
From: Ibbetson Rebecca
Sent: 06 October 2015 10:02
To: Fletcher Peter; 'Thomas Layfield'; Butler Gerard; Wiseman Claire (ST); Birch Julia; Staunton Brian; Ashfaq Shahzad; Watson Gordon
Subject: RE: Transport for All journey planner workshop

Hi all,

Based on a summary from Gerard I've tabulated Online's actions, including the below – please see attached.

My attribution of owner may be too loose – I think there's continued work for Online and LU to do together; Julia, Brian and I have a meeting in the diary tomorrow to keep the ball rolling.

Best wishes,
Rebecca

Rebecca Ibbetson | Relationship Manager | TfL Online | Transport for London | South Wing | 8th Floor | 55 Broadway, London, SW1H 0BD | Tel: [REDACTED] | Internal: [REDACTED] E-mail: [REDACTED] Web: www.tfl.gov.uk

From: Fletcher Peter
Sent: 18 September 2015 16:09
To: 'Thomas Layfield'; Butler Gerard; Wiseman Claire (ST); Birch Julia; Staunton Brian; Ibbetson Rebecca; Ashfaq Shahzad; Watson Gordon
Subject: RE: Transport for All journey planner workshop

Thanks Tom, I agree with that.

I've put in some responsibilities below – can everyone check these and agree with them?

Kind regards

Peter Fletcher
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From: Thomas Layfield [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 18 September 2015 13:57
To: Fletcher Peter; Butler Gerard; Wiseman Claire (ST); Birch Julia; Staunton Brian; Ibbetson Rebecca; Ashfaque Shahzad; Watson Gordon
Subject: RE: Transport for All journey planner workshop

Thanks Peter, this is very helpful.

This may not be something to share in the text to go to Transport for All, but I would suggest assigning each action to someone on our side, just so we all know what we're doing and nothing gets missed. Other than that, I don't have anything to add – thanks for pulling that together.

Tom

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From: Fletcher Peter [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 18 September 2015 13:08
To: Thomas Layfield; Butler Gerard; Wiseman Claire (ST); Birch Julia; Staunton Brian; Ibbetson Rebecca; Ashfaque Shahzad; Watson Gordon
Subject: Transport for All journey planner workshop

Dear all

Thank you all for attending last week's workshop with Transport for All on journey planner. Below is a summary of a meeting, along with a list of actions. Please let me know if I've missed anything. I will then send these on to Transport for All.

Attendees

TfL

Peter Fletcher, Public Affairs and Stakeholder Engagement
Claire Wiseman,
Tom Layfield, GLA Transport Team
Shahzad Ashfaque
Gerard Butler
Gordon Watson
Rebecca Ibbetson
Julia Birch
Brian Staunton

TfA

Lianna Etkind
Alan Benson
Zara Todd
Jeff Harvey
Richard Nope
Nick Atkinson

Key issues raised:

- Journey options provided by Journey Planner are sometimes more difficult than they need to be. This is often because National Rail information is not integrated into Journey Planner.
- Journey Planner doesn't give 'doubling back' as an option – going beyond your desired stop or interchange and then swapping platforms to come back, which can be a good solution for wheelchair users when not being able to change at a certain station due to a lack of step-free access (i.e. coming in to Liverpool Street and go back on Metropolitan line to make step-free journey)
- Different types of rolling stock can mean that some services are listed as being accessible, but this might not actually be the case (i.e. at Hoxton and West Ham)
- Information on lifts that aren't working could be better communicated, through promoting UpDownLondon or using the TfLAccess Twitter feed
- There are a number of bugs in Journey Planner that need to be fixed, particularly with the step-free option selected falling off when customer click on 'later trains'. Specific bugs include:
 - When planning a journey from Kilburn to Farringdon option doesn't come up to change at Finchley Road, which is possible and is quicker than option Journey Planner provides
 - Journeys that give options via Highbury & Islington will suggest there is step-free access to Victoria line, which isn't the case
 - Information on where platform humps are at Vauxhall is incorrect
- Accessibility information is too many layers down

Actions:

- Work with National Rail providers and ATOC to incorporate their accessible journeys into TfL Journey Planner, as well any changes to stations and their layouts and lift closures. If we are unable to provide full details happy to provide link to National Rail website with disclaimer (Gerard / Rebecca?)
- Update message about lifts being out of service with information on TfL Taxi Policy. Support this with continuing work on making staff aware of the policy (Gerard)
- Look at how we better promote lift closures to our customers (Peter)
- Ensure our station modelling is correct and up to date, to provide data that is as accurate as possible. This would include where customers need to position themselves on station platforms for alighting at platforms humps at their destination station, gaps between train and platform and rolling stock (Brian / Gerard)
- Work on defining platforms in Journey Planner, so we can introduce the option of 'doubling back' into step-free journey options (Gerard)
- Consider including external links to websites and apps such as CityMapper, Station Master and National Rail where we have gaps in our information (Gerard / Peter)
- Look into future innovations such as automated information for re-routing (Gerard)
- Review how accessibility information is accessed with aim of simplifying
- Improve the information that contact centre staff have on accessible journeys (Peter)
- Agree to keep TfA members informed of changes made, to test out changes and provide us with further feedback on them (Peter)
- Set up another meeting in 5-6 months' time to go over what was discussed here, review successes and determine what more needs to be done (Peter)

Kind regards

Peter Fletcher
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