

## Independent Disability Advisory Group

Thursday 7 September 2023

14.30 – 16.00

Attendees		
		IDAG Member (Chair)
		IDAG Member (Deputy Chair)
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		IDAG Member
		D&I Team, apprentice
		D&I Team
Stop Selection Policy Review		
		Graduate
Apologies		
		IDAG Member

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

■ welcomed IDAG members to the meeting.

Minutes of the last two meetings were approved. ■ thanked ■ for taking Minutes on a temporary basis and asked her to send them to ■ for review on this occasion.

■ thanked ■ for leading on the PSVR response on behalf of IDAG.

### 2. Stop Selection Policy Review

#### ➤ TfL's Clarifications

- Currently only bus stops with shelters have real time information (RTI) systems installed, but new forms of the system could now be fitted even where there is no shelter. Thus the policy of where to add these is being considered. Factors include firstly the number of boarders, then the proximity of the stop to transport interchanges. The aim is to have them everywhere but this will not always be possible. Thus some stops near health facilities with few boarders might not get them.

#### ➤ IDAG's Comments

- This is a very positive move, not just to be informed of the arrival of next few buses, but to be reassured that you are at the right stop; they are particularly important for VIP. An RNIB campaign had noted that there was a high level of real time information provision in London but much less across the rest of the country.
- The biggest beneficiaries will be disabled and older people, those with no access to information in any other form, and anyone who feels vulnerable, especially at night. The priority should be to where they are most needed and places where buses are less frequent.
- The TfL team working on step-free access (SFA) has a lot of data on “gaps” in SFA provision where disabled people are forced to use the bus. Also lift failures at usually SF stations can force disabled people onto buses.
- All health and social care facilities are very important, as many are used by people with impaired abilities. It may be a strange environment, the first time the person has been there.
- People with learning disabilities or autism, anxiety or mental health issues struggle with uncertainty and the concept of time. Without RTI, time can feel endless. They may seek information from elsewhere such as the live bus arrivals TfL webpage. However, anecdotally, this information is not always trustworthy. It will sometimes indicate a bus coming which does not then arrive. This unpredictability can then increase anxiety. If they cannot handle a long wait they may choose another mode or route. “Long waits” in London are classified as more than 15 minutes, or more than 12 at night, but many neurodivergent people will struggle to wait that long.
- A wait of 12 minutes will be too long for many disabled people, especially if it is a strange area, there is no shelter or seat, and they feel vulnerable. With RTI, they could sometimes choose to walk to the next stop if that has a shelter and seat.
- Where buses are infrequent, passengers have to decide on the safest, quickest and most accessible alternative, using apps where possible. The distance to the nearest SF station is important to know, so that people can make an informed decision. The later it gets at night, the more difficult it is to get an accessible taxi.
- It would be good to consider schools, prioritising schools for disabled and neurodivergent pupils and Pupil Referral Units (PRUs). RTI could avoid meltdowns, regulate emotions and relieve stress.
- Can statistics on harassment in an area be taken into account?
- Women’s safety is crucial; especially in more rural locations and at night, they can become anxious and without information may decide to call a taxi instead. Lighting at the stop is also an important factor in the perception of security.
- The introduction of Superloop will cut out some stops; it was proposed that stops which will be affected by this should be prioritised.
- Where stops on one side of the road currently have RTI but the opposite one does not, these should be considered for “mirroring”. Apart from the irritation this causes to passengers on the side with no RTI, there is a danger that they

will try to cross the road to look at the opposite RTI even though that will be of no help to them.

- Information of all kinds is also important at places of interest where there may be crowds of visitors unfamiliar with the area. This should be included in the weighting, not just proximity to stations.

#### ➤ **TfL Response**

- A lot of important things have been raised.
- Schools are not ideal locations as there is only high demand twice a day but it is accepted that special schools would benefit more.
- HP has taken on board all comments and listed the factors mentioned. These will be raised with managers to assess for feasibility to be included in the solution and how to do so. For example, the criterion for number of boarders could be changed in different locations.

■■■ invited ■■■ to come back to IDAG as a whole or to individuals for further discussions. Meanwhile **these Minutes will be shared with her.**

#### ➤ **Two links to useful information**

It was suggested that these might be helpful as providing further inputs:

<https://www.autism.org.uk/directory>

<https://publica.co.uk/projects-gender-inclusion-and-womens-safety>

### **3. AOB**

- ■■■■ has been asked by ■■■■ to work on the franchise for managing the Elizabeth Line. The procurement documents are being drawn up for tendering again in 2024 (the last was in 2012), to be let in 2025. She is looking into access improvements and enquired if any members of IDAG felt that there will be any changes needed to the management of trains and stations. ■■■■ **will circulate an update for any additions to be suggested.**
- ■■■■ updated IDAG on Bus Driving Training: this is now much better and more inclusive. It is possible that some of IDAG would be able to attend a training session.
- ■■■■ confirmed a Roadshow with the LU Capital Delivery (Enhancements) team on 25 September; ■■■■ **will do this.**
- ■■■■ had been to the launch of Access Transport where KPMG had raised the real problem for all projects in that the business case is written in terms of current usage not the potential ridership.
- ■■■■ and ■■■■ had attended the demonstration of the proposed e-scooter sound. The selected sound is high pitched and noticeably indicates a hazard; it is distinctive but not panic-inducing. However the volume is low; it was drowned out when there was noise from a nearby construction site. The volume will be increased from 65 to 70 dB and rolled out to about eight locations. Currently the noise gets louder as the e-scooter goes faster but 70 dB is the maximum possible.

They are looking into to being able increase this a little. Feedback will be gathered from riders.

It was noticeable to [REDACTED] that the rules on e-scooter seem to be becoming more relaxed, with no need to upload a driving licence, and commonly two people riding together and people riding on the pavement.

#### **4. Action Tracker**

- [REDACTED] is up to date with the EqlA he was working on and is open to taking on more.
- [REDACTED] similarly: Woolwich Ferry Closure EqlA – now closed  
Taxi Fares EqlA – opened and closed
- [REDACTED] was grateful to IDAG for their help with EqlA. **He asked that amended EqlA be copied to him.**
- **Updates to the Action Tracker to be emailed to [REDACTED].**