**Transport and Mobility Forum Agenda**

**Time & Date:** Thursday October 26th 2023, 2 – 3:30 pm

**Where:** The DAAC, 4 Waldegrave Road, Teddington, TW11 8HT

**Chair:** Alan Benson and Mary Harrison

**Note taker:** Hallie Banish

| **No.** | **Agenda Item** | **Action** |
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| **2:00** | **Apologies from:** Sam Greening (TfL), Philip Moshi, John Clarke, Bruno Meekings**In attendance:** Alan Benson, Mary Harrison, Hallie Banish, Dom McFall, Scotty McLeod, Susan Pitt, B. Khalid, Cllr Chas Warlow, Matthew Howie, Steve Townley, Sidonie F.B., Michael Aldington, Victoria Nurse, Bea Williams, Heather Casali (palantypist)**Welcome and Introductions**We plan to do the Transport and Mobility Forum every quarter going forward and it will be in person We are going to have a break over the holiday period and will have our next meeting in Jan/FebNote that TfL are not represented – maybe grief from Manor circus has scared them off  |  |
| **2:10** | **Actions from previous minutes:*** Samantha Teggart and K Munroe will investigate reported ramp failures and report back at next meeting
* Alan Benson reported that when the new electric buses accelerate, and especially around corners, it forces him out of his chair. ST will ensure this is covered in training. – this has been picked up with the garage trainers and messages have been put to the new drivers to do nice and gentle
* Michael to share phone numbers for passenger assistance with the group
* Alan to set up a meeting between Sam and Jamie
* Alan to speak with George about previous data from TfL Sam/Nina to feedback on the amount of time it will take to cross at Manor Circus
* Cllr Andy Hale suggested a presentation be made to all the Cllrs in the borough and would arrange – this has been done
 | Alan has not heard back and need to chaseMichael to share numbers for PAAlan to talk to Sam |
| **2:20** | **Updates from Partners** **SW Railways – Michael Aldington*** One big thing due to be delivered in the next 12 months is lifts at stations in SW London under Access for All scheme – Motspur Park and Stonely stations are due to come online summer 2024
* Access for all scheme – 300 million fund to build footbridges and lifts
* Cost of living and inflation has caused prices for these projects to double (Teddington projected at £4million and now is £8mil)
* Barnes – no roof on new footbridge, there has been a battle about this – due to go live May 2024
* Teddington – same timescales as Barnes, keeping existing footbridge and attaching a lift
* Wandsworth Town – 3 lifts going in, using existing subways and a second entrance to the north side of the station, delay because a Homebase/B&Q were there – adding oyster card stations that are closer to the lift
* Walton on Thames – step free access only to either side of the station currently and they are changing this to full access
* Access Panel doing journeys with the directors – get to know them but access panel to go right to the people at the top
* Access panel has existed since 2018 – live and or work somewhere on the network – there are 6 people on the panel – they don’t have to be experts, but it is important to have a pan disability view – educate the business on what could change for the better (i.e. feedback on toilet transfer on the train and keeping facilities open for longer)
* **Question** – do you have control of the toilets at all the stations? **Answer -** Yes except for Clapham Junction, Waterloo and Guildford. Looking into remote access and security. Centrally located with standard processes.
* **Question** – Teddington station – can we still access the station? **Answer:** Yes, it is still fully open. They have a ticket office only and there is staff there.
* There is a whatsapp service where you can message the guard on the train that you want to get on. This still needs to be worked out. Need more feedback from people with sight loss on where they need to get on the train and how they access. Needs to be more consistency across the industry. Need to find creative solutions for this. You can use the telephone number as well.
* Not sure how guards miss people who are waiting for a train and also still complete a safety check
* Ramps – we have been doing ramp training with the metro team – they are all one piece and pins secure it in place
* Ticket Office Consultations – rail minister has said nothing is going to be changed – everything is now going to be the same – ignore consultation – retail facilities will still exist – what do the priorities need to be for station staff? Need more information about how you buy a ticket – SW Rail want feedback on this.
* **Question:** What is the mechanism for getting feedback on this? **Answer:** It can be informal, so people can share through this group or send Michael rough and ready ideas on how people buy tickets.
* **Question to Victoria** – what is your experience with ramps? **Answer:** Just today was shouted at by a staff member at Twickenham station - yelled and lectured about booking assistance. Didn’t book because she doesn’t have to, weather change meant she went to Twickenham instead of Strawberry Hill. Nice passengers were kind and tried to help and tell the train not to leave. Made to feel like a burden and was a really horrible experience. Train guard was great and helped calm down the situation.
* Mike – this is unacceptable, I think we know who this is, this shouldn’t have happened
* Scotty – was told to come back tomorrow when he was at Teddington station at 8 pm two months ago. He told the guard not to let him on
* Mike – this should never happen

**RATP Dev -** Matthew Howie and Steven Townley* Ramps – still working with TfL on an adjusted ramp with side barriers on it. Other operators want to trial again because it isn’t safe and secure yet – more robust ramp that fails less
* TfL have started a new incentive on ramps – TfL ramp tool – want to train all drivers on how to operate a ramp manually – a real challenge to train all drivers – proposing to have an on-call operation team to go out to places where this support is needed – concern has been raised about manual ramps, no teeth and they don’t want slippage
* TCC training for drivers of electric vehicles
* 3 new incentives – fatigue tech – prevent drivers from a sleeping event and wakes them up if this happens – if they close their eyes for more than two seconds, they get a rude awakening
* Health kiosk – track health of drivers – drivers don’t look after themselves as best as they should
* Night Club – talk to night drivers, are often forgotten – speak to them and talk to them about their health and give more support
* Steve – guide dogs – did some training at the garage with the dogs in training so they can hear noises and become acclimated to the buses
* Susan - As a blind person – when you get on a bus you don’t know what to expect when you get on, what is the layout and where are you meant to sit with a guide dog. Number 33 can’t hear the announcements – good to invite the dog around
* 22 different layouts of buses they use
* Goal is to move toward using electric buses totally
* **Question:** Can you manually open doors on the electric buses? **Answer:** Yes you can
* Telematic system that tells the driver the pressure of their acceleration and braking – being a green driver has an incentive system

**Richmond Council – Sidonie*** Wandsworth – funding from dept for levelling up, changing places toilet for Clapham junction station
* Manage the e-bike scheme in Richmond – have contract with lime, mix of parking bay and free floating in sensible locations – contact her with any issues – they have an obligation to manage all complaints
* Trying to identify new parking bays – scooters have to be in a bay and e-bikes don’t have to
* **Question** – do you have any plans around rugby days? On rugby days they are en mass clogging the pavements in roads. **Answer**: This has been done with Wimbledon, but not sure about Twickenham
* **Question** – how much maintenance is done? Is there a team? **Answer** - Maintenance typically done at night, change batteries, check bikes and scooters to make sure they are working.
* **Question** – Does the council monitor the location of bikes? **Answer:** This is done by lime. There is an end of journey photo that people have to take.
* Hacking has been a big problem, and we are working on this.
* Cultural education needed to help people understand what customer etiquette looks like – maybe a wider campaign
* Patchwork approach currently across London – possibility to join this up in future but not there yet
* People do ride on pavements and this is quite dangerous – they are very quiet – they are testing an audio noise that they would make, loud enough for people to hear but not loads of loud noises
* The onus shouldn’t be put onto disabled people or the users, the companies should take responsibility for safety
 | Mike to share info about Whatsapp support – this is only available for SW Railways trainsForum members to share their views on how they buy tickets and what staff priorities should beMike to take this and feedback & try to get to the bottom of this |
| **2:50** | **Other updates****Pedestrian crossings** are not long enough – the crossing signals are set by TfL – there are standard timings – if there are particular crossings that are issues they can be reported to TfL and they will look into this Sidonie to check if the council has any input – who is the “average person” We need to pinpoint the crossings that need to be looked at **Manor Circus TfL Accessible Crossing Trial**They changed the timing of all the signals so that the traffic is flowing a bit better. They are working longer hours to minimise impact. Work on this phase should done by end of Nov. You can control the crossings with the mobile phone you don’t need to press the button. *Question: when would people like to schedule a group test? Either early December or early March 2024.***Access Day at Abellio Bus Depot Twickenham**They are looking to run it for us but this is going to be pushed to the new year Steven if you want to do some training sessions with drivers, let us know and we can arrange **Richmond town centre consultation** Your Say members recently contributed to the Richmond Town Centre revamp consultation. Pavements not being wide enough, buses backing up George Street, access issues  | Forum members to feedback to the forum about specific crossings that are problematicAlan and Hallie to ask Sam what crossing timings are based onHallie to email Sam and arrange a few options |

**Upcoming Meetings**

The next Your Say Meeting will be held on Thursday November 30th from 2:00 – 3:30 pm at the Ruils Office in Teddington. If you’d like to attend, please [book here](https://www.eventbrite.co.uk/e/november-your-say-meeting-tickets-722828017057?aff=oddtdtcreator) or email halliebanish@ruils.co.uk

There is no Your Say meeting in December.