




Independent Disability Advisory Group

Thursday 1st June 2023

14.30 – 16.30

Attendees	
	IDAG Member (Chair)
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	D&I Team
	D&I Team
London Overground Line Differentiation	
Sumaiyah Moolla	Customer Experience Lead
Bethany Whiteoak	Customer Information Executive
Charlotte Cox	Customer Experience Lead
ESUB Step-free template	
Vanessa Uvoni	Principal Experience Design Lead
Thomas Sadler	Project Manager
Apologies	
	IDAG Member

1. Minutes of the Last Meeting

 welcomed IDAG members to the meeting. Minutes approved.

2. London Overground Line Differentiation

➤ General Comments

- IDAG is in favour of this project, as the Overground network is quite difficult to comprehend when looking at the current map.
- IDAG supported TfL still using the "hollow" design for this type of indicator i.e. being consistent that the overground is not depicted as a solid colour but always has white running through the middle.
- IDAG happy to review supporting EQIA document.

➤ **Communications**

- If names are to change, would highly recommend that there is no change to the call outs of the destination e.g. “The Omega Line, to Stratford”.
- The use of line names is an excellent inclusion as it can help to mitigate the risks of negative impacts from relying on colour coding alone on visually impaired passengers.
- IDAG recommended TfL engage with stakeholder group such as Age UK, RNIB & Vision Foundation to notify users of the changes to mitigate any potential confusion arising from the changes.
- TfL must make sure that people are made aware of the changes long before they take place and must make clear what the line used to be called, to aid with minimising confusion. IDAG expressed that this should be done with as much advance notice as possible.
- Suggested that in the early stages, TfL incorporate the new name alongside ‘London Overground’ in their TfL Go App and any third party apps. E.g. ‘London Overground Omega Line’, this will help with adjusting to the changes, particularly for those that are neurodiverse.
- TfL Go App may not be the primarily used app for many disabled customers. TfL should not rely on using the TfL Go App as their main source of communicating the changes – third party apps must also communicate the changes.
- IDAG highlighted the importance of including people of varying visual impairments to help assess the viability of any proposed colour scheme and signage.

➤ **Colours & Design**

- A potential issue highlighted is that the colours chosen should not be too similar to existing lines. When you compare the colours to each other, it can often clarify, but in a situation like on slide 6 where the line is depicted out of context as a delay, then it's important to make it really clear it's Overground.
- Urged TfL to be attentive to intersectional stations – if colour schemes are too close this could confuse users.
- Advised TfL not to use purple or turquoise (or similar colours) as they are the colours of current predominantly step-free access routes, to avoid possible confusion by people who prioritise step-free access routes.
- Suggestion to add more orange to signage in the earlier phase of transition whenever feasible to retain that sense of familiarity.

Action Point

- [REDACTED] has been nominated to lead on behalf of IDAG, and will liaise with other IDAG members as and when appropriate.

TfL Response

- TfL will have a phased communication plan in place to support the rollout.

- Plan to return to IDAG regarding the naming process and the appropriate supporting research.

3. **ESUB**

General comments:

- Accessibility in the way the screens are displayed could be improved – significant change in contrast between background and writing reduces accessibility for visually impaired people.
- There was a discussion around how the space on the board is utilised. Should more space be dedicated to travel disruption information and reduced space for indicating 'good service'?
- **Step-free notification integration**
- IDAG liked the fact that step free information is positioned in the same place on each display – uniformity allows users to become more familiar and know where to always look for the step free information.
- There was a discussion about how to integrate and reference step-free routes into the board. Step-free information? Does 'no-step free' access work? Could it be reframed?
- It was suggested that TfL add the colour of the lines where there is disruption to step-free routes, as this will make it easier for many to quickly digest the information.
- Suggestion to incorporate 'Step-free information' onto the display.

Action Point

- [REDACTED] will lead on behalf of IDAG and will consider whether there is any inclusive wording which is better than what is currently proposed, and share this with the team.

4. **AOB**

- [REDACTED], [REDACTED], and [REDACTED] have been appointed as Advisory Board members for the National Centre for Accessible Transport.
- [REDACTED] is looking into giving access to the shared Onedrive for IDAG members – enabling all members to have access to past and present IDAG-related documents.
- Away Day confirmed – Booked a space at the Barbican. The day is scheduled to start at 10:45am and finish at 4pm. The space will be available from 9am-5pm and members are welcome to gather afterwards for a small social. Agenda to follow soon.
- A Zoom account will be created that can be used by people to host meetings although still clarifying best way of verifying etc to reduce admin hassle.

Action Point

- Everyone to be asked for up to date declaration of interests at away day.

5. Action Tracker

- [REDACTED] has been involved in Met Police EQIA that includes TfL provision to the met regarding automatic number plate recognition data.
- EQIA on Escalator upgrades are still outstanding – [REDACTED] is waiting for a response to initial comments.
- Changing places – still open: [REDACTED].
- [REDACTED] and [REDACTED] met for Step-free working group on Friday 26th May – open.