

WHEELCHAIR ACCESSIBILITY ON THE BUS

Are Baybus buses Wheelchair Accessible?

Yes, there is wheelchair access on all Bayhopper Tauranga and Cityride Rotorua urban buses and majority of Eastern Bay of Plenty buses. Which means that we aim to ensure they are accessible for the diversity of all of our passengers.



How are our buses Wheelchair Accessible?

Our buses are wheelchair accessible with super low floors and ramps.

Most of our buses can also kneel on request, which means the bus will kneel and lower the ramps to ensure ease of embarking and disembarking. Please request the driver to assist you.

Our Buses can accommodate mobility aids up to the maximum dimensions of 700mm wide and 1200mm long and 300kg (combined weight of wheelchair and user) weight limit.

Please note that our buses are unable to accommodate mobility scooters due to their restricted maneuverability.



Priority Seating

Wheelchair users have priority seating in the wheelchair bays on our buses.

The wheelchair bay is located at the front of the bus close to the driver and can be identified by a large blue square on the floor with an image of a wheelchair. There is also priority seating wording on the window of the bus.

Priority of these seating areas must be given to people using a wheelchair.

The bus driver will wait for wheelchair users to be seated and in a comfortable position with their brakes applied before taking off for the bus journey. For additional assurance passengers can hold onto the rails located in the seating area.

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Accessible Payment

Bus payments are easily accessible to wheelchair users with a simple tag on and tag off electronic system that does not impede wheelchair access.

Passengers can also pay using cash with the driver at the front of the bus. We do encourage passengers to get and use a Bee card. Cash fares are more expensive than what you would be charged if you were using a Bee card.



Accessibility Concession - Free Bus Fares

Did you know that if you are permanently unable to drive a private motor vehicle you are eligible for free bus use throughout the Bay of Plenty?

The Accessibility Concession provides a 100% free fare, 7 days a week on all contracted Bay of Plenty Regional Council bus services throughout the region. The Accessibility Concession will be loaded onto a Bee Card in the form of a red sticker and the passenger will need to tag-on and tag-off the bus.

Accessibility Concession members who are assessed as being unable to travel independently by bus may also receive free transport for their companion. Their concession will include '+1' companion travel.

The Accessibility +1 Concession is a sticker that is added to the Accessibility Concession holder's Bee Card (the companion does not need their own Bee Card to travel).

For more information on wheelchair accessibility on the bus please contact us on 0800 884 880 or email us on ac.admin@boprc.govt.nz



If you are feeling unsafe while a passenger, please speak to the bus driver about how they can ensure a comfortable experience on our buses.