

## Independent Disability Advisory Group

Thursday 18<sup>th</sup> May 2023

14.30 – 16.30

Attendees	
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member (Chair)
	IDAG Member
	D&I Team
	D&I Team
<b>Wide Aisle Gate Project</b>	
Jon Poett	Operational Policy Manager
Neill Boulton	Business Technology Design Lead
Helen Dimond	Customer Experience Lead
Jamie Case	Technology Improvement Lead
Jade Matthews	Customer Experience Lead
Leanne Richards	Operational Policy Officer
<b>Bridging Device Update</b>	
Jade Matthews	Customer Experience Lead
<b>Apologies</b>	
	IDAG Member
	IDAG Member
	IDAG Member

### 1. Minutes of the Last Meeting

■ welcomed IDAG members to the meeting. Minutes approved.

### 2. Wide Aisle Gate Project

#### ➤ General Comments

- IDAG member raised concerns regarding the possibility of these proposed changes possibly increasing disabling barriers.
- TfL must have a very clear testing methodology.
- IDAG member questioned whether research has been conducted into who use the wide-aisle gate.

➤ **Recommendation 1**

- This reinforcement of wheelchair = disability (by using a wheelchair symbol on the approach to the wide aisle gate) runs counter to all the great work of recent years in destigmatising use of access features by people with less visible impairments, e.g., signs on accessible toilets. If it makes people feel the gate isn't for them when the wider aisle and longer opening, for example, makes them feel less anxious going through, that is a detriment.
- IDAG member liked the wheelchair and pushchair logos. Would make the suggestion of incorporating a sign/logo at a higher level possibly against a wall and not limited to waist height/gate level & on the floor where it may not be seen from distance or if others are standing on it. It was also suggested that the logos show a person with luggage.
- TfL must not assume that closing gates faster will deter people from nudging behind wide-aisle gate users. This could even potentially exacerbate the situation as knowledgeable offenders may be more aggressive in their pursuit of nudging through the gates due to the reduced time limit. – Would recommend studies into this, potentially whilst the lab testing is also happening.
- Looking into whether the diversion of traffic would lead to a reduced desire for people to tailgate could help identify if the wide aisle gates and their shutting times are even the problem to begin with.

➤ **Recommendations 2&3**

- IDAG member questioned whether parents with non-fare paying children use the wide-aisle gates – is there a risk of the gates not sensing the second person, leading to the gates closing and stranding them.
- IDAG member recommended trialling this in as many different scenarios as possible, and also talking to disabled people in particular regarding the kinds of scenarios that occur, e.g., a wheelchair user travelling with children, a VIP being guided, a disabled person travelling with a carer and using only one card, also people with large luggage.
- Must make sure that there is consistency in closing times across the board. Members have experienced inconsistencies in closing times which can add distress and anxiety to a traveller but can also add a safety issue.
- IDAG member questioned what studies were conducted to get to the '30 seconds' figure, e.g., walking gait studies etc.
- Research challenges: Would urge TfL to consider different things such as White cane motions – cane users often use sweeping movements when checking what's in front of them.... will this trigger sensors?

**TfL Response**

- Logos positioned on the gates with the intention of deterring those who do not need to use the wide aisle gate. Positioning advice taken on board.
- Currently not aware of research pertaining to who uses the wide-aisle gates.

- Would be keen on inviting IDAG members to trial when the project has got to a state where they can demonstrate what they have in a lab environment.

### **3. Bridging Device Update**

#### **General comments:**

- IDAG members really pleased with the news and success thus far!
- IDAG member approved of the device being called a 'mini ramp'.
- Glad to have seen the progress of the project through each stage.
- Main challenge will be getting staff to engage, understand and support, additionally providing the correct support for users.
- IDAG member recommended rolling out the mini ramp on an entire line as opposed to a more scattered approach.

#### **TfL Response:**

- Part of the next steps involve analysing the staff briefings and comms, and re-educating staff on the miniramp and the MBR.
- Team will return back to IDAG with future updates.
- Will probably be rolled out in March 2024 at 41 London Underground stations, one line at a time.

### **4. AOB**

- 3D Advertising at Kings Cross next Wednesday at 2pm. Only [REDACTED] can make it but a new date will also be sought..
- IDAG meeting on 15<sup>th</sup> June will commence at 10am and finish at 12pm.
- Step-free prioritisation working group – [REDACTED], [REDACTED] and [REDACTED], happy to be put directly in touch [REDACTED] (who's running the group).
- [REDACTED] & [REDACTED] attended the Bus training meeting and reported to the Group. IDAG should stay close to the process; [REDACTED] will follow up with the team.
- E-scooter trial – There has been some silence on TfL's end with regards to providing a response to [REDACTED] feedback. – [REDACTED] has explained that this may be due to the project currently going through procurement.
- EQIA form and process have changed. EQIA clinics will soon come into action, to help guide and support Superusers. Maybe IDAG members could join.

### **5. Action Tracker**

- Priority Seating – closed