

Independent Disability Advisory Group

Thursday 13th July 2023

14.30 – 16.30

Attendees	
	IDAG Member (Chair)
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	D&I Team
	D&I Team
Cab intercom installations	
Evie Carroll	Bus Business Development Manager
Customer information announcements on Piccadilly Line	
	Apprentice
Kevin Moore	Lead Sponsor
Alison Taylor	Customer Experience Manager
Ian Fisher	PE - Vehicles
Denise Sperling	PE - Vehicles
Apologies	
	IDAG Member
	IDAG Member
	IDAG Member

1. Minutes of the Last Meeting

■ welcomed IDAG members to the meeting. Minutes approved pending the addition of ■ comments.

2. Cab intercom installations

➤ General Comments

- IDAG noted that it was excellent to see a project aiming to make their design accessible for customers.

- IDAG pointed out that 'it's challenging to think about this in isolation because it is a system that works with the rest of the bus. Does it work with a loop or other setting on hearing aids, and if not, why not?'
- IDAG raised that they couldn't see any clear signage for people who may need to change their hearing aid setting. If the loop on the rest of the bus doesn't work on the intercom, how will people know that?
- It is nearly never possible to make it accessible for all customers, and TfL need to be realistic that there probably will still be people for whom this will be insufficient, and have a process/policy for that. For example, could a small window instead the door be opened as a backup, or whether there needs to be a clear 'you can open the door if you have done x, y and z' policy?
- IDAG raised a concern that those seating in priority seats may have even more difficulties exiting buses as drivers may not hear passengers shout for the bus to stop when a customer hasn't been seen (due to crowding disrupting the driver's view) due to the intercom not being engaged (with the release of the handbrake)
- Questioned whether TfL have engaged with people that have mental health conditions such as social anxiety. – Research carried out by UCL Centre for Transport Studies (2019) found a large percentage of respondents from their study (90% of which had anxiety conditions) claimed they could not access the buses, and a key barrier for this was the anxiety caused by talking to the bus driver.
- Clarity of voice & volume level is important when attempting to mitigate anxiety-inducing moments, that involves verbal engagement with bus drivers.
- IDAG suggested the importance of the driver facing the passenger when speaking to them.
- Intercom should sound like a human and not a robot.
- Recommendation to monitor the experience of visually impaired people with regards to this project.
- IDAG liked the idea of the PTT button being towards the customer as it encourages the driver to turn in that direction.

TfL Response

- Bus Safety Team is looking into the potential concerns regarding passengers (particularly those in priority seats) not being heard by the driver when exiting the bus due to the release of the handbrake.
- Feedback from Stakeholder engagement led to TfL making the sound less 'tinny' and more 'human sounding'
- TfL are rolling out ED&I training soon. – Would also be keen to talk further with IDAG members and provide them with the opportunity to experience the system.

3. Customer information announcements on Piccadilly Line

General comments:

- IDAG member agrees that the interchange info is the least critical. Mentions that, at Hatton Cross the 'sixth' is more important than interchange info.
- **Language/Terminology**
 - For wheelchair users/people needing step-free, the interchange messages are already confusing; 'this station has step free' can be followed by a load of interchanges that other people can make, but we cannot, or by a list where we can only make some. If/where possible, would support 'there is step free access to x y and z lines' or something similar.
 - There might be a way to revise the wording without revising 'usefulness'. IDAG would not support seeking an RVAR exemption as it doesn't seem necessary or desirable here.
 - Would encourage the project team to avoid 'fully accessible' because it's a term that doesn't have any particular meaning and is probably impossible, so sets them up for failure. 'Inclusively designed' is, perhaps, a better term. Or 'more accessible'.
- **Removing/prioritising announcements**
 - When TfL are making the decision on which announcements to keep/prioritise, they should take into account the demographics that critically need the information via audio e.g., visually impaired people who are unable to read the information & people that are less aware of their surroundings.
 - Key information that is really necessary to know is:
 - Where the train is going
 - What the next stop is
 - What the destination stop is
 - Step-free information would be best when given in the station approach.
 - IDAG recommended that TfL be consistent with the decision they make regarding the removal of interchange information. E.g. if removing interchange information, then TfL should do so across the board so that customers aren't confused by inconsistencies unless there is a clear operational reason to do otherwise e.g. Places like Hatton Cross and Acton Town should have interchange information kept due to its significant level of importance.

TfL Response

4. AOB

- Official enquiry from London Disability Action into TfL regarding Kentish Town lifts. - [REDACTED] is looking for best person to contact in within TfL.

- Some may have already seen this but we published a press release this week announcing the next phase of step-free access. The team have said they are happy to return back to IDAG soon if members have any questions
<https://tfl.gov.uk/info-for/media/press-releases/2023/july/tfl-announces-the-next-tube-stations-to-be-prioritised-for-step-free-access-to-meet-the-mayor-s-bold-accessibility-targets>
- [REDACTED] will be on leave for 3 ½ weeks from next Monday – [REDACTED] will be covering in his absence so please direct anything to her.
- TfL have awarded British Institute of Learning Disabilities and People First the contract to deliver our engagement with adults with learning disabilities – we will be working closely with them over the next few months to develop a programme and hope to share it with IDAG when ready!
- Rail office ticket closures - it was agreed that [REDACTED] would pull together some of the key implications, and liaise with [REDACTED] (who wasn't able to be at the meeting). It was agreed that [REDACTED] and [REDACTED] would lead on looking at this issue on behalf of IDAG.

5. **Action Tracker**

- Nothing added.