

Jacob Gemma

From: CCO Social Media Team
Sent: 08 October 2021 23:01
To: +Daily Social Media Report
Cc: CCO Social Media Team
Subject: Social Media Report: 8 October 2021 (15:00 - 23:00)

Evening all,

The main trends noted during our shift, included:

- ❖ **Accessibility:** there were multiple issues raised: signage and infrastructure in our stations. The one issue that generated a number of additional mentions, related to the colourful road crossings in London and the impact they have on guide dogs
- ❖ **Covid-19:** customers continue to comment on the lack of face coverings being worn across our network
- ❖ **Planned Closures:** a call for the return of the Night Tube continues along with co-ordination with other transport providers at the weekend
- ❖ **Ticketing:** ongoing technical issues with the photocard web portal, continues to generate a high volume of mentions

We also received comments in the following areas –

POSITIVE:

- **Stations/Service:**

15:24 Let this be a lesson to @TfL to not leave blank station notice boards standing around. Tomorrow @HendonFC welcomes @tivertontownfc at @JubileeSilver, kick off 3 pm, with plenty of time to get back to watch @England play Andorra (as long as they get the fire put out...) #nonleague



15:58 @LondonMarathon what an absolute flawless experience. Credit where credits due to the organisers. @TfL as well, what a well-oiled machine 🏆. Cheers!

- **Buses:**

18:58 The lights on @TfL buses are probably the best reading lights in the world

ACCESSIBILITY:

- **Infrastructure:**

16:40 @TfL Just seen this dangerous feature, a tactile paving slab placed 90° out, at Hampstead Heath platform 2. This could give blind people a false image.



- **Signage:**

10:18 Another morning trying to get around London. Couldn't see any wheelchair signs on doors at Canary Wharf, so just had to roll on and hope. Got to Green Park, unable to get off as too big a drop. No idea when I'll be able to get off this tube now. @tflaccess

Responding to the above tweet between 15:00 – 23:00:

<<another customer>> 15:52 @ [redacted] @TfLAccess There are floor vinyls at the doors for wheelchairs. Checked just now they are at Canary Wharf. They are towards the back of the train in the direction you were travelling. Could I suggest using a help point if you need such assistance.



<<another customer>> @ [redacted] @TfLAccess Each line should have this list near the the entrance to the lift to the platforms. I note there isn't one at Canary Wharf because of limited space. I have raised this with somebody who might be able to rectify. Also suggested some extra signs facing lift to help



<<another customer>> @CDPLI @ [REDACTED] @TfLAccess It would be sensible to not blame the wheelchair user who'd doesn't see signs on the floor when people are standing on them! If the signage was better she wouldn't need the 'help' point. That's why many of us aren't as brave as [REDACTED] and leave London well alone!

<<another customer>> @TfLAccess It would be a very good idea to have a contrasting colour around the platform edge doors that give access to the wheelchair spaces on the Jubilee line trains. Very low cost improvement.

<<another customer>> @ [REDACTED] @H [REDACTED] @TfLAccess The height of the ceilings on the Jubilee line extension means that suspended signs are not really practical. I have suggested having a highlight in a contrasting colour around glass platform edge screens for the 2 pairs of doors to the wheelchair positions on the trains.

<<another customer>> @ [REDACTED] @TfLAccess Have they removed the blue circle sign on the floor at Canary Wharf showing where to get on for green Park and Earls Court again

<<another customer>> @ [REDACTED] @CDPLI @TfLAccess Nightmare for wheelchair visitors. Most accessible line, is not accessible at many stns. Go at peak times & impossible to get near door. I think to get to KX from Canary wharf you have to get off at Southwark, & get a bus. Staff advised me to get in carriage at front.

- **Road Crossing:**

16:40 Today @ [REDACTED] walked me into a cycle lane because she found this 'colourful crossing' so confusing. @TfL & @SadiqKhan are planning to put dozens of these across London. They may look nice but for many disabled people they present a real risk to our safety on roads.

Video link:

https://video.twimg.com/ext_tw_video/1446499661347528704/pu/vid/720x1280/UcSqcGrGG4KeJgoa.mp4?tag=12

<<another customer>>@ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Yup it has a real impact on so many people, and that's so dangerous when you're trying to cross a road!

<<another customer>>@ [REDACTED] @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Sorry to hear of this disturbing problem, @guidedogs don't need confusion during a work pattern and that flooring certainly looked very confusing

<<another customer>>@ [REDACTED] @ [REDACTED] a @TfL @SadiqKhan Thank you for sharing, [REDACTED]. We are awaiting a response to our letter to the Mayor on these crossings, which you can find here: <https://www.transportforall.org.uk/campaign/colourful-crossings>

<<another customer>> @ [REDACTED] n @ [REDACTED] a @TfL @SadiqKhan Another example of style over substance that is not adding to environmental accessibility and is potentially confusing, as [REDACTED] shows. It's visually disturbing to view too.

<<another customer>> @ [REDACTED] @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan It looks like a children's play area (could it attract kids playing on it?) and just looking at it on the screen is giving me issues. It actually makes me feel sick like when I start a migraine. Hope they change it asap

<<another customer>> @ [REDACTED] @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan I have no depth perception either, it looks horrific. I really hope they do away with them before I get anywhere near London again.

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan This is the effect of a coloured crossing on a police horse. Most horses are not as well trained (or with as experienced riders)

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Poor [REDACTED] -she's trying so hard. Bless her sweet little soul.

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Thank you for sharing this @ [REDACTED] - important learning regarding impact of alternative crossing designs. What has @ [REDACTED] been trained to look for & are there any alternative colours/shapes that can safely be used with crossing design?

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Between cafe tables over the pavements, cars parked up on pavements and now this new penchant for colourful crossings, it's looking like visual impairment isn't being given a lot of consideration by the decision makers.

<<another customer>> @TfL @SadiqKhan Listen to disabled people! Stop putting lives at risk!

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan They don't even look nice. Colours from plants look great. Painted doors and windowframes. They irritate the feck out of me because why are we spending the money on flipping paint????

<<another customer>> @ [REDACTED] @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan I think the rainbow, in general, should f*ck off now. This is the latest version, who does it actually represent....? Its a cult, worshipping AGP men and wanna be pride straight w*nkers.

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Thank you so much for sharing these, your videos with [REDACTED] have helped me spot & raise accessibility issues with the council that I wouldn't have known about before. I'll definitely remember this if I ever see these 'colourful crossings' being proposed around here.

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Is there a similar outcome for the pride crossings?

<<another customer>> @SadiqKhan @TfL These crossings are simply dangerous. It's bad enough having to negotiate the many roadworks and obstacles, why deliberately make life even harder for disabled Londoners for no reason ?

<<another customer>> @TransportForAll @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Maybe instead of wasting money painting colours on roads that are clearly dangerous; they could use the funding to improve transport for those who need it!

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Between cafe tables over the pavements, cars parked up on pavements and now this new penchant for colourful crossings, it's looking like visual impairment isn't being given a lot of consideration by the decision makers.

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Thank you for sharing this @ [REDACTED] - important learning regarding impact of alternative crossing designs. What has @ [REDACTED] been trained to look for & are there any alternative colours/shapes that can safely be used with crossing design?

<<another customer>> I don't understand how things like this don't automatically get tested for accessibility? Love the idea of it, but surely that's street planning 101? @TfL @SadiqKhan

<<another customer>> @ [REDACTED] @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan It seems the more "inclusive" everyone tries to be the less included the disabled are. ❤️ And noticed on @ [REDACTED] VT they are still using the green (disabled) signage on planters which I believe were withdrawn ages ago @OneLambeth_Just @WFStreetsforAll wasn't it?

<<another customer>> @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Asking because I'd heard about dog trouble, but mainly from anti-LGBT types, so wasn't sure how far there was truth to it. Naturally accessibility much more important than council virtue signalling. One outside Battersea Arts Centre, possibly some near Soho if you want to try

ENVIRONMENTAL:

- Insulate Britain:

17:20 Insulate Britain protests:

The safety of people travelling on the Capital's roads is our number one priority.

We have been granted an injunction this afternoon by the High Court which bans protestors from engaging in activities that obstruct traffic at 14 locations. This will help to protect London's road network and everybody using it.

We will continue to work closely with the police and other highway authorities in London to manage the impact on the road network.

18:03 The High Court has this afternoon granted an urgent interim injunction to TfL against PeThe High Court has this afternoon granted an urgent interim injunction to TfL against Persons Unknown and certain named Defendants who have previously been arrested at Insulate Britain protests. The injunction granted by Mrs Justice May (following an application presented by Andrew Fraser-Urquhart QC and Charles Forrest) prevents, among other things, blocking the highway at 14 locations which are particularly important to the TfL Road Network such as the Blackwall Tunnel, Tower Bridge and Park Lane. rsons Unknown and certain named Defendants who have previously been arrested at Insulate Britain protests. Francis Taylor Building's

Andrew Fraser-Urquhart QC and Charles Forrest for Transport for London. #highcourt #injunction #insulatebritain



18:43 Transport for London has taken out an injunction against eco protesters as M25 chaos continues <https://www.lbc.co.uk/news/tfl-injunction-against-eco-protesters-m25-chaos-insulate-britain/>

21:34 Credit where credit is due, @SadiqKhan & @TfL have made the right decision. XR are an undemocratic rabble.

Friday 8 Oct 2021

TfL statement on Insulate Britain protests

A TfL spokesperson said: "The safety of people travelling on the capital's roads is our number one priority. We have been granted an injunction this afternoon by the High Court which bans protestors from engaging in activities that obstruct traffic at 14 locations. This will help to protect London's road network and everybody using it. We will continue to work closely with the police and other highway authorities in London to manage the impact on the road network and would encourage people to check their journeys before they travel."

COVID 19 - FACE COVERINGS / CLEANING & SOCIAL DISTANCING:

- Modes:
 - London Overground

15:24 @TfL So how comes you asking us to wear the masks in the trains because so deadly virus when instead of 8 coaches we have 4 People squeezed like Sardines and there is stickers everywhere telling to to keep 2m distance.....

18:50 @ [REDACTED] @ [REDACTED] Agreed. I counted roughly 8/10 people not wearing one on the tube & overground yesterday - of all ages.

- London Trams

16:26 @TfL have you cancelled the face-covering requirements on the tram? My tram from #Wimbledon is rammed with the unmasked. Makes fools of those who are taking care of others.

>>@TfL Aaah, announcement over tannoy confirms the rule is still in place. There are a lot of exempt people on my tram. About half of my 90% full carriage. Can that be right?

- London Underground

15:10 @ [REDACTED] Travelled into London last week on @TfL 98% in spite of tannoy instructions not wearing masks. Didn't realise so many exempt. Yesterday #Metline some semi drunk cider swilling 50+ coughing up, no hand no mask- an absolute arse

16:18 The youth of London, in honor of Sajid Javid, defending their libertarian right to resist the oppression of wearing a mask on the Tube, thereby... er...contributing to the highest case and death rates in Europe.



16:26 @ [REDACTED] Can TfL no longer police its masks directive? An occasional blitz at selected stations and on-the-spot fines might do wonders for TfL's cash flow and protect the rest of us. 2

16:37 @tfl #woodford yet another person ignoring the #tfl #mask rule #woodford



16:42 @tfl when? Will you ever enforce your #covid #mask rule? #leytonstone



16:49 @tfl #jubileeline is 🏆 for ignoring your #covid #mask rule



17:08 It's supposed to be mandatory to wear a mask on the tubes @TfL

17:15 @ [REDACTED] @TfL The lack of masks on the tube has got much worse over recent weeks, and it doesn't help that I haven't seen any signs whatsoever that TfL and/or the police are making any effort to enforce the rule. And lack of enforcement makes any law an irrelevance.

17:23 @ [REDACTED] On Tube journey home yesterday evening I was surprised by how many people were wearing masks - more than 50%. Think many people realise the pandemic is still v serious. Shame Govt is setting such a poor example but @tfl are trying with regular announcements about wearing masks

18:41 been like that every day for weeks. the pandemic has brought a new way to identify the selfish & stupid among us. but isn't it Boris' fault as well? he's never mandated any enforcement of the rules he and @TFL make, advocating "personal responsibility," knowing it won't happen

18:45 @TfL Whatever you're doing is not good enough. Daily there are 50% maskless on carriages stuffed full of people breathing on others, inches from faces. Last weekend one maskless woman was persistently coughing on me and others. Became aggressive when someone complained. Not our job

18:49 @TfL So there should be checks at every station on entry, with visible presence & far more high profile enforcement. People are being hospitalised and dying through this low key, non-enforcement approach. It's not about fixed penalties, it's about masks wearing as a condition on entry

18:53 @TfL @metpoliceuk what's the point of enforcing masks at the entrance to Shepherd's Bush station if by the time you get to the platform at least 50% of people take them off?!?

19:23 @TfL @BTP it's now a regular occurrence to see teens vaping on the tube as if it were legal (or not bad for them, for other passengers, the fact that they're not wearing masks...Fine smokers/vapers, fund the Night tube. Car 53544, Northern line southbound from London Bridge.



22:12 Dear @MayorofLondon @BTPLondon and @TfL mask wearing on #Tube 2day <50%. #mayor demanded it remain a legal obligation but I have never witnessed a single attempt at enforcement in the last 18 months. If mandatory enforce it or drop legal obligation #COVID19 #london #farce

- Staff:

16:35 @ [REDACTED] @ [REDACTED] Rare to see a @TfL staff member wearing a mask either, nevermind enforcing them. Other countries have a 'no exceptions' rule for shops & public transport. Here,

almost everyone seems to consider themselves an 'exception', hence the CDC advising Americans not to come.

17:25 @TfL not once in the entire pandemic have I ever seen TFL staff asking people why they don't have masks on. Now we're back to sardine levels and still nothing!! No wonder we're still in the midst of a pandemic!!

18:20 @ [REDACTED] Why isn't @TfL enforcing this. I have not seen a single member of staff doing anything to protect me and others while others push themselves maskless inches away from our faces on the tube. @TfL your negligence is endangering lives every second of every day.

CUSTOMER SERVICES:

- **Telephony:**

16:33 Hi! I called your helpline yesterday re a problem with my refund and I was advised I'd get a call from a supervisor within 24 hours and it had not happened. Can you please advise as I'm really not happy and I cannot sit and wait on the phone again for 45 minutes like I did yesterday

18:01 @TfL is anyone actually monitoring the phone lines at the mo? Funny how I can add funds to my child's zip card online, but when trying to get a refund I have to phone up day after day. I've never got through to anyone who can actually action this simple task.

18:31 Hello, i havent reached any customer services for 10 days. Are there any alternative ways to get in contact with them? Although i made a payment applying student oyster card, an error occurred on my screen and said this isnt working, when i checked my bank statement, my money was withdrawn..

PLANNED ENGINEERING/CLOSURES:

- **Rail Replacement Buses:**

17:16 @ [REDACTED] I @TfL @SW_Help YET AGAIN. Bus replacement services ONLY out of #Richmond this weekend. Do the two companies not liaise with one another about their planned maintenance programmes? This is NOT a one-off. It's happened on several weekends recently.

- **Night Tube:**

16:41 @SadiqKhan, @TfL, @BorisJohnson, @grantshapps: Reinstate Night Tube Winter 2021 for Women's Safety - Sign the Petition! chng.it/wG5p8Mdm via @UKChange (**multiple tweets**)

16:43 Women are just not safe in London anymore. Reinstate the night tube asap @MayorofLondon @SadiqKhan @TfL

18:43 Does #London actually have any useful #taxis anymore? @Uber's pricing is always surging to stupid levels. @AddisonLeeCabs never let you book. And the Black Cabs never want to take you anywhere. Absolutely ridiculous. Have to rely on @TfL - get that night tube back!

SAFETY:

- **Buses - children refused entry:**

16:18 ICYMI: @TfL say they are deeply concerned and are investigating after a schoolgirl was refused entry to three London buses

17:18 My brother with learning difficulties was on a bus on the way home from school and told to get off the bus by this aggressive driver. He has lost his oyster and we have been waiting for the new one for 2 weeks. He's just started year seven and this is just disgusting he in uniform

Video link:

https://video.twimg.com/ext_tw_video/1446510368684232708/pu/vid/352x640/icipSUjk9bj7AhDf.mp4?tag=12

- **Buses – racist incident:**

21:06 I am deeply saddened to hear my colleague had a racist incident on Wednesday evening on a 109 bus @AbellioLondon and the bus driver didn't do anything to help. @metpoliceuk are asking women to #flagdownabus but is this the behaviour we are getting from your bus drivers. @TfL

SUGGESTIONS:

- **Tube announcements:**

19:21 Seeing a load more FOI requests for copies of train and bus announcement messages -- and wonders, why not just put the whole lot on Spotify. Could become an unexpected hit and earn TfL, oh, at least £5 in Spotify royalties this year.

SURFACE:

- **Hammersmith Bridge:**

21:28 @TfL Hi TfL. What do u think of the traffic obstruction at #Hammersmithbridge for the past TWO AND A HALF YEARS THIS SUNDAY? Are you doing enough to protect London's road network? @MayorofLondon @Heidi_LDN @LDN_environment @██████████ @hammersmithandy @HsmithBridgeSOS @grantshapps

- **ULEZ/LEZ:**

16:40 @██████████ A question we would like to know is why parts of London, including Chessington aren't even in the LEZ Our council won't answer nor will @tfl

19:17 @██████████ @TfL @MayorofLondon You should be encouraging your constituents to switch their cars to make them ULEZ compliant - or better still, ditch them all together and use the excellent public transport in the area. V disappointing.

TICKETING:

- **Concessionary cards:**

- **18+ Student Oyster photocard**

15:16 Hi, I have applied for a student Oyster card but when I put in my bank details to pay the £20 fee I was charged twice. Will I get this refunded?

15:28 I applied for a student photo card and purchased a monthly travelcard. I was told the card would be delivered by 4 October, so I started service of the monthly travelcard for 5 October

15:38 Hello, I just purchased a weekly travel card with a student discount from the website but an error occurred and I haven't received a confirmation for the purchase, however, money was taken from my bank account.

15:40 @TfL hi I purchased your student monthly travel card zone 1-3 for £116 and it arrive yday it's not working and I'm trying to report the issue but it's a 4 hour call wait and email response is 10 days. What am I paying for exactly? requesting support immediately not happy !!!!!!!

16:23 Hi! I have an issue with my student travelcard. I purchased monthly travelcard online, but it's not working when I try to enter the metro station. Could you please fix it?

16:48 I bought it two weeks ago with the student discount since i ordered with the student photocard. It hadnt been working until now and couldnt find any solutions. Today I have received an email telling me that due to an error it wasnt added to my card, and said that the issue was fixed and that i was going to get a refund

18:46 Hi, it's been 10 working days and I've yet to receive my 18+ student oyster card, yet I received a message telling me my travel card was not added and I'll be refunded.

19:11 Good afternoon, I recently purchased a travelcard to put on my student oyster photocard. I received an email today saying my travelcard was not added to my oyster and that they have fixed it and that i will be receiving a refund. I'm not sure if that means my travelcard has been canceled and i'll receive a refund or if i'll receive a refund for the money i was charged while the travelcard wasn't working. Could you clarify?

- **Freedom passes:**

15:45 Why cannot holders of Freedeom Passes use London Transport before 09.30? Is it assumed by @TfL and @MayorofLondon that we are too old to have to be anywhere before that time?

- **Ticket Machines/Mobile payments:**

15:24 @TfL My railcard is on my oyster, hence I needed to use the oyster to get the full discount. I couldn't top up online because it needed card details and I only had my phone.

>> @TfL When I've topped up at Sydenham and lower Sydenham stations, I've always been able to use my phones payment method. It's your outdated equipment at Holloway Road and Highbury & Islington that made this impossible

TfL ONLINE - WEBSITE:

- **Journey Planner:**
- **Oyster and Contactless:**
- **Road Users:**
- **Twitter feeds:**

20:53 Well well well, seems that someone DID 'steal' the Elizabeth Line twitter handle after all (after TfL relinquished it).

This is NOT me, btw. I have no idea who it is ... <https://twitter.com/ElizabethLine>

CENTRAL:

- **Service comments:**

16:20 Dear @TfL My journey home on the central line yesterday was a shambles. No information about delays, packed sweaty trains in pandemic, eventually had to get off, bike it to Liverpool St, get overground & a bus. Home 1hr late - today I'm charged £10.60. Pls advise on compensation.

19:42 @TfL can you tell me why we have to wait 20 mins for epping trains? The lack of them always hainault getting beyond a joke

NORTHERN:

- **Service comments:**

18:57 @TfL just a genuine question as I am not able to find anything online. What are the problems with Northern Line? Trains are always late (6 min that end up to be 10 or 12). I don't mind waiting but there is no chance to get on the train if you wait 10-12 mins.

19:05 @TfL the timing for the trains at #MillHillEast is always wrong... they never match the app... please fix this!! #tubepromblems

- **Graffiti:**

20:30 TW: Xenophobia/Racism @TfL Southbound platform at Kings Cross. Could you remove this xenophobic graffiti please



(Writing across the t-shirt)

>> @TfL Northern

PICCADILLY:

- **Service comments:**

15:56 How comes your piccadilly line service is always useless!!!! Constant problems. Going back to work using that line is more painful than lockdown and working from home . @TfL absolute shambles of a line.

DOCKLANDS LIGHT RAILWAY:

- **Lack of PSAs:**

17:17 Disappointing to see no passenger assistance staff to help travellers arriving at London City Airport work out how to use the DLR ticket machines for onward travel. Not a great 1st impression for those arriving in the UK! @LondonCityAir @TfL

LONDON OVERGROUND:

- **Revenue:**

18:44 @TfL hi - why are police & TFL staff checking tickets at bottom of stairs to plat 2 in Peckham Rye when barriers at door are working? Creating a huge bottle neck of people (heard of covid?) And I missed a train because I couldn't get through the crowd. Height of stupidity 😞😞😞

LONDON BUSES:

- **Service comments:**

15:47 Hello I'm really getting annoyed because I've been getting to work late because of school kids getting on the bus and I've finished work at half 2 now it 3:47 and I've missed 2-3 busses because of these school kids can't they have their own school bus because I can't keep being late for work and getting home late because of school kids

16:05 The #N10 bus stop without signage [REDACTED]@TfL [REDACTED] #ColneyHatchLane #MuswellHill



18:50 @ [REDACTED] @ [REDACTED] @ [REDACTED] @ [REDACTED] Please @TfL - reinstate the number 3. It no longer provides viable public transport.

SANTANDER CYCLES:

- **Record hires:**

15:15 The Santander cycle scheme had over one million hires in September, a new record for the month. @TfL's flagship cycle scheme is continuing to grow as Londoners return to the office, perfectly showing how the Covid bike boom is still very much in progress. #Cycle #London #Covid

15:26 @Heidi_LDN There are lots of stolen "Santander" bikes in the suburbs, is that what you mean by "record hires"? @TfL #TfL

Kind regards,

Jo Furlong



Social Media Team | Contact Centre Operations
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