

## Further information regarding the Journey Assistance Cards

- Traveline: 0871 200 22 33 or visit [www.traveline.info](http://www.traveline.info)
- CPT: 0207 240 3131 or visit [www.cpt-uk.org](http://www.cpt-uk.org)



## Journey Assistance Card Request

Please send this form to your local bus company who will arrange for cards to be sent to you.

### Please send me the following cards:

1. Journey Assistance Card Cover
2. Please be patient I am deaf
3. Please be patient I am visually impaired
4. Please be patient I have a hidden disability
5. Please be patient I have difficulty speaking
6. Please speak slowly, I am hard of hearing
7. Please speak slowly and face me to help me hear better
8. Please scan my pass for me
9. Please count my change for me
10. Please help me find a seat
11. Please give me time to sit in case I fall down
12. Driver, please let me know when we get to...
13. Please tell me when we reach my stop...

Name

Title

Address

Postcode

Telephone number

Email

# Journey Assistance Cards

## A Passenger's Guide



**cpt**

### The Confederation of Passenger Transport (CPT)

We are recognised by Government as the voice of the bus, coach and light rail industries, and the focus for consultation on national and international legislation, local regulations, operational practices and engineering standards.

### CPT Code to Assist Passengers with Hidden Disabilities

Using public transport can be an off-putting experience for some passengers with disabilities and the CPT Code looks to help overcome this. The CPT Code has been developed by Bus Operators and is endorsed by the Department for Transport. It aims to improve the interaction between passenger with hidden disabilities and bus drivers, as well as the passengers' overall journey experience by:-



Introducing a range of Journey Assistance Cards which reflect different passengers requirements.



Delivering improved driver training regarding different passenger requirements and how to deal sympathetically when presented with a card.



Standard format of cards and messages across the bus industry making them instantly recognisable across the UK.

# Journey Assistance Card



The Journey Assistance Card has been developed specifically to help passengers with hidden disabilities use public transport with confidence and remove the potential conflict or upset situations that can occur on boarding the bus.



They will be available to all bus operators, downloadable from the CPT website with a range of messages which can be customised with the operators' own logo and tailored for different disability requirements.

It is intended that following discussion by the local operator with local disability groups and individual passengers, operators will produce the cards with a collection of messages relevant to the specific hidden disabilities.

Such cards can then be made available to the groups and passengers for use when travelling. On boarding the bus present it to the driver indicating a request for specific assistance.

The Code ensures the passenger will know that they will be able to carry a Journey Assistance Card in the knowledge that it will be accepted and that they will receive assistance from all drivers, regardless of the operator or the bus service.

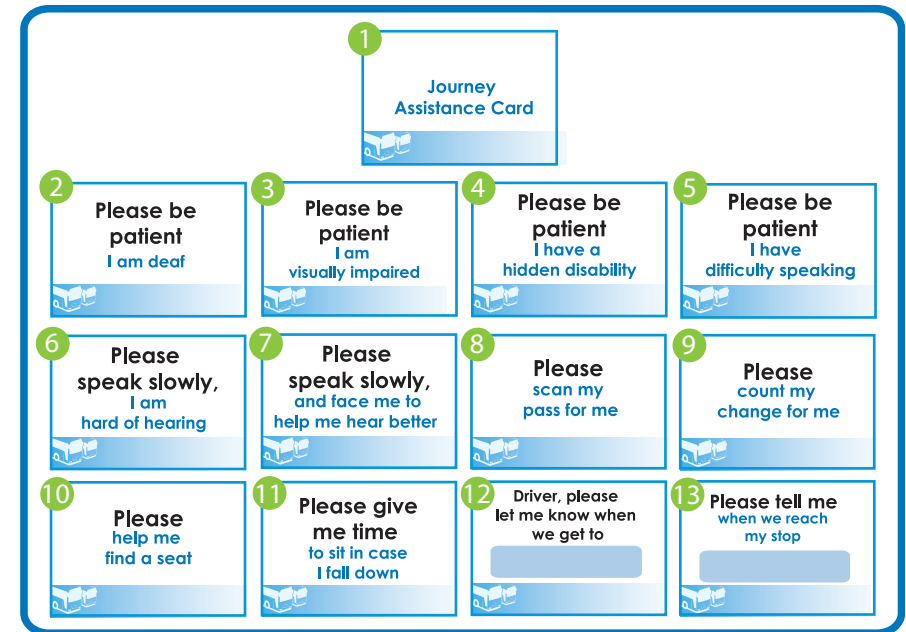
**These cards are not permit to travel. They are an aid to assist the journey.**

Operators signing up to the Code will be required to include the Journey Assistance Cards in their driver training courses for new and experienced drivers. This means they will be recognised by drivers and help to improve the communication with passengers and reduce the number of potential conflict or upset situations. Such incidents not only deter the affected passenger from making further journeys by bus can also delay services and annoy all passengers.

The use of generic consistent messages on the Journey Assistance Cards by all operators aims to ease training and ensure their recognition when drivers are presented with any Journey Assistance Card including ones bearing another company's logo.

# Examples of Journey Assistance Cards

Illustrated below are the selection of the messages for Journey Assistance Cards. To assist you in selecting the right cards for your journey each has been numbered.



## How bus operators can obtain sample Journey Assistance Cards



Download the Journey Assistance Cards in either PDF or JPEG from the CPT website [www.cpt-uk.org](http://www.cpt-uk.org)



Contact CPT on 0207 240 3131

## How disability groups or individuals can obtain Journey Assistance Cards



Download the Journey Assistance Cards required from your local bus operator's website



By completing the form at the end of this leaflet with your selections and then send it to your local bus company who will then send the requested cards to you.



By contacting your local bus company and discussing your Journey Assistance Card requirements so they can arrange for some to be sent to you.