

IDAG Minutes

Thursday 22 August 2024

14:30 – 16:30

Attendees	
	IDAG Member (Chair)
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
	IDAG Member
Amy Edgar	Diversity & Inclusion Specialist
Apologies	
	IDAG Member
Denise French	Customer D&I Programme Officer
Session 1: Piccadilly Line Upgrade – Platform-train interface	
Kevin Pearce	Programme Development Manager for PLU
Kevin Moore	Lead sponsor
Natalie Wood	Stakeholder Manager for PLU
Ben Bloom	Stakeholder Engagement Team
Alison Taylor	LU Customer Experience
Simon Hawthorn	Project Sponsor
Ebrahim Modan	Principal Sponsor
Session 2: Priority seating week social media	
	No Project representative was present

Welcome and Minutes of the Last Meeting

- Chair welcomed the group and acknowledged apologies.
- Minutes of 8 August were not yet available and will be circulated in due course.

Session 1: Piccadilly Line Upgrade – Platform-train interface

➤ **IDAG Clarification Questions**

- Will the stock all be changed at once or will a mixture be run together?
- How will it be communicated with wheelchair users and mobility scooters (and passengers with other items with wheels) so people can plan where to wait and/or which train to get on?
- Is there at least one door that matches the current raised platform humps and would still line up with the new ones?
- The reference to RVAR on slide 6 is unclear.
- Why remove the old platform humps?
- Is there a scenario of where humps are at each station so that passengers can look at the problems at both ends of the journey, or is it simpler to tell passengers to ask for assistance?
- What is planned for staff to be available to use ramps, field enquiries and give information?
- Is there anywhere which will need the use of ramps after all the stock has been replaced, which does not need ramps now?

➤ **TfL Clarifications**

- The changeover will be gradual: one in, one out, over two or three years; that is why comms are so challenging. There are 94 new trains to introduce.
- At present there are four doors in the centre, the new ones have doors at the front and back.
- With such variable infrastructure along the line, there are challenges but accessibility will be improved wherever possible. RVAR are regarded as a minimum, it is hoped to do better.
- Plans for humps are still being finalised. They expect to have an overlap of two (old and new) humps, but with the height difference between the old and new stock they are trying to find the optimal height for the new humps which will be satisfactory for both.
- It is recognised that communications are the biggest challenge and may need to change during the course of the project. They are looking to IDAG for guidance.
- No one will know in advance the stock used on the next approaching train, so it will not be possible to advise passengers with wheels of the appropriate hump to use. It's not a very good response to say "choose your hump and wait for a suitable train". But how can this be communicated to customers?
- Ramps will be a temporary part of the tool kit, they will also need staff and comms. The new trains will be 30mm lower leading to a bigger gap. There will be no change in which stations need ramps but the ramps will be steeper when used for new trains.
- Knightsbridge will be difficult because of the curvature of the platform and there will be one door that will not meet RVAR (but the station is not currently step-free).

➤ **IDAG Comments**

- Thanks for coming to IDAG so early.

- Recognise the challenge of comms. Need to be as clear and transparent as possible.
- Will need complex messaging over a long period of time, need to stress that passengers can ask for staff assistance. Many people will be anxious about getting on – and off again. This anxiety could lead to ill feeling. Could the new arrangements be incorporated into the Travel Mentoring scheme?
- Need to work with stakeholder engagement; older/disabled people’s groups could perhaps help explain the new situation to their members.
- Disabled people understand complexity so would understand that it may get worse before it gets better.
- Disabled people like familiar situations, so may be better off trying to find an alternative route to use for the period of these changes and uncertainties.
- People local to the stations can give feedback that we cannot, so it would be good to engage with them. Target step-free stations as a priority.
- Will need different messages for regular users and visitors, especially at Heathrow.
- Can TfL analyse TUAG data and then identify and talk to regular users? Perhaps better if they are approached by staff who know them, as some people don’t like being approached out of the blue.
- Note that some guide dog users also use humps for level boarding.
- Can at least one door lead to a hump? Although there could then be problems of over-crowding.
- Can you identify “old” and “new” stock clearly on the front of the trains?
- Please try to find a way to know which stock is coming with the next train!
- Gaps will vary with the load on the train and are critical for some disabled passengers, so can the tolerances (ranges) be published somewhere that people can refer to, perhaps as a table (not put on maps)?
- Gaps affect VIPs, MIPs and older people as well as people with wheels.
- The horizontal gap is more concerning as caster wheels on wheelchairs can swivel and get trapped. If the vertical gap is reduced, users may become over-confident; need to find ways to explain that the gap is possibly still dangerous for caster wheels even if it looks better.
- Can TfL offer a “try out” event with a new train?
- Will need complex communications with staff, some of whom may not be used to using ramps. They will need to know how to use the ramps and to be proactive in offering them. They will also need to know how to deal with passengers who are surprised or anxious.
- Think about interactions on the network if something goes wrong, e.g. at Green Park.
- This is an opportunity to use CCTV and crowd reaction analysis to see people’s reactions to the changes.

➤ **TfL Comments**

- We shall have ongoing contact but it would be good to have an IDAG lead.

Agreed that [REDACTED] would lead in liaison with [REDACTED] for her expertise in communications. Other IDAG members should send their thoughts to [REDACTED] by email..

Session 2: Priority Seating Week Social Media

➤ **TfL Inputs**

- Amy was able to add that there has been some research into people who need a seat and other passengers who could give up theirs. She will see if she can share this with IDAG. The media team have used this research.
- There will be a wider discussion on 5 September but time is needed for content creation. Priority week starts on 30 September.

➤ **IDAG Comments**

- It is a pity not to have seen the research to aid the discussion. Why don't people offer / who will never offer? Is it fear of rejection after past rejections of an offer of a seat? RNIB research 10 years ago found men and women aged 30-50 had had bad experiences of being rejected. Is it fearing of giving offence ("do I look that old", "do you think I look pregnant")? Conversely some people always jump up and offer.
- There is a powerful message to be made to suggest to people that they try offering their seat anyway.
- Mixture experiences among IDAG members as to whether younger or older people give up their seats more readily.
- Regarding the slide deck and videos therein, there are some good ideas here but it is unclear who is the audience. Young people seem to be already aware of the principle. Yet the videos could well be off-putting to middle-aged and older people; one older IDAG member was really offended by the boy with the POMAS badge.
- Using Tiktok does not really reflect the seriousness of the message.
- Best to use real passengers in videos (not actors or staff). Not helpful to have staff explaining "rules", which are not real rules anyway. Social media messages are better coming from peers and having a light touch.
- The influencers/content creators used should be disabled people. TfL has used some before. Consider, for example, the disabled presenters at the Paralympics, although the dates might conflict.
- The issue was raised of whether children should occupy seats when other passengers are standing.

AOB

1. **Recruitment is going well.** Some very good candidates have been interviewed and there is one more to see in September.
2. **Rotherhithe Tunnel Evacuation Exercise** will now take place on 30 September; two IDAG members have offered to take part. Any further Members who wish to volunteer should notify Amy by the end of the day of the meeting.
3. TfL are **testing new screen technology (E-ink) for our Countdown screens** at two bus stop locations, Waterloo Station/Waterloo Road and

Borough Station. They would like to get some feedback from IDAG Members; this should take no longer than 30 minutes and needs to be captured before 9 September. Are any IDAG members available over the next two weeks? [REDACTED] and [REDACTED] might be available on some dates, and maybe [REDACTED].