

Easier access on Greater Manchester's buses



Disclaimer

This information provides advice only. It is the responsibility of each bus operator to keep to the requirements of the Disability Discrimination Act.

Who provides bus services?

Bus services in Greater Manchester are provided by a range of organisations, including privately owned bus companies. Some of these companies are large national organisations, which also operate services in other parts of the country, and some are small locally based companies, including community transport operators.

We, GMPTE, are a public-service organisation. We work with the bus companies to provide an efficient and reliable network of services for the people of Greater Manchester. We pay for around 15% of bus services. These are services which we think are socially necessary, but do not carry enough passengers to pay for themselves. Examples include some Sunday services and some early-morning or late-evening services.

“ Between April 2007 and March 2008 more than 224 million trips were made by bus in Greater Manchester.”

The Disability Discrimination Act (DDA) and bus travel

The DDA and the design of buses

The Disability Discrimination Act allowed the Government to introduce design standards for 'accessible' buses, and to set a date when all buses must meet these standards.

The design standards were introduced at the end of 2000. Since then, **new** buses which can carry more than 22 passengers and are used on local services have had to meet these design standards.

Buses built to these standards must have a range of access features, making them easier for everybody to use, such as:

- brightly coloured grabrails;
- slip-resistant flooring;
- brightly coloured 'stop' buttons you can reach from the seat, to let the bus driver know you want to get off;
- a route number and destination display on the front and nearside of the bus and a route number display on the back of the bus;
- a ramp or other device to bridge the gap between the bus and the kerb; and
- a space on the bus for a wheelchair user.

The design standards apply to the whole country, so passengers know what to expect when they get on accessible buses in other parts of the UK.

All buses used on local services must meet the design standards by:

- 1 January 2016 for single-deck buses; and
- 1 January 2017 for double-deck buses.

Nearly 60% of buses used in Greater Manchester meet the design standards for accessible buses.

Many accessible buses also have 'kneeling' suspension. This means the bus driver can lower the bus at the stop so that the entrance is closer to the kerb. These buses sometimes also have a space for people with pushchairs or prams, which is separate from the space for wheelchair users.

You can find out whether your service is accessible by phoning Traveline (their number is at the end of this leaflet), or you can check the bus timetable. We use this symbol to show which journeys are accessible.



Brookhouse — Eccles — Pendleton — Manchester **10 M10**

Mondays to Saturdays

Bus number	10		M10		10		M10		10		M10		10		M10		10		M10	
	NS	NS	NS	NS	NS	NS	S	NS	NS	NS	S	NS	NS	NS	S	NS	NS	NS	NS	
Brookhouse, Shops	0550	0610	0620	0630	0630	0635	0640	0650	0650	0700	0705	0710	0710	0720	0730	0730	0740			
Peel Green, Unicorn	0553	0614	0624	0634	0634	0638	0644	0654	0654	0704	0708	0714	0714	0724	0734	0734	0744			
Eccles, Interchange	0600	0621	0632	0641	0642	0645	0652	0702	0701	0712	0715	0722	0722	0732	0742	0742	0752			
Hope Hospital	0603	0625	0636	0645	0646	0648	0656	0706	0705	0716	0718	0726	0726	0736	0746	0746	0756			
Pendleton, Salford Shopping City	0612	0632	0638	0648	0656	0658	0708	0718	0717	0728	0728	0738	0738	0748	0758	0758	0808			
Cromwell Bridge	0617	0637	0642	0655	0702	0705	0715	0725	0724	0735	0735	0745	0745	0755	0805	0805	0815			
Manchester, Shudehill Interchange	0630	0650	0700	0710	0722	0720	0730	0740	0744	0750	0750	0800	0805	0810	0820	0825	0830			

Bus number	M10		10		M10		10		M10		10		M10		10		M10		10	
	10	M10	10	M10	10	M10	10	M10	10	M10	10	M10	10	M10	10	M10	10	M10	10	
Brookhouse, Shops	0750	50	00	10	10	20	30	30	40	50				1650	1650	1700	1710			
Peel Green, Unicorn	0754	54	04	14	14	24	34	34	44	54	minutes			1654	1654	1704	1714			
Eccles, Interchange	0802	then	02	12	22	22	32	42	42	52	02	past		1702	1702	1712	1722			
Hope Hospital	0806	at	06	16	26	26	36	46	46	56	06	each		1706	1706	1716	1726			
Pendleton, Salford Shopping City	0818		18	28	38	38	48	58	58	08	18	hour		1718	1718	1728	1738			
Cromwell Bridge	0825		25	35	45	45	55	05	05	15	25	until		1725	1725	1735	1745			
Manchester, Shudehill Interchange	0840		45	50	00	05	10	20	25	30	40			1740	1745	1750	1805			

– Journey provided with the financial support of Greater Manchester Passenger Transport Authority.
 Bus 10 is run by First Manchester.
 Bus M10 is run by Arriva North West.
 NS – Not Saturdays.
 S – Saturdays only.
 Connection points: – Bus – Train – Tram
 – Easy access bus. See inside front cover of this Bus Times leaflet for details.

The DDA and customer care

The Disability Discrimination Act has made it against the law for bus companies to discriminate against disabled people.

This means that bus drivers, and other bus company staff, must not treat disabled people worse than other people because they are disabled. They also have to make reasonable adjustments if disabled people would find it difficult to use their services otherwise. For example, a driver should be prepared to let a blind or partially sighted person know when they have reached their stop, if asked, or be prepared to write a note for a deaf passenger.

Bus companies don't need to make changes to the buses themselves, as this is covered by the Government's design standards. Buses that don't meet these standards will gradually be replaced by ones that do.

How much does it cost to use the bus?

Under the Concessionary Bus Travel Act, since 2008 disabled people in England who are eligible and people aged 60 and over have been entitled to have free off-peak travel on local buses in England with the national travel pass.

If you qualify for a national travel pass, you can travel free on local buses anywhere in England between 9.30am and 11pm Monday to Friday, and all day at weekends and on public holidays.

Extra benefits for people who live in Greater Manchester

Before 9.30am on weekdays, you pay the current standard concessionary fare if you are travelling in Greater Manchester, but the full adult fare if you are travelling outside Greater Manchester.

Some disabled people can travel free on buses at all times in Greater Manchester. If you qualify you will be given a Concession Plus pass.

For more information about concessionary fares and free travel, and who is eligible, pick up a leaflet from Travelshops on main bus stations in Greater Manchester. Or you can ask us to post you a leaflet by phoning Traveline on **0871 200 22 33**. (Calls cost 10p a minute from landlines. Mobile networks may charge you more).



Planning your bus journey

We provide you with various ways to get information about buses in Greater Manchester. You can:

- pick up timetables from post offices, libraries and other local information outlets;
- phone Traveline for help with planning your journey (the number is on page 10);
- call into a GMPT Travelshop at a main bus station for advice or to pick up a timetable; or
- visit www.gmpte.com and use our online journey planner.



What can I expect when I travel by bus?

At the stop

Bus stops in Greater Manchester are 'request' stops, which means that you have to signal to the driver that you want the bus to stop by holding out your hand. Make sure you signal in good time so that the driver has enough time to pull in safely. In hail-and-ride areas (where you can ask the bus driver to stop even if you are not at a bus-stop), make sure it is safe for the bus to stop when you signal to the driver, for example, away from road junctions and other hazards.

If you are travelling with a guide dog, or use a white stick, the driver should be prepared to stop for you even if you don't signal. The driver should then pull in close to the kerb and call out the number and destination of the bus. If you can see the bus approaching, it would be helpful if you hold out your arm, even if you are not sure it's the right bus.



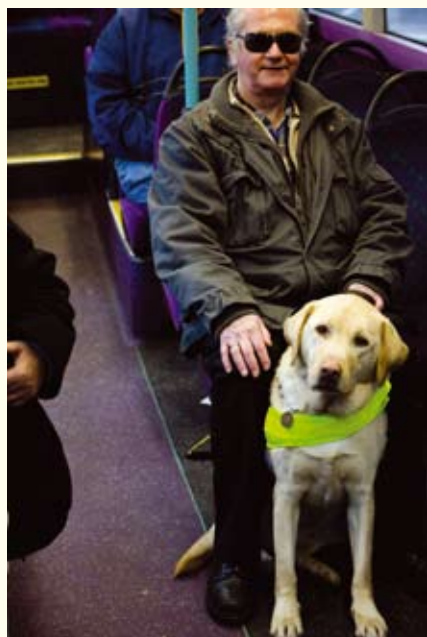
Guide dogs and other assistance dogs

If you travel with an assistance dog, drivers must not refuse to carry you just because you have an assistance dog with you, even if there are other dogs on the bus already. However, the driver could refuse to carry you if the reason would apply to any passenger, for example if the bus was already full.

Bus companies in Greater Manchester do not charge for carrying assistance dogs, but you must make sure your dog is wearing its harness or jacket so that the driver knows it's an assistance dog.

Assistance dogs are dogs trained by the following charities.

- Guide Dogs for the Blind Association
- Hearing Dogs for Deaf People
- Canine Partners
- Support Dogs
- Dogs for the Disabled



Getting on the bus

Let passengers off the bus before you get on. Have your travel pass ready to show the driver if you have one, and your money if you pay a fare. If you do not have your pass with you, you will have to pay the full fare.

The driver has a duty to check that you are using a valid pass, for example by checking the expiry date and that you are the person whose photo appears on the pass. However, the driver should not question you about whether you are entitled to have a pass.

If you want the driver to let you know when you have reached your stop, or if you want time to find a seat before the driver pulls away from the stop, just ask when you get on the bus.

A very small number of buses in use in Greater Manchester have two doors. In Greater Manchester, passengers normally get on and off by the door nearest the front of the bus.

Using the ramps

If the bus is accessible, it will have a boarding device such as a ramp or a lift to bridge the gap from kerb to bus. Most have a ramp and if you want the driver to put down the ramp, please ask. You can also ask the driver to lower the bus if it has a 'kneeling' facility (see page 6).



Some buses have a portable ramp, some have a ramp which folds out and some have an automatic ramp. Bus companies must keep their ramps in working order and train their drivers so that they are able to use them safely.

The driver must provide reasonable help to disabled passengers when they board the bus. This includes putting down the ramp if you ask.

In some exceptional circumstances drivers can refuse to put down the ramp, for example, if they think this would risk their own safety or that of a passenger, or put the security of the bus at risk. However, a driver must have a very good reason to refuse.

If the driver is not able to pull in close enough to the kerb because parked cars are in the way, they should be prepared to move the bus further along the road where they can pull into the kerb safely.

On the bus

Priority seats

There are seats near the front of the bus reserved for older or disabled people. There will be a sign to show which the priority seats are.

On accessible buses there is a space for a wheelchair user. The driver does not have to keep the space free in case someone using a wheelchair might want to use the bus. If other passengers are in this space when a wheelchair user wants to get on the bus, the driver should ask them to move, if there is room. If not, the driver will have to refuse to let the wheelchair user on.

Usually there is space on accessible buses for one wheelchair user only.

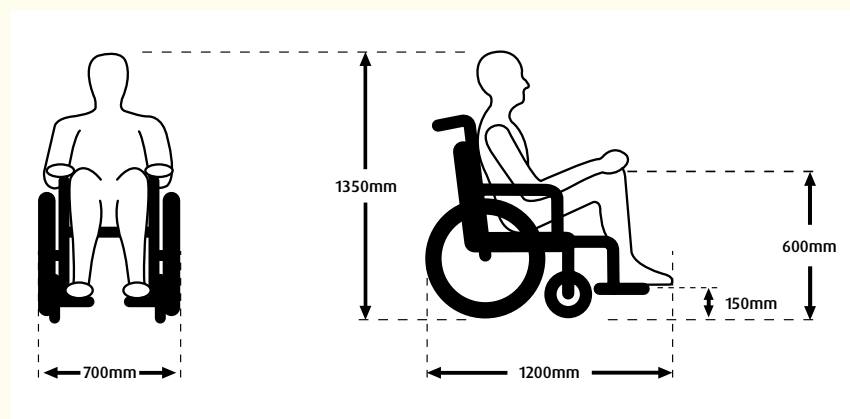
Many accessible buses have a separate space for people with pushchairs.

Please be prepared to give up a seat or move out of the wheelchair space if another passenger needs it more than you.

Advice for wheelchair users

Check that your wheelchair is small enough to fit on a bus. The illustration shows the largest wheelchair that can fit on accessible buses.

You may use both powered and manual wheelchairs on accessible buses. Most powered chairs now have a dry



cell but if not and your battery is leaking acid the driver can refuse to carry you.

The wheelchair user's space is designed to fit a wheelchair user safely, without needing restraints. There is a padded board at the rear of the space to protect you if the bus has to break sharply in an emergency, and a rail at the side to prevent you tipping sideways. You should back into the space up to the padded board, travel facing the back of the bus, and put your brakes on or disconnect the battery.

If the bus is designed to carry a wheelchair user travelling facing forwards, the bus will have restraints and the driver must make sure that the restraints are in place once you are in position.

There is a 'stop' button in the space for a wheelchair user and when you want the bus to stop you should press the button once. This turns on a signal in the driver's cab, which sounds different to the signal made by other 'stop' buttons on the bus. The driver will know when a wheelchair user wants the bus to stop and you do not need to leave the space until the bus has stopped.

Mobility scooters

By law, accessible buses must be able to carry wheelchairs up to 700mm wide and 1200mm long. However, it is the responsibility of bus companies to decide whether they will carry scooters.

Although some scooters may be as small as a wheelchair, they are not always as easy to turn or move in small spaces as wheelchairs.

There are many different designs of scooter and it would be difficult for a driver to decide on the spot whether someone using a scooter would be able to move into the right position on the bus. Before trying to take a scooter on a bus, you should check with each bus company you use and get their permission first. If you are allowed to use your scooter on the bus, you should not sit on the scooter during the journey.

During the journey

It is against the law to smoke on buses.

You may be asked to show your pass to an official during your journey, and you should not refuse to do this.

Please don't block the aisle. You can use the luggage rack to store shopping or luggage.

For your safety, some buses are fitted with CCTV. If you experience a problem on the bus you should contact the bus company as soon as possible as the incident might have been caught on camera.

If there are seats available, it is safest to sit down on the bus. However, if you need to stand, choose a safe position next to a handrail. You should not stand near to the driver's cab or talk to the driver while the bus is moving as this could distract their attention from the road.

Help keep buses clean by not drinking or eating on them, and please don't drop litter on the bus.

Buses rarely break down. If this does happen when you are travelling on an accessible bus, any replacement vehicle the bus company provides should be accessible, and, if it isn't, the company should make alternative arrangements to make sure you are able to finish your journey.

Getting off the bus

Accessible buses have 'stop' buttons you can reach from certain seats, and in the space for wheelchair users. You should press the button once when you want the driver to stop at the next stop, making sure you give enough time for the driver to slow down and pull in safely.

If you need the driver to lower the bus or put out the ramp, just ask.

The driver has the right to be treated with courtesy and respect. Always treat the driver and other passengers as you would want to be treated yourself.

Commenting about bus services

If you have any comments, compliments or complaints about bus services in Greater Manchester, you can pick up a Comments Card from GMPTE Travelshops on main bus stations, or ask us to post you one by phoning Traveline on 0871 200 22 33. (Calls from landlines cost 10p a minute. Mobile networks may charge you more.)

You can comment online at
www.gmppte.com

Or, you can write to us at:

Customer Relations
GMPTE
Freepost RRHE-RKUU-KSJY
2 Piccadilly Place
Manchester
M1 3BG.



If you would like this information in other formats such as in Braille, in large print, on audio CD or in other languages, please phone Traveline on **0871 200 22 33**.



PO Box 429
Manchester
M60 1HX

Tel 0161 244 1000
Fax 0161 244 1011

