

Tweets from Interchange Matters Accessibility Seminar, 24.07.19



Dominic Lund-Conlon @daddyd... 2d
With the @LonTravelWatch for #interchangematters this morning. Partnership seems a key theme for this morning



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Caroline Pidgeon ♦️ @Carol... 2d
Good to be at @LonTravelWatch seminar on accessibility on the transport network.



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Alan Benson @AlansTweets 2d
After a moderately successful day yesterday, in temperature terms at least, I'm trying my luck. Off to @LonTravelWatch #InterchangeMatters using creative, air con'd transport route.

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Jackie Ballard @volunteerjackie 2d
At City Hall for @LonTravelWatch #accessmatters seminar. Hot on the 9th floor, but engaged and interested audience 🙌

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London TravelWatch @LonTrav... 2d
Just kicking off our #interchangematters seminar. Our Chair Arthur Leathley says he is pleased to see such a good turnout at London's Living Room on such a hot day. #accessmatters



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Anthony Smith @AnthonySmithTF 2d
Good wins reported @LonTravelWatch #interchangematters event. Looking forward to learning more. @AnnieBtransport @daddydoink @SectorRail



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London TravelWatch @LonTrav... 2d

Arthur's outlining some of our successes on accessible bus stops, clearing pavement clutter & station accessibility improvements and makes the point that it takes a lot of work with partners to achieve change. #interchangematters #accessmatters

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London TravelWatch @LonTrav... 2d

.@transportgovuk Inclusive Transport Strategy is almost a year old. There's a positive feel about how it is developing & attention from ministers & elsewhere.

#accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Our first speaker is Rupert Furness from @transportgovuk

#accessmatter #interchangematters

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London TravelWatch @LonTrav... 2d

Importance of working with partners is emphasised in the Strategy. 1 year progress report has recently been published. Network of equality leaders set up to raise awareness at @transportgovuk Also proposals to require better info on board buses.

#accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Development process has been likened to the gestation period of an african elephant but Furness says it has been worth taking time to develop a holistic approach which recognises 'hidden disabilities' as well as obvious physical ones.

#accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Public awareness campaign to create a 'supportive travelling experience for disabled people' will be launched later this year by @transportgovuk working with DPTAC & others. Also new multi modal inclusive transport leaders scheme for operators.

#accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

A new team has been established to join up activities across government. Furness concludes that whatever happens with politics over the coming months he doesn't see accessibility priorities changing.

#accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Qu from @HadleyWoodGC on the need for more Blue Badge parking spaces. Furness says it is an important issue that

@transportgovuk will need to watch carefully. #accessmatters

#interchangematters

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London TravelWatch @LonTrav... 2d

Responding to a qu on shared space & pedestrianisation schemes, Furness says that local authorities should already be carrying out accessibility assessments when they pedestrianise areas. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

.@AnthonySmithTF asks about evidence gaps and risks in the Inclusive Transport Strategy. Furness says that benefit/cost ratios not always possible for accessibility interventions & the spending review is a potential risk. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Point made that it is important that action is taken to ensure that new trains do not increase the gap between the train & platform. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Our next speaker is Connor Lempriere from @networkrail #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

.@networkrail are developing a piece of work, 'Railway for Everyone' - a long term strategy which focuses on identifying & removing barriers to travelling & ensuring everyone can easily use the railways. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Quality & accessibility of information is a key point being considered with @RailDeliveryGrp Also the barrier of poor connectivity and co-ordination of services in urban areas. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

.@networkrail has 8 workstreams which feed into their Railway for Everybody report and this will then be subject to a public consultation. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

This work is very different to a lot of strategic work done by @networkrail Key themes: consistency - spreading best practice on training/standards /info, communication - providing information in a 'clear & appropriate manner' & cultural change. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Recommendations included in the draft Railway for Everyone strategy include monitoring operator obligations on regularly updating information, a reduced notice period for booked assistance & integration of ticketing. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Point made that it takes so long to update station facilities on @nationalrailenq website. Important to have accurate information about access and amenities available. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

We now welcome Leo Capella from @Autism #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Leo explains that autistic people face a no of challenges when using public transport. Autism is lifelong, a spectrum condition & different for everyone. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Challenges for autistic people include: access to info, loud noises & proximity, anxiety, risk of meltdown/shutdown from overload and risk of misunderstanding with passengers or staff. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Train delays can be upsetting for autistic people who often like having a clear routine. They can also act as a trigger if there are other problems eg air conditioning that doesn't work on a train. #accessmatter #interchangematters

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London TravelWatch Retweeted



Caroline Pidgeon ♦️ 🟦 @Carol... 2d

Very good presentation by Leo Capella from the National Autistic Society @Autism about challenges people with autism face using public transport at @LonTravelWatch accessibility seminar.

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London TravelWatch Retweeted



Jackie Ballard @volunteerjackie 2d

Powerful video shown by Leo from @Autism at the @LonTravelWatch #accessmatters seminar, awareness raising vital

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London TravelWatch Retweeted



Dominic Lund-Conlon @daddyd... 2d

We were shown this video in #interchangematters about how too much information can have an impact. Please watch and share youtu.be/sMn2o9EYa08 @LonTravelWatch @SectorRail @networkrail @RAIL @RailDeliveryGrp

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London TravelWatch @LonTrav... 2d

Going through a crowded station or travelling on a crowded train may cause problems for an autistic person. Sometimes they are no longer able to cope leading to a meltdown or a total 'reset'. important that staff & passengers don't judge. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

53% of autistic people & 36% of parents say they avoided travelling by bus while 45% of autistic people & 36% of adults avoid travelling by train or Tube. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Staff at transport operators can help by knowing when to help/ignore & asking 'can I help?' @Autism 's Autism Friendly Award is a standard designed to support & build lasting improvement across 5 key areas. Operators are encouraged to take part #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Responding to a qu from @cityoflondon about key things to include in their transport strategy, Leo says info re unexpected construction works on streets really important. Also use LED not CSD lighting which gives autistic people headaches. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Responding to a qu from an architect on recovery spaces for autistic people, Leo says that they value nice wide, quiet spaces with no distractions. And ask autistic people themselves what they prefer. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Leo says that operators should keep announcements to what is necessary. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

.@volunteerjackie has just welcomed our #interchangematters panel. #accessmatters

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London TravelWatch @LonTrav... 2d

Andrew Sidgwick from GTR explains that GTR operates a very diverse set of services which include commuter services & airport services. Every week they transport 1,000 pre-booked and up to 4,000 unbooked people with accessibility needs.

[#accessmatters](#) [#interchangematters](#)

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London TravelWatch @LonTrav... 2d

GTR have Priority seat badges, Baby of Board badges & travel support cards if people have specific needs. They also have an Accessibility Improvement Steering Group & an Access Advisory Panel.

[#accessmatters](#) [#interchangematters](#)

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London TravelWatch @LonTrav... 2d

GTR staff undergo accessibility training when they join & this is updated as they progress.

[#accessmatters](#) [#interchangematters](#)

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James S Welling @SpeedySticks007 2d

Replying to [@LonTravelWatch](#)

They do a very poor job when it comes to addressing station to station communications problems.

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London TravelWatch @LonTrav... 2d

Sidgwick recognises that physical improvements like platform humps can made a real difference and cites progress made on the Tube with them.

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[#interchangematters](#)

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London TravelWatch @LonTrav... 2d

Francesca Caine from [@HadleyWoodGC](#) is our next panelist to speak. Says she became an 'accidental disability campaigner' & describes the improvement project she became involved in at her local station, Hadley Wood to provide an accessible entrance [#accessmatters](#) [#interchangematters](#)

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London TravelWatch @LonTrav... 2d

She worked with GTR who encouraged her to set up a users group and submit a petition to them. Her idea for an accessible entrance was adopted and became reality in 2017.

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London TravelWatch @LonTrav... 2d

Francesca also mentions an accessible transport timetable [@HadleyWoodGC](#) produced, now available via [@nationalrailenq](#) site. They also secured parking restrictions around the station & want an accessible toilet & a platform hump for turn up & go.

[#accessmatters](#) [#interchangematters](#)

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London TravelWatch @LonTrav... 2d

Next speaker is Chris Price, a member of DPTAC, Disabled Person's Transport Advisory Cttee, an expert cttee providing challenge & scrutinising the work of @transportgovuk on access & disability. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Chris leads the non-visible disability working group which has advised the @transportgovuk on eligibility for Blue Badge and railcards. It si now working to try and get a single travel assistance card. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Our final panelist, Mark Evers, Chief Customer Officer at @TfL says progress towards an inclusive transport network has been made in recent years but still a long way to go to break down barriers. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Currently 78 step-free Tube stations (c30%) & 53 step-free London Overground stations. But Evers recognises that step-free access isn't just about lifts; platform humps can be useful but consistent use of manual boarding ramps often best option. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Also a recognition that information about lifts that are out of action needs to improve. Work's in progress to do this & to encourage operators to provide real time information 'on the go'. @TfL now rolling out speech to text info on staff iPads #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Qu about WiFi availability on the Tube network. Mark Evers says that the majority of the Underground network has access to WiFi & there are plans to introduce mobile phone signals in the future. #accessmatters #interchangematters

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London TravelWatch @LonTrav... 2d

Arthur Leathley is now wrapping up the session. Thank you to all our speakers and attendees for their excellent presentations and some really high quality discussion. #accessmatters #interchangematters

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London TravelWatch Retweeted



Leo Arthur Capella @thesnakest... 2d

What a fun morning presenting at #InterchangeMatters in City Hall! Nice to listen to all the other presenters as well as talk with the interesting audience too.

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 London TravelWatch Retweeted



KirstyTfA @KirstyTfA 2d

[#accessmatters](#) [#interchangematters](#)

Great to hear Hadley Wood Rail User Group approach to change...pragmatism, 80% now, incremental planning. Realistic and effective 🙌🙌

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