

Key points to remember

- Almost every manual or power wheelchair will fit on our DDA compliant buses.
- All Xplore DDA compliant buses have a ramp with a safe working load (SWL) of 300kgs, some are 350kgs. It would be very unlikely for a wheelchair and the user to exceed these weights.
- A DDA compliant bus can easily be identified by the wheelchair ramp at the entrance and blue logo displayed at the front nearside of the bus – All Xplore service buses are DDA compliant.
- What is obvious to you, may not be so obvious to the manual or power wheelchair user. Take the time to explain.
- Let's aim for excellent customer service!



XPLORE
Dundee

A DRIVER'S GUIDE TO
**CARRYING PASSENGERS
USING WHEELCHAIRS**

Xplore has invested a significant amount of money in buying a wheelchair accessible fleet, with every service bus DDA compliant. Please familiarise yourself with the contents of this guide so that our passengers using manual and power wheelchairs find Xplore services easy to use.

Can all manual and power wheelchair users and mobility scooters travel on any Xplore bus?

All manual and power wheelchairs can access our buses. There may be certain specialise powered wheelchairs that cannot be carried, but this will only be evident once the passenger using the wheelchair has attempted to access the bus.

Mobility scooters are NOT suitable to travel on buses. There are many reasons why, but mostly for reasons of safety. Be careful not to confuse a mobility scooter with a power wheelchair. Please look at these pictures and familiarise yourself.

The wheelchair doesn't fit in the designated bay, what should I do?

Should a wheelchair be unable to be placed in the designated wheelchair bay then it's the driver's responsibility to politely inform the passenger that they cannot make the journey on this particular bus. Please be considerate of your passenger's situation, and be professional at all times.

Does it matter which direction the wheelchair passenger faces?

All wheelchairs carried must be placed in the wheelchair bay with the back to the back pad. This is extremely important and will hold the chair in place when the bus is braking. If the side restraint is not fixed and is of the 'swing up' variety, it must be fully in the down position whilst the vehicle is in motion. If not, the chair could tip over when the bus is cornering.



Power wheelchair



Manual wheelchair



Mobility scooter

A wheelchair user wishes to board and the space is already filled with a buggy. Who has priority?

If a customer using a manual or power wheelchair wishes to travel, and there is a buggy in the wheelchair bay, you must ask the customer to fold their buggy and let them know the wheelchair bay is legally provided for wheelchair users. This may cause conflict, you cannot force buggy users to vacate the wheelchair bay. Please ensure you remain calm, considerate and professional at all times.

The bus is already carrying one wheelchair passenger and another wishes to board, what should I do?

If there is a wheelchair user already in the wheelchair bay, another wheelchair cannot be carried. All Xplore buses are DDA are certified for the carriage of one manual or power wheelchair only. In a situation such as this, it is NEVER acceptable to run past the bus stop without stopping. The correct course of action is to stop at the bus stop, advise the wheelchair user that there is already a wheelchair in the bay and advice of the next time of the next bus.

When do I use a ramp to assist with boarding?

Some bus stops have raised kerbs and when the bus is parked correctly against the stop there is generally no need to deploy the ramp for the wheelchair user to gain safe access onto the bus. Where there is no raised kerbs or where the ramp needs to be deployed, it is your responsibility to deploy the ramp. Offer assistance before being asked.



What should I do if I can't access the bus stop adequately?

If illegal or careless car parking is obstructing the vehicle from docking squarely to the bus stop kerb, this should be reported back to traffic via the incident book at the end of your shift. It would be ideal for a picture to be taken, if possible. The Risk manager can then take up the matter with the relevant authorities.