

ACCESSIBILITY PROTOCOL

1. It is the intention that all vehicles used within the Sheffield Area VPA routes should offer level access and the carriage of wheelchairs, scooters, buggies and pushchairs in the designated space provided. It is acknowledged that a small number of routes provided by small Operators remain worked by step entrance vehicles, but they should become easy access low-floor operation by October 2013 for complete low-floor operation on all services.
2. Accessible vehicles should be compliant with appropriate legislation and have the necessary accessibility certificate. They must have dedicated spaces for wheelchairs, buggies and scooters and be suitable to carry a 'standard reference wheelchair', both manual and electric plus scooters in accordance with the CPT Guide specification.
3. Wheelchair and scooter customers are requested to apply the restraint system in the wheelchair to ensure they are safely positioned.
4. Vehicles are fitted with ramps to improve access and it is the driver's duty to assist passengers as appropriate by lifting or placing the ramp and if requested offer assistance in accordance with PSV (Conduct of Drivers, Inspectors, Conductors and passengers) (Amendment) Regulations 2002 or subsequent legislation.
5. Due to some physical constraints it is acknowledged that passengers in wheelchairs or scooters may be unable to access the card reader on the ticket machine and therefore use of the permit should be recorded manually; the driver will not take the pass from the passenger to record this on the card reader.
6. Drivers have a duty of care for passengers and should be aware of the specific needs of elderly or disabled persons to be either seated or positioned in the wheelchair/buggy space before departure; although it is advisable to allow passengers to remain seated until the bus stops before alighting