

Independent Disability Advisory Group

Thursday 31st May 2022

14.00 – 16.00

| Attendees | |
|---------------------------------|----------------------|
| | IDAG Member (Chair) |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| | IDAG Member |
| Amy Edgar | D&I Team |
| | |
| E-scooter ban exemptions | |
| Simon Jones | SHE Business Partner |
| | |
| | |

1. [REDACTED]

3. E-scooter exemption ban

TfL is evaluating feedback to ascertain if the ban is having a negative impact on disabled people, and, if so, what the scale is. IDAG feedback will be included as part of building this bigger picture.

IDAG Feedback

- IDAG asked what feedback has been received so far from the contact centre? Have there been any additional complaints made apart from the two written complaints previously seen?

Response: no additional complaints have been received to date

Distinguishing mobility aids from e-scooters

- Messy area with blurry lines and not clear – there hasn't been any clear legal judgements so hard to advise definitively. For example, there are scooters sold with 3 wheels that look like a mobility scooter but have the same type of batteries as e-scooters, and go far too fast according to the regulations.
- There needs to be a clear distinction between e-scooters and mobility scooters.
 - It's probably best to keep it simple – partly to help staff – and state that if people are sitting down on a seat – it should be assumed that people using these are disabled people who are using them as mobility aids, and they are not e-scooters.
 - Scooters within the reference size shouldn't need a permit.

General comments

- Understandable why people want to use the e-scooters. Although they are often used illegally, they are cheap and accessible for many people. There's a cost-of-living crisis – a hard message to say that people should pay more for legitimate alternatives – and for some this may be the best option.

- Simplistic view that non trial e-scooters are illegal – hence the ban. Would have to review – obviously – if they became legal.

Communication

- What is the communication strategy on this and how are we telling people they are banned?
- How are you ensuring that mobility scooter users are not being told they can't use the scooter because of the ban. Are you monitoring complaints?
Although not directly related, it's worth noting that IDAG witnessed someone who was a mobility aid user being incorrectly refused entry to a ferry on health and safety grounds.

Safety

- Fire is a very legitimate concern, and is a good reason for the ban. However It's worth noting that the Fire Brigade makes lots of recommendations which tend to be disregarded in practice. For example they don't think anyone should have mobility aids in flats or charge them in communal spaces which are meant for bikes.
- The position of the Fire Brigade is quite often something closer to: 'we would like none of them'.
- One IDAG member uses a folding mobility scooter which was tested and has a verified battery so that they can take it abroad on aircrafts – but how would tube staff check this?
- IDAG thinks it's important for TfL do an independent risk assessment which considers proportionality, and genuine assessment of risk. For example, have there been any fires on buses, or other modes of transport in the last 5 years? If so, what has caused those fires?

Exemptions and research

- Having an exemption in these circumstances may reduce enforcement success in general .
- How we are weighing up the risk versus access to mobility and access on the underground?
- Look at it academically and learn from other countries.
- 2 papers recently published (links below)
- https://www.sciencedirect.com/science/article/pii/S0001457520317747?casa_token=ZHIgEI_N8hUAAAAA:VR9XzSPpv_P1gwMZPT3IyMDDRByihOayfgQcUhTH1r6FGBHi0ITfjKQmowrWuDPMXD1KqN9Q_A
- <https://www.mdpi.com/2071-1050/12/22/9640>
- If you do consider exemptions consider:
 - there is an exemption for people who are travelling with a scooter as luggage
 - scooters with 3 wheels – people using them can travel very slowly which is not possibly on two wheels
 - banning the use of powered e-scooters within a station

- Consider looking at housing, and associated fire risk in relation to mobility aids. There's been considerable research in this area.

Exploitation?

- Some people wore sunflower lanyards so they didn't have to wear masks – might need to consider similar exploitation in relation to an exemption - and whether such exploitation matters.
- How would staff know that some people were exempt, and not others?
- Not in favour of people having to use stickers, or other identifying materials, or going through a process such as those deployed by some other transport providers as no-one could think of a really successful approach which worked well for both disabled passengers, and staff.
- We should want everyone to be able to travel easily – just like non-disabled passengers.
- Anyone using a mobility aid scooter will have 3/4 wheels and seat – visibly succinct from e-scooter for fun – the ones that are used as aids should just be allowed without need for proof or exemption – there are already enough barriers to travel and this would just be another one.

Response: [REDACTED] was grateful for feedback and that there will be lots of other opportunities to share feedback, he encouraged members to share any extra thoughts they have.

Action – [REDACTED] to share previous email chain discussing the exemption.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

