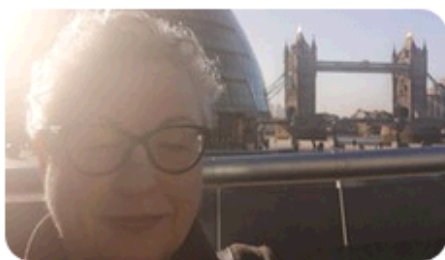


Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019

 **London TravelWatch** @LonTrav... 1d
You can follow the live tweets from our latest [#interchangematters](#) seminar from 10am this morning. The topic is Way to go: what can be done to encourage more people to travel by public transport to London's airports?
💬 ↻1 ❤️1 ⋮

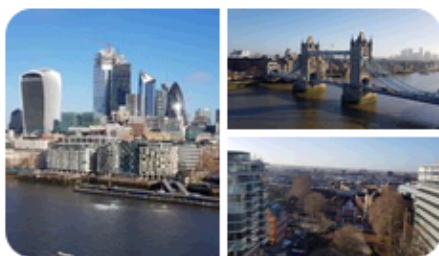
 **Bus Users UK** @BusUsersUK 1d
We're back at City Hall today and looking forward to [@LonTravelWatch](#) [#interchangematters](#) seminar



💬 ↻1 ❤️3 ⋮

 **London TravelWatch** @LonTrav... 1d
This morning's [#interchangematters](#) seminar follows on from our recent report: Way to go: Improving public transport access to London's airports londontravelwatch.org.uk/documents/get_...
💬 ↻ ❤️ ⋮

 **London TravelWatch** @LonTrav... 1d
We're at City Hall today discussing access to London's airports: londontravelwatch.org.uk/documents/get_... [#Interchangematters](#)



💬 ↻ ❤️ ⋮

 **London TravelWatch** @LonTrav... 1d
London TravelWatch Chair Arthur Leathley is now opening our [#interchangematters](#) seminar.
💬 ↻ ❤️ ⋮

 **London TravelWatch** @LonTrav... 1d
Arthur says that although there has been growth in airport travel over the last few years, the number of people using public transport to access them has not risen. [#interchangematters](#)
💬 ↻ ❤️ ⋮

 **London TravelWatch** @LonTrav... 1d
Today we are launching our getting to the airport survey which follows on from our Way to Go report: londontravelwatch.org.uk/news/view?id=7... you can fill it in to help us add to our evidence base. [#interchangematters](#)
💬 ↻ ❤️ ⋮

 **London TravelWatch** @LonTrav... 1d
Our keynote speaker this morning is Shashi Verma Director of Strategy & Chief Technology Officer at [@TfL](#) [#interchangematters](#)
💬 ↻ ❤️1 ⋮

 **Transport for All** @transportforall 1d
This morning we're at City Hall for [@LonTravelWatch's](#) [#InterchangeMatters](#) seminar, exploring what can be done to encourage people to use public transport to reach London's airports. What barriers do you face getting to London airports? [#airtravel](#)



💬3 ↻3 ❤️2 ⋮

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



London TravelWatch @LonTrav... 1d
And welcome to our keynote speaker Shashi Verma, @TfL Director of Strategy and Chief Technology Officer. #Interchangematters



1 1 1



London TravelWatch @LonTrav... 1d
Shashi Verma - London would not exist without a transport system. It enables business to take place. #interchangematters



1 1 1



London TravelWatch @LonTrav... 1d
Shashi Verma: 'Our job is to make transport invisible...to take away the friction.' Since @TfL was set up the way the organisation sees its role has changed fundamentally as it recognises that transport is not a means to an end. #interchangematters

1 1 1



London TravelWatch @LonTrav... 1d
'Do I have access to the right type of information?' and 'is the ticketing system a good one?' are questions that people working in customer experience need to answer for transport users. #interchangematters

1 1 1



Transport for All @transportforall 1d
Currently hearing from Shashi Verma from @TfL - he says that the purpose of public transport is to be 'frictionless'. We couldn't agree more, so why are there still so many barriers for disabled and older people using the transport system? #InterchangeMatters

3 16 21



Nicole Badstuber @NicoleBadstu... 1d
TfL's thinking changed from running buses/trains to getting people place & supporting London's economy

Our job is to make transport invisible

To take all the friction of transport away

Our job foremost is to get to people places

Shashi Verma at

#interchangematters

1 2



London TravelWatch @LonTrav... 1d
Shashi Verma - every city thinks they have a good ticketing system but they don't necessarily see it from the eyes of the user, citing a visit to Milan where bus ticket machines have 14 options and then need to be validated...how would you know? #interchangematters

1 1 1



Transport for All @transportforall 1d
"Every city thinks they have a logical transport system" - highlighting that transport is confusing if you're not the 'typical' traveller. The right information in the right place at the right time is essential to resolving this problem #InterchangeMatters

3 8

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



London TravelWatch @LonTrav... 1d

At Gatwick before Oyster was introduced (after pressure from London TravelWatch and 6 years of campaigning by @TfL) 1000s of penalty fares were issued to people unaware that it was not valid.

[#interchangematters](#)

🗨️ ↻️ ❤️ 1 ...



London TravelWatch @LonTrav... 1d

Shashi Verma - over 100k journeys a week are now paid for by Oyster/Contactless - it makes sense not to treat people struggling with an unclear ticketing system as criminals. [#interchangematters](#)

🗨️ ↻️ ❤️ ...



Nicole Badstuber @NicoleBadstu... 1d

How do we make a city fit for the first time visitors?

i clear information available via different means

📍 clear wayfinding

💎 easy ticketing

👤 compassionate customer service (understand visitors mistake eg not tapping in)

👤 Shashi Verma at @LonTravelWatch [#Interchangematters](#)

🗨️ 1 ↻️ 1 ❤️ 1 ...



London TravelWatch @LonTrav... 1d

Shashi Verma- at Luton & Stansted you still can't use Oyster/Contactless. 'Are we playing a game for ourselves or for the customers?' This is when history shows that on Nat Rail extension of Oyster secured £100m revenue increase with investment of £30m by @TfL [#interchangematters](#)

🗨️ ↻️ 1 ❤️ 4 ...



London TravelWatch @LonTrav... 1d

In the 1870s the first tickets were invented but at the start of the 2000s @TfL was asking why do you have to buy a ticket to travel? and Oyster was born.

[#interchangematters](#)

🗨️ ↻️ 3 ❤️ 1 ...



London TravelWatch @LonTrav... 1d

If you strip ticketing down to a bare minimum it is just a means of accounting. The next step was to link travel to your bankcard so you no longer have to exchange your currency for @TfL 's currency & collection costs can be reduced.

[#interchangematters](#)

🗨️ ↻️ ❤️ ...



Nicole Badstuber @NicoleBadstu... 1d

💎 Why do you have to have a ticket?

Tickets introduced in 1870s to prove payment

15% TfL revenue went to fare collection

Could we make it easier? Use something people already have in their wallet as ticket?

➡️ Yes: TfL developed [#contactless](#)

Shashi Verma [#interchangematters](#)

🗨️ 1 ↻️ ❤️ 1 ...



London TravelWatch @LonTrav... 1d

Shashi Verma: After a 14 hr flight the last thing you want to navigate is the ticketing system. If @Starbucks can offer a coffee that can be paid for with the touch of a card, why can't transport follow suit?

[#interchangematters](#)

🗨️ ↻️ ❤️ ...

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



Transport for All @transportforall 1d
Question from @BusUsersUK:
contactless ticketing has made travel
easier but the removal of cash
payment was very abrupt. Has this
taken away options from passengers,
especially tourists and those without
bank accounts? #InterchangeMatters
1 4 3



London TravelWatch @LonTrav... 1d
.@BusUsersUK say that Contactless
has taken away choice on buses as it
has removed the ability to pay by
cash on buses. Shashi Verma said it
was costing @TfL more to collect the
cash people paid on buses than the
the cash collected itself.
#interchangematters
1 2 1



London TravelWatch @LonTrav... 1d
Shashi Verma says that people from
140 different countries have used
Contactless payment cards to pay for
transport in London so the evidence
is that tourists are finding it easy to
use. #interchangematters
2 1 1



Nicole Badstuber @NicoleBadstu... 1d
It was costing us £24m to collect
cash on buses. This was more than
the revenue collected.

94,000 new contactless cards were
used on a day last December (~1%
population)

TfL has to consider value for money.
TfL has many pressures on its funds.

Shashi Verma #interchangematters
3 2 4



Transport for All @transportforall 1d
Another comment from the floor:
London is one of the worst cities for
travelling as an older person with
luggage. Flights of stairs in busy
Tube interchanges are a barrier for
everyone, not just disabled people
#InterchangeMatters
6 34 53



London TravelWatch @LonTrav... 1d
Jerry Lewis West Hampstead
Amenity & Transport, group argues
London's 1 of of the worst cities to
travel around with luggage. Thinks
posters at stations sld show the best
routes to use if travelling with
luggage.Wants to see a lift for
passengers at Green Park
#interchangematters
2 1 1



London TravelWatch @LonTrav... 1d
Shashi Verma - putting lifts into the
Underground is not as easy as it
sounds. @TfL is spending as much
money as it can on investing in lifts.
#interchangematters
2 2 3



Nicole Badstuber @NicoleBadstu... 1d
Making London's public transport
system more accessible:

Adding lifts for example isn't as easy
as it sounds

It's costly. Adding a lift at a station
costs anything from £5-100m


TfL looking to retrofit London
Underground legacy network

Shashi Verma at
#interchangematters

2 1 1


Show this thread

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019

 **London TravelWatch** @LonTrav... 1d
Shashi Verma says everywhere in the world people will try and take advantage of systems. At every station on London Overground that was gated, revenue went up by 15-20%. This gives a sense of comfort to those paying their fares
[#interchangematters](#)
🗨️ ↻ ❤️ 1 ...

 **London TravelWatch** @LonTrav... 1d
Shashi Verna says in response to qu from @LLA_Ltd that Oyster/Contactless will soon be valid to Luton Airport. Doesn't accept the view that some people are not confident using Contactless but said that large nos of Oyster cards are still being issued every day
[#interchangematters](#)
🗨️ 2 ↻ ❤️ 1 ...

 **Shaun O** @OMearaShaun 1c
Replying to @transportforall @TfL
Why are Taxis not considered in planning as public transport ? They provide an essential door to door service that is a necessity for some passengers [#frictionless](#)
[#InterchangeMatters](#)
🗨️ ↻ 4 ❤️ 1 ...

 **Nicole Badstuber** @NicoleBadstu... 1d
🇪🇺 50,00-60,000 new contactless cards used every day
💎 20,000 new Oyster cards issued every day
🌐 Contactless cards from 148 countries used on TfL network
Need to instil confidence in travelling public:
best fare guarantee & trust in TfL
 Shashi Verma @
[#interchangematters](#)
🗨️ 3 ↻ 4 ❤️ 13 ...

 **London TravelWatch** @LonTrav... 1d
Janet Cooke, CEO of [@LonTravelWatch](#) is now explaining that many journeys in London involve interchanging and this requires operators to work together.
[#interchangematters](#)
🗨️ ↻ ❤️ ...

 **Transport for All** @transportforall 1d
Now hearing from [@LonTravelWatch](#) CEO Janet Cooke, showing that passengers travelling to airport are more anxious and unfamiliar with routes. A bad experience may mean they are less likely to take public transport to the airport in the future
[#InterchangeMatters](#)
🗨️ ↻ 2 ❤️ 5 ...

 **London TravelWatch** @LonTrav... 1d
Transport users do have a choice of transport but operators need to work hard to ensure that they use public transport for their next journey to the airport. Improvements have been made but signage must be continuous and ticketing should be simple. [#interchangematters](#)
🗨️ 1 ↻ ❤️ ...

 **London TravelWatch** @LonTrav... 1d
Janet Cooke - passengers are encouraged to be self-sufficient and many have small wheelie cases. But do all these people use the lifts? A lot more needs to be done to make lifts more visible. [#interchangematters](#)
🗨️ ↻ ❤️ 3 ...

 **London TravelWatch** @LonTrav... 1d
At Clapham Junction station the new bridge is only 5 or so years old but the lifts are not visible and advertising boards obscure the view.
[#interchangematters](#)
🗨️ 1 ↻ ❤️ 2 ...

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019

 **Transport for All** @transportforall 1d
Janet Cooke is taking us through example of a journey via public transport to Gatwick Airport. Photos of Clapham Junction station show that lifts are hard to locate, many passengers instead taking luggage on escalators, increasing odds of an accident #InterchangeMatters
🗨️ ↻ 5 ❤️ 10 ⋮

 **London TravelWatch** @LonTrav... 1d
Janet Cooke - how about some collective marketing from operators at key stations showing how long it is likely to take to get to other airports by public transport. #interchangematters
🗨️ ↻ ❤️ 1 ⋮

 **London TravelWatch** @LonTrav... 1d
We're now about to begin a panel discussion on what the industry is doing to make it easier to travel by public transport. Welcome to Kerri Ricketts from GTR, Sam Balla from @GWRHelp & Jade Matthews from @TfL #interchangematters
🗨️ 1 ↻ 2 ❤️ 2 ⋮

 **London TravelWatch** @LonTrav... 1d
Kerri Ricketts - when she speaks to colleagues in the industry they all have good ideas but they aren't great at sharing them. And they need to focus more on the end to end journeys that people make. 'We can only truly deliver if we partner'. #interchangematters
🗨️ ↻ ❤️ ⋮

 **Transport for All** @transportforall 1d
Time for the panel discussion featuring @GTRailUK, @GWRHelp, @TfL and @GatwickExpress, discussing what the industry is doing to make travel to airports easier #InterchangeMatters
🗨️ ↻ 1 ❤️ 3 ⋮

 **London TravelWatch** @LonTrav... 1d
With @GatwickExpress GTR wanted to give people more confidence to travel by Contactless so they introduced a Facebook Messenger service. #interchangematters
🗨️ ↻ ❤️ 1 ⋮

 **London TravelWatch** @LonTrav... 1d
E-ticketing is also available at @Gatwick_Airport & @LDNLutonAirport & Oyster/Contactless will be extended to Luton soon. #interchangematters
🗨️ ↻ ❤️ 1 ⋮

 **London TravelWatch** @LonTrav... 1d
Sam Balla from @GWRHelp says that they have invested a lot of effort in making sure staff are visible to help people particularly those travelling with luggage or mobility difficulties. They also have a virtual passenger assist facility. #interchangematters
🗨️ ↻ 2 ❤️ 3 ⋮

 **London TravelWatch** @LonTrav... 1d
.@GWRHelp now have barcode tickets you can have on your phone but they appreciate that some people may prefer to use cash to pay for their journeys. #interchangematters
🗨️ ↻ 2 ❤️ 3 ⋮

 **Transport for All** @transportforall 1d
.@GWRHelp say the introduction of customer ambassadors in stations has been positively received by passengers. Having a physical member of staff available can make a huge difference in confidence to travel. We think more operators should take this approach #InterchangeMatters
🗨️ 1 ↻ 4 ❤️ 9 ⋮

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



London TravelWatch @LonTrav... 1d

Jade Matthews from @TfL says that TfL is trying to empower staff at individual stations to make local decision-making.

[#interchangematters](#)

🗨️ ↻ ❤️ 1 ...



London TravelWatch @LonTra... 23h

Making stations accessible is a key priority for @TfL & they are doing this in a variety of ways eg Victoria was a major scheme but South Woodford was more starughtforward using a ramp. [#interchangematters](#)

🗨️ 1 ↻ ❤️ 1 ...



London TravelWatch @LonTra... 23h

@TfL have also made staff more visible as per recommendations in @LonTravelWatch 's ticket office report with new bright red tabards which were introduced last week.

[#interchangematters](#)

🗨️ ↻ ❤️ ...



Transport for All @transportforall 23h

.@TfL giving an overview of how they are improving accessibility. Some progress has been made but only 34% of the underground network will be step-free by 2020 under current plans. No use improving the system if we can't even get into our local stations!

[#InterchangeMatters](#)

🗨️ ↻ ❤️ 2 ...



Nicole Badstuber @NicoleBadst... 23h

Creating safe & accessible London Underground stations

👤 Targeted safety interventions at stations informed by station staff (bottom up)

📍 Good wayfinding: clear end-to-end navigation

♿️ Travel w/ wheelchair to identify pain points

Jade Matthews (TfL) at

[#interchangematters](#)

🗨️ 1 ↻ ❤️ 3 ...



London TravelWatch @LonTra... 23h

Kerri Ricketts - the industry could perhaps do more to help in advance of journeys. [#interchangematters](#)

🗨️ ↻ ❤️ ...



London TravelWatch @LonTrav... 1d

View from the audience - there are many positive things which should be celebrated by the industry.

[#interchangematters](#)

🗨️ ↻ ❤️ ...



Transport for All @transportforall 1d

Happy to hear @TfL mention that they are working with us & @InclusionLondon to roll out Disability Equality Training & guided access trips led by disabled people for frontline staff. Just one example of how operators can and should include disabled passengers

[#InterchangeMatters](#)

🗨️ 4 ↻ 27 ❤️ 43 ...

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



London TravelWatch @LonTrav... 1d
Kerri Ricketts says that GTR makes information about services available at local authorities and doctors surgeries with the aim of giving people who don't necessarily use their services confidence that they could travel by public transport
[#interchangematters](#)

🗨️ ↻ 1 ❤️ 1 ⋮



London TravelWatch @LonTrav... 1d
Kerri Ricketts said that GTR is starting to join up train operating teams with [@networkrail](#) which should benefit passengers.
[#interchangematters](#)

🗨️ ↻ ❤️ ⋮



London TravelWatch @LonTrav... 1d
In response to a qu from the audience about whether taxis could be integrated into the Oyster network, Shashi Verma said that Contactless payments are accepted in taxis now but it would be harder and cost much more to integrate Oyster. [#interchangematters](#)

🗨️ ↻ ❤️ ⋮



London TravelWatch @LonTra... 23h
Dominic West [@hackneycouncil](#) thinks [@TfL](#) sld do well to help transport operators that want to operate to airports on Xmas Day.
[#interchangematters](#)

🗨️ ↻ ❤️ ⋮



London TravelWatch @LonTra... 23h
He also pointed out that coach companies like [@nationalexpress](#) don't operate during [@Gatwick_Airport](#) 's busiest time in terms of flights landing between midnight and 3am each day.
[#interchangematters](#)

🗨️ ↻ ❤️ ⋮



Enhance The UK @Enhancetheuk 23h
[#InterchangeMatters](#) We must work towards a system that is inclusive for everyone - [#disabled](#) people, the elderly and parents with young children.

🗨️ ↻ ❤️ 1 ⋮



London TravelWatch @LonTra... 23h
[.@MuradQureshiLDN](#) asks whether Londoners are aware of coach services like [@GreenLineUK](#) to airports which represent a good value way of getting to the airport and reducing car journeys.
[#interchangematters](#)

🗨️ 1 ↻ ❤️ ⋮



London TravelWatch @LonTrav... 1d
[.@HeathrowAirport](#) update us on progress with Western rail access - it has finished its statutory consultation, planning application expected in the summer. Not so clear when it comes to a timescale for Southern rail access. [#interchangematters](#)

🗨️ ↻ ❤️ 1 ⋮



London TravelWatch @LonTrav... 1d
Good point from the audience - hidden disabilities need to be addressed by operators not just obvious ones. [#interchangematters](#)

🗨️ ↻ ❤️ ⋮



Transport for All @transportforall 1d
Great point from the floor about lack of options for people who can't use public transport due to an impairment, especially a hidden impairment. Sometimes taxi travel is the only choice someone has to get to the airport, no matter how good rail/bus links are
[#InterchangeMatters](#)

🗨️ 2 ↻ 16 ❤️ 23 ⋮

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019

 **London TravelWatch** @LonTra... 23h
.@LDNLutonAirport say that many people are now choosing to use one airport to fly out to their destination and another to come home and public transport can help them with this. #interchangematters
🗨️ ↻️ ❤️ 1 ⋮

 **London TravelWatch** @LonTra... 23h
Thank you to the panel for an interesting discussion. And it doesn't stop here..... #interchangematters
🗨️ ↻️ ❤️ 1 ⋮

 **London TravelWatch** @LonTra... 23h
Shashi Verma is now rounding off the event. Occasionally a grand ideas like Contactless emerges but usually improvements in customer experience are more of a 'hard slog'. #interchangematters
🗨️ ↻️ ❤️ ⋮

 **London TravelWatch** @LonTra... 23h
Shashi Verma: It is important not to lose the energy to improve the customer experience - it is great to have London TravelWatch to keep us honest. #interchangematters
🗨️ ↻️ ❤️ ⋮

 **Transport for All** @transportforall 23h
And that's a wrap on #InterchangeMatters! Many thanks to @LonTravelWatch for organising. Great to see accessibility high on the agenda within the industry but it's clear there's a long way to go before all disabled people can enjoy our beautiful capital as freely as everyone else



🗨️ ↻️ 1 ❤️ 7 ⋮

 **London TravelWatch** @LonTra... 23h
Thank you to all our attendees today and particularly to Shashi Verma. #Interchangematters
🗨️ ↻️ ❤️ 1 ⋮

 **Shaun O** @OMearaShaun 23h
Replying to @transportforall
Can I ask what the reply to Taxi use was please , as Taxis seem to have been dropped from the Mayors Transport Strategy ... would be good if @RMT_LondonTaxi could have some input on Taxi / Taxi passenger needs along with disability groups / Stations & @TfL
#InterchangeMatters
🗨️ ↻️ ❤️ ⋮

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



Shaun O @OMearaShaun 23h

Replying to @DisRightsUK @TfL

Why are Planners removing Taxis from their schemes? Why has the Mayor left Taxis out of the Mayors Transport Strategy ?
#InterchangeMatters some passengers require a door to door service and are being prohibited from getting one from a 100% WAV Taxi fleet in London

can't use public transport due to an impairment, especially a hidden impairment. Sometimes taxi travel is the only choice someone has to get to the airport, no matter how good rail/bus links are #InterchangeMatters

💬 3 🔄 1 ⋮



Access Social @Roamites 23h

Replying to @transportforall

Valid point and a very expensive alternative #interchangematters

💬 2 🔄 1 ❤️ 0 ⋮



London TravelWatch @LonTra... 21h

Really pleased to hear that you can now use Oyster/Contactless to pay for @HeathrowExpress travel. This is something we have been pushing for in our current and previous reports on improving public transport access to London's airports.
#interchangematters

Heathrow Express @Heathrow...

Services are running on time this morning and we look forward to welcoming you on board. From today, you can use Contactless or Oyster to pay for your Heathrow Express journey. Find out more at heathrowexpress.com/waystopay

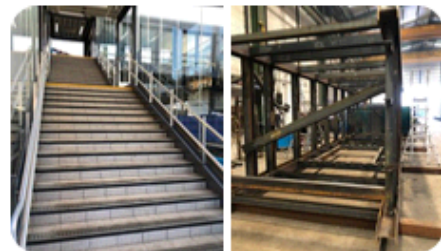


💬 1 🔄 3 ❤️ 0 ⋮



Peter Herridge @PeterOnTheEL 21h

Interesting morning at @LonTravelWatch #interchangematters seminar. Much talk about accessibility of stations which I'm involved with on the future Elizabeth line surface stations.



💬 1 🔄 1 ❤️ 3 ⋮

Tweets from London TravelWatch Interchange Matters Seminar 19 February 2019



Samyutha @samyutha_b 17h

Thank you @LonTravelWatch for inviting me to be on the panel at today's #interchangematters seminar, it was a great discussion and what a lovely venue! Glad to talk about what @GWRHelp are doing to make public transport more accessible to all

Transport for All @transportforall
Time for the panel discussion featuring @GTRailUK, @GWRHelp, @TfL and @GatwickExpress, discussing what the industry is doing to make travel to airports easier #InterchangeMatters

  2  4 ...



Shaun O @OMearaShaun 3h

Replying to @allypallykier @Georgia_Gou...

Yep definitely ... the planners need to start seeing Taxis as part of the solution instead of as part of the problem ... #Interchangematters

Taxis are a door to door service and need access #WhereBusesGoTaxisGo @Dis_PPL_Protest @transportforall @Tanni_GT @ProactiveITA

can't use public transport due to an impairment, especially a hidden impairment. Sometimes taxi travel is the only choice someone has to get to the airport, no matter how good rail/bus links are #InterchangeMatters

  1  2 ...