

Centrebus

Disability Support for Bus Users

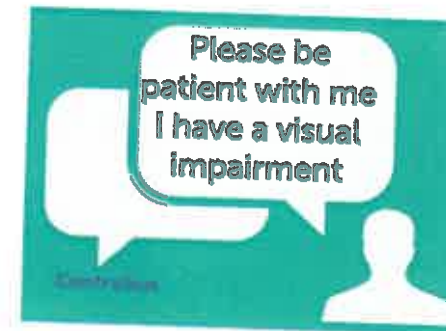
David Brookes – Operations Director

Low floor wheelchair accessible buses.

- All Centrebus vehicles compliant with Public Service Vehicle Accessibility Regulations (PSVAR). All single deck buses needed to be compliant by January 2016.
- The requirements include:
 - space for a wheelchair, with suitable safety provisions, depending on whether the wheelchair is carried facing forwards or backwards
 - a boarding device to enable wheelchair users to get on and off vehicles
 - priority seats for disabled passengers
 - criteria for steps
 - handrails to assist disabled people
 - visual contrast of features like handrails and steps to help partially sighted people
 - easy-to-use bell pushes throughout the vehicle
 - audible and visible signals to stop a vehicle or to request a boarding device
 - external equipment to display the correct route and destination

Better Journey Cards

- We have produced Better Journey Cards in order to assist passengers who have physical or mental impairments on our services.
- Handed out to passengers and available through our website.



Dementia Awareness

Dementia Friends

[@DementiaFriends](#)

Become a Dementia Friend & join the UK's biggest ever initiative to change people's perceptions of dementia. Join at bit.ly/DFriends

dementiafriends.org.uk

📍 1,779 Vine Loops

📅 Joined October 2012



Tweets

Tweets & replies

Media



Dementia Friends [@DementiaFriends](#) 5m

Brilliant to welcome [@Centrebus](#) Luton bus drivers to [#DementiaFriends](#) - helping Luton to be more dementia-friendly



Dementia Friends

[@DementiaFriends](#) 14m

- All Stevenage drivers also trained and signed up to Dementia Friends scheme earlier this year

Engagement with Local Stakeholders

- **Loughborough Advocacy Group (Passengers with Learning Difficulties)**
 - Attendance at periodic meetings with Loughborough Advocacy Group to discuss transport issues, along with other Leicestershire operators (Kinchbus, First, Arriva)
 - Attendance at annual Leicestershire Advocacy Conference to participate in a transport workshop
- **Bus User Groups**
 - Regular attendance at Bus User Meetings with variety of attendees from different groups.

Disability Awareness Training for Drivers

- **Induction**
 - All drivers trained at induction to offer reasonable help and assistance to disabled customers and also to be aware of different disabilities and how to assist them.
- **Periodic CPC training**
 - 1 full day training session covering customer service and disability awareness.

Disability Awareness Training for Drivers - CPC

Attitudes and Assumptions

- We make assumptions about what a disabled person's life might be like
- We make assumptions about what disabled people can and cannot do
- We make assumptions with little or no knowledge about a person's disability
- We make assumptions about what help a disabled person might need
- We might make assumptions that a disabled person's life might be awful

Legal Reasons

The Disabilities Discrimination Act puts **three** responsibilities on the driver of a bus:

- 1) If your bus is fitted with kneeling capability you must use it if the passenger asks
- 2) If you have a manual ramp for wheelchair access, again you must use it if the passenger asks
- 3) You must give help when it is reasonably safe to do so.



Social Reasons

We should help people with disabilities to participate more freely in our society

Social Inclusion

Provide a better service allowing access

Provide a service that our customers want to use regularly



Disability Awareness Training for Drivers - CPC

How should you act?

Always be on the lookout
Look directly at the boarding passengers and greet them
Listen carefully if they start to talk from outside the bus
Be aware of passengers having difficulties boarding, particularly gripping handrails
Look directly at their faces, note signs of stress



- Pull up close to the kerb
- Use kneeling mechanism
- Make sure exit doors are clear with no obstructions
- Allow time
- Reassure hesitant passengers

Visual impairments

Some intending passengers may view an approaching bus as below!



Cognitive impairments

Dyslexia
ADHD (Attention Deficit Hyperactivity Disorder)
Brain injury
Genetic Diseases



Hearing Impairments

Mild to profound deafness

Congenital

Illness

Ageing



Disability Awareness Training for Drivers - CPC

How should we act?

For passengers in wheelchairs

Talk to the person in the wheelchair, NOT their companion if they are accompanied

Ask if they need assistance before giving it

Make sure there is a space free for them, ask able passengers to move if required

If you need to manually lower a ramp ensure that it is safe to leave your seat in accordance with Centrebus policy



How should we act?

Some people have speech or language difficulties

They are often hesitant to speak and sometimes embarrassed

Listen carefully if their speech is unclear

Be patient

Do not stare at the

Give them time to express themselves

Look at their faces and nod when you understand



Wheelchair users

- A Wheelchair user must be allowed on board a vehicle so long as:-
- The Wheelchair user can be safely positioned in an unoccupied designated space
- The maximum carrying capacity is not exceeded
- Ensure the location is suitable where you intend to use the ramp/kneeling system



- And lots more....
- Interactive exercises using props such as wheelchairs, braille charts, visual impairment glasses.

CPT Mobility Scooter Code of Practice

- In September 2011 following discussions with the Department for Transport, CPT (Confederation of Passenger Transport UK) launched a Code of Practice for the use and acceptance of Mobility Scooters on low floor buses.
- The Code simplifies and puts in place standardised procedures for Operators and Mobility Scooter to ensure they are able to safely use bus services.
- Adopted by:
 - Arriva, Blackpool Transport Services Ltd, Centrebus, Country Bus, East Yorkshire Motor Services, Firstgroup, National Express, Quality Bus, Safeguard, Stagecoach, Thamesdown Transport, Trentbarton, Western Greyhound
- A credit card-sized scooter permit which is issued to scooter users by operators on successful assessment and training in boarding, alighting and moving within the vehicle.

Thank You