



Making bus travel easier

Guidance for customers with disabilities

Welcome to Arriva



We're making it easier for everyone to get around but we also recognise that disabled customers may not be confident about using bus services, especially if travelling for the first time or infrequently.

This policy applies to all bus services operated directly by us or by our subsidiary companies in the UK. Services that we operate under contract to bodies such as Transport for London (TfL) or other authorities will usually be covered by their own policies which may be similar to Arriva's.

Arriva aims to work closely with organisations and groups so that the accessibility training and guidance provided to our staff is appropriate

to different forms of impairment and enables them to provide a level of service that meets each disabled customer's requirements.

We will review this policy and related procedures regularly so that they reflect any changes in the law or best practice. We also welcome suggestions for improving any aspect of our service to you; please contact us through Customer Services using the details on the next page.

Information about our bus services

BY PHONE

Local journey information is available from the national Traveline number 0871 200 2233. Further information is available from the traveline.info website.

Arriva's Customer Services helpline on 0344 800 44 11 also provides information about bus routes, advice about the accessibility of our vehicles and how you can make a comment about any aspect of our services. Customer Services is open between 8am-6pm Mondays to Fridays.

BY E-MAIL OR THE INTERNET

Arriva's website arrivabus.co.uk gives information on services, timetables and ticketing. It has WAI level A accessibility.

You can buy tickets via the website, make comments about our services and also register to be notified of any forthcoming service changes in your area.

Travel information on TfL contracted bus services is available via the tfl.gov.uk website.



traveline
public transport info
0871 200 22 33*



arrivabus.co.uk

*Calls charged at 10.21p per minute from a BT landline. Mobile and other providers' costs may vary. All the traveline call centres are open 08:00-20:00 daily. Some call centres are open longer hours.



Arriva CUSTOMER SERVICES †
0344 800 44 11



tfl.gov.uk

†Calls charged at 5.11p per minute from a BT landline. Mobile and other providers' costs may vary.

Arriva travel shops are in the following areas

IN WRITING

Printed timetable leaflets are available for all services that Arriva operate outside London. Large print versions of a timetable or other Arriva documents are available by request at no charge.

Braille versions of leaflets can be supplied by special arrangement at an appropriate charge. Please let Customer Services know what you require or if you prefer any other accessible format.

TRAVEL SHOPS AND BUS STATIONS

Staff at our fully accessible travel shops can help you with journey planning, timetables, fares, ticketing and lost property.

Arriva-owned or managed bus stations at Leicester St Margaret's and Wakefield have electronic displays in the concourse showing all departing services as well as individual displays at every boarding point. Wakefield also has a push-button audio facility at each boarding point giving information about the services from that stand.

Bus stations used by Arriva services but owned and operated by other organisations will usually have similar facilities. We will work in partnership to review and, where necessary, improve the standard of access, facilities and information available to disabled persons.



Arriva Customer Services
FREEPOST ANG 7624
Luton
Bedfordshire
LU4 8BR



Ashington

Blyth

Chatham

Dewsbury

Grays

Hemel Hempstead

Leicester St Margaret's

Maidstone

Middlesbrough

Milton Keynes

Newcastle Haymarket

Southend

Stockton

Telford

Tunbridge

Wakefield

Facilities on our vehicles

Accessible vehicles operating on Arriva's services consist of:

- Low floor buses with a flat step-free entrance which can be used by wheelchairs; some buses may also have a kneeling facility
- Disability Discrimination Act (DDA-compliant) low floor buses with a ramp which are suitable for wheelchairs as well as certain types of Class 2 mobility scooter; and
- Coaches with a wheelchair platform lift on Green Line service 757

The driver will operate the ramp or kneeling facility whenever you need it to get on and off the bus safely. Arriva is working to ensure that all our buses in the UK are fully accessible with ramps by 1st January 2017.

All buses that can accommodate wheelchairs have a blue pictogram by the door so that you know they are accessible. It also indicates where the ramp is located; buses operated under contract to Transport for London usually have two doors and the ramp is at the middle door. You can get on or off the bus at whatever door you prefer.

Once you are on board, the low floor area is near the front of the bus and includes a **wheelchair space** fitted with a backrest as well as **priority seating**.

'**Bus stopping**' displays and **colour-contrasting handrails** are provided on all Arriva buses to assist persons with sensory impairments.

Audio-visual '**next stop**' announcements and display screens are provided on Sapphire-branded services operated by upgraded buses – visit arrivasapphire.co.uk for more details – and some other services as advertised locally. All Arriva buses operating for TfL in London are fitted with iBus equipment which enables spoken announcements by the driver as well as recorded messages.

The **route number and destination displays** on our vehicles meet minimum standards of size and legibility of lettering as well as where they are located on the vehicle. Older destination equipment is brought up to these standards when it is renewed or replaced.



Helping you when you travel

We ensure that drivers and other Arriva operational staff understand how to comply with disability and equality legislation by providing them with appropriate guidance, awareness and training. They will respond to any reasonable request for assistance or information that you make.

They will also:

- Stop the bus at any stop on route where a visually or hearing impaired person with a cane or assistance dog is waiting. The driver will tell you the bus route and destination details
- Stop the bus to tell a wheelchair user waiting at a bus stop if the space is already occupied by another wheelchair or mobility scooter
- Communicate in a way that is appropriate to your disability or by using your preferred method – please let the driver know what this is. If necessary, they can open the cab screen to make it easier for you
- Help you if you find it difficult to pay the fare by sorting out the right coins or scanning your pass on the ticket machine
- Give directions about avoiding any obstacles while you are getting on, off or moving within the bus – including how you can get safely to the nearest available seat
- Wait until you are seated before pulling away from the bus stop
- Let you know when the bus reaches the stop where you want to get off – please ask the driver to do this when you board the bus





WHEELCHAIRS

The size of the wheelchair space on our accessible buses is **120cm long and 70cm wide**. Any manual or powered wheelchair that does not exceed these dimensions (including any equipment on the wheelchair such as oxygen bottles) and can fit safely within this space will be allowed on board. The ramp is capable of accepting wheeled mobility aids and their occupants **up to a maximum weight of 300kg**.

The layout of the low floor area and the size of the wheelchair space vary according to different types of bus. Many buses have tip-up seating in this area which can be folded to improve access to the wheelchair space. Some vehicles have a separate bay on the other side of the bus from the wheelchair space which can be used by pushchairs. This extra bay makes it easier for the

wheelchair space to be kept free when a wheelchair user needs it.

At times when other passengers are occupying the wheelchair space, the driver will require them to move to a different area of the bus so that a wheelchair user can travel in the space.

The wheelchair accessible facility on Green Line service 757 Luton Airport – London (Victoria) must be booked no later than 24 hours in advance through Customer Services so that the coach operating the journey you require can be prepared. The majority of stops on this service are accessible for wheelchairs but some are not – more information is available at [greenline.co.uk](https://www.greenline.co.uk) about these stops. Our other accessible Green Line service 724 Harlow – Heathrow Airport is operated by low floor buses with ramps.

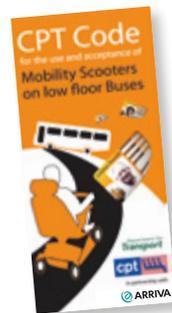
MOBILITY SCOOTERS

Arriva recognises the CPT Code for the use and acceptance of Mobility Scooters on low floor buses*. This applies to small 3- or 4-wheeled Class 2 scooters that do not exceed **100cm long and 60cm wide** with a **turning circle of 120cm** – only these scooters are most likely to be able to move and fit into the wheelchair space. Other types of scooter are not intended for use on public transport and we do not accept them for travel. Mobility scooters can only be carried on buses that have a ramp.

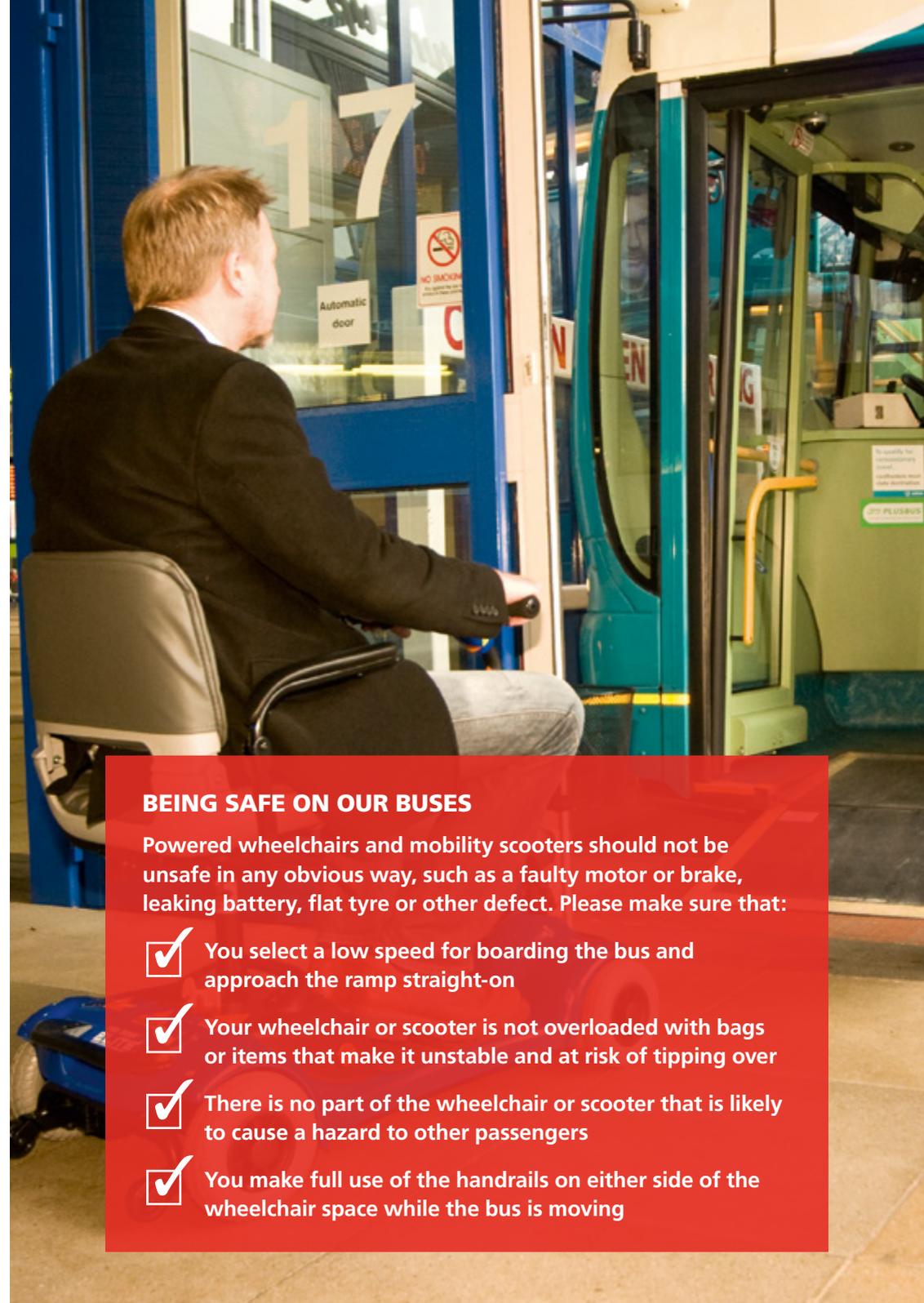
Under the CPT Code, we will assess a scooter for its suitability to fit on the bus; we will also train the scooter user to safely board, alight and move within the low floor area. This assessment will usually be made at the nearest Arriva depot or another suitable location as agreed with the scooter user.

We will issue a compliant scooter user with a permit for use on our bus services; this permit can be used on the services of other bus operators who recognise the CPT Code. Just show the driver your permit when you board the bus. Requests for a permit should be made in the first place through Customer Services.

We cannot accept a scooter in any condition other than as a complete unit on our buses but we do accept them as hold luggage on coaches provided they can be dismantled by either the user or an accompanying person.



* CPT is the Confederation of Passenger Transport UK, the trade association for the bus industry. A separate leaflet on the CPT Code is available on request.



BEING SAFE ON OUR BUSES

Powered wheelchairs and mobility scooters should not be unsafe in any obvious way, such as a faulty motor or brake, leaking battery, flat tyre or other defect. Please make sure that:

- ✓ You select a low speed for boarding the bus and approach the ramp straight-on
- ✓ Your wheelchair or scooter is not overloaded with bags or items that make it unstable and at risk of tipping over
- ✓ There is no part of the wheelchair or scooter that is likely to cause a hazard to other passengers
- ✓ You make full use of the handrails on either side of the wheelchair space while the bus is moving

JOURNEY ASSISTANCE SCHEME



**Please be patient
I have a
hidden disability**



ARRIVA
a DB company

ASSISTANCE DOGS

We accept all recognised assistance dogs, including those accompanied by registered Puppy Walkers and Guide Dog Trainers, for free travel. Just show the dog ID book to the driver on boarding the vehicle.



We understand that assistance dogs need enough space to be clear from passengers' movements or being distracted by other dogs that may be on board. Drivers will assist in directing you to the most suitable place such as the priority seating. Please ensure if you can that your dog does not block the aisle.

Arriva takes part in the CPT Journey Assistance Card scheme which provides cards with a range of messages to make our drivers aware of any specific requirements. They are particularly suitable for use by persons with hidden disabilities. Cards can be obtained through Customer Services. Just show the card to the driver on boarding the vehicle.

Helping you when there's a problem

Arriva expects all employees to meet the needs of disabled customers as far as possible.

Drivers may be unable to fully assist if doing so puts either their or your health, safety and security at risk. This includes circumstances beyond the driver's control such as where the bus is obstructed from pulling into a stop or getting close enough to the kerb to operate the ramp. In such cases, the driver will allow you to board or alight at the nearest safe place or bus stop.

If you would be left in a vulnerable situation because we have not been able to provide an accessible bus, the driver will contact the depot to arrange any reasonable alternative travel arrangements for you.

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



INAPPROPRIATE BEHAVIOUR FROM OTHER PASSENGERS DURING YOUR JOURNEY



Abusive, offensive or threatening behaviour towards passengers or our staff is not permitted on Arriva buses. This is a general condition of carriage and applies to all persons on the vehicle.

Most Arriva buses are fitted with internal and external CCTV systems. It's important that we know as soon as possible about any incident you experience so tell the driver if a problem occurs while you are on the bus.

Alternatively, contact Customer Services and remember to include these details if you can:

- Bus registration number
- Bus route
- Location, date and time

We will work with all parties including the police where appropriate to ensure that each incident is fully investigated.



Contact us

If you have a question or wish to raise any issue regarding the standard of service you have experienced, contact Arriva Customer Services:

**Arriva Customer Services,
FREEPOST ANG 7624, Luton,
Bedfordshire, LU4 8BR**

0344 800 44 11

www.arrivabus.co.uk

arrivabus.co.uk

If you are unhappy with our response, you can contact Bus Users UK to review the matter with the bus operator. Unresolved complaints can be referred to the Bus Appeals Body. This is an independent body run jointly by Bus Users UK and the CPT. As a member of CPT, Arriva must abide by the BAB's decisions:

**Bus Appeals Body
c/o Bus Users UK, PO Box 119,
Shepperton TW17 8UX**

01932 232574

www.bususers.org

email: [enquiries@bus users.org](mailto:enquiries@bususers.org)