

## KEY POINTS

1. Almost every manual or power wheelchair will fit on our DDA compliant buses.
2. All McGill's 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.
3. 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 McGill's service buses are DDA compliant.
4. We aim for excellent customer service at all times. Should you have any further enquiries, please contact our customer services team on 08000 51 56 5 or email [enquiries@mcgillsbuses.co.uk](mailto:enquiries@mcgillsbuses.co.uk)



# McGill's

## QUICK GUIDE TO CARRYING PASSENGERS USING WHEELCHAIRS

McGill's has invested a significant amount of money in buying a wheelchair accessible fleet, with every service bus DDA compliant. We have put together this handy guide, so passengers using manual and power wheelchairs find McGill's services easy to use.

**Ralph Roberts, Managing Director**

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### Can all manual and power wheelchair users and mobility scooters travel on any McGill's 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.



Power wheelchair



Manual wheelchair

**Mobility scooters are NOT suitable to travel on buses. There are many reasons why, but mostly for reasons of safety.**



Mobility scooter

### 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.

### 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.

### 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, our driver will ask the customer to fold their buggy and let them know the wheelchair bay is legally provided for wheelchair users. We cannot force buggy users to vacate the wheelchair bay.

### The bus is already carrying one wheelchair passenger and another wishes to board.

If there is a wheelchair user already in the wheelchair bay, another wheelchair cannot be carried. All McGill's buses are DDA 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 for our driver to stop at the bus stop, advise the wheelchair user that there is already a wheelchair in the bay and advise the time of the next bus.

### Wheelchair ramps.

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 the drivers responsibility to deploy the ramp.



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