

AccessBus Service and Passengers Code of Conduct

Below are the details of the AccessBus service and the Code of Conduct that all passengers agree to when using the service.

What is the AccessBus Service?

AccessBus is a dial-a-ride bus service providing door-to-door local transport, throughout West Yorkshire seven days a week between 9am and 5pm.

It is of particular benefit to people who are unable to use standard bus services, as the driver assists passengers from door-to-door, including boarding and alighting. The buses are fully accessible, fitted with seatbelts and the most up-to-date wheelchair restraints.

Before using the AccessBus, prospective passengers must register. You can do this by contacting the AccessBus Team on 0113 348 1903, Monday to Friday between 7:30am and 4:00pm or by downloading an application form from our website.

Visit <https://www.wymetro.com/plan-a-journey/accessible-travel/accessbus/> for more details.

Once you are registered you will receive a welcome letter with your reference number and details of how to book the service.

Booking the AccessBus

AccessBus takes reservation bookings a maximum of 6 days and a minimum of 2 days in advance of travel. Subscription bookings are available for trips required on a regular basis. Unfortunately requests outside of the minimum time frame for booking may be refused and this is at the discretion of the AccessBus Team.

We will ask for details of the journey you wish to make and then check whether this is feasible. If so, we will make the booking. Please be aware that we cannot guarantee acceptance of your booking as AccessBus is a very popular service and some journeys may be fully subscribed. If this is the case, we will try and offer an alternative. To best utilise the vehicles, we serve certain areas on set days, allocating places to passengers to travel on the day when the bus is in their area. It will not be possible to accommodate your booking if a bus is not serving your area on that day.

Sadly, we cannot guarantee to be able to meet all our passengers' travel needs.

AccessBus Passengers Code of Conduct

By registering to use the service, you agree to follow and abide by the Code of Conduct set out below. Failure to comply with any of the rules listed below could result in suspension or permanent removal from the service:

- We provide journeys for local shopping trips, day centres and social hubs and community groups. When booking to use the AccessBus service, our staff will do their utmost to accommodate your booking at the time and date requested. If this is not possible, they may have to decline your booking and where possible, may offer an alternative. If you are not satisfied with the alternative offered, you do not have to accept it and unfortunately, we will not be able to progress with that particular booking.
- Both the drivers of the AccessBus and the AccessBus Team are here to help you. They have the right to work without fear of physical aggression or intimidation. This is including, but not limited to, the making of threats of physical violence, abuse, derogatory remarks and/or rudeness, in writing or spoken. West Yorkshire Combined Authority and the AccessBus Operators will not tolerate such behaviour and, if a passenger is verbally or physically abusive towards staff or other passengers, they may be suspended from the service pending investigation and, in some cases, permanently removed from the service.
- Passengers are required by law to wear seatbelts when travelling on AccessBus services where fitted. If you have a medical exemption certificate, please supply a copy to us when registering for the service. Whilst our drivers will help passengers travel safely, we cannot be liable for any loss or injury arising on your journey.
- The safety of passengers whilst travelling on the AccessBus service and the route the vehicle takes are the responsibility of the driver.
- Passengers must not, without cause, disregard any reasonable instruction/advice by the driver, distract the driver's attention or obstruct their vision whilst the vehicle is in motion. Nor must the driver be distracted while they are assisting passengers with boarding or alighting, securing wheelchair passengers or securing other items within the vehicle.
- Passengers must not attempt to direct the driver on the route which the vehicle is taking.
- Passengers must not intentionally interfere with any equipment installed in the vehicle. This includes, but is not limited to, any restraints, seatbelts or emergency equipment.
- Passengers must comply with any signage displayed on the vehicles at all times.

- Any communication regarding your journeys, both additional journey requests and cancellations, must be through the AccessBus Team on the telephone numbers provided or via email. If you wish for a nominated person, such as a family member or carer, to be able to contact the AccessBus Team regarding your bookings, please let us know.
- Drivers are not permitted to allow travel to passengers who are not booked. All bookings are to be made through the AccessBus Team.
- Drivers and West Yorkshire Combined Authority reserve the right to refuse passengers entry or require passengers to leave our buses at any time, should we have reason to believe that their behaviour jeopardises the safety, security and comfort of others.
- Passengers must not contact other passengers or any of the drivers of the AccessBus services to request journeys or amend bookings. This must only be done through the AccessBus Team.
- We aim to provide a reliable and punctual service but there are occasions when we are simply unable to run as scheduled due to factors outside of our control, such as roadworks, diversions, exceptional traffic congestion, major events, extreme weather conditions and other unforeseen operating circumstances.
- Wherever possible, we will take reasonable steps to advise you of any disruption to services, but in the event of cancellation, delay, diversion or termination of any service or the service being unavailable to you as a result of the vehicle being fully booked or for any other reasons, we shall not be liable for losses, damages, cost or inconvenience that you suffer as a result.
- If passengers have any concerns or complaints regarding the service, these should be raised with the AccessBus Team via telephone or email. Complaints must not be discussed directly with the driver or made directly to the AccessBus operator. Where unreasonable complaints are persistently being made and/or complainants do not follow the correct process the Unreasonable Behaviour Policy will be applied.