

9. Urban buses

Accessible urban buses are vehicles with a Gross Vehicle Weight Rating (GVWR) of at least 7000 kg and are designed to provide transit service to accommodate both ambulatory passengers and those using mobility aids. Urban buses in Dubai have a partial low floor. The Road and Transport Authority, RTA, in Dubai uses single level buses and coaches measuring from 10 to 13 meters in length, articulated buses up to 18 meters long width and bi-level (double decker) buses 14 meters long. Each bus has an on-board fare validation system whereby a passenger taps the Nol card upon entering and exiting. All buses are equipped with a manual ramp at the centre door and are capable of kneeling. Buses use a rear-facing wheelchair securement system. Capacities vary depending on the seating configuration and layout design.

9.1. Considerations

Step height and door widths on entering an urban bus are the biggest issues for children, seniors, parents with strollers, persons with baggage and persons with mobility impairments. In Dubai, due to social cultural consideration, there is a need to designate sections for family and gender seating within the vehicle. Passengers using a wheelchair require boarding and securement systems. Persons with functional limitations, sensory and/or cognitive disabilities as well as frail seniors require priority seating in close proximity to the driver for assistance and ease to disembark. Next-stop announcements, transfer information near the front door, and emergency evacuation instructions shall be provided in multiple formats throughout the bus to make the trip safer, more secure and stress-free for all passengers.

Education, sensitization, and training of both operators and passengers on their respective rights and responsibilities will contribute to making the Dubai transport system a universally accessible and socially responsible model.

Access to a bus shall be universal and apply to the dimensions and manoeuvring characteristics of all persons using mobility aids, luggage, prams/ strollers, service animals, persons with vision, hearing and cognitive disabilities.

9.2. Boarding

9.2.1. Doors

1. The door opening control shall be placed on the outside of the accessible door at a height of 1200 mm from the bus floor, and be operated automatically or by touch.