

Transport for London

Social Media – Updating @tflaccess

01 August 2023



Who: All Social Media (SM) staff


Information



- 1.1 The @tflaccess account on X (formerly Twitter) is used to provide updates on station accessibility and step-free access (SFA) status.
- 1.2 The account is operational 24/7 and shall be updated as a priority over other contacts, unless they are Safety Critical
- 1.3 The London Underground Control Centre (LUCC) shall provide status updates to the SM team, who shall post the update on the account


Action

- 2.1 The SM team will monitor the LUCC Teams channel for status updates. Should the Teams site be unavailable, LUCC will provide updates by phone or email
- 2.2 The SM team will review status updates for clarity, and will contact the LUCC for any further information before posting
- 3.1 Status update posts will be made using a standard format that clearly identifies the station and the update type
- 3.2 For station closures:

 [Station Name]
 This station is closed due to [reason]
 To replan journey: <https://tfl.gov.uk/plan-a-journey>
- 3.3 For stations reopened after a closure:

 [Station Name] has reopened
[Done as a quote tweet with the original closure notice]
- 3.4 For stations where SFA is unavailable:

 [Station name]
 Step-free access is not available due [reason].
 To replan journey: <https://tfl.gov.uk/plan-a-journey>
- 3.5 For stations where SFA has been restored:

 [Station name] – step-free access restored
[Done as a quote tweet with the original SFA notice]

Review 31 July 2024