

Independent Disability Advisory Group

Thursday 9th March 2023

14.30 – 16.30

Attendees	
[REDACTED]	IDAG Member (Chair)
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
[REDACTED]	IDAG Member
Nicholas Zikpi	D&I Team
Amy Edgar	D&I Team
Micromobility	
Charlie Sundt	Principal Sponsor
Nina Patel	Lead Sponsor
Bridging Device Update	
Natasha Jones	Insight Manager
Apologies	
Ryan Johnson	Portfolio Sponsor

1. [REDACTED]

2. Micromobility

➤ General Comments

- A lot of good things about the scheme!
- An IDAG member felt the scheme is very limited in what it offers, for some people there are other options, whilst for others, there is not as much.
- Majority of disabled cyclists use un-adapted two-wheeled bikes. Having said that, increasing number of E-bikes increases the number of disabled people that can use the scheme.
- Where applicable, try to ensure cycle parking under street lights/well-lit area.

Customer booking and App Experience

- Relying on membership could affect tourists, would suggest keeping terminals.
- Also, allowing one-off hires would encourage people to try out the bikes first and perhaps become members later.
- Having more than one method to book the bikes helps many people including those who are neurodiverse.
- Recommendation to explore building 'cycling for beginners' routes into the app, to help beginner cyclists grow in confidence.

Design & Infrastructure

- There are two groups to consider when considering better designs for the future:
 - 1) Cyclists (it's worth noting that some people who are visually impaired may not be able to drive, but have sufficient vision which enables them to cycle)
 - 2) Those that cannot cycle but must still negotiate cycling infrastructure

Improving visibility

- Recommended that the team read this paper about improving the visibility of bicycle infrastructure:
- <https://www.inderscienceonline.com/doi/abs/10.1504/IJHFE.2012.045274> -
- The laser that comes out of bikes is attached to the handlebars and so whenever people are making adjustments, it flickers a lot. This flickering may be helpful for drivers because they can see it from far away. But, it does not help pedestrians or situations where pedestrians and bikes are sharing the same places. It can be confusing and disorientating.
- Recommendation: Consider attaching the laser to the bike frame so that cyclists and pedestrians have a better idea of what's happening.
- Colour scheme on bikes is not accessible, it merges and is a poor choice especially at dusk/night.
- The stands need to be much more visible.
- Using visibility bands/strips, brighter handlebars or high contrast elements on the bikes themselves and changing current rim cover to yellow could be useful for people, including people who are visually impaired, to more easily detect parked bikes and for pedestrians to better see bikes approaching them.

Other suggestions & comments

- Would encourage TfL to do anything they can to improve the adjustability of the bikes e.g., different saddles, different levels of handlebars as this could enable a wider group of people to use the cycles.
- Sheffield stands with visibility bands and tapping bars (which are really critical for those that are visually impaired or long cane users) should be used on the bottom of end bars.

- Santander bikes scheme should consider having some trikes or cargo bikes/trikes. At least one cargo bike and one trike per rack of cycles.
- App works exactly how it's expected to work. However, there's an icon around all the different parking bays which has a red circle. Unable to work out what the red circle means.
- Needs to enable people to get access to all the information about TFL cycling training/support and map exactly where the different schemes are and the different times of these schemes. QR code?
- TFL needs to make note of where there are any dead spots where there are no schemes and fill them, and also whether there are any particular locations (i.e., hilly!) which could particularly benefit from an e bike scheme.

3. Bridging Device (BD) Update

General comments:

- Delighted by the mostly positive feedback.
- Staff must remember that there are varying types of disabilities/impairments and must not assume but be knowledgeable enough to be prepared to act accordingly.
- Suggestion of a button to be inserted onto the 'Help Point', that requests the Bridging Device.
- Suggestion to consider inserting marks on the floor to assist users with lining up their vehicle with the Bridging Device. There was also a suggestion to have a centre line painted on the BD to help line it up, could be particularly helpful for those who use 3-wheeled scooters and wheelchair users.
- IDAG member advised TfL to consider making the BD wider and sides taller – if feasible – to address issues raised in the survey.
- It was suggested that the BD should be kept in a more obvious place that all staff are aware of – should be on platform, not hidden away.
- When the scheme is more established, could review whether passengers – if travelling with a PA – could use the bridge themselves rather than having to wait for staff.

Communication

- IDAG are happy to support TfL in brainstorming/providing suggestions to help with communication with customer-facing staff.
- Suggestion for TfL to produce a range of lived experience videos of different people (with using different forms of transport) using the BD. Could help ease anxiety of some potential users and increase trust.
- Advised not to only target Disabled people through disability organisations as a lot of people could be missed – many people are not on the mailing lists of disability organisations. Suggestion to deploy posters on platform and use mainstream TfL communications to raise awareness.

- TfL should make clear in their communication that the reason for the BD is because they've acknowledged the gap and the problem it causes.
- Suggestion to incorporate E-learning & role-play scenarios with station staff.
- Stressed importance of training/videos being authentic – don't use actors for videos, use real station staff and customers.

Suggested names included:

- 'Mini Tube Ramp'
- 'Mini Platform Bridge'
- 'Gap Bridge/Bridger'
- 'Gap Filler'
- 'Extender'
- 'Mini Ramp'
- Suggested that using the word 'Ramp' would make it easier for people when requesting it, 'Ramp' often used most commonly in reference to the BD. Should be led by what customers and staff actually say.

TfL Response:

- TfL are committed to working towards delivering a consistent end-to-end experience for customers that use the bridging device.
- Planning to review standards for the Bridging Device, to better understand where and how the Bridging Device is most suitable.
- Feedback from the trials made clear that users preferred when BD was stored on the platform, this is a change TfL will look to make permanent.
- TfL are planning on introducing new training on BD usage in addition to how best to communicate with Disabled customers and their requests.
- Currently working on a new accessibility feedback tool, one of the areas focusing on how satisfied customers are when they have to ask for assistance from staff.

4. [REDACTED]

[REDACTED]



[REDACTED]