




Independent Disability Advisory Group

Thursday 20th April 2023

14.30 – 16.30

Attendees		
		IDAG Member (Chair)
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		D&I Team
		D&I Team
Paddington		
	Sally Arnold	Principal Sponsor
	Amy Lincoln	Customer Experience Manager
Bus Tech Engagement		
	Jordan Cousins	Principal Sponsor
	David Service	Product Manager
Apologies		
		IDAG Member

1. Minutes of the Last Meeting

 welcomed IDAG members to the meeting. Minutes approved, subject to suggested changes.

2. Paddington

➤ General Comments

- It was noted that IDAG had recommended the incorporation of a quiet place when they had met with the team on 13th March 2019. In the minutes, Action Point 3 was for the Design for the Mind Euston interchange audit to be shared with the project team to consider having a quiet zone or space identified. No dedicated quiet space has been knowingly created.
- Due to staff turnover, it was not possible to identify exactly why a decision was made not to have a quiet space. It is possible that it is because they are not incorporated into any engineering standards or processes. This led to a wider discussion about how to ensure that IDAG recommendations are fully

considered, and any rationale associated with decision making is logged and incorporated into processes/systems.

- IDAG discussed how best to raise concerns about aspects of our advice being ignored/not implemented – not just in relation to this project – it's something that needs to be applied across the board e.g. we always want grab rails to be highly contrasting. IDAG understands that – clearly – not all its advice can be implemented, but there does need to be a feedback loop so that the rationale for doing so is clear. At the moment, this feedback loop doesn't seem to be present.
- It was recommended that TfL/ the project team followed this up with [REDACTED] regarding the 'Design for the mind review' at Euston, quiet places, and had a discussion about developments can be influenced by emerging best practice, and incorporated into processes/standards as IDAG are keen to ensure that TfL keeps pushing inclusion, rather than relying – by default – particularly when there is staff turnover, on engineering standards.
- It was noted that the complexity of the lift travel routes could cause anxiety and confusion in passengers. It was also noted that you do not have to create quiet rooms – like prayer rooms. It's about a space where people can sit away from pedestrian or other traffic where there isn't too much hustle and bustle. It can give people a chance to gather themselves before continuing their journey. Sometimes these spaces can also have plants etc.
- Suggested ensuring that there is signage raising awareness of the presence of a Changing Places toilet nearby.
- IDAG have urged the colour of grab rails to be changed from black to achieve greater contrast - ideal colour would be yellow.

Action Points

- Ask [REDACTED] what is happening in relation to Design for the Mind – quiet spaces etc – and whether it is being incorporated into future projects – needs to be added to Action Tracker
- Need a wider review and discussion around what happens to IDAG recommendations, and feedback as to why recommendations will not be taken forward, and review the need for revised processes to capture this – perhaps at away day?
- **Lifts & Signage**
- Signage will be critical for those whose first language is not English. Concerns regarding the journey from the Elizabeth Line to Taxi rank.
- IDAG member suggested that a general lift guide would also be useful in addition to bespoke lift signage guides in individual lifts. It will enable people to have an overview of the station and options available.
- Lift signage guide – Way out signs, must be clear 'way out' signage for wheelchair & mobility scooter users, not just for those on foot.
- Would be useful to have seating near the Elizabeth Line lifts as they're likely to be in high usage.

- Suggested using central, overhanging signage.

Wayfinding

- Use of icons could be extremely useful to help people unfamiliar with the station/area/country.
- IDAG member urged the importance of a site visit to gather feedback on signage and wayfinding. It was recommended that feedback should be obtained from disabled passengers, and those unfamiliar with the station.
- Positioning of lighting and signage – would recommend using directional lighting, especially when leading passengers to escalators and the actual platform level.

TfL Response

- Each lift will have a bespoke lift guide to aid passengers and mitigate difficulties.
- Currently trying to change grab rail standards, agree that black is not ideal.
- Most of the current directional signage is centrally overhanging.
- With regards to directional lighting – construction is too far along at this moment for changes to be made.

3. Bus Tech Engagement

General comments:

- IDAG members expressed that they're happy to continue working with the TfL's team offline.

Signage & Display

- Would advise against an e-ink display. E-ink displays use a reflective approach and rely on external light sources, i.e. e-inks are typically lit by ambient light, and this can be greatly variable and insufficient in somewhere like a bus shelter with dynamic ambient illumination. This can result in them being almost impossible to read for visually impaired people.
- E-ink displays present even less contrasts than an LCD display. Viewing angles from an extreme angle on an e-ink display are also extremely difficult to see, this issue would become even more prevalent at a crowded bus stop, especially when coming closer to the sign and having to read underneath the sign.

- Using a countdown display on the actual bus signage, at an unsheltered bus stop is also another challenge for people with retinal diseases including photophobia and albinism. Looking up into the sun to read a sign is very difficult, especially using a smartphone to zoom in. Would urge TfL to really consider the positioning of these displays to help mitigate such issues.
- Suggestion to consider hosting site visits to test and see the new displays before going ahead with changes.
- Visibility of signs – The dot matrix display that had been replaced by an LCD display – this meant viewing angles were not as good, black text on a white background and colour inversions on screen – these all reduced accessibility for the visually impaired.
- Less is more – with regards to how much information is displayed, should aim to be concise, yet clear.
- IDAG liked the live bus journey visualisations, as seeing the progress of the bus will be beneficial for those who do not manage unpredictability well.
- Secondary column of 'expected bus times' seems to be slightly faded, would urge TfL to reconsider this feature as it lessens accessibility.

App Technology

- Questioned if technology would be able to differentiate between wheelchairs & buggies.
- IDAG member questioned whether wheelchair occupancy space information will be available on apps.
- Concern over those who still use the old-style text service – they may prefer this service as other options may not be as accessible for them. Would recommend for TfL to work with the Stakeholder team to endeavour to find out who the current users are, and any potential barriers they may experience in relation to change.
- Occupancy information will be very useful to have, can help to limit/ease anxiety in neurodiverse passengers. However, accuracy needs to be high, as inaccuracy could cause increased anxiety.
- Trial of the QR codes is great! IDAG offered to further support with shaping the trial.

TfL Response:

- Would be keen to host some visually impaired people to see and test out the displays.
- QR codes – TfL have chosen the top 74 stops for SMS requests to do the trial and are planning to conduct a 'split plate' where half of the people participating in the trial will have the QR code whilst the other side will have the SMS texts. – Will also be looking to gain some budget to do some surveying of these stops too.

4. **AOB**

- **CIHT Awards (15th June)** – who is available and wants to come? When we can look at costs etc (■■■■ is finding out more about accessibility of the venue) ■■■■, ■■■■, ■■■■ have confirmed thus far.
- **Florida students visit** –offering Thursday 11th May at 3:30 for an hour but if they can't do this, this won't go ahead.
- **Step Free Prioritisation Working group** – ■■■■ will email IDAG members to confirm who'd like to be involved.

5. **Action Tracker**

- Priority seating week – ■■■■ has given some overarching feedback on TfL's plans.