



Making your  
journey easier



# 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, if contacted via our Helpdesk.

We expect our drivers to:

- advise their service number and destination, and to call out your destinations on arrival, if you requested them to do so
- accept trained<sup>2</sup> 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 e mail, fax or Typetalk and we expect our drivers to be prepared to exchange notes with those who would find it assists communication.

<sup>2</sup> “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

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 long and 700mm wide

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

In the absence of national guidance, it is our interim policy to carry only those mobility scooters on easy access buses, which we have established can be manoeuvred safely.

Our extensive tests show these are only the smaller, compact scooters not exceeding 1000mm in length and 600mm in width.

It is therefore essential that you contact the Helpdesk with details of the make, model and dimensions of your scooter to obtain authorisation before attempting to travel.

## 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.



## Making a First Journey

If you haven't been on a bus for a while, you might like a companion to accompany you on your first journey.

Contact the Helpdesk and we will be pleased to send you an authorisation enabling your companion to make a free return journey with you on this first occasion.

## We Value Your Comments

If we fail to meet your expectations, please tell us about it by contacting the Helpdesk.

We work closely with the Authorities who are responsible for highways, bus shelters and parking enforcement. If you encounter problems with any of these issues which make your journey particularly difficult, please let us know and we will take them up on your behalf.

And, if we exceed your expectations, we would like to hear about that too.

## If things go wrong

Once you have boarded one of our buses we will ensure that you can complete your journey on it, including if necessary, by an alternative means of transport.

## Help Us to Help You

We recognise that there is a wide range of disabilities which might impede some of our customers. Some of these conditions will not be immediately apparent to our staff. It will help us to help you if in such situations you tell them that you have a disability.

## Getting in touch

Contact our Helpdesk on 01333 426038.

This operates on Monday to Friday from 1000 hrs to 1600 hrs.<sup>1</sup>

Alternatively you can e mail us at [aberhill.helpdesk@stagecoachbus.com](mailto:aberhill.helpdesk@stagecoachbus.com), or fax us on 01333 426087.

## Generally

We expect our staff to offer you reasonable assistance, should you request it. They will do so, provided they judge that no one's safety will be put at risk.

<sup>1</sup> We are currently implementing the Typetalk service into our helpdesk. Please check for availability.

Details correct at time of print. Stagecoach is unable to take responsibility for other operators services.



[stagecoachbus.com/fife](http://stagecoachbus.com/fife)

