



# Tips for bus drivers

How to assist blind and partially-sighted passengers



## **Look out for me**

I might have a cane or a guide dog, but not all visually-impaired people do – if I say “I can’t see very well” this may mean I would find your assistance useful.

## **Pull up to the bus stop and right up to the kerb**

This will help me avoid tripping up – when the bus stops further out into the road the step is higher, and the door can be harder to find.

## **Say hello**

This will let me know I’m at the front of the queue, and I have your attention.

## **Help me with the fare system**

If I use a smartcard it may be difficult or impossible for me to see the card scanner and place my card on it; you could make it easier by scanning the card for me. If I need to pay with cash, help with finding the right money may be useful, and please count out any change you hand to me.

## **Let me know when I’ve reached my stop**

I know where I’m heading, but I can’t see, or see well enough, to know when I am at the right stop. You can help by letting me know when I’m at my stop.

## **Tell me where there’s a vacant seat**

It’s helpful if you describe where it is – for example “at the front on the right” or “halfway down on the left”.

## **Wait until I’ve sat down before moving off**

I know you need to keep to time, but that extra few seconds lets me get to a seat safely.

## **Thank you for your help!**