

## Independent Disability Advisory Group

Thursday 24 August 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
	D&I Team
	D&I Team, apprentice
<b>Central Line Rail Vehicle Accessibility Regulations (RVAR)</b>	
Mei Sun Ho	Principal Sponsor
Sam McDonough	Senior Programme Manager
Jon Hunter	Design Team
<b>Review of Lift Fault Poster Design Principles</b>	
Catherine Desson	LU Customer Experience Team
Jon Hunter	Design Team
<b>Apologies</b>	
	IDAG Member

### 1. Welcome and Minutes of the Last Meeting

welcomed IDAG members to the meeting and reminded them of the Zoom Link to use from now on:

Minutes approved subject to any emailed comments received by Thursday 31 August.

### 2. Central Line RVAR

#### ➤ **TfL's Clarifications**

- TfL clarified that they wanted to hear about anything that can still be changed (not the physical structure). Only one train has been modified so far therefore

they would like to hear about anything that could be amended before progressing further.

- During the meeting it was also announced that the blue moquette shown in the presentation slides will be changed for grey (with blue for priority seats).

➤ **IDAG's General Comments**

- This looks like a great improvement over the current stock, brighter and lighter, and with the welcome addition of visual information displays.
- Individual members of IDAG with specialist knowledge are willing to work off-line to progress any particular aspects of the design, and can be emailed via D&I.
- Given that the moquette will now not be the same as shown in the presentation it would be helpful for IDAG to see a new mockup, preferably in the flesh, to assess the contrast.
- Recommendations included:
  - o Exceeding RVAR requirements as these are likely to be amended after the stock design is finalised.
  - o Informing the public of the improvements to the stock as some VIP do not use the Central Line now because of attributes which will now be improved.
  - o Talking to other organisations or access consultants for granular detail.

➤ **The two wheelchair spaces**

- Recommended better delineating the spaces with different floor colouring, to assist wheelchair manoeuvring and deter the storage of luggage.
- The cream surrounds could blend into the door surrounds. Need some colour contrast to avoid being walked into, especially by VIP, and to assist with manoeuvring wheelchairs. Suggested inserting contrasting vertical strips where they jut into the aisle and also on the far corner.
- The passenger alarm buttons should be moved further forward and lowered to make them easier to use, especially for users of powered wheelchairs.

➤ **Hand/grab rails**

- Red is not the best colour from an access perspective, but is better than some others such as silver or blue.
- There may be confusion with the red emergency buttons, especially the small handles by the doors.
- Some forms of colour blindness may cause red/black to look the same, although it was noted that colour blindness is not a protected characteristic under the Equality Act, but it is very common.

➤ **Lighting**

- The better LED lighting was welcomed and should be particularly beneficial for VIP passengers. The Central Line is currently the dimmest line, although they had not measured the current lighting levels. It is jarring going in and out of tunnels from a bright outside part of the track, and many VIP are totally blinded for 4-5 minutes.

➤ **Passenger Information**

- The introduction of visual displays is very welcome and a massive improvement which will be beneficial for many passengers.
- Having noted the improvement, the following points were made:
  - o Can the yellow on black display be varied in brightness for outside and in-tunnel conditions?
  - o Anti-reflective coating on the screens would be helpful.
  - o Screens should be mounted near the priority seating if possible.
  - o Suggested that the font used be checked; RVAR cover the heights of descenders and ascenders on letters.

➤ **TfL Response**

- Have taken on board all comments.
- Will send images with the new moquettes after the meeting.
- Will measure current lighting levels for comparison.
- Will recalibrate the tonal contrast with the priority seats; they have systems to simulate colour acuity.

### **3. Lift Fault Poster Designs**

➤ **TfL's Clarifications**

- TfL clarified that in the event of a lift failure, notification of this would be given on the ESUB (electronic service update board) at the station, in entrance halls and at gatelines, and throughout the station, as well as on trains, apps and social media.
- For H&S reasons, a member of staff would have to place a barrier strip across the door of the lift once the fault is reported. However the aim was to avoid staff having to write information on a whiteboard next to the lift as at present.

➤ **IDAG comments**

- IDAG members stressed that it is vital that notification of lift failure be as widespread and accurate as possible once the fault has been discovered; this includes making audible announcements.
- Members had found from the slides in the presentation that the heading "If this lift is out of service.." can easily be misread as "This lift is out of service" by many people, not only VIP.
- The simpler ("generic") message was generally preferred but members felt that some appropriate station-specific information could also be provided. This should be clearly separated from the general information i.e. general information should be grouped together, and station specific information should be grouped together, unlike in the Nine Elms example.
- The level of detail in the Nine Elms example shown is overwhelming and not easily remembered.
- Cannot rely on 'help points' as sole mitigation – often don't work! Plus not everyone finds help points inclusive or accessible. Should give menu of simple options, including finding a member of staff alongside an illustrated help point. Staff at each station should be provided with a document listing

advice to give to people wishing to reach any specific destination. Enables them to tailor their advice to the situation.

- Cannot rely on smart phones as mitigation e.g. Some could choose to photograph detailed information for later reference, or you could add a link/QR code. However, some would not wish to do this as they would worry their phone would be snatched – plus not everyone travels with a smart phone.
- During the discussion, several suggestions were made including whether there could be a space below the poster for staff to write in any additional information, such as the temporary diversion of a local bus service, or if the poster could be turned to face the wall when not needed, and the staff member installing the barrier could then turn it around when needed.

#### ➤ **TfL Response**

- With respect to the last point, the posters will have to be under protective cover to avoid being defaced, while moveable posters could be removed or relocated.

#### **4. AOB**

- [REDACTED] welcomed [REDACTED] to working with IDAG.
- [REDACTED] volunteered to make the regular IDAG Update presentation to the Inclusive Transport Forum. on 6 September; 12.00-12.15 slot but welcome to attend the whole meeting from 10 o'clock.
- [REDACTED] wanted to know if any IDAG members had capacity to do extra work, including equality impact assessments, as the D&I Team is currently lacking resources.
- Demonstration of the proposed e-scooter sounds on 29 September from 11-1 (drop in any time) in the e-scooter parking bay near Palestra. [REDACTED] and [REDACTED] are particularly interested to attend.
- [REDACTED] drew attention to the public Consultation on Rail Infrastructure.
- [REDACTED]: Will circulate a document on PSVAR for everyone to comment.
- [REDACTED]: For information, she is responding in relation to coaches in a personal capacity – not on behalf of IDAG.

#### **5. Action Tracker**

- [REDACTED]: Woolwich Ferry Closure EqlA – now closed