



- If you stay in your cab and customers are still unwilling to move from the priority area:
 - You should make a PA announcement to emphasise customers are required to make space for the wheelchair user or play the second iBus message:

Customers are required to make space for a wheelchair user. The bus will wait while this happens

- Should other customers make space, thank them as that will help them feel valued.

If despite all of your efforts, customers remain unwilling to move from the priority area; do **not** force them to leave the bus:

- Tell the wheelchair user they will need to catch the next bus, why you were unable to make space for them and that you will contact your garage
- Then contact your garage to ensure the next driver can be made aware they are waiting
- **Do not close the doors and move off until you have done this.**



Wheelchair users are to be given access to the wheelchair priority area even if it is occupied by buggies and other customers.

Wheelchair users can only travel safely in the priority area, so you **must** ask customers to move by using the iBus pre-recorded messages or making PA announcements.

It is important you stay professional and calm as this will help wheelchair users feel valued and confident about travelling on London's buses.



Access for wheelchair users on London's buses

Revised guidance (August 2017)

This replaces the information provided on pages 68-70 of the 2014 edition of the Big Red Book.

Getting the wheelchair user **ON** to the bus?

1. Pull in close to the kerb and make sure it is free of obstacles.
2. Acknowledge the wheelchair user so they know you have seen them.
3. Keep the front doors closed on two-door buses, so the wheelchair user is given priority access.
4. Check the wheelchair priority area is free. If not, use your PA system or play the first pre-recorded iBus message asking for customers to make room:
A customer needs the wheelchair priority area. Please make space.
5. Allow other customers off. Close the centre doors and extend the ramp. Reopen the centre doors and let the wheelchair user on. Make sure the wheelchair user has time to be safely positioned in the priority area.
6. Open the front doors to let other customers on.



Getting the wheelchair user **OFF** of the bus

1. Listen and look for the distinctive bell and dashboard light.
2. Pull as close to the kerb as you can as this helps the ramp extend correctly.
3. Let other customers off, then close the centre doors and extend the ramp.
4. Reopen the centre doors and let the wheelchair user off.
5. Keep the front doors closed on two-door buses to prevent conflicting movement.
6. When the wheelchair user is safely off the bus, open the front doors to allow customers on.

On New Routemasters (NRMs) it is not possible to open the doors separately, so drivers should manage this by making a PA announcement to inform other customers that a wheelchair user wishes to get on or off the bus.

What if people don't make room?

If customers are unwilling to move:

- You must take further steps to speak to the customers in the wheelchair space. A wheelchair user and an unfolded buggy can often share the priority area
- You should not put yourself at risk, so only get out of your cab if you feel safe and company policy allows you to
- If you choose to leave your cab:
 - Explain to the wheelchair user and buggy owner they may be able to share the space, as this may resolve the situation. If the wheelchair user is correctly positioned and the buggy is not blocking the gangway, this can be allowed
 - Reassure buggy owners you will not move off until they are safely repositioned
 - If a buggy owner or another customer already on the bus is willing to get off to provide more space, issue them with a transfer voucher