L... Dec 1
Micky Ball soon realised when he took on accessibility issues at RDG that 'we're in a position 2 change people's lives'
#interchangematters



Alan Benson @AlansTweets Dec 1

Great story from Network Rail about transporting 40 wheelchair using paralympic athletes to London #interchangematters it can be done



London TravelWatch @L... Dec 1

Micky Ball: in this age of apps & technology, the human element is still so important. #interchangematters



London TravelWatch @L... Dec 1

Ball - there is currently no consistent info on which stations you can get turn up & go assistance. #interchangematters



Alan Benson @AlansTweets Dec 1

Google Street View coming for 85 stations #interchangematters



London TravelWatch @L... Dec 1

Nat Rail operators looking 2 intro updated, easy 2 use, fully functioning maps as part of their stations made easy prog #interchangematters



London TravelWatch @L... Dec 1

Our Chair, Stephen Locke makes pt that timetabling changes 4 engineering works sld take into account accessibility issues #interchangematters



London TravelWatch @L... Dec 1

We now move onto our #interchangematters panel; @thehappysalmon from @RNIB , @AgeUKLondon_BD & @transportforall #interchangematters



London TravelWatch @L... Dec 1

Faryal Velmi from @transportforall - accessibility is a civil rights issue. #interchangematters



London TravelWatch @L... Dec 1

.@transportforall helped force a u-turn on Crossrail, ensuring the 40m stations will be accessible. #interchangematters



London TravelWatch @L... Dec 1

In an aging society we need to future proof our transport eg more mobility scooter users, an aging population. #interchangematters



London TravelWatch @L... Dec 1

It is confusing that u have to book 1 type of assistance on one form of transport & another for a different mode. #interchangematters



London TravelWatch @L... Dec 1

Faryal from @transportforall : Having 1 management team at interchanges as advocated in our report, would be great help. #interchangematters



London TravelWatch @L... Dec 1

.@thehappysalmon Natalie Doig is picking up some issues that the @RNIB encounter - transport is the no 1 issue. #interchangematters




London TravelWatch @L... Dec 1

She tells of a man who was visiting London & got lost trying to find his wife in the assistance room @NetworkRailPAD #interchangematters



 **London TravelWatch** @L... Dec 1
After he badgered the station they eventually put up signage hvg 1st been worried that people w/o disabilities wld use it #interchangematters

 **London TravelWatch** @L... Dec 1
.@thehappysalmon : Accessibility issues can link with mental health issues if pax aren't given confidence abt travelling. #interchangematters

 **London TravelWatch** @L... Dec 1
Station staff need to recognise that people with disabilities may want to choose a quieter and less busy service. #interchangematters

 **London TravelWatch** @L... Dec 1
Gordon Deuchars from @AgeUKLondon_BD stations need an adequate seating, evenly spaced & perhaps priority seating #interchangematters

 **London TravelWatch** @L... Dec 1
Toilets are also really important too - some stations have them but others don't. #interchangematters

 **London TravelWatch** @L... Dec 1
There's still a lot of confusion about bus request stops in the outer London boroughs says @thehappysalmon #interchangematters

 **London TravelWatch** @L... Dec 1
In S London where transport links are often poor, it's v difficult 2 book social transport services say @transportforall #interchangematters

 **London TravelWatch** @L... Dec 1
.@AgeUKLondon_BD add that freedom pass restrictions also often adversely affect those in S London. #interchangematters

 **London TravelWatch** @L... Dec 1
People are sometimes treated like packages rather than people says @thehappysalmon #interchangematters

 **London TravelWatch** @L... Dec 1
Need 2share best practice frm aro the country eg join up btwn shopping centres & transport services say @transportforall #interchangematters

 **London TravelWatch** @L... Dec 1
The panel agree that staff training involving disabled and older people can really help improve services. #interchangematters

 **London TravelWatch** @L... Dec 1
Julian Drury from @c2c_Rail is just summing up our event. #interchangematters

 **Enda Casey** @casey_enda Dec 2
RT @LonTravelWatch "With only 70 step free LU stations, only Moscow... has fewer step free stations ' #interchangematters"