

Your guide to accessible buses



Express Motors is continuing to look to improve the ways in which we make our services accessible and the help and support we offer passengers that may require extra assistance. We would welcome feedback on how we can do better.

All Express Motors' bus routes are scheduled to operate with accessible buses.

Wheelchair users are very welcome on board all of our buses.

At the present time regulations only allow one wheelchair to be carried in the designated space. Wheelchairs must be reversed up to the "ironing board" style cushion and face the rear of the bus. Brakes must be applied. This is to ensure that the wheelchair user is protected by a three point surround.

When buses are busy we will try to ensure that passengers in wheelchairs board first to access the designated space. If other standing passengers are already in the wheelchair designated space our drivers will ask that passengers vacate the area to allow the wheelchair user to board. If a buggy user is in the space designated for wheelchair users, we will ask them to move to another part of the bus. We welcome the co-operation of all passengers in making this space available.

(Please note that the driver has no power to compel passengers to move in this way and is reliant upon the goodwill of the passengers concerned. Unfortunately, if a fellow passenger refuses to move the wheelchair user will need to wait for the next bus. If the bus is full or there is already a wheelchair user on board unfortunately we will not be able to carry another wheelchair user. This is not the driver's fault, he is just obeying the law)

What about ramps?

Many bus stops in the towns have become easily accessible, with raised kerbs so that the bus can get right next to it and a wheelchair user gets on or off without needing the ramp. In other cases the driver will deploy a ramp to make getting on and off the bus with a wheelchair quick and easy.

Buggies and shopping trolleys

Buggies are now coming in all shapes and sizes and it's difficult to stipulate how many can be carried. Our guideline is 3, but this will be less if a wheelchair user is occupying the space or large buggies are used. We would expect everyone to show goodwill and allow a buggy or shopping trolley user to use the designated space if other seats in the bus are available. We would encourage owners of large buggies to consider using a small, light weight buggy on buses as this will improve the travelling experience for all. We would politely also ask buggy owners to give consideration to a wheelchair user and if possible move away from that space if it is required for a wheelchair.

Bikes on buses

Folding bikes can be carried on buses provided that they can be safely stowed in the luggage area and they do not have any parts such as handlebars or pedals sticking out which could cause a danger to other passengers.

What type of wheelchair can I take on a bus?

This is determined by size and weight. We welcome manual or battery powered wheelchairs.

Certain smaller Scooter type wheelchairs are only able to be carried if they are no longer than 1000mm and no wider than 600mm. They need to have a turning circle no greater than 1200mm. If you wish to use a scooter on our buses, we need to be sure it is within these sizes and you are able to control the vehicle on the bus. Please be aware that our drivers have the right to refuse scooters on particularly on busy journeys, where he considers that they could cause a danger to other passengers. If you intend to take a scooter onto one of our buses, you must telephone our office at least 24 hours in advance, so that we can assess suitability. Please also be aware that a space cannot be guaranteed. Regulations state that if another wheelchair user is already on the bus, then we are not allowed to take a second.

Contact us

Please contact customer services on 01286 881108 or email info@expressmotors.co.uk if you require any further information.