

Using a wheelchair or mobility scooter on Arriva's bus services

September 2011



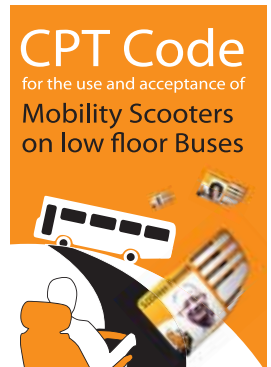
Easy access for all...

Arriva is making it easier for everyone to get around and many of our services are now operated by low-floor vehicles. Under the Disability Discrimination Act (DDA) all single-deck buses will be low floor by 2016, and double-deck buses by 2017.

This is our customer service policy for persons with reduced mobility who wish to take their wheelchair or mobility scooter on our bus services outside London. It incorporates the CPT Code for the use and acceptance of mobility scooters on low-floor buses. A separate leaflet is available on the Code - please ask us if you would like a copy.

We recognise that some disabled customers may not be confident about using public transport, especially if for the first time, or if they travel infrequently. Arriva's Customer Services on **0844 800 44 11** can provide general advice including whether accessible buses operate on the route(s) that wheelchair or scooter users wish to travel on.

This policy does not apply to services that we operate under contract to Transport for London.



Facilities on Arriva buses

Our accessible bus fleet consists of:

- Low floor buses with a step-free entrance which can be used by wheelchairs; and
- Newer DDA-compliant low floor buses with a ramp and step-free entrance which are suitable for wheelchairs as well as certain types of scooter.

Within the low floor area on most of our accessible vehicles, there is a designated wheelchair space, near to the doorway, which is fitted with a backrest. On some buses, there is also seating in this area which can be folded to help wheelchairs and scooters to move into and out of the wheelchair space.

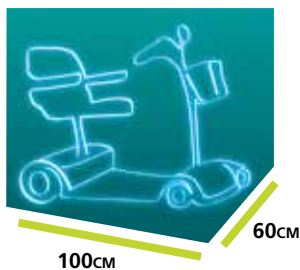
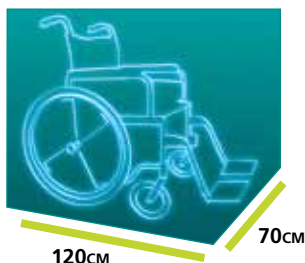
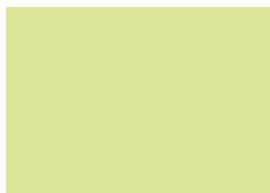
The wheelchair space

The size and layout of the wheelchair space meets minimum legal requirements but will vary between types of bus. Only wheelchair and scooter models that meet the following dimensions will generally be able to use this space when the low-floor area is available under normal conditions:

- One manual or powered wheelchair (or other type of powered chair) that is no greater in size than **70cm wide and 120cm long**; or
- One three or four wheeled Class 2 mobility scooter that is no greater in size than **60cm wide and 100cm long** and with a **turning circle of 120cm**.

What to look for

Low floor step-free buses display a blue wheelchair pictogram near to the doorway at the front of the vehicle. If the bus has separate entrance and exit doors, the wheelchair pictogram will be clearly marked by the correct door to show the location of the ramp.



Helping you make the most of your scooter

Many of the scooters available to persons with reduced mobility are not intended for use on public transport or as manoeuvrable in confined spaces as a standard wheelchair. Suitable types of Class 2 scooters are most likely to fit into the wheelchair space on accessible buses.

Under the CPT Code, your scooter must not exceed stated dimensions. Manufacturers' manuals or brochures will usually state the size of your scooter if you are unsure. We will assess the suitability of the scooter for carriage on our buses by measuring its size and weight as well as its overall condition. For safety reasons, we will also assess your ability to control the scooter onto, off and within the bus. The assessment will usually be made at your nearest Arriva depot or another suitable location by prior agreement - please contact our Customer Services for advice.

Qualifying scooters under the CPT Code will be issued with a permit to travel. This is a standard permit which, once issued by one bus operator, will be accepted by other operators that have chosen to take part in the Code without any further assessment being needed. A passport-sized photograph of the user will be required before we can issue a permit.

In certain cases, the internal layout of a particular bus type may be suitable for slightly longer Class 2 scooters but users must still contact us first for advice. If assessed and found to be acceptable, any agreement to carry the scooter would be entirely between Arriva and the individual customer and would not be covered by the CPT Code.



 **Please**
Position wheelchair with back towards
backrest and apply brakes





Unless there are specific instructions to the contrary, you will usually be able to travel while occupying the mobility scooter when it is parked in the wheelchair space. Handrails are provided in this area for your safety and stability. It is at our discretion whether the scooter can be safely carried in any other way if you have a good reason for not being able to be seated on it during travel; please contact us for advice before your journey.

Getting on and off

Access to low floor buses generally will depend on the ability of the bus to draw up as close as possible to the kerb. The ramps fitted on our DDA-compliant vehicles make it even safer for wheelchairs and suitable mobility scooters to be manoeuvred on and off the bus.

Ramps are either powered or manually operated by the driver but will only be deployed where it is appropriate to do so and where any stated maximum safe load will not be exceeded. This is taken to be the total weight of the wheelchair or scooter (including when the user is seated in them) but in any event must not be more than **300 kilogrammes (47 stone)**.

When using the ramp, you should approach the ramp straight-on as trying to negotiate the ramp from an unsuitable direction could lead to a risk of tipping over. Adjust your speed control to a lower level for safer movement on and off the bus. After boarding, position your wheelchair or scooter against or as close to the backrest in the wheelchair space as possible. The power must be switched off and any brake applied.

Because the low floor area is available on a first come, first served basis, there may be times when it is already occupied by other passengers. If there is room elsewhere on the

bus, the driver will request the occupants to move and/or to fold a buggy. Should they refuse or be unable to move, we regret that a wheelchair or scooter user will not be allowed to board as they cannot be safely carried anywhere else on the bus.

It may be possible for folded wheelchairs to be conveyed on buses that are not low floor or do not have ramps provided there is a suitable and safe area for them to be stowed without causing an obstruction. We do not accept scooters in any condition other than as complete units.

On occasions, a bus may already be full to capacity and therefore no other customers will be allowed to board.

Your safety while on board

Wheelchairs or scooters to be used on Arriva's buses must be safe for travel. You should particularly ensure that:

- All parts of the wheelchair or scooter are properly maintained, for example, that any batteries are secure and not leaking, and that the tyres are properly inflated.
- A wheelchair or scooter should not be loaded with bags or other objects that may make it unstable or unsafe, for example, while using the ramp to board or exit the bus. Users will also need to take extra care if reversing down a ramp when exiting the bus.
- No part of the wheelchair or scooter, such as kerb climbers, are liable to catch on the ramp or other parts of the bus, or cause a hazard to other passengers.
- You make full use of the handrails to avoid any risk of tipping over while the bus is moving.



Please

Give up these seats for a wheelchair user
to get into the space provided



Arriva CUSTOMER SERVICES
0844 800 44 11
8am - 6pm Mondays to Fridays

We're here to help you

Arriva expects employees to meet the reasonable needs of customers with reduced mobility, provided it would not risk the health and safety of themselves, other customers or members of the public, or the safety and general operation of the bus.

Some circumstances may affect the extent to which a wheelchair or scooter customer can fully use our services or receive assistance, including physical help, during any particular journey:

- Where you would be left in a vulnerable position because we have been unable to provide an accessible bus, drivers will assist you to make any reasonable alternative travel arrangements.
- Where a bus is unable to pull into a bus stop or get close enough to the kerb to enable you to safely get on or off using the accessible facilities, drivers will normally proceed to either the next suitable stopping point or a recognised bus stop.

But on any occasion when our staff cannot help in the best way, they will always explain their reasons to you.

Accessibility off the bus

Access to, from and at bus stops, including shelters, kerbs, and the surrounding street environment is generally the responsibility of local authorities. Many of the bus stations used by Arriva's services are also owned or operated by local authorities, or other property owners. Arriva works with these third parties wherever possible to improve access to disabled customers.

If things don't go as you would wish

Should you be unsatisfied or wish to raise any issues regarding the standard of service received from us, contact Customer Services on **0844 800 44 11**.

Arriva will actively keep this policy under review in conjunction with all legislation and any related guidance. We also invite customers with reduced mobility to put forward any comments and suggestions for improving our policy and the service we provide to to them.



We value your comments. Call us or visit us online to make a comment or for further information about our services.

For a large print copy of this or any of our timetables and leaflets, please call 0844 800 44 11.



arrivabus.co.uk



 **Arriva** CUSTOMER SERVICES
0844 800 44 11



traveline
public transport info
0871 200 22 33*

*Calls charged at 10p per minute from a BT landline. Mobile and other providers' costs may vary. Open 7am - 10pm, 7 days a week.