

Tweets from London TravelWatch Interchange Matters Seminar 25 January 2018



London TravelWatch @Lon... 1d

This morning we are hosting our latest [#interchangematters](#) seminar on improving airport interchanges. We'll be hearing from [@HeathrowAirport](#) & [@Gatwick_Airport](#) with contributions from others. Follow live tweets from 10am.



London TravelWatch @Lon... 1d

Janet Cooke: 'Travel to airports should be reliable, accessible and value for money with easy to use ticketing and good customer service.' [#interchangematters](#)



London TravelWatch @Lon... 1d

Our Chair [@ArthurLeathley](#) is introducing our fourth [#interchangematters](#) event focussing on improving airport interchanges.



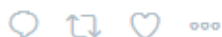
London TravelWatch @Lon... 1d

The X26 from Croydon to [@HeathrowAirport](#) provides great value for money for £1.50. [#interchangematters](#)



London TravelWatch @Lon... 1d

Much has changed since our 2014 report on improving public transport access to London's airports londontravelwatch.org.uk/documents/get_... So great to be able to bring ourselves up to date today. [#interchangematters](#)



London TravelWatch @Lon... 1d

At Clapham Junction the trains always go from the same platform and there is clear signage to Gatwick. This is excellent. [#interchangematters](#)



London TravelWatch @Lon... 1d

[@TfL](#) [@RailDeliveryGrp](#) and rail operators need to get together to ensure signage is consistent. [#interchangematters](#)



London TravelWatch @Lon... 1d

Janet Cooke, our CEO is now looking at passengers' perspectives on travelling to London's airports. [#interchangematters](#)



Matthew Cheadle @mattyche... 1d

Best value public transport route to Heathrow is the x26 bus from Croydon. £1.50 each way (!) [#interchangematters](#)



London TravelWatch @Lon... 1d

Janet Cooke: At East Croydon display screens don't help passengers find their destination as well as they should and areas where information could be displayed are cluttered up with advertising. [#interchangematters](#)



Tweets from London TravelWatch Interchange Matters Seminar 25 January 2018



London TravelWatch @Lon... 1d

Janet Cook: At Stratford there is no signage showing the way to Southend Airport. They need to tell passengers about the good services which exist.

[#interchangematters](#)



London TravelWatch @Lon... 1d

Before Oyster and Contactless were extended to [@Gatwick_Airport](#) there were 6k penalty fares a year issued to passengers, many of whom had made a genuine mistake.

[#interchangematters](#)



London TravelWatch @Lon... 1d

But now those going to [@STN_Airport](#) are on the receiving end - 14.5k penalty fares were issued in the 1st 11 months of 2017. And we have had more than 200 appeals over the past 2 years about this.

[#interchangematters](#)



Matthew Cheadle @mattyche... 1d

Introduction of Oyster/contactless at Gatwick has inadvertently caused a spike in penalty fares at Stansted where it's not valid.

[#interchangematters](#)

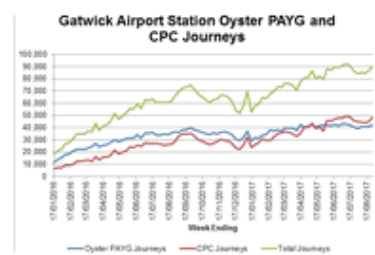


London TravelWatch @Lon... 1d

Take up of Oyster/Contactless have increased massively since they were accepted to Gatwick. [#interchangematters](#)

London TravelWatch @LonTr...

Continuing our theme of improving access to airports, this graph shows the benefit of extending Oyster/Contactless to/from [@Gatwick_Airport](#)



London TravelWatch @Lon... 1d

Janet Cooke - Luggage is also a big issue. Passengers need to easily be able to find out which side the doors will open.

[#interchangematters](#)



London TravelWatch @Lon... 1d

We now welcome Theo Panayi from [@HeathrowAirport](#)

[#interchangematters](#)



Rich Freeman @rmnfreeman 1d

Pleased to be at [@LonTravelWatch](#) [#interchangematters](#) seminar. CEO Janet Cooke says put the passenger interchange experience @ heart of station experience; station planning, layout, operations, signage & servicing. Understand customer needs and treat as customers



Tweets from London TravelWatch Interchange Matters Seminar 25 January 2018



London TravelWatch @Lon... 1d

There are now 78m passengers using Heathrow each year, 1,300 flights a day. 3 of the top 5 coach interchanges are at Heathrow. [#interchangematters](#)



London TravelWatch @Lon... 1d

Walking distances from public transport to terminals can be long particularly if you have reduced mobility, lots of luggage or young children. [#interchangematters](#)



London TravelWatch @Lon... 1d

It's not just about passengers that fly - people who work at the airport need to be able to get there too. And there's a lot of coach to coach, coach to public transport interchanging. [#interchangematters](#)



London TravelWatch @Lon... 1d

Panayi - people travelling to and from an airport need a human form of reassurance. [#interchangematters](#)



London TravelWatch @Lon... 1d

Heathrow faces many challenges to become a 5* interchange: many access points, infrequent visitors etc [#interchangematters](#)



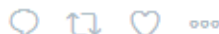
London TravelWatch @Lon... 1d

Work by [@HeathrowAirport](#) shows that people follow signs not people and journeys need to be seamless. They have done a lot of journey mapping work, looking at end-to-end journeys. [#interchangematters](#)



London TravelWatch @Lon... 1d

Theo Panayi - You can find a taxi easily outside any airport in the world. We need to make it as easy to use other modes of public transport. [#interchangematters](#)



London TravelWatch @Lon... 1d

When it comes to travelling by car to [@HeathrowAirport](#), people are generally positive apart from perhaps finding a parking space. Public transport needs to provide a similar positive experience. [#interchangematters](#)



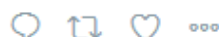
London TravelWatch @Lon... 1d

[@HeathrowAirport](#) are looking at ways of making it as easy to move around the campus as possible, particularly as the [@elizabethline](#) comes in. [#interchangematters](#)



London TravelWatch @Lon... 1d

[@HeathrowAirport](#) looking to increase the amount of seating near the Underground, ensure that trolleys are easily available and that passengers needing special assistance are supported. Training on invisible disabilities has also increased. [#interchangematters](#)



Tweets from London TravelWatch Interchange Matters Seminar 25 January 2018

 **London TravelWatch** @Lon... 1d
There are plans to move the London Underground roundel at Terminal 5 to make it more visible and to make signage easier focussing on the passenger and not the brand.
[#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
@HeathrowAirport are working on a new journey planner. Aiming to get the basics right first and then to develop it further to make things seamless.
[#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
Our next speaker is Richard Higgins from @Gatwick_Airport
[#interchangematters](#)
   

 **Transport Focus** @Transport... 1d
In #London this morning listening to @LonTravelWatch CEO Janet Cooke discuss passengers' experiences of travelling to airports by public transport.
[#interchangematters](#)



 **London TravelWatch** @Lon... 1d
Richard Higgins - still plenty for @Gatwick_Airport to do to improve their interchange, 60 years after the 1st integrated rail-interchange in the world opened there. [#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
@Gatwick_Airport is still growing, close to 46m passengers a year. 44% of people reach the airport by public transport, 37% by rail. 23,800 people work there. @Gatwick_Airport Station is the busiest in the south east outside London. [#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
Richard Higgins: GTR were handed a very difficult challenge when they took over @GatwickExpress but passengers have benefited from a new train fleet and the extension of Oyster/Contactless.
[#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
Busy periods at @Gatwick_Airport are not necessarily the same as at commuter rail stations.
[#interchangematters](#)
   

 **London TravelWatch** @Lon... 1d
The concourse at @Gatwick_Airport has been decluttered and signage has been improved with common yellow on black signs. [#interchangematters](#)
   

Tweets from London TravelWatch Interchange Matters Seminar 25 January 2018

-  **London TravelWatch** @Lon... 1d
Onboard supervisors on the [@GatwickExpress](#) provide information for passengers on their way to the Airport. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
In the Station there are new ticket machines which are faster and easier to use. However, there are still a large no off ticket types available and this makes things complicated or passengers, particularly if English isn't their first language. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
People often choose to travel to the Airport by [@GatwickExpress](#) as this represents the easy option. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
A new hidden disability lanyard was introduced in 2016. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
[@Gatwick_Airport](#) aim to increase %age of passenger using public transport to access the Airport from 44% to 48% by 2022. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
We're now having a general discussion with the airport representatives. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
Answering a qu on baggage and how it is moved around when travelling to an airport, Theo Panayi asks could [@AmazonUK](#) move your baggage for you if there is spare capacity available? [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
Richard Higgins - autonomous vehicles could also play a part transporting baggage. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
[@BusUsersClaire](#) says that signage to buses and airport transfer coaches could be improved. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
Richard Higgins - a wayfinding project at [@Gatwick_Airport](#) will look to address issues of poor signage to buses/coaches and improve step free access to these modes. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
There are some easy wins says Richard Higgins - for example there is a national cycle route next to [@Gatwick_Airport](#) but it is not signed. [#interchangematters](#)
   
-  **London TravelWatch** @Lon... 1d
Richard Higgins thinks that rail and bus operators can learn from airports when it comes to improving the passenger experience. [#interchangematters](#)
   

Tweets from London TravelWatch Interchange Matters Seminar 25 Janury 2018



London TravelWatch @Lon... 1d

Theo Panayi - passengers can choose between airports and they need to be agile and strive to be the best as they compete against other airports in the UK and Europe. Passengers are a captive audience when it comes to using the railways. #interchangematters



Bus Users UK @BusUsersUK 20h

Really useful @LonTravelWatch event today on the challenges of providing seamless transition from one transport mode to another #interchangematters



London TravelWatch @Lon... 1d

65% of @HeathrowAirport are at work before 6am & a large no before 5pm. This gives them (& people travelling earlier) no choice but to travel by private car or taxi. If rail services started just an hour earlier this would make a huge difference.

#interchangematters



London TravelWatch @Lon... 1d

Theo Panayi - @HeathrowAirport are trying to link surface access to air quality and encouraging taxis, buses and coaches to be as environmentally friendly as possible. #interchangematters



Rich Freeman @rmnfreeman 1d

Lingering thoughts from #interchangematters seminar- so much of interchange and ease of public transport use made more difficult due to fragmentation of tickets and services between TOCs. "Imagine translating 'off peak not by central London Thameslink only' into Latvian etc"

[Show this thread](#)

