

## Jacob Gemma

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**From:** CCO Social Media Team  
**Sent:** 10 October 2021 23:03  
**To:** +Daily Social Media Report; RailReplacementGroup  
**Cc:** CCO Social Media Team  
**Subject:** Daily Social Media Report: 10 October 2021 (15:00 - 23:00)

Evening all,

The main trends noted during our shift, included:

- ❖ **Accessibility:** there were ongoing 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
- ❖ **Events:** there were numerous mentions related to the NFL event at the Tottenham Hotspur Football stadium
- ❖ **Planned Closures:** a call for the return of the Night Tube continues along with co-ordination with other transport providers at the weekend. We also received comments relating to the rail replacement bus service provision and stop location
- ❖ **Service:** customers were curious as to what the 'Special Service' was on the Victoria line
- ❖ **Ticketing:** ongoing technical issues with the photocard web portal, continues to generate a high volume of mentions

We also had issues in the following areas –

### POSITIVE:

- **Staff:**

14:18 Huge thank you @TfL Tube Drivers - 3/3 waved at my little girl heading from Kennington to Battersea Power Station today. ❤️ Made her day.



18:02 Hi, I just wanted to write in a compliment to the operator of the DLR to Stratford, leaving Canary Wharf at 18:00 (car 38A if it helps). We were running up the stairs to make the train and he held the doors open another 10 seconds to let us on. Great service!

20:01 @TfL @SadiqKhan Big shout out to Olga at Mansion Hse tube. Handed out face masks to those without and got out her tablet to help us find a venue. Best customer service in my 30+ yrs using the tube 📱👏👏 #customerservice

## ACCESSIBILITY:

- Road Crossing – Guide dog:

15:13 @ [REDACTED] @ [REDACTED] @TfL @SadiqKhan Completely agree. They are appalling. I cannot understand why anyone thinks it is appropriate to use pedestrian crossings, which are there to serve the single purpose of increasing safety, and they compromise that for the benefit of art?

16:07 Please retweet to get @tfl and @SadiqKhan to change their plans because they are dangerous for blind & partially sighted people and their guide dogs (**multiple tweets**)

16:46 @TfL @SadiqKhan It's outrageous that their needs weren't considered because he was too busy virtue signalling to think about them. @SadiqKhan @tfl You start by considering the needs of blind & partially sighted people & their guide dogs FIRST not LAST. Remove these colourful crossings now !

17:27 @tfl @SadiqKhan STOP ENDANGERING BLIND PEOPLE for stupid performative woke cookies: disability is an EA2010 protected characteristic too you know - why don't you act like it. It's in #BlackAndWhite

## ENVIRONMENTAL:

- Slivertown Tunnel:

17:33 Not in Newham & parts of Greenwich. Even @TfL own modelling forecasts #SilvertownTunnel will make NO2 worse. And they won't measure PM2.5s in case it disproves their forecasts. And \*all\* areas will be much worse without tunnel tolls which aren't legally binding on future mayors.

## EVENTS/PROJECTS:

- NFL:

15:32 Hi. Why when there were 60,000 people at the NFL game at Tottenham Stadium today, where we're encouraged to take public transport, did you decide to only run trains every 30 minutes to Enfield Town and not more frequently (to help get people home)? Who thought it sensible to not put on more trains?

16:19 Great how when @SpursStadium host @NFLUK games they & @TfL pretty much make Tottenham a no-go area for locals. Closing bus stops. Making the tube exit-only. So convenient! What a boon to have this in Tottenham! I'm sure all the jobs it provides are permanent, living-wage roles.

18:01 @TfL @MayorofLondon Its my second time seeing @NFLUK Overcrowding and Long train delays. TfL overground Cancel a very delayed train so the next one appears 'on time' - it's is kinda cheating @nfl The transport & stadium at tottenham is not as good as Wembley.

18:17 @NFLUK @TfL thanks for a dreadful post game travelling experience. You've given no thought to fans getting home and made a massive error. Was a good, not great, but good experience before but the journey home has spoiled it massively. Thanks for no help getting home whatsoever.

18:17 @TfL There is huge excitement on Worcester Avenue N17 as the road has been USA-style security lockdowned for #NFL stars to get to their bus parked in Duke's Academy. Event security, UK police, private security, & guys in long coats with shiny shoes. No sign of any Haringey councillors



18:20 .@TfL Why have you cut down any match or event day timetable on events at the Tottenham Hotspur Stadium to deadly levels at White Hart Lane?!?!? This needs urgent attention. @SadiqKhan @TfLUsers @TfLAccess @GreaterAnglia @GreaterAngliaPR

18:31 Absolute chaos trying to get home from the @NFLUK game at the Tottenham Hotspur stadium. Thousands guided to Tottenham Hale @TfL Victoria line station and the queue 100s of metres long outside hasn't moved for about 20 minutes. People being calm at the moment, but it won't last.

18:53 Did anyone tell @TfL there was an @NFLUK game on today? #chaos pic.twitter.com/ns4TeHxE6x



## COVID 19 - FACE COVERINGS / CLEANING & SOCIAL DISTANCING:

*In response to:*

Enjoy London with confidence with our official hand sanitiser partner @Dettol\_UK  
Over 1,100 Dettol hand sanitiser dispensers are available across our network  
(Use disinfectants safely - always read the label and product info before use)

16:35 @TfL @Dettol\_UK Hilarious. And what are you doing about ensuring masks are worn? Zero! Still, at least we can sanitise

17:02 [REDACTED] @TfL @Dettol\_UK @ [REDACTED] Dettol loves to sell on fear. All the ads they push to stay at home mums to make them feel like bad parents if they're not sanitising everything in sight

17:38 @TfL @Dettol\_UK London needs cleansing 😞

17:06 @ [REDACTED] @TfL @Dettol\_UK @mrbakerphysics If your kid gets a cold it's because you don't love them enough

<<another customer>> @ [REDACTED] @TfL @Dettol\_UK @ [REDACTED] That's pretty much their entire campaign

Modes:

- **London Buses**

18:40 @TfL @MayorofLondon 22 ppl on Bus. 5 are wearing face coverings. Less than 25%. Another London Success. Sun 10th Oct 1830. Countdown to retirement & getting out of this \*\*\*\*hole of a city. "WorldClass" More TFL PR B\*\*\*

19:39 @TfL @MayorofLondon @LondonAssembly Have garage safety inspections been reintroduced?? Have inspections taken place @metroline @ComfortDelGro garages. They had the highest driver loss in this Pandemic. Can we have all reports available for scrutiny 😞  
<https://www.london.gov.uk/questions/2021/0542>

19:55 @MayorofLondon @Heidi\_LDN @TfL @LondonAssembly. Have Bus driver cabs been checked? Are you prepared for a Spike? Will you police face masks on Londons Buses. Do you Listen to our concerns. We won't let this go. Will you listen? <https://www.gov.uk/government/publications/covid-19-response-autumn-and-winter-plan-2021/covid-19-response-autumn-and-winter-plan-2021>

- **London Underground**

17:09 @TfL That's lovely but I've just passed staff at embankment paying no attention to passengers and one staff member not wearing a mask.....

21:13 @SadiqKhan @TfL this man threatened me with assault when I asked him to pull his mask up. What are you doing about it?



22:07 My family travelled on the underground today and we were very disappointed to see that we were in a minority of people wearing face coverings. I thought that it was mandatory to wear a face covering? Can you please explain.

#### CUSTOMER SERVICES:

- Telephony:

15:28 Your automated return call service just returned my call. Or at least the phone rang! Nobody actually on the call for me to speak to! Why have you got this service if there is no one available to speak to??!!

#### PLANNED ENGINEERING:

- Planned works:

15:02 @TfL you make no sense! Why can't you do your work on the tracks when everyone is at school or work!?!? 2 weekends in a row! Seriously!!!!☐☐

>>Advised why we do planned engineering at weekends

- Rail Replacement buses – New Cross Gate:

19:05 This arrangement for the rail replacement buses at New Cross Gate is no safer at night, @tfl.



Also, earlier: 13:50 I've seen some impressive screw ups in my time but putting the rail replacement bus stop opposite the station people want, and yet next to the crossing you've closed for the same rail works is a new one on me. No permit number for road closure on site. Is this Vision Zero, @tfl?



- Rail Replacement buses – Piccadilly line:

19:54 @TfL Today Sunday in the morning replacement bus service to Heathrow T2 and 3 from Hammersmith was very bad. Bus usually is every 15 min. I arrived to Hammersmith at 6:50 in the morning and bus to LHR came 7:15 !!where there was a 2 coaches to T5 in that time..what a service!!

#### SAFETY:

- **Night Tube:**

15:00 - 23:00 @SadiqKhan, @TfL, @BorisJohnson, @grantshapps: Reinstate Night Tube Winter 2021 for Women's Safety - Sign the Petition! [chng.it/2NpNMHPD](https://chng.it/2NpNMHPD) via @UKChange (multiple tweets)

20:08 @BorisJohnson @TfL BRING BACK THE NIGHT TUBE FOR WOMEN'S SAFETY

#### SUGGESTIONS/REQUESTS:

15:26 I wanna be the next @TfL announcement voice. Who do I have to talk to? This lady is getting jarring

16:43 @TfL hey tfl you should do a video on the cleaning of a s8 stock train from the met on youtube it would be awesome to see how an s stock gets read for the day please

#### SURFACE:

- **Cycling / Walking:**

21:51 @TfL @MayorofLondon This raised curb on Farringdon Road is lethal for bikes - you can't see it at night as it looks just like the white line that precedes it - I crashed on it the other night and bystanders said I was the second one in a few minutes.



- **Streetspace/Roads:**

16:47 A ten year old girl is now in a coma due to a hit and run in Crofton Park this afternoon. When are you going to take this seriously @ [redacted] @metpoliceuk @LewishamCouncil @TfL 😡





<<another customer>> @Love\_SE4 [REDACTED] @metpoliceuk @LewishamCouncil @TfL  
Awful. Lewisham really needs to do more for pedestrians and cyclists (it could hardly do less).

<<another customer>> @Love\_SE4 @ [REDACTED] @metpoliceuk @LewishamCouncil @TfL  
This bit of the road is insane.

18:05 [LRI]@TfL [PDI] traffic light turned to face road at Cannon Hill / Finchley Road junction NW6



## TICKETING:

- Concessionary cards:

14:05 Anybody else struggling to get a child zip card at the moment? They can't take payment, but then took payment and not provided zip card. @TfL very frustrating as we are now paying fares, when it should be free.

20:26 This is [REDACTED], card No. [REDACTED]. Please check my monthly membership is not active yet, I already used in buses and they charged me by overdraft. Please solve my membership issue.

I already payed £116.80 travelcard from zone 1 to zone 3.

20:34 @TfL my new oyster was supposed to come for wednesday but still hasn't arrived yet. what should i do?

21:03 I am still waiting for TFL IT to contact me and clear up the technical problem. That is stopping me from getting a 16+ Oyster card. PLEASE can you sort this out and send me his Oyster card .

## TfL ONLINE - WEBSITE:

- Road Users:

17:14 @TfL I wanted to pay ULEZ and congestion charge for today can't remember my user ID. No way to reset it or get a reminder on the website. Called the number advertised but it's not staffed at weekends. TFL you're very eager to take our money but not so eager to help customers 😞

- Tfl Go:

11:29 Finding it baffling that it's 2021, we've had apps with lots of detail on public transport for a decade and...all I know about the rail replacement bus is that it exists.

Would it not help if @TfL actually put which stop bus uses in the Tfl Go app and open data? And tracked them?

## CENTRAL:

15:13 Have you forgotten you are supposed to run a service to Epping, @TfL? There has been a succession of Hainault trains but nothing on the Epping line for some 30 minutes. What are you doing about it?

>>Advised of the status of the line and asked where they were waiting to provide the eta for the next service

>> @TfL What I and hundreds of other people want to know is why cancellations appear to affect only the Epping service. Why can you not at least operate a Leytonstone to Epping shuttle?

## VICTORIA:

- Special Service:

16:14 Hi @TfL today your Victoria Line trains announce they are running a "special service". Given trains are every seven minutes you should be announcing a reduced service. Why fewer trains? And why "special".

16:17 Also @TfL why has your website today said the Victoria Line service is good when on your trains you're announcing it's "special".

18:27 @ [REDACTED] @TfL Oh God, I hope it's sorted by tomorrow. I can't face the thought of Monday morning rush hour on the Victoria line with a 'special service' 😞

## TfL RAIL:

- Information:

14:50 Unfortunately the new illuminated sign at Maryland says platform 1 and 2 in use but due to engineering work, actually it's 3 and 4. With no staff visible, a number of confused looking customers are missing their trains. Can local staff please be notified of this.





>>Details emailed to TfL Rail

Kind regards,

Jo Furlong



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