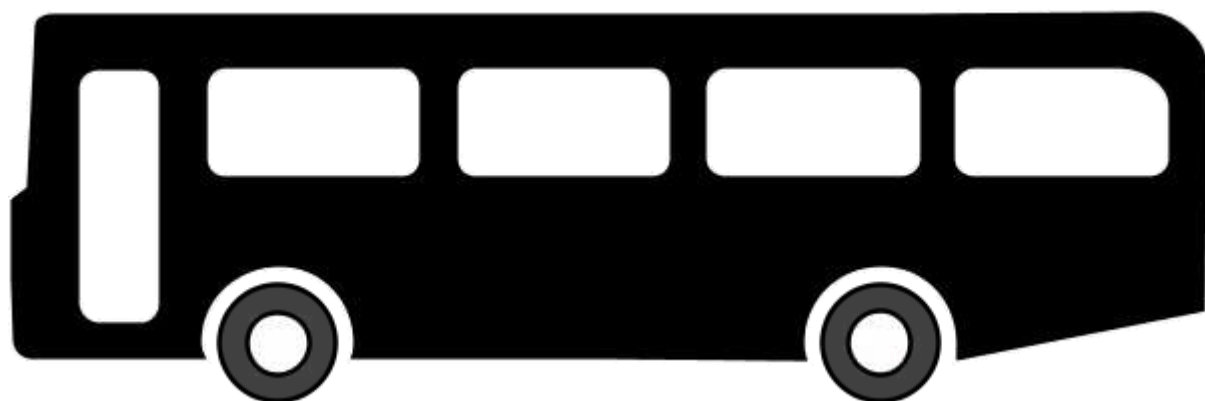


**Getting to where you want to be**

# **Buses**





**When will I be able to use my wheelchair on the bus?**



**If the bus has less than 22 seats then the law says that they don't have to be wheelchair friendly.**

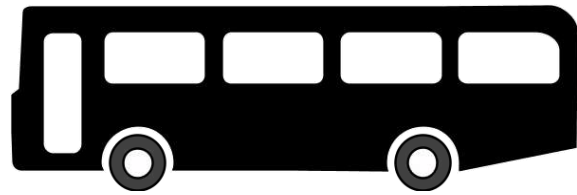
This is because there usually isn't space to make the changes as most buses with less than 22 seats are based on minibuses.

**If the bus has more than 22 seats then these are the dates when they must be accessible for all disabled passengers.**



Small single deck bus

January 2015



Large single deck bus

January 2016



Double deck bus

January 2017



Coaches

January 2020

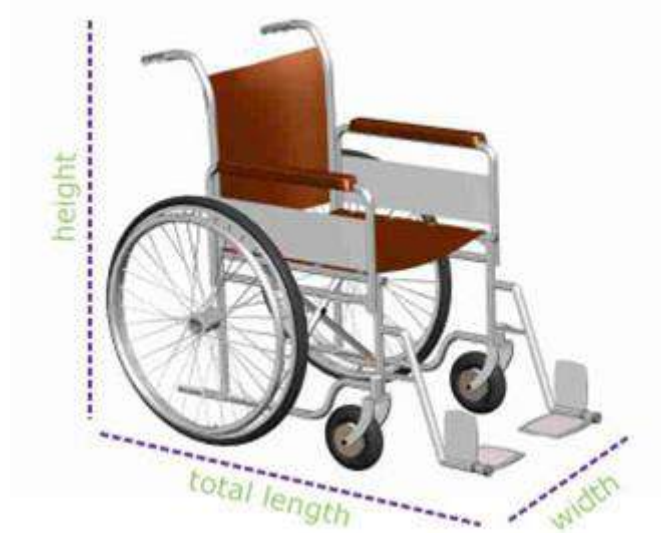
After those dates your bus must be have at least one space for a wheelchair. But it isn't just about wheelchair users.

New buses must provide things to help all disabled passengers so there will be features on the bus to help them as well.

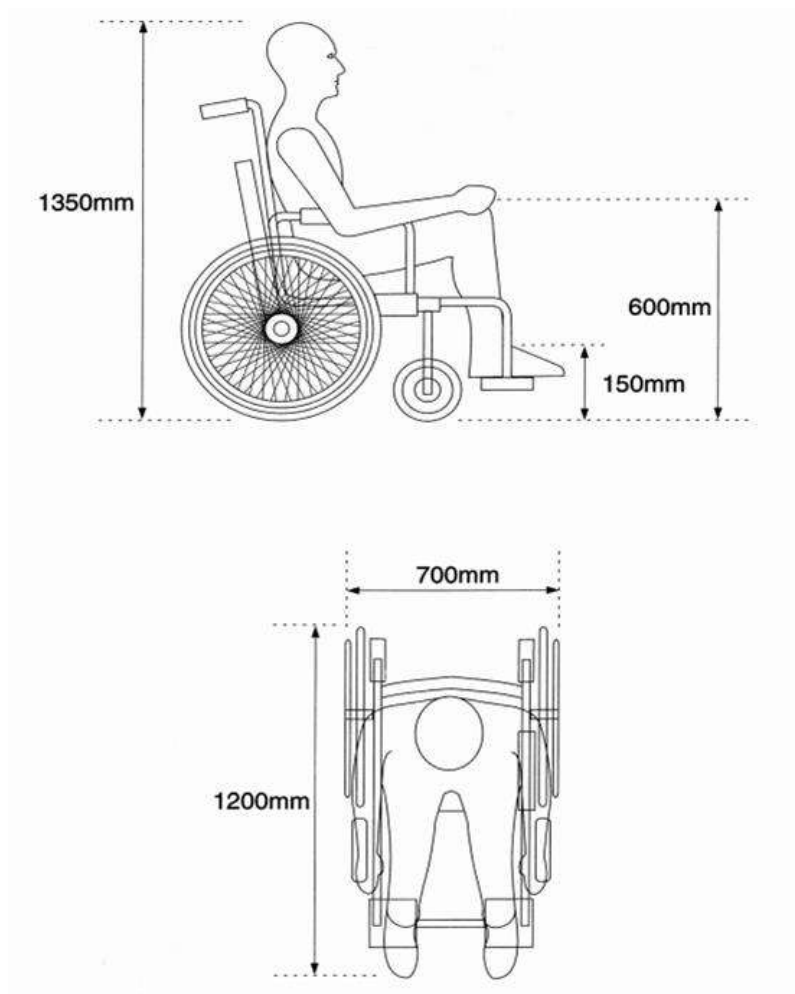
Some buses are already ready to help disabled passengers and able to take wheelchairs.

A lot will depend on where you live and who your bus company is.

# What is provided on these buses?

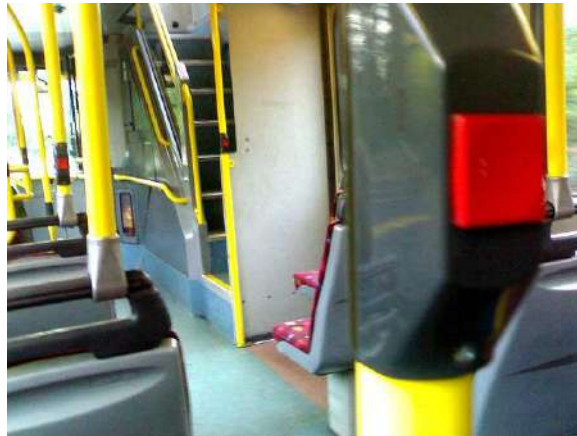


The new buses must provide a space for a wheelchair and the law tells the people who have designed the bus what size wheelchair they must leave a space for. This is referred to as a "reference" wheelchair; the measurements are in this diagram.



There must also be enough space to turn a wheelchair to allow it into the space. If you have a larger wheelchair it may be more difficult to get into the space.

On public buses this space is usually backward facing and there will be no floor tracking to secure the wheelchair. You must make sure that you apply the brakes on your wheelchair.

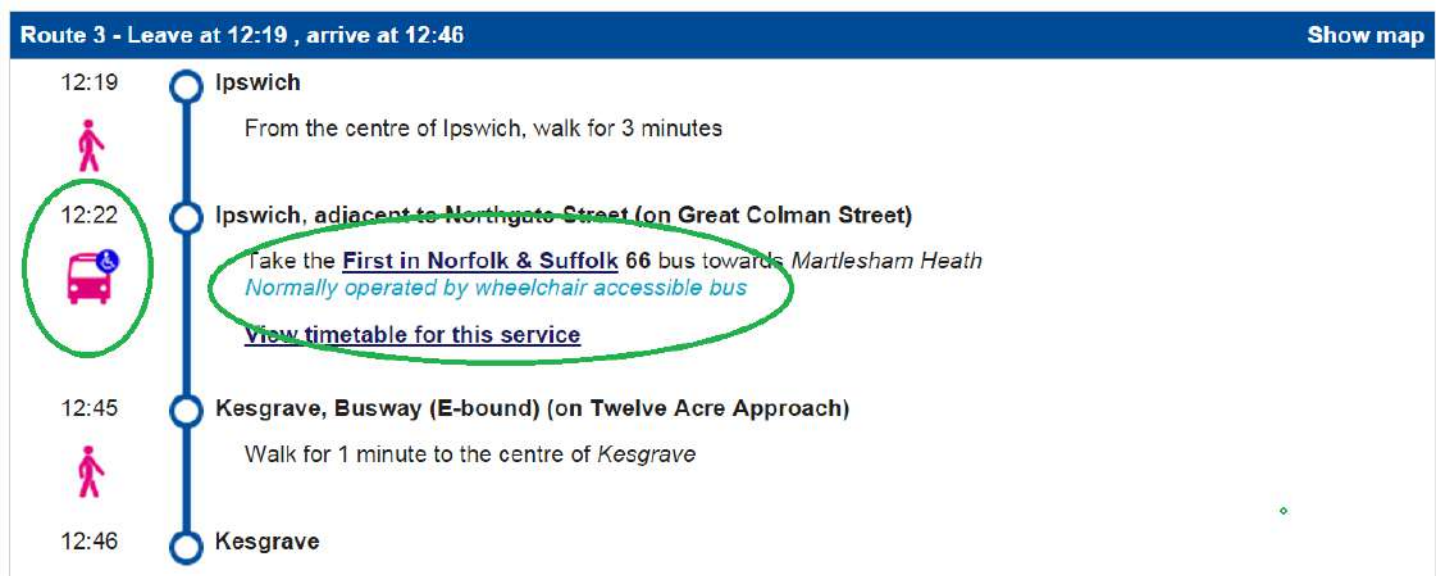


As well as wheelchair access the people designing the bus must make the aisles wide enough for people to get on and off easily, easily visible paint on handles and buttons for the bell that can be reached and are easily seen.

All of these things must be in place on the same dates that were mentioned before.

# How can I tell before I go out if my bus is wheelchair friendly?

If you plan your journey using your computer it will let you know if the bus is usually a wheelchair friendly bus. You will also see a wheelchair on the bus symbol




Sometimes buses break down and have to be replaced with another bus. Until all buses are wheelchair friendly (and that is still a few years away) the company may need to send out a bus that is not wheelchair friendly in an emergency.









The reason is that they hope that it better to have any bus rather than none at all even though this does not help wheelchair users.

When all buses are wheelchair friendly this will not be a problem.

On the screens at bus stations that show bus times we also use the wheelchair symbol to let passengers know if the bus is usually wheelchair friendly.

Stop name where you are waiting and the current time.

Old Cattle Market Bus Station  **14:30**

Service	Operator	Destination	Expected
2		Gainsborough via Derby Road Rail Station	<b>Due</b>
61		Gainsborough	<b>14:32</b>
7		Tower Ramparts Bus Station	<b>4 mins</b>
55		Bixley	<b>4 mins</b>
6		California via Ipswich Hospital	<b>5 mins</b>
1		Ransomes Euro Park	<b>5 mins</b>
61		Greenwich	<b>7 mins</b>
972		Tower Ramparts Bus Station	<b>10 mins</b>

For journeys showing live information, when there is less than one minute until the bus is expected, the time will change to 'Due'.

Where live information isn't available, the scheduled time from the timetable will be shown like this.

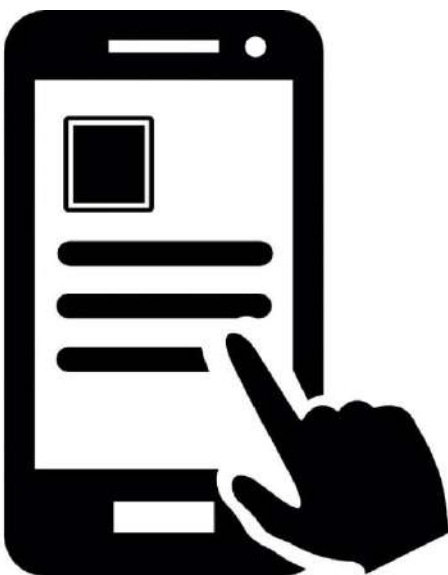
Bus operator logo to assist in recognising a service.

If the journey is normally operated by a wheelchair accessible vehicle the wheelchair symbol will be shown here.

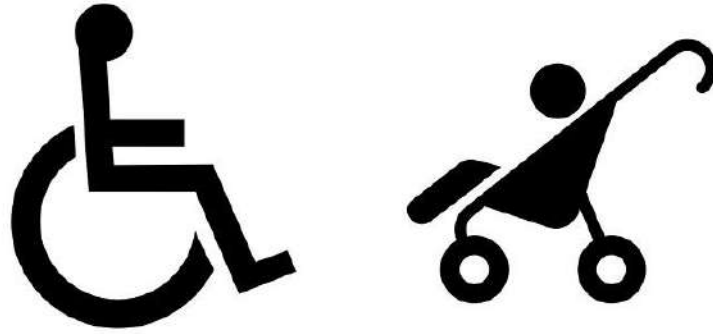
If live information is being used, the expected time is shown in minutes.

We asked disabled people to help us design these screens before we made them. So we use logos for the bus companies, contrasting colours for each line and specific fonts to make them easy to read.

Most smartphone apps used to plan your journey will also show the wheelchair symbol.



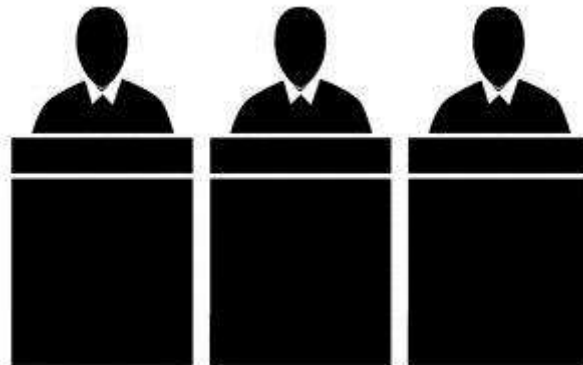
Some of these will also allow you to tell the app where you want to get off and your phone will vibrate when it is time. This may be really useful to people with sight impairments.



## **Who can use the space provided for wheelchairs?**

The space is part of the design of the bus to make it easier for wheelchair users to get to where they want to be.

Some mothers with babies also use the space to save them having to fold their pushchairs. This caused real problems for wheelchair users in some cases and some of the bus companies were taken to court to try and sort this out.



In 2014 three Judges in London decided that a bus driver could not force a mother with a pushchair to fold it and to give up the space for the passenger in the wheelchair.

This does mean that it is “first come – first served” for the space and that wheelchair users cannot always have the space.

We all hope that people will be polite and helpful and fold their buggies but this may go back to the courts in the future.





## **What can I expect from the bus driver?**

Bus drivers are trained to drive buses but only recently some companies have also given them training in disability awareness. These companies have recognised that disabled passengers are their customers as well. So many bus drivers will be happy to help and recognise your right to be treated with dignity and respect.

Drivers take the safety of their passengers seriously but driving a bus on the road today can be very stressful. So sometimes when you meet a driver he is not as happy as you might have hoped and perhaps not as helpful. This isn't just a problem for disabled passengers!

If that happens - try talking to the driver first and explaining your problem. If you still don't get help then you should complain to the company that runs the bus.



Many companies now also produce special cards to allow you to tell the driver about your disability or to let the driver know if you need extra time. These cards are free and allow you to let the driver know while retaining your dignity and privacy.

These cards are a really simple way to make your journey better.