

Introduction

Throughout this Policy, the words 'Translink' 'Company' and/or 'the Group' refer to all corporate entities under the ownership of the Northern Ireland Transport Holding Company (NITHC). This includes the parent company and each subsidiary either individually or taken together as a group.

1. Accessibility statement

Translink are the main provider of public transport in Northern Ireland. We will work to ensure our services and facilities are accessible to all. This means creating a consistent customer experience for everyone ensuring accessible public transport for people with all levels of abilities.

We will follow best practice standards when improving the accessibility of our public transport services and infrastructure.

This policy sets out our current service levels and is accompanied by our [Accessibility Guide \(translink.co.uk\)](https://translink.co.uk).

For further accessibility information and advice on using Translink services contact [Accessibility \(translink.co.uk\)](https://translink.co.uk) or call the Contact Centre Team on 028 90 66 66 30

2. Accessible Information

We are able to provide our information, including timetables, in other formats (such as large print, Braille or in audio) via our Contact Centre. Customers with hearing difficulties can connect with our Contact Centre team via a BSL or ISL interpreter [Feedback \(translink.co.uk\)](https://translink.co.uk) or by using the Text Relay service. If you are using a textphone you should dial 18001 followed by the full phone number.

Our website meets accessibility standards (WCAG 2.1 AA). The website is accessible to machine readers, including online timetables which are filterable to improve accessibility. We publish an accessibility statement on our website where you can find out more about other accessibility focused features. [Accessibility Statement \(translink.co.uk\)](https://translink.co.uk)

3. Ticketing

We welcome you to use free and half-fare Smartpasses/Concession Passes provided by the Department for Infrastructure (DFI) on our buses, coaches and trains. You can find more information about free and half-fare travel via [Concession Passes \(translink.co.uk\)](https://translink.co.uk) or by contacting our contact centre on 028 90 66 66 30.

4. Translink Routes and Services

Translink operate the following:

Metro including Glider, is the name of bus services that operate in the Greater Belfast area.

Ulsterbus, covers other towns and villages across Northern Ireland as well as services to and from Belfast.

Goldliner is the express coach service that runs between towns and cities in Northern Ireland and a number of cross-border services.

Our bus and coach services run from 22 stations (many of which are staffed) across Northern Ireland. We are also responsible for over 8,500 bus stops across Northern Ireland.

All of our coaches and buses meet General Accessibility targets.

NIRailways Services

- Belfast to Bangor
- Belfast to Dublin (Enterprise)
- Belfast to Larne
- Belfast to Londonderry
- Belfast to Newry
- Coleraine to Portrush

NIRailways manages 54 stations and halts throughout the network and runs rail services to and from three staffed stations in the Republic of Ireland. There are usually staff at all the stations, but not generally at the halts for all or part of the working day.

NIRailways' trains consists primarily of Class 3000 and Class 4000 CAF trains. We also operate the Enterprise Cross Border Service. These trains meet current accessibility standards.

5. Accessible Fleet

All services operated by low floor vehicles are identifiable on our timetables. Those not identified as low floor will still have a wheelchair space available. If the service required is not identified as low floor, please contact us using the channels noted in the Accessible Statement section.

Bus and Rail accessibility features can be found at [Accessibility \(translink.co.uk\)](https://www.translink.co.uk/accessibility)

Mobility Scooters are also accepted on our fleet via an assessment process. A request for an assessment can be arranged by contacting our Contact Centre.

More information on wheelchairs, dogs/animals, buggies, bicycles can be found within our conditions of carriage at [Conditions of Carriage \(translink.co.uk\)](https://www.translink.co.uk/conditions-of-carriage)

We continue to work with [The Inclusive Mobility and Transport Advisory Committee \(IMTAC\)](#) in the future procurement of our fleet.

6. Accessible Infrastructure

We are committed to improving the accessibility of our stations, halts and bus stops including the introduction of new changing places facilities and advancements to our digital passenger information to provide easier accessible route planning for passengers. Most of our stations provide step free access and can be identified in advance using the accessibility function within the Journey Options section of the Journey Planner. You can search for station features at [Station Search \(translink.co.uk\)](https://www.translink.co.uk/station-search)

7. Assisted Travel

We offer accessibility advice to all customers via the following link: [Accessibility Advice \(translink.co.uk\)](https://www.translink.co.uk/accessibility-advice) or by calling the Translink Contact Centre on 028 90 66 66 30 whereby you can advise us of your intention to travel should you require any support or assistance with any aspect of your journey. We would

recommend 24hrs notice prior to travel for assistance requests to ensure staff are made aware of your needs. We understand that it is not always possible to provide us with notice and we will always endeavour to provide you with the service you require.

8. Training, Diversity & Inclusion

We will expand our Investor in People programme, helping to create a talented, diverse and inclusive workforce. We are committed to promoting equality and ensuring non-discrimination for both our customers and employees.

9. Engagement

We will continue to liaise closely with [The Inclusive Mobility and Transport Advisory Committee \(IMTAC\)](#) the [Home | Department for Infrastructure \(infrastructure-ni.gov.uk\)](#) and [Consumer Council](#) to understand the needs of older people and disabled people with the aim to offer a consistent and enhanced customer experience for all.

10. Management Arrangements

The Translink Group Chief Executive and the Executive Group are responsible for setting this policy and carrying it out.

The Translink Accessibility Manager will regularly review comments from customers and relevant stakeholders whilst acting in line with this policy. We will engage with IMTAC, DFI and other relevant groups to identify other ways to evaluate whether we are meeting all the policies contained in this document.

The requirements of this policy are part of our business plan and the planning stage of station and fleet/rolling stock projects. This is done with briefings and giving the codes of practice and this policy to our designers, architects and project managers.