



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!



Guide Dogs