

**Wheelchair boarding and alighting for Customers  
using National Express Wheelchairs.**

**(PLS Version)**

**This is an addition to the current wheelchair board  
process, please ensure you are trained on how to  
deploy both the PLS and Hidral lifts.**

**Version 1 August 2019**

## **Guidance**

There will be occasions where customers will wish to use our services but may have difficulty in accessing the coach using the stairs.

On these occasions the driver is required to follow the process listed below using the wheelchair that is stored on the coach.

**NB: It is imperative that the process listed is the ONLY authorised process to follow.**

### **Legal Requirements – Accessibility**

Under the Equality Act 2010 we have a legal responsibility to provide reasonable adjustments to ensure customers have equal access to our services. At National Express we pride ourselves on doing the right thing for our customers.

#### **What:**

Train you to use the National Express stored wheelchair to board and alight customers onto the coach safely & secure the wheelchair on the bulkhead provided. To the standard of National Express

#### **Interest:**

Traditionally the operation of the lift has always been regarded as an operation for people who travel in their wheelchair or transfer to a seat. It is now recognised that many of our customers have various needs that are not always visually apparent and by having this process we are able to provide a more accessible service.

#### **Need:**

To be able to use this system in a professional manner will give you the confidence to support customers.

This service will increase prospects for you to have more customers on your service. Also the feel good factor of being able to assist any persons is priceless to all concerned.

**NB: Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.**

## **The Wheelchair**

### **Z-Tec ZT600-604**

Width: 60cm / 23<sup>5</sup>/<sub>8</sub>"

Height: 94cm / 37"

Seat Height: 50cm / 19<sup>3</sup>/<sub>4</sub>"

Seat Width: 48cm / 19"

Seat Depth: 40.7cm / 16"

Width Between Arms: 43cm / 17"

Max User Weight: 116kg / 18 Stone 2lbs

Chair Net Weight: 12.5kg / 27.5lbs

Weight inc. Footrests: 14.3kg / 32lbs

**Should not be used as seat in moving vehicle.**



### **Normal Lift Operation**

---

**Make sure the engine and the master switch is switched on whilst doing any operation with the lift and that the coach has been 'kneeled' wherever possible.**

## **Boarding**

### **Step 1**

**Remove the wheelchair from the bulkhead in the luggage compartment.**

**What should you take care of when removing the wheelchair?**

**Ensure you don't bang your head and ensure you hold the wheelchair safely and securely.**

### **Step 2**

**Wheel the wheelchair to the entrance door and then lift the wheelchair with one arm and board the coach steps holding on to the handrail with your other arm.**

**Why is it important to use the handrail whilst boarding the coach with the wheelchair?**

**Personal safety and security.**



### Step 3

**Power switch:** - Turn on to begin the procedure, must be off when not in use



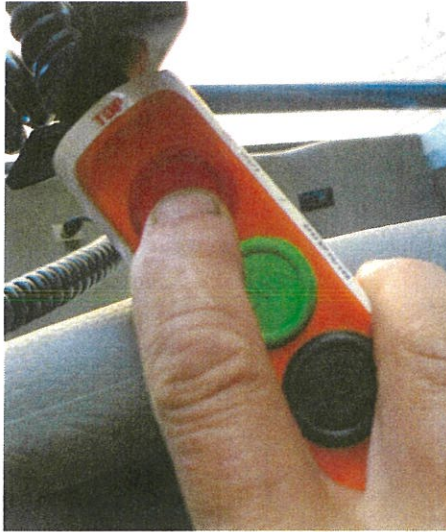
**SHOW SWITCH**

**Where would the power switch be located?**

The power switch is located on the driver controls next to the door control on the bottom panel

**NB.** The lift should always be deployed onto a kerb (where possible) and should have enough space to allow the mechanism to be fully deployed. When loading is at road level, the vehicle suspension must be lowered using the ferry lift switch prior to deploying the lift. This ensures the level to the ground does not make the lift over reach.





#### Step 4

Find the handheld device located on the nearside front of coach

**What should you check for with the handheld?**

The wire is clear of any obstructions and the handheld is not damaged.

#### STEP 5

Deploy the lift by opening it from its holding using the 'UP' button.

When pressing the buttons please be aware that you may experience a 3 second delay before the lift actually moves- this is normal.

**Where should you stand whilst undertaking this procedure?**

Stand in behind the modesty panel so you can see what is taking place.

**Why is this important?**

As the up button is depressed the lift will come out of the bottom step. Also check the movement of the top inner step known as the magic floor



#### Step 6

Raise the lift all the way to the magic floor. Handrails will lift and platform will extend automatically.

**Why should you not stand on the magic floor whilst the floor is in movement?**

The bridge plate needs to unfold onto the magic floor

#### Step 7

Place the wheelchair on to the lift facing forward, fully unfolded and brakes applied

**Why is it important to ensure the brakes are applied?**

To ensure the wheelchair is secured on the lift as well as the safety of the customer when they board.

#### Step 8

Press down to lower the lift to the floor and drop the ramp.



**What should you check for before lowering the lift?**

Make sure nothing has gone under the floor area where the lift will drop



**Why is it important to ensure the ramp drops?**

The ramp drops for the customer to gain access to the wheelchair





### Step 9

Ask the customer to sit in the wheelchair and hold onto the hand rails where possible

**NB:** Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.

**Why is this important the customer remains seated in the wheelchair during this operation?**

To ensure the safety of the customer whilst on the platform.

Explain and reassure the customer of the process

**Why is it important?**

To give the customer confidence and to reassure them





### Step 10

Press 'UP' button and bring the lift all the way up to the top, until the bridge plate comes down on to the magic floor.

**Why should you not stand on the magic floor whilst the floor is in movement?**

The bridge plate needs to unfold onto the magic floor.



### **Step 11**

Manoeuvre the wheelchair to align with the two front seats, and ask the customer to stand.

**Why is it important to manoeuvre the customer to the front seats?**

To ensure it is safe for them to stand and they are away from any obstacles from around the coach entrance.

### **Step 12**

Fold up the wheelchair to allow space for the customer to be seated.

**Why do you need to fold up the wheelchair to allow space?**

Without folding the wheelchair there isn't enough space for the customer to be seated safely.

### **Step 13**

Assist the customer to their chosen/allocated seat.

**Why is important to ask the customer how they would like to be assisted?**

To ensure the customer is able to maintain independence and personal space.





### Stow away the lift

#### Step 14

Press the down and stow buttons on the handheld device at the same time. Handrails will fold and platform will fully retract.

Please note: You must always fold the lift up and then stow it above the bottom of the handrails.

**What should you check for during this procedure?**

That everything has folded properly and nothing is

protruding.

**What would happen if the lift is stowed below the handrails?**

The lift will not stow, the system will become confused and it may halt the lift operation.

#### Step 15

Switch off the power switch.



**Why is it important to switch off the power switch?**

The buzzer will sound off every time the door opens if the power switch is on.

#### Step 16

Carry the wheelchair with one arm and alight the coach steps holding on to the handrail with your other arm.

**Why is it important to use the handrail whilst alighting the coach with the wheelchair?**

---

Personal safety and security.

#### Step 17

Place the Wheelchair on bulkhead in the luggage compartment.

**Why is it important that the wheelchair is fully secured?**

To prevent damage and to ensure the customer can alight.

Have you any questions on these points?

Practice Steps 1 - 17

### ALIGHTING

Please ensure that you alight the customer after all relevant customers have disembarked.

#### Step 18

Remove the wheelchair from the bulkhead in the luggage compartment.

**What should you take care of when removing the wheelchair?**

Ensure you don't bang your head and ensure you hold the wheelchair safely and securely.

#### Step 19

Wheel the wheelchair to the entrance door and then lift the wheelchair with one arm and board the coach steps holding on to the handrail with your other arm.

**Why is it important to use the handrail whilst boarding the coach with the wheelchair?**

Personal safety and security.

---





## Step 20

**Power switch:** - Turn on to begin the procedure, must be off when not in use



**SHOW SWITCH**

**Where would the power switch be located?**

The power switch is located on the driver controls next to the door control on the bottom panel



### Step 21

Find the handheld device located on the nearside front of coach

**What should you check for with the handheld?**

The wire is clear of any obstructions and the handheld is not damaged.



**Up and out**



**Down, in and stow**



**Stow**

**NB.** The lift should always be deployed onto a kerb (where possible) and should have enough space to allow the mechanism to be fully deployed. When loading is at road level, the vehicle suspension must be lowered using the ferry lift switch prior to deploying the lift. This ensures the level to the ground does not make the lift over reach.

### Step 22

Deploy the lift by opening it from its holding using the 'UP' button.

When pressing the buttons please be aware that you may experience a 3 second delay before the lift actually moves- this is normal.

**Where should you stand whilst undertaking this procedure?**

Stand in behind the modesty panel so you can see what is taking place.

**Why is this important?**

As the up button is depressed the lift will come out of the bottom step. Also check the movement of the top inner step known as the magic floor





### Step 23

Raise the lift all the way to the magic floor. Handrails will lift and platform will extend automatically.

**Why may you need to help manoeuvre the customer?**

To avoid damaging the lift, the wheelchair or injuring the customer.

**Why should the customer's wheelchair be positioned into the centre of the platform?**

So they are safe and secure.

**Why should you not stand on the magic floor whilst the floor is in movement?**

The bridge plate needs to unfold onto the magic floor.

### Step 24

Ask the customer to position themselves at a safe, convenient location.

**Why is important that the location is safe and convenient?**

customers may be vulnerable, and will need a safe space to be able to transfer to the wheelchair.

### Step 25

Unfold the wheelchair and apply brakes and ask the customer to be seated in the wheelchair.

**Why do you apply the brakes?**

To ensure the wheelchair doesn't move whilst the customer is sitting down

### Step 26

Release the brakes and manoeuvre the wheelchair forward facing to the correct position on the wheelchair platform then re-apply the brakes and ask the customer to hold onto the hand rails where possible

**NB:** Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.

**Why is this important the customer remains seated in the wheelchair during this operation?**

To ensure the safety of the customer whilst on the platform.

### Step 27

Explain and reassure the customer of the process

**Why is it important?**

To give the customer confidence and to reassure them

### Step 28

Press down to lower the lift to the floor and drop the ramp.



**What should you check for before lowering the lift?**

Make sure nothing has gone under the floor area where the lift will drop down





#### **Step 29**

**Ask the customer to vacate the wheelchair and step away from the lift.**

**Why should the customer step away from the lift?**

**To ensure they are safe**

**What should you be checking for within your surroundings?**

**Check that there are no trip or safety hazards**

#### **Step 30**

**Ensure wheelchair stays secured on the lift platform prior to bringing the lift back up to the top of the coach.**

**Why is it important that we do not ask the customer to support in this process?**

**To ensure the customers safety, only authorised trained colleagues are able to support**



### Step 31

Collect handheld and deploy the lift by opening it from its holding using the 'UP' button and raise the lift all the way to the magic floor.

When pressing the buttons please be aware that you may experience a 3 second delay before the lift actually moves- this is normal.



**Where should you stand whilst undertaking this procedure?**

Stand in behind the modesty panel so you can see what is taking place.

**What should you check for with the handheld?**

The wire is clear of any obstructions and the handheld is not damaged.

### Step 32

Release the brakes and manoeuvre the wheelchair into a safe position to fold.

**Why should this be completed away from the lift?**

To ensure your safety

Stow away the lift





### Step 33

Press the down and stow buttons on the handheld device at the same time. Handrails will fold and platform will fully retract.

Please note: You must always fold the lift up and then stow it above the bottom of the handrails.

**What should you check for during this procedure?**

That everything has folded properly and nothing is protruding.

**What would happen if the lift is stowed below the handrails?**

The lift will not stow, the system will become confused and it may halt the lift operation.

**What should you check for during this procedure?**

That everything has folded properly and that nothing is protruding.

### Step 34

Switch off the power switch.



**Why is it important to switch off the power switch?**

The buzzer will sound off every time the door opens if the power switch is on.

### Step 35

Carry the wheelchair with one arm and alight the coach steps holding on to the handrail with your other arm.

**Why is it important to use the handrail whilst alighting the coach with the wheelchair?**

---

**Personal safety and security.**

**Step 36**

**Place the Wheelchair on bulkhead in the luggage compartment.**

**Why is it important that the wheelchair is fully secured?**

**To prevent damage and to ensure the customer can alight.**

**Have you any questions on these points?**

**Practice Steps 17 - 36**



## UK Coach Modification

SUBJECT: Fitment of On Board Wheelchair  
ACTION BY: All Operators  
VEHICLE TYPE: All Vehicles  
DATE: August 2019  
ISSUE: 1  
REFERENCE TL

Mod 010

This instruction is to support Operators in the fitment of Wheelchair, which is to be stored in the luggage compartment of the vehicle at all times. As the option for standing on the vehicle lift is prohibited, the purpose of the Wheelchair is to provide customers, if required, with additional support for entering and exiting the vehicle in a safe and controlled manner. Supplied with all vehicle types are these instructions, 1 x wheelchair, 1 x cover and 1 x strap. ***This instruction has been created using a Levante 2 vehicle, and can be used as an aide memoire for other vehicle types.***

1. Select a suitable side of the vehicle, open locker doors and prepare to fit - See Fig 1-3.



Fig 1 - Select appropriate side



Fig 2 - Open locker doors

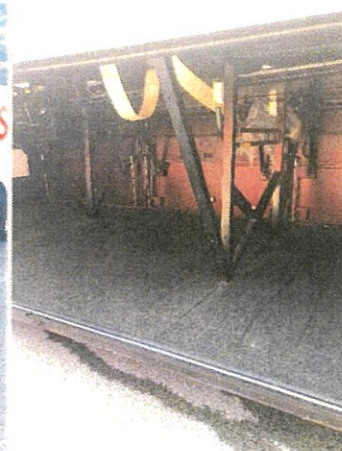


Fig 3 - Locate floor support

2. Fold the wheel chair into its smallest position, load it onto the luggage hold flooring and place it adjacent to the rear of an internal floor support frame - See Fig 4-6.



Fig 4 - Fold wheelchair down



Fig 5 - Load onto the vehicle



Fig 6 - Position next to support



3. Apply the brakes on both wheels, place the cover over the wheelchair and prepare to secure using the strap - See Fig 7-9.

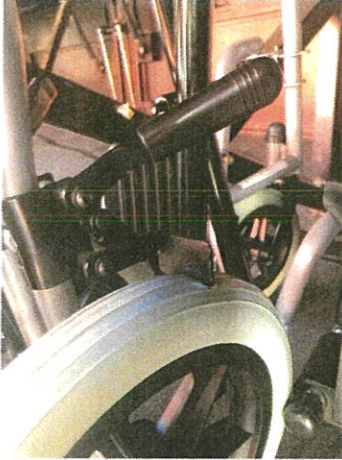


Fig 7 - Apply both brakes



Fig 8 - Fit cover

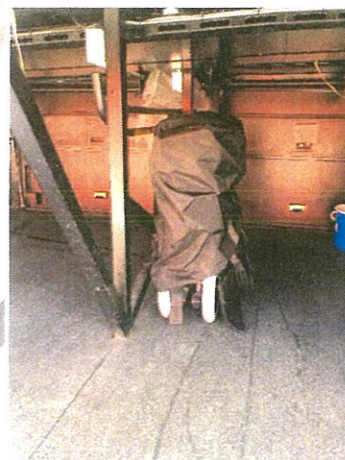


Fig 9 - Fit cover

4. Wrap the strap around the wheel chair and any suitable section of the floor support, press the locking lever and feed the strap through- See Fig 10-12.



Fig 10 - Supplied strap

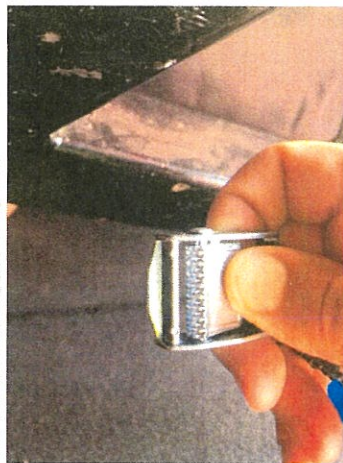


Fig 11 - Press lever

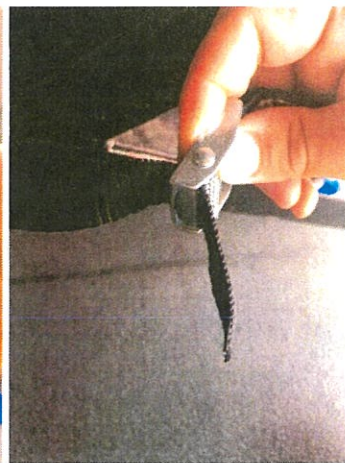


Fig 12 - Feed strap through

5. Ensure the strap is against a firm section of the wheelchair and pull the strap tight. Tuck away any excess strapping. Ensure the wheelchair is secure - See Fig 13-15.

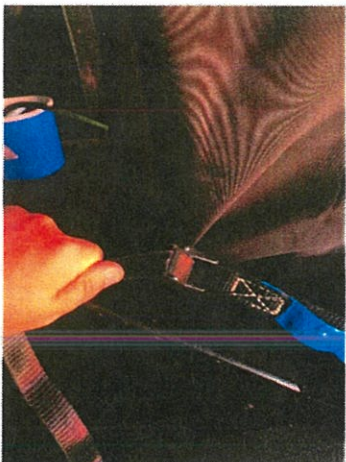


Fig 13 - Pull strap tight



Fig 14 - Tuck away excess



Fig 15 - Ensure chair is secure