

Independent Disability Advisory Group

Thursday 6th 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
Bus 358 ie Tram	
Lucy Arnold	Bus Business Development Manager
George Marcar	Driver Policy & Communications Manager
E-scooter trial update	
Elizabeth Gaden	E-Scooter Trial Coordination Manager
Helen Sharp	E-Scooter Trial Lead
Apologies	
	IDAG Member
	IDAG Member

1. Minutes of the Last Meeting

■ welcomed IDAG members to the meeting. Minutes approved

2. Bus 358

➤ General Comments

- Concerned about the location of the heater along the bottom of wheelchair space – reduces width of available space for manoeuvring.
- IDAG suggested that TfL should use a survey (possibly posted at each bus stop on the route) to gather feedback from the general public, casting a wider net of feedback from all types of passengers.
- IDAG stressed the importance of bringing ideas and plans to the group before procurement to help mitigate potential retrofitting.
- Concerns that windows in wheelchair space may be too low and could be damaged by footrests – do they need to be reinforced?

- Query whether windows in wheelchair space help a wheelchair user waiting to board assess if space genuinely vacant or occupied inappropriately.
- **Seating**
- IDAG was pleased to see the removal of patterned Marquette on the seats as this can sometimes cause sensory overload for neurodivergent passengers.
- Questioned if there is a way to make priority seating more visible as the current red headrests are hard to see, and some IDAG members hadn't spotted them in the photo. – IDAG members also suggested that the red tops be replaced by blue, a colour which both disabled people and other passengers have learned to associate with priority seating.
- IDAG member suggested including more seats with armrests, particularly towards to back of the bus – shouldn't just have them for priority seats, as there are people who would find them helpful, but wouldn't want to use a priority seat.
- Questioned having four seats facing each other near the front of the bus as it means there is less space for buggies, shopping trolleys etc.
- **Grab poles/rails & visibility**
- Highlighted the potential issue of visually impaired people not seeing the grab poles, due to current colour scheme. Could this be revised at all? E.g., making them fully red, rather than a short section. In an ideal world, grab poles would be yellow.
- Also, should note that the red element of the grab pole is too high up and is above most people's eyeline, in what might be the darker part of the bus.
- IDAG expressed concern that there are no markings on the horizontal support rails on the entrance to the doors.
- Would encourage TfL to add a label to the button that is used to alert the driver to deploy the ramp as the symbol on the button is not clear enough.
- Button in wheelchair space has nothing on which to rest arm/hand to press the button. Not everyone can hold their arm mid-air and press simultaneously.

TfL Response

- Action points
 - to cross check notes from Bus Expo with [REDACTED].
 - to follow up with technical drawings to send to IDAG with measurements included as it was difficult to make informed comments based on the photos alone.
- Curved panelling is the key factor as to why the heater has been positioned in the designated location.

3. E-scooter Update

➤ General comments:

- Urged TfL not to limit use to subscribers only; first time users may become regular users; thus the first use should be as accessible as possible.
- Noted that while e-scooter usage may be carbon neutral, this does not take account of the environmental and social impacts of their manufacture and the sourcing of materials (especially for batteries).
- Urged TfL not to compromise 'beginner mode' safety regulations in pursuit of increased usership.
- Urged TfL to invest in communicating methods of how the general public can easily report anti-social behaviour as it's likely there is significant underreporting.
- Asked whether serious injuries & fatalities must be reported exclusively by the rider or if there are other ways of capturing this information.

➤ Research

- Asked if TfL had investigated or adjusted their surveys to better understand the high number of users that declared they were visually impaired.
- At least one member would have liked to have seen more numbers rather than the use of terms such as "many", "most". Also, more information on the demographics of the sample.
- IDAG member keen to see more research, particularly on the behavioural side – the modal shift and attitudes to use.
- Keen to understand more about the scooters themselves, particularly through the lens of sustainability - such as including information as to how many have been damaged, stolen, how long do the scooters last on average when charged etc. Suggested that this information would be informative if included in the final report.

TfL Response:

- TfL are exploring ways to increase ridership without sacrificing user safety.
- Included subsections in newer surveys to try and increase the specificity of people who described themselves as visually impaired, as the number of E-scooter users who declared themselves as visually impaired was surprisingly high – are most of them wearing glasses etc? TfL continuing to collect and analyse data in this area.
- TfL have an incident management process – Network Management Control centre manages the incidents recorded on London's roads, and they collect data from this.
- Final report to be published in May.

4. AOB

- Photoshoot at Kings Cross 13th April: [REDACTED], [REDACTED] & [REDACTED] can make it.
- [REDACTED] interested in attending Google maps project.
- University of Florida students coming to visit London between 7th – 14th May and are keen to meet with IDAG. Meeting potentially in Palestra or Guildhall offered by [REDACTED].
- Inclusive Transport Forum 23rd May – looking for a speaker, [REDACTED] is the only volunteer thus far, but the aim is to have a range of IDAG members presenting at the ITF.

5. Action Tracker

- [REDACTED] providing feedback on Customer communication video concept.
- CRM review feedback, open action, [REDACTED] and [REDACTED]
- Public Transport Safety marketing campaign - ongoing feedback, open action, [REDACTED]