

Independent Disability Advisory Group**Thursday 19th August 2021****10.00 to 16.30****These minutes are an aide memoire for all parties attending the IDAG meeting.**

Attendees	
	IDAG Member (Chair)
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
Simone West	D&I Team
Karen Venn	D&I Team
Marcia Williams	D&I Director
Sophie Achillini	D&I Customer Lead
Vernon Everitt	
Jon Hunter	Head of Design
Grace David	Crossrail Customer Experience Manager
Rachel McKay	Mtrel
Elizabeth Gaden	E-Scooter Trial Coordination Manager

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[REDACTED]

[REDACTED]

[REDACTED]



Board here
Some stations
require a staff
assisted ramp
for level access



**Board here for
level access**
Staff assisted
ramp may be
required



Board here
Step free
access may be
via a staff
assisted ramp



Board here
Some stations
require ramp
assistance

[REDACTED]

[REDACTED]

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 Train to platform access at step-free Victoria line stations	
Station	Access from train when arriving
Brixton	 Level access via platform hump
Green Park	 Level access via platform hump
King's Cross St Pancras	 Level access via platform hump
Tottenham Hale	 Level access via platform hump
Vauxhall	 Level access via platform hump
Victoria	 Level access via platform hump
Key to symbols	
Step between platform and train  0 - 50mm (0 - 2 inches)  51 - 100mm (2 - 4.7 inches)  Over 100mm (4.7 inches)	Gap between platform and train  0 - 83mm (0 - 3.3 inches)  86 - 100mm (2 - 4.7 inches)  Over 100mm (4.7 inches)
Access from platform to train by manual boarding ramp  To request a manual boarding ramp at the station where you intend to get off please press the assistance button on any Help Point and talk to a staff member before you board the train	

2. E-scooters Trial update

The project team gave an update on the E-scooter Trial which started in July 2021. There are 9 participating boroughs as well as Canary Wharf. Dott, Lime and TIER are the three contractors.

Table 1: London e-scooter trial headline metrics

	Trial Period 1	Trial Period 2	Total / Average
Dates ¹	07 June – 04 July 2021	05 July – 01 August 2021	
Permitted fleet size ²	600	1,200	
Total trips ³	35,000	50,000	85,000
Average trip distance	2.9 km	2.7 km	2.8 km
Average trip duration	24 mins	22 mins	23 mins
Serious injuries reported by operators ⁴	1	2	3

Feedback from IDAG

- Looking at the serious injuries reported - what is deemed as a serious injury? Research six years ago with RNIB looked at visually impaired people and their experience getting around their local areas. We asked them about any accidents they had. A third said they had an injury bumped into something. However we realised, when we went through the research in detail and looked at comments actually two thirds of people had an injury but did not think it was

an injury. For example, they did not class something like a sprained ankle as an injury but something like a break would be an injury. My concern with self-reporting is that visually impaired people don't report as much as you would think, and they are more at risk of being involved in a collision with an e-scooter. Also, sometimes people don't report as they see some incidents as their fault, so when you look at your data you might not be getting the full data.

- Who had the injuries, riders or pedestrians?

It was the riders themselves. The definition we use is in line with what the DfT use and that is 'needing medical assistance'. We also realise that under-reporting is an issue. The data comes from the operators where riders report the incident. We also engage with the police and ambulance service as well as issues reported via our contact centre. We are working with the operators to try and make sure in their comms and marketing that they encourage reporting and ways of making it easier to report.

- Operators of course would prefer a low number of incidents! We all recognise that there is a modal shift, but part of the conversation pre-trial was having a good reporting system in place with the operators and the local councils. Perhaps TfL taking the lead with the councils and having our own way of capturing the data independent of the operators, and having a separate method of capturing that information?

We have weekly meetings with the operators and verifying the data as well as regular meetings with the Health and Safety team and the police reporting system. We are challenging the operators so that they are capturing all the issues and incidents.

- How can we get objective data around the number of injuries? NHS hospitals would capture types of injuries that are coming through, potentially the information from the hospitals would be more accurate in comparison to the operators.
- One of the big issues we have when it comes to data from local authorities and NHS is that although data is gathered in relation to pedestrian injuries, it's not broken down by disability / impairment. So, there is no way of knowing if there is an increase in injuries to disabled people because of e-scooters.
- Data is sometimes difficult to capture, on the willingness of disabled and visually impaired people to use the pavements, or on how fearful people are using the road. The operators presented different designs and have different outputs if there is level of flexibility in the design - what level of flexibility exists when they are collecting data?
- Looking on the internet, there has been a fair number of injuries although mostly from private and illegal e-scooters. My question is about antisocial behaviour. Is there an example of this and has anybody been banned or fined by the police?

That was just an example; we are tracking incidents of reporting of poor riding behaviour and antisocial behaviour, and of people being banned and hope to produce a report on this, report to be shared with IDAG.

Action Point

Share report on poor ridership and antisocial behaviour.

- The audible warning was not installed at the beginning; operators are now thinking about installing them, why and when and how?

The operators are working on the solution and are planning to introduce audible warning systems within the next couple of months. They were not done initially as this was something new and not been developed by any rental company, so they are now working on this.

- Suggest that the operators develop the audible warnings in conjunction with disabled people. The audible noise might be difficult for some people who are sensitive to sound so hope that there will be some sort of consultation. Could look at constant noise or intermittent noise as options on which to consult.

The operators are all working with various disability stakeholders.

- Will the audible noise be rolled out simultaneously across all the operators? If someone hears a noise from one of the operators like Lime for example, they might come to expect it with the other operators.

We are working with them and encourage them that this is shared across all operators, so they are joined up.

- If each operator is going to have a different noise as part of the trial remit, it would be good to regard this as a planned experiment and identify and measure which noises are most effective.
- The most important thing is consistency. The public and visually impaired people won't differentiate between the different operators – if one operator has a noise, people might expect all scooters to have noises, so if they don't, it could jeopardise safety. Clear recommendation that audible noises are simultaneously rolled out and then you can provide feedback on what they are like and that all e-scooters that are rented have an audible noise.
- What is illegal use defined as? Also, for designated parking bays how is this being monitored?

Illegal use is riding private or rental e-scooters on pavements, tandem riding and riding without a driving licence. In terms of designated bays, we have GPS data which feeds into a micro mobility platform which tells us the location of the parking bays and we can see where scooters are being parked in the bays and those that are abandoned. If those abandoned in an unsafe place are urgent, the service level agreement is that these will be removed within one hour. The data is telling us that so far 95% are compliant but we are trying to look at the trends, although we need to collect more data of specific trends and why incidents happen in some locations.

- Difference between hazardous and non-hazardous parking?

Hazardous is when an e-scooter is causing an obstruction, on a walkway or a trip hazard. Non-hazardous is maybe parking outside of the parking bays.

- What happens next, two trial periods so far, what does the future look like?

We are feeding back to the DfT all the information like data and monitoring and they are using the information to decide in the long term; trials may transition to pilots, but we do not have any further details yet.

- With the information you are feeding back to the DfT, will this influence privately owned scooters? Are any of your conversations or proposals or thoughts on unregulated e-scooters, the idea that the trials could be applied to private owned scooters?

We have a safety board and we can review private scooters' incidents. The intention from the DfT is to use all the data we are proving on the rental side.

- From my understanding of geo fencing is that if you are parked correctly the rental period stops therefore there would be a financial loss if parked incorrectly; although 95% compliance is high - 5% is still high for those who suffer financially.
- Do you see any potential impacts when they introduce electric rental bikes? For example, parking spaces and shared parking bays may become a problem and some people may prefer the bikes as these are more stable which could leave the e-scooter market open for illegal scooters.

We don't have any information now as part of the trial with the DfT the operators will be carrying out a survey on people's trip preferences.

- An example in Birmingham is that one street is one way into the city centre and very narrow, it is a very popular road but because it is narrow, the escooters go on the pavement, they have introduced no-cycling/scooter sign to see if it makes a difference as a test so if you do have hot spots suggest you add signage as a reminder not to use 'this' road.
- Have there been any trends or key themes emerging in relation to accessibility or people's fear of safety from platform like "have your say"?

Most feedback from "have your say" has been around parking and e-scooters not parked in the bay, some areas of antisocial behaviour have been picked up but no information around accessibility at the moment. Maybe this is something we should try and encourage would welcome support from IDAG on that.

- The average trip time is 22-24 minutes so do we know if escooters are replacing pre-existing transport choices? Are people using them as there is little transport in their area, is this replacing something or is this something new? Is it replacing walking or taking the bus, is it making more people active?

We don't have the analyses yet, but we could provide an update on this going forward.

We are updating the EQIA six months into the trial and use the feedback we are collating into the EQIA.

- If you would like any support in relation to data analysis or data collection IDAG would be willing to help with this offline.

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