

## Independent Disability Advisory Group

Thursday 4<sup>th</sup> May 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
		D&I Team
<b>Walking and Wheeling terminology</b>		
	Lucy Marstrand-Taussig	Principal Technical Specialist
<b>Updates to first/last train posters</b>		
	Phil Dunwell	Customer Information Executive
	Ben Bloom	Engagement Manager
<b>Apologies</b>		
		IDAG Member

### 1. Minutes of the Last Meeting

welcomed IDAG members to the meeting. Minutes approved, subject to suggested changes. – Will also pick up offline with

### 2. Walking and Wheeling

#### ➤ General Comments

- Since some wheelchair users “push” or “go for a push” rather than wheeling this wording could be confusing. IDAG member thinks if the words were joined up, if indeed it is “pushchair” that is intended, that would resolve it.
- IDAG member suggested to put “Buggy” next to pushchair to limit confusion.
- Suggestion to categorise ‘kick scooters’ as ‘children’s scooters’ in addition to referring to e-scooters as ‘(legal trial) e-scooters’ – this is to mitigate any potential confusion caused by using the generic term ‘Scooters’

- An IDAG member would favour a much more narrow definition of 'wheeling' where walking *including* wheeling was being discussed and then certain types of wheeling are a subsection of walking that some would relate to and others wouldn't.
- Another IDAG member suggested 'Scooters' as a broad term is quite useful as it gives flexibility as regulation changes. Separating e-scooters from adult/child kick-scooters could lead to a snowballing of tangled semantics. – As a broad overview, 'scooters' and 'mobility scooters' as overarching terms are fine. Member also advised that TfL could add the sentence 'subject to local permissions' after Scooters & Mobility Scooters to encourage people to look at what the local permissions are for a cycle path, shared-use path or for the type of scooter/mobility scooter.
- IDAG member suggested the use of 'pushchair' could be removed as it is not an independent means of travel.
- 'Walking, Wheeling & Cycling' is inclusive.
- Urged TfL to make clear that they are talking about paths where one would expect pedestrians to be. – Make clear what environment is being discussed, e.g. shared used paths.
- Concern regarding consistency of the definition – Would recommend also engaging with Wheels for Wellbeing in addition to IDAG.
- Would encourage TfL to avoid including recreational uses for wheels, e.g., rollerblades. Should keep the focus on those whom the built environment is designed to protect/those who are facing barriers.
- Explaining how these terminologies are used in practice may be easier for people reading to understand whom it's supposed to benefit.
- The terms used imply accessibility – must be used with this in mind.
- Sometimes being too specific can lead to excluding some of the targeted audience.
- Concluded that it was not possible to give a definitive answer, as it depends on the context.

### **TfL Response**

- TfL has engaged with Wheels for Wellbeing. Wheels for Wellbeing advocated for the inclusion of Pushchairs.
- Use of the broader terms is to increase inclusivity for the other protected characteristics.

### **3. Updates to first/last train posters**

#### **General comments:**

- IDAG member questioned whether TfL actually know numbers/percentages of regular and occasional passengers who face similar digital barriers/don't use their smartphone to access this sort of info on the go?
- There was criticism of the TfLGo App which is inaccessible to many visually impaired people.
- Simple and uncluttered guidance is good but the new posters won't actually be providing this customer with the exact information they may require.
- The mitigations from the EQIA are largely "For all of the points above station staff will still be available to assist." However, in suburban stations, staff often aren't available.
- "The vast majority of customers now have smartphones or other suitable devices to use the QR code or access the TfL website. Those that don't will still be able to speak to staff if necessary or call the Customer Information number." The vast majority having smartphones is of no comfort to those who don't – most likely to be the most marginalised by income, communication barriers and confidence. Will the customer information number work for older people with poor hearing in a noisy environment?
- "Overseas visitors. The same language barriers exist on the current posters as on the proposed versions. The benefit on the proposed version is that they will not be confronted by cluttered and confusing information." - IDAG member does not understand this as at the moment, overseas visitors do not need to try to navigate an app in a different language, they can simply see the name of a destination and timings of trains. The lack of clutter and confusion is important but so is getting information that people need to plan journeys as easily as possible.
- There needs to be a hierarchy of information on the posters with disabled people in mind, with frequency shown prominently. It would be really reassuring to see the expected time between tubes, and in some cases would mean there would be no need to check the QR codes.
- IDAG member suggested that night-tube vocabulary should be adjusted, possibly adding 'overnight' for clarity.

#### **Smartphones**

- More and more people need to use their smartphone for wayfinding purposes – if people now have to use their phones to view first and last trains, this could disrupt their journey flow and could even result in more than one smartphone having to be used.
- Have to use smartphones to check first/last trains will use battery which could end up being an issue for passengers, as this could lead to the phone battery dying, resulting in increased anxiety.

- There are groups of people who struggle to use QR codes. Experience has shown that even some young people do not know what QR codes are.
- IDAG member expressed that TfL should consider the difficulties of navigating a timetable on a smartphone as opposed to on a large physical poster.
- IDAG member would suggest the inclusion of a 'point camera here & click the link' to help those that may struggle with QR codes.
- Another member also suggested that TfL incorporate a short-form weblink, in case there are issues with the QR codes.
- One IDAG member suggested that this is not a good idea. Expressed that some people have concerns with the risks of phone hacking via QR codes.

### **Research**

- IDAG member believes the trial is fantastic, but would also like to understand where it is being implemented, how will it be monitored and what information (both qualitative and quantitative) is being gathered.
- IDAG member suggested to have someone standing by to actively survey how many people who are using the poster as well as questioning the users themselves.
- Robust research must be put into this.
- Urged TfL to not rely on feedback from station staff.

### **TfL Response:**

- Engaged with Travel Watch and are planning to look into their report surround people who are digitally excluded in London.
- Were unaware of the inaccessibility of TfLGo.
- If people cannot find station staff, they could use the Help points.
- Will look to incorporate the suggested 'point camera here' line.
- Monitoring the trial – Will be gathering daily reports from the customer service centre. Will also look to canvas opinions from station staff.

### **4. AOB**

- **CIHT Awards** – So far [REDACTED] and [REDACTED] are unable to join. Could we get confirmed attendance by the end of this week so we can book a table.
- **New customer and revenue director** – Emma Strain has now joined the customer directorate replacing Julie Dixon. [REDACTED] is hoping to get Emma along to our away day in June.
- **Mentoring Scheme** – We're hoping to get this launched in July but wanted to make sure all members are still keen to be involved? This will be discussed at the Awayday in June, including possible need for training.
- **Self-reporting smart lifts** are now being installed.
- **Florida students' visit:** it has not been possible to find a suitable time to meet them.
- **POMAS badges** will only be sent to people who have a London address; how to get one as a frequent visitor?

- **Step-free Working Group:** So far only [REDACTED], [REDACTED]s, [REDACTED] and [REDACTED] have responded.
- **[REDACTED] role** – As you know [REDACTED] has been on secondment the past year. The role was recently advertised, and she applied, after a tough interview last week [REDACTED] delighted to share with the group that she got the permanent role!! [REDACTED] is so happy she gets to continue working with you all!
- [REDACTED] will provide an update of the location for the away day.

#### **Action Tracker**

- [REDACTED] – Reviewed four EQIAs on escalator improvements and reviewed a letter to blue badge holders on ULEZ in the past week.
- Mobility scooter user falling off a platform at Kings Cross – awaiting update.