



Department  
for Transport

# What do you think about the Public Service Vehicles Accessibility Regulations 2000?

A survey about  
improving accessibility  
on buses and coaches

Easy Read Version of the  
Review of the Public Service Vehicles  
Accessibility Regulations 2000 Consultation



## How to take part

This is a 'Call for Evidence' to find out what people think about **accessibility** on buses and coaches.

It started in June 2023 and runs until early September 2023.

Please send in your reply by 4th September.

You can take part as;

An individual

For someone else

For a group or organisation

You can contact the  
**PSVAR** Review Call for Evidence team  
if you need a different way to take part.



## You can post a paper copy or email it to;

### The PSVAR Review Call for Evidence team

Local Passenger Transport Accessibility,  
Accessible and Inclusive Travel,  
Roads and Local Group,  
Department for Transport,  
Great Minster House,  
33 Horseferry Road,  
London, SW1P 4DR

Email address: [PSVAR2000CfE@dft.gov.uk](mailto:PSVAR2000CfE@dft.gov.uk)

Phone number: **0300 330 3000**

The Department of Transport wants to hear from people with disabilities, and know how they get on using buses and coaches.

When you reply, please say if you are an individual person or representing the views of a group or organisation.

If responding on behalf of a larger organisation, please tell us its name and how you found out the information.

The Government will make a report at the end of 2023 when it has looked at all the replies to this survey.

This survey is about buses and coaches for over 22 people. The government calls them 'Regulated Public Service Vehicles'.

This survey is to ask what you think about improving **accessibility** on buses and coaches.

The main questionnaire has 36 questions, and you can complete them online by clicking on the link. This survey is shorter and in easy read, and mainly for people with a learning disability.



## What the words mean

These words are written in **bold** in the text.

### **Accessibility features**

These are the things that make it easier for people with disabilities to travel on a bus or on a coach.

## Wheelchair requirements for public service vehicles.



These are the rules that say how someone travelling in a **wheelchair** can get on, move about and be safe when travelling on public transport. For example there must be;

- A ramp or a lift.
- Doors must be wide enough.
- Enough space in the gangway.
- Space for at least one **wheelchair** space downstairs on the bus.
- A safe way for **wheelchairs** to be secured so they do not move when the bus or coach is travelling.
- Clear signs.
- A way for the passengers in **wheelchairs** to tell the driver to stop at the next bus stop.

---

## Bus requirements

These are the rules for buses to be accessible, so passengers know what bus to get on, and to get on the bus safely. For example there must be;

- Good display signs so passengers know which bus to get.
- Priority seats for passengers with disabilities.
- Hand rails and hand holds.
- A way for the passengers to tell the driver to stop at the next bus stop.



## Coach requirements

These are the rules for coach to be accessible, so passengers know what coach to get on, and to get on the coach safely.

For example there must be;

- Good display signs so passengers know which coach to get.
- Hand rails.
- A way for the passengers to speak to the driver.
- Safe seating.



---

## Public service vehicles

Buses and coaches providing a timetabled or local service for 22 people or more.

---

## PSVAR (Public Service Vehicle Accessibility Regulations)

The rules which say what **accessibility** features a public service bus, coach, and home to school buses should have. It was published in 2020.

---

## Zero emission vehicles



These are cars, vans, buses and coaches which do not give out any gas which pollutes the air or make climate change worse. They do not use fossil fuels like petrol and diesel. Instead they are powered by clean energy like electric.

## What the colours mean:

**This means a new section**

**This is information about the survey**

**This is a question**

**This is the space to write your answer.**

You can do the survey it on a computer or tablet.  
You need to download the survey first. It is a .pdf file.  
Then you can then open it and fill it in on the computer or tablet.  
When you have finished, save it.  
You can then email the finished survey you have saved.

Or you can write by hand on a paper copy and post it.  
You need to download the survey first. It is a .pdf file.  
Then open it and print it out.  
Then fill it in with a pen. When you have finished it you can post it.

You can also scan the paper copy you have finished and email the scanned copy.

The email address and postal address to do this are on page 2

## What do you think should be covered in the PSVAR?



The **Public Service Vehicle Accessibility Regulations** are only about single decker and double decker buses and coaches with over 22 seats.

They also include rail replacement services. These are the buses and coaches used when the trains cannot run.

## Do you think this is OK, or should the regulations also include; Tick the boxes you would like included

Free home to school transport.

Small buses and minibuses of 9 to 22 seats

Tour buses and coaches which take people on day trips and holidays

Buses and coaches hired by an organisation for day trips and holidays

Community transport

Can you tell us more?



**What needs to change for people who use wheelchairs?**  
**Tick the things that could be made better and tell us more**  
**in the space below;**

Boarding lifts

Boarding ramps

Entrances

Exits

Forward facing **wheelchair** spaces

Backward facing **wheelchair** spaces

Gangways

Signs and markings

The button which tells the driver you want to get  
off at the next stop

Lighting

Something else?

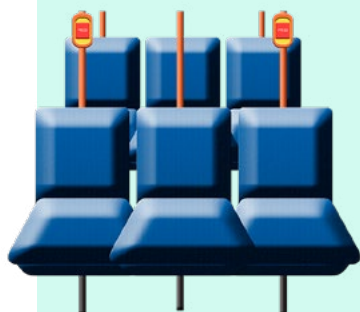
Please tell us here what changes should be made.

Please tell us what is working well for people who use **wheelchairs**  
about **accessibility** on buses and coaches.





**What needs to change for people who don't use wheelchairs?  
Tick the things that could be made better and tell us more in the  
space below;**



Route and destination displays

Kneeling systems

Steps outside the bus or coach

Steps inside the bus or coach

Priority seating

Floors

Gangways

Handrails

Handholds

Communication devices

Something else?

Please tell us more about  
what changes you would like to see.



Please tell us what is working well for people who don't use **wheelchairs** about **accessibility** on buses and coaches.



## Making sure the rules in the PVSAR are kept

The rules are to make sure that buses and coaches are **accessible** and safe for passengers.

New ideas can help the buses and coaches to be more **accessible** for passengers with disabilities. But they might not be following the rules we have now. The rules could stop changes being made to making things better.

‘Outcome focused’ means thinking about the change we want to happen. For example ‘it is easy to get on the bus and move to the **wheelchair** space using a **wheelchair**’. Rather than rules that are stricter to follow like measurements etc.

## Would you like the rules to change?

Yes

No

Don't know

**Would you like the rules to be more outcome focussed?  
If not what do you think they should be?**



Please tell us more about the changes you would like to see.

**Going green! What do you think about electric powered buses and coaches?**



Many buses now run by electric so they don't produce carbon like the buses that use diesel. This is better for the environment. There is a plan for more buses to run using electric.



There are not many coaches that run using electric.

Changing to more electric buses and coaches means there is also an opportunity to make buses and coaches more accessible.

**Do you think it is a good idea to make buses and coaches more accessible and greener (zero emissions) at the same time?**

Yes

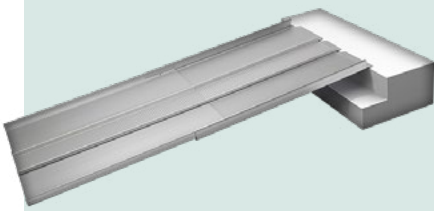
No

Don't know

Please tell us more about the changes you would like to see.



**What about the roads, kerbs, drivers and other passengers?**



The bus drivers should make sure people with disabilities can use the bus and coach safely. This means getting on and off, and when travelling.

**What do you think about the bus and coach drivers. What should they do to help passengers with disabilities?**

Please tell us more about the changes you would like to see on the next page.



**What do you think about the other passengers on the bus and coach and their behaviour to passengers with disabilities?**

Please tell us more about the changes you would like to see



**What do you think about bus stations and bus stops and passengers with disabilities?  
(these are looked after by the local council.)**

Please tell us more about the changes you would like to see



**What do you think about coach stations and coach stops and passengers with disabilities?**

Please tell us more about the changes you would like to happen



## Is there anything else you want to say about the PSVAR?

Please write what you want to say here.  
Give us some examples where you can.

