

## Guidance Notes for filling in the OXTRAG Customer Feedback Form

You do not need to have a disability to take part in this exercise – these notes will explain what we are looking for.

Questions 1 – 4 these are self-explanatory.

Question 5 – is the ground around the bus stop in good order, firm, flush and free draining, with a ramped approach to the bus stop. (Consider wheelchair users and anyone with a visual impairment approaching the stop) - How could the bus stop be improved?

Question 6 – was your journey to the bus stop particularly long or difficult? – could other bus stops be added to improve your journey?

Question 7 - Did you have to cross busy roads? Were there pedestrian crossings? Was the route level or ramped and in good order?

Question 8 – consider what it would be like for a visually impaired person, could you easily read the bus destination etc. - how could this be improved?

Question 9 – was it level access/with lowered step access? (Did the driver lower the step or ramp? Were priority seats available for disabled or elderly people? Did the driver prioritise the wheelchair bay for a disabled person to use (rather than pushchairs) how could this be improved?

Question 10 – there should a clear sign on the wall of the bus in the wheelchair space and in some buses there is a wheelchair sign on the floor. Did the driver ask non-disabled people to leave the space if necessary?

Question 11 – drivers are trained to say hello and to speak directly to you and to look at you when speaking to you.

Question 12 – drivers should lower the level of the bus entrance when anyone with a mobility problem (an older person for instance) to get on or off the bus.

Question 13 – Drivers are trained to inform pushchair users when they board the bus that they may be required to move or fold their pushchair if a wheelchair user wants to use the space. Drivers should ask the pushchair user to move prior to the wheelchair user boarding if they are using the wheelchair space. Some buses now have spaces allocated for both wheelchairs and pushchairs. It could also include offering to let you know when your stop is if you are in an unfamiliar area (of if you have a sight problem and would find it difficult to see the area quickly enough). Or asking others to vacate a seat if necessary.

Question 14 – driver should **always** wait for any disabled/older person to get to their seat before they move off.

Question 15 – was the bus driven in a consistent and careful manner ie: speed, cornering, braking etc. It could also relate to the state of the roads, or internal features of the bus.

Question 16 – bus stops have a name and also a number in some cases. The rest of the question is the same as question 5.

Question 17 – a visually impaired person (or a stranger to the area) may have asked to be told when they had arrived at their stop – did the driver so as requested?

Question 18 – please consider how a wheelchair or scooter user was able to board and travel on the bus – in law wheelchair users/disabled people have priority use of the wheelchair space.