

How we can help

We aim to offer a consistently high standard of service to our customers and ensure that as many people as possible are able to make use of our services.

We hope this information will assist those with disabilities to use our services with confidence.

Our blind and visually impaired customers

We will provide access to large print information or audiotapes for blind or partially sighted customers on request, and within a reasonable time scale, when contacted via our Helpdesk.

We expect our drivers to:

- advise their service number and destination, and to call out your destinations on arrival, when requested to do so
- accept trained* assistance dogs without limit
- ensure their bus destination displays are illuminated during the hours of darkness

Our deaf customers, those who are hard of hearing and those with speech impediments

We welcome contact by email, fax or Tynetalk and we expect our drivers to be prepared to exchange notes with those who would find it assists communication.

*"trained" means by those organisations which are members of Assistance Dogs UK: Guide Dogs for the Blind, Hearing Dogs for Deaf People, Dogs for the Disabled, Support Dogs, Canine Partners for Independence.

Our mobility impaired customers

Using wheelchairs and powered wheelchairs

Wheelchair users have absolute priority to use the designated area on our vehicles, but it can be used by other passengers when not required by a wheelchair user. If another passenger is using the area and is reluctant to vacate it, the driver will ask them to do so. If that does not resolve the issue, the driver will contact his or her Supervisor for assistance.

We have an increasing number of easy access buses, which are able to accommodate wheelchairs. These buses have ramps and an on-board wheelchair parking area.

Please contact the Helpdesk to find out whether:

- your bus service is regularly operated by easy access buses
- your wheelchair does not exceed National Reference dimensions, which are 1200mm in length and 700mm in width

We expect our staff to:

- offer reasonable assistance when requested, and when they judge it is safe to do so
- request other passengers to vacate the wheelchair parking area if this prevents a wheelchair from boarding

Using mobility scooters

Stagecoach is a member of the Confederation of Passenger Transport UK (CPT) and has signed up to its Code of Conduct for the use and acceptance of Mobility Scooters on low floor buses adapted to carry wheelchairs.

We are committed to making scheduled bus services accessible to as many people as possible and this code is our policy for enabling certain Mobility Scooters to be accommodated on our services.

You can obtain a copy of the CPT Code leaflet from your local travel shop.



Our customers with cognitive impairments

If special assistance is needed, please contact our Helpdesk in advance of travel.

Safety advice for wheelchair, powered wheelchair and mobility scooter users

For your own safety and for the safety of others, please always approach the access ramp head-on and manoeuvre your vehicle carefully into the designated area. Park with your back to the direction of travel, against the restraint provided. Please remain seated ensuring that all brakes are applied.

Journey Assistance Cards

Stagecoach has produced a number of purse/wallet-sized cards for customers with disabilities and impairments. Show one of these cards to the driver to alert him/her that you require assistance. You can obtain Journey Assistance cards by contacting the Helpdesk or your local travel shop.

Please be patient, I am deaf.	Please be patient, I am visually impaired.	Please be patient, I have a hidden disability.	Please be patient, I have difficulty speaking.
Please speak slowly, I am hard of hearing.	Please speak slowly and face me to help me hear better.	Please scan my pass for me.	Please count my change for me.
Please help me find a seat.	Please give me time to sit, in case I fall down.	Driver, please let me know when we get to ...	Please tell me when we reach my stop.