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-  **London TravelWatch** @LonTravelWatch · 21h ▼
Tim Bellenger, Dir Policy & Investigation asks about the possibility of including information on airports for people making journeys at Farringdon given the unparalleled access it will provide to airports after @Crossrail opens. #interchangematters
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-  **London TravelWatch** @LonTravelWatch · 21h ▼
Janet Cooke, London TravelWatch will continue to challenge the industry and broker agreements amongst partners. #interchangematters
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-  **London TravelWatch** @LonTravelWatch · 21h ▼
General agreement that work needs to be done at Stratford to make it easier for passengers interchanging once @Crossrail starts operating. #interchangematters
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-  **London TravelWatch** @LonTravelWatch · 21h ▼
.@MTRCrossrail looking to make it simpler for passengers to understand the different ticketing options open to them once @Crossrail opens #interchangematters
-  1   2
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-  **London TravelWatch** @LonTravelWatch · 21h ▼
Question from @BTP re access to information once @Crossrail opens as police are an 'unofficial source of information' for passengers. An opportunity to work together with operators on this. #interchangematters
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-  **London TravelWatch** @LonTravelWatch · 22h ▼
Improvements to accessibility include: bespoke platform markings showing wheelchair access points, designated accessibility trips & an ambassador team who work with local disability groups. #interchangematters
-   1  2
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-  **London TravelWatch** @LonTravelWatch · 22h ▼
A lot of work is being done with train drivers as it is a bit of a culture change for them to be giving out information directly to passengers. #interchangematters
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London TravelWatch Retweeted



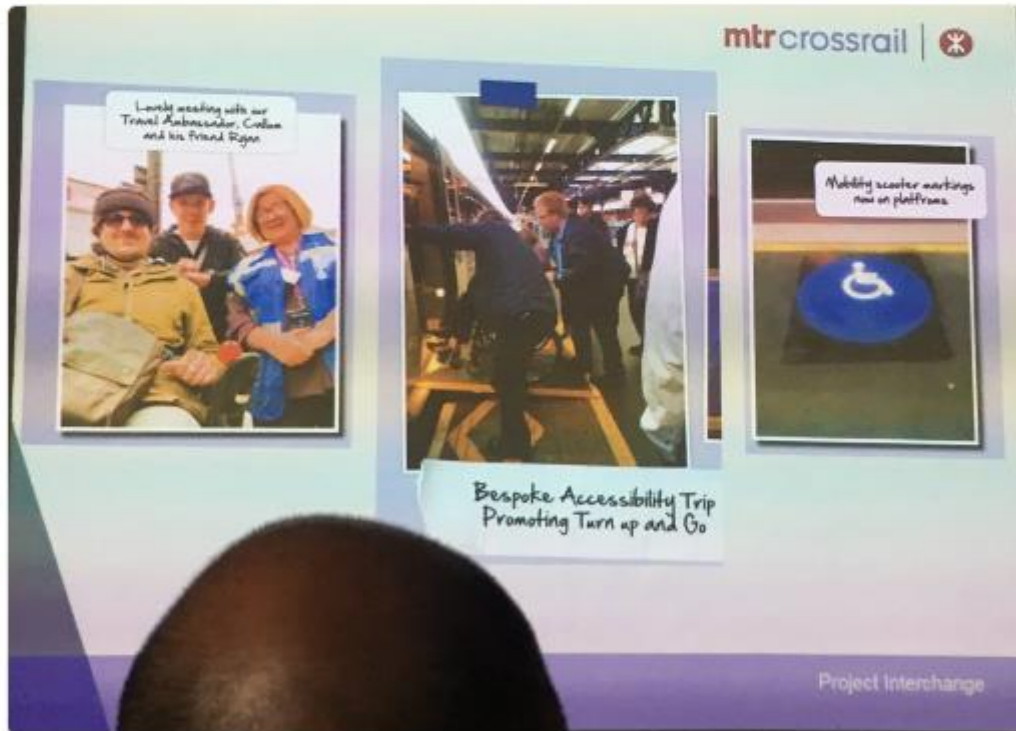
Nicole Badstuber @NicoleBadstuber · 21h

MTR #Crossrail team @LonTravelWatch #interchangematters Seminar:

Improving accessibility:

How can we make #transport/#rail more accessible to enable #travel 'turn-up-and-go' & spontaneous for all?

Example of clear #signage of level access btw platform & #train 🚶 with ♿



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❤ 2



London TravelWatch @LonTravelWatch · 22h

'Wonderwall' screens are going in outside the Crossrail stations which help people find local buses. #interchangematters



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London TravelWatch @LonTravelWatch · 22h

Station platforms on @Crossrail will use letters not numbers to avoid confusion with mainline platforms. #interchangematters



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❤ 1



London TravelWatch @LonTravelWatch · 22h

Works on signage and wayfinding are ongoing and @TfL have great expertise in this. A lot has been learned from @HeathrowAirport



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London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 22h

MTR #Crossrail team @LonTravelWatch #interchangematters:

Importance of clear & useful #signage & #wayfinding

- 🚆 platforms: eastbound always A, westbound B

- clear wayfinding to guide passengers through #rail #station

- #bus 'wonderwall' with map of bus stops 🚌

#transport #rail



London TravelWatch @LonTravelWatch · 22h

The is means that information on ticket prices and journey information is correct and gives staff confidence. #interchangematters



London TravelWatch @LonTravelWatch · 22h

One team meetings help drive an integrated approach for station colleagues. A single colleague app ensures consistency of information & this is being shared more widely. #interchangematters



London TravelWatch @LonTravelWatch · 22h

5 key areas: station colleagues, signage & wayfinding, on train info, online info & making rail accessible. #interchangematters



London TravelWatch @LonTravelWatch · 22h

John Geary: Aim to provide 'a single source of truth' for any information passengers need at a station. #interchangematters



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 22h

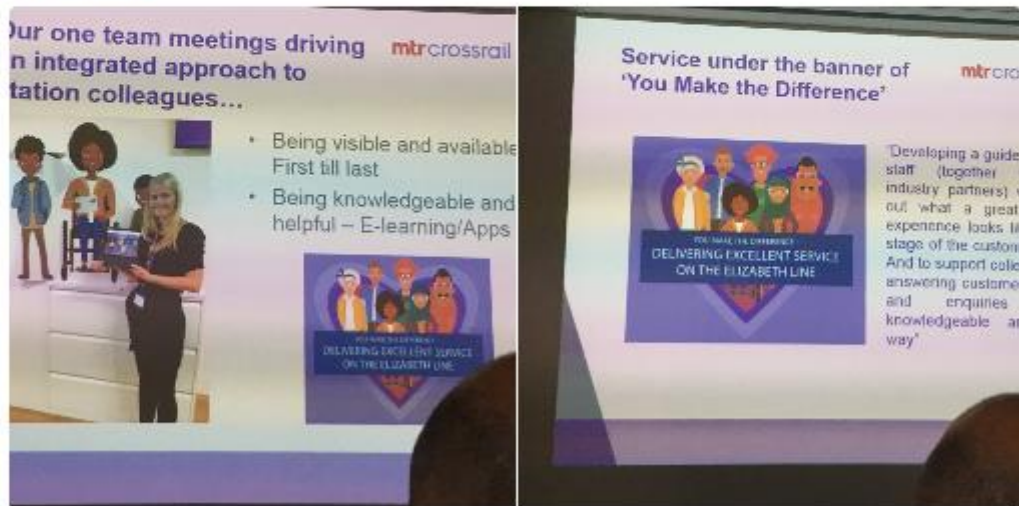
MTR Crossrail team @LonTravelWatch #interchangematters:

Key elements of 'One #station' approach as at Liverpool St:

- 'unified' team meetings 🚆🚗🚲

- integrated 'one team' app that has latest #train departures, ticket prices & 'one shop' journey planner for all staff 📱

#transport



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 22h

MTR Crossrail team @LonTravelWatch #interchangematters:

In spring 2015 'One Team Liverpool Street' launched when TfL Rail & East Anglia services were added

Key elements:

- joint team meetings

- one point customer service

- same badge & fleece

➡ now to expand across @elizabethline





London TravelWatch @LonTravelWatch · 22h



One Liverpool Street included joint training, pre and post peak meetings etc and has been extended to other stations. #interchangematters



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 22h



Next up at @LonTravelWatch #interchangematters:

Paul Parsons (Customer Experience Director) & John Geary (Head of Customer Service) from MTR #Crossrail on securing improvements at Paddington & Liverpool St before the core @elizabethline opens (171 days to go!) #transport #rail



London TravelWatch @LonTravelWatch · 22h



In Spring 2015 all of the operators at London Liverpool St agreed that a one team approach was needed to deliver the best customer experience #interchangematters



London TravelWatch @LonTravelWatch · 22h



John Geary, @mtrcrossrail Customer Experience Manager has joined Paul for his presentation. #interchangematters



London TravelWatch @LonTravelWatch · 22h



A lot of industry partners are involved in delivering @Crossrail which will deliver a 10% increase in London's rail capacity. #interchangematters





London TravelWatch @LonTravelWatch · 22h



'Project interchange' is all about improving connectivity at key interchange stations. #interchangematters



London TravelWatch @LonTravelWatch · 22h



Our next speaker is Paul Parsons, Customer Director @MTRCrossrail #interchangematters



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 23h

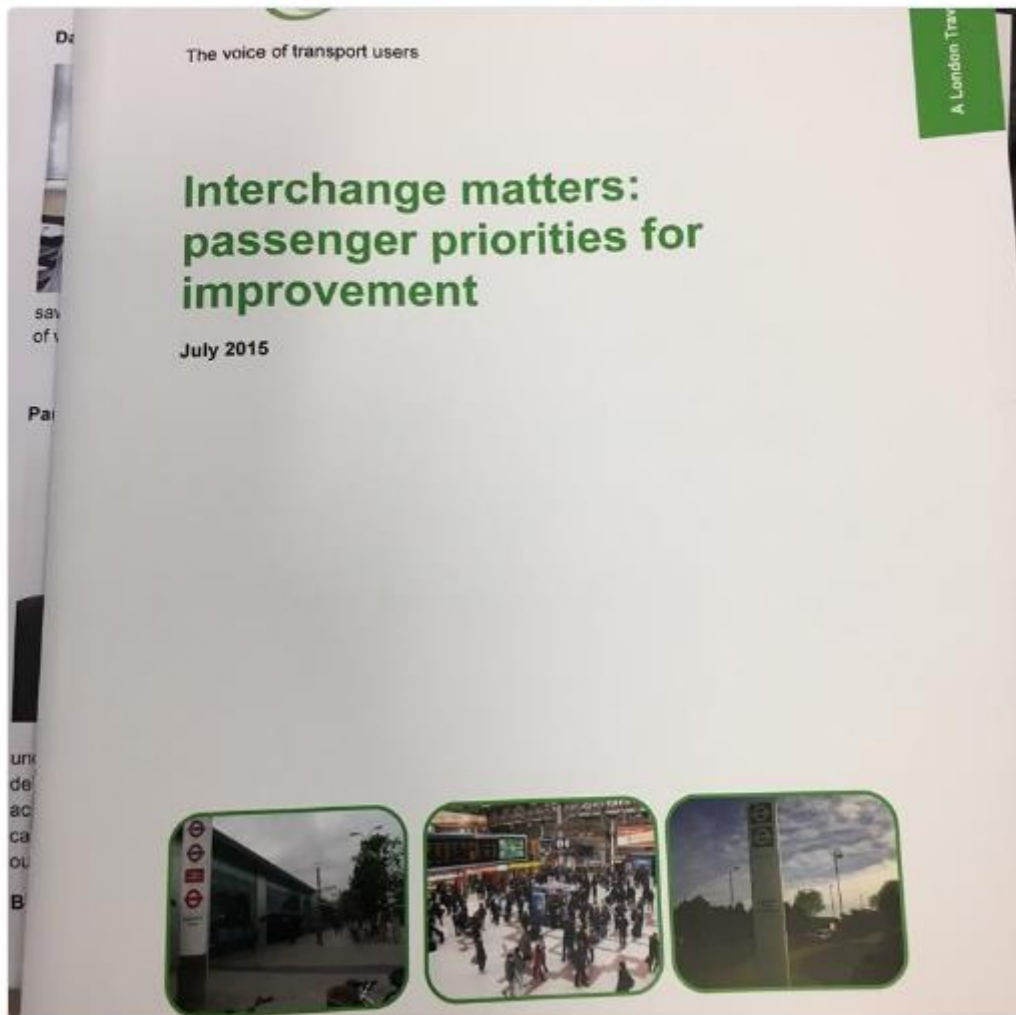


Report by @LonTravelWatch on #interchangematters highlights key elements of good #transport interchange:

-seamless multimodal interchange 🚆🚗🚲: accessible, level platform & good #wayfinding

-safe station: clean, no graffiti, staff presence

Report here: londontravelwatch.org.uk/documents/get_...





London TravelWatch @LonTravelWatch · 23h



Darren: At Heathrow, he looked to Hong Kong & Dubai for new ideas. He and colleagues have also learned about customer service from supermarkets
[#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



Darren agrees - sharing intelligence between organisations can be really helpful; it's all about 'talking, sharing and understanding frustrations'. [#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



.@ACCRobinSmith from @BTP says that as stations grow this increases demands on his organisation. He puts forward the idea of a 'place based approach' of managing major stations. [#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



Darren: customer insight points provide useful information which can be used to track things like toilet cleanliness and have potential to be rolled out further & shared with operators. [#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



Darren: At the end of July works outside Victoria should give a better opportunity to advertise the bus services. The challenge is that there are 7 exits from Victoria station. He is working with the local BID & @CityWestminster
[#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



Former London TravelWatch chair, Stephen Locke makes the point that there are a large no of bus routes at Victoria but a lot of people don't know about them
[#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



Darren: Working closely with London Underground to improve information flows. Three new escalators at Victoria line will relive congestion in the next month.
[#interchangematters](#)



London TravelWatch @LonTravelWatch · 23h



New staff name badges include details of languages they speak & pre-shift 'huddles' are held to ensure join up. [#interchangematters](#)





London TravelWatch @LonTravelWatch · 23h



There is a need to recognise the changing needs of passenger types and ages and industry disruptors. #interchangematters



London TravelWatch @LonTravelWatch · 23h



Joint training initiatives are held and journey mapping exercises are carried out, with staff picturing themselves in 'passengers shoes'. #interchangematters



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 23h



Darren Williams (Network Rail Victoria Station Manger) @LonTravelWatch #interchangematters:

Changes to create better #rail station:

-creating unified station team: same uniform for all staff 🧑🏻 🧑🏻 (across different employers)

-> more customer focused

#transport #railway



London TravelWatch @LonTravelWatch · 23h



They want people to 'look up not down' so directional flooring vinyls have been taken up and staff are on hand to give good customer service and help passengers instead. #interchangematters





London TravelWatch @LonTravelWatch · 23h

Darren & his boss, Ian Hanson boss have increased surveys of passengers at stations with 'Happy or Not' machines.

#interchangematters



London TravelWatch Retweeted



David Hillhouse @DavidHillhouse · 23h

Representing @greateranglia today at the London Travel Watch. MTR and Network Rail providing excellent presentations on the work completed across London. #interchangematters @GreaterAngliaPR



London TravelWatch @LonTravelWatch · 23h

All staff now wear the same uniform, giving a 'one team ethic'. Accountability is in one place, decision-making is passenger focussed. #interchangematters



London TravelWatch @LonTravelWatch · 24h

3 defined work streams; people, performance - & stations strategy - capacity/future proofing and reinvesting revenue into stations#interchangematters



London TravelWatch @LonTravelWatch · 24h

Quick wins: making toilets free, clearing graffiti, cleaning platform buffers (first impressions matter), #interchangematters



London TravelWatch Retweeted

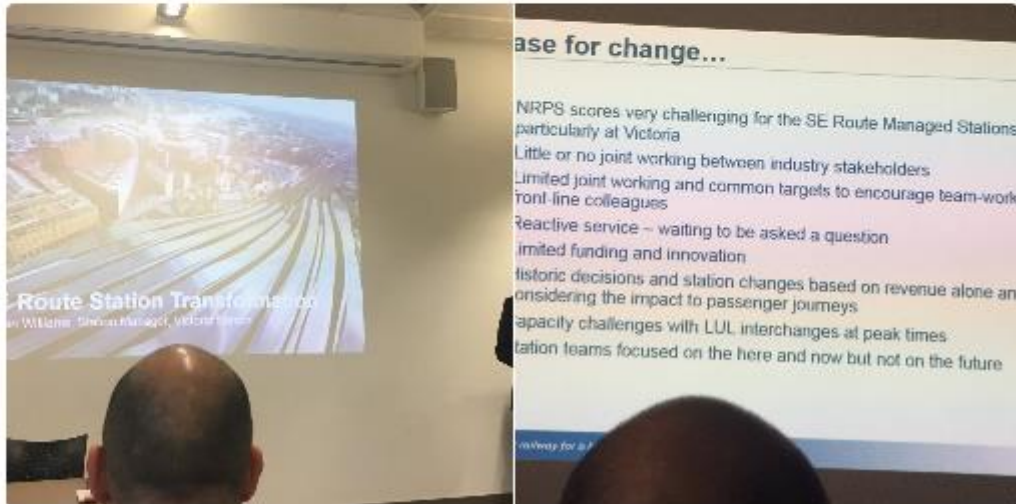


Nicole Badstuber @NicoleBadstuber · 24h

First speaker at @LonTravelWatch Interchange Matters seminar Darren Williams Network Rail Victoria Station Manager outlines challenge:

- poor joint working across stakeholders
- layout driven by commercial incentives
- limited £
- peak rush

#interchangematters #transport #rail



London TravelWatch @LonTravelWatch · 24h

There was little or no joint working between industry stakeholders and they often waited to be asked questions rather than being proactive. Decisions were made on a revenue basis. #interchangematters



London TravelWatch @LonTravelWatch · 24h

In recent years Victoria was ranked towards the bottom of the rankings of managed stations in the South East but recent improvements have improved this. #interchangematters



London TravelWatch @LonTravelWatch · 24h

Our 1st speaker is Victoria Station Manager, Darren Williams. #interchangematters



London TravelWatch @LonTravelWatch · 24h

Both of our speakers today joined the rail industry from other sectors and have brought new ideas and the ability to see things from the passenger's point of view. #interchangematters



London TravelWatch Retweeted



Nicole Badstuber @NicoleBadstuber · 24h

Looking forward to @LonTravelWatch Interchange Matters Seminar this am focusing on #London's major terminal stations CEO Janet Cooke highlights importance of good interchanges as most journeys have multiple trip stages & are #multimodal 🚲🚆🚇🚊
#interchangematters #transport



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London TravelWatch @LonTravelWatch · 24h

Such a high no of journeys in London involve an interchange. A range of different organisations need to work together to ensure things work well & join up. So we're pleased to have reps from local authorities, train operators, TfL, airports, the @BTP & others. #interchangematters

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London TravelWatch @LonTravelWatch · 24h

London TravelWatch's CEO, Janet Cooke is our first speaker. #interchangematters

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London TravelWatch @LonTravelWatch · 24h

Our Policy Committee Chair, John Stewart is now introducing our 5th #interchangematters seminar.

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