



Access to Glide

#GliderBelfast



Department for
Infrastructure

An Roinn

Bonneagair

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Welcome to Glider

Glider is your new way to travel in Belfast.

There are two new routes:

Service **G1** is a new cross-city route between East and West Belfast via Belfast city centre.

Service **G2** is a new service between Belfast city centre and Titanic Quarter.

Disabled people and older people have been involved in the design of the Glider to ensure the service is inclusive and accessible. Services use new modern vehicles that can carry 105 passengers. The vehicles have low-floor access with two sections and three doors.

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Ticketing on the Glider

If you have a free Smartpass for older people aged 60 and over or use a free or half-fare Smartpass for the eligible groups of disabled people, you can travel free on the Glider.

If you have a Smartpass you do not need to obtain a ticket or use the ticket vending machine but you must tap your Smartpass on a validator before boarding. Validators are located close to each end of every Glider shelter. Simply tap your pass at the 'Tap Here' symbol at the top of the validator, it will display a green tick on the screen and make an audible beep which means you can board the Glider. You will not be issued with a paper ticket.

Glider staff can provide assistance with validating your Smartpass.



If you think you might be eligible for a free or half-fare Smartpass please call at your local Translink station and collect an application form or visit:

[www.nidirect.gov.uk/information-and-services/
bus-and-coach-travel/free-bus-travel-and-concessions](http://www.nidirect.gov.uk/information-and-services/bus-and-coach-travel/free-bus-travel-and-concessions)



If you do not have a Smartpass you can buy a ticket at the ticket vending machines at the Glider halt (using cash, credit/debit card or contactless payment) or use a pre-paid Translink journey card. When using a Smartcard you must validate it by tapping it on the validator before you board the Glider. If you would like more information about fares and ticket options on Glider, please contact: **Translink Contact Centre 028 90 66 66 30**



Staff and assistance

There won't be a member of staff at every Glider stop or on every vehicle. Customer and Revenue Protection Officers (CRPOs) will be travelling along the routes, and they have been trained, by disabled people, to provide support and assistance to customers, including assistance with validating your Smartpass or buying a ticket.

The drivers on the Glider are enclosed in the driving cabin so you won't normally speak to them. However, drivers have also been trained by disabled people to be proactive and provide assistance if required.



Shelters and passenger facilities

You will board and get off the Glider at new halts along the routes. All halts include modern shelters. They have both bench style seating with armrests and rest/perch seats. The shelters also have plenty of space for wheelchair and mobility scooter users to wait.

Each halt has been raised to reduce the height of the step into the Glider vehicle. A special kerb means the vehicle can get close to the halt, reducing the gap between the Glider and the halt.

At every halt there is a ticket vending machine and two validators, located close to each end of the shelter, for customers with Smartcards and Smartpasses.

All halts have modern information screens displaying real time information for all Glider and Metro services that use the halt. The Translink and Belfast Bustracker apps can be used to get next departure information for all services using a smartphone.



Indoor waiting areas are provided at Dundonald Park & Ride in East Belfast and at Colin Connect in West Belfast. These facilities are staffed and have accessible toilets, ticket vending machines and validators. Dundonald Park & Ride has designated accessible parking spaces for Blue Badge holders.



Boarding the Glider

The Glider has a distinctive tram-style bell which can be sounded by the driver to advise passengers that the Glider is approaching the halt.

Once at the halt you can board the Glider using any of the three doors. There is a small step into the Glider. Step-free access is available through the front door of the Glider using an automated ramp.

The driver should deploy this ramp for wheelchair and scooter users but if you need it and it hasn't been deployed, you should press the blue button on the front door. The doors will close while the ramp deploys and you should move back from the doors until it is fully deployed and the doors have opened.

Remember to always tap your Smartpass on the validator or buy a ticket before you board.



The front section of the Glider has priority seating and space for the use of disabled people. If you want to use this space you should board the vehicle using the front two sets of doors. If the doors don't open automatically, you should push the button to open the doors. If the driver becomes aware that you have difficulty using the buttons, they can open the doors automatically for you.

There is also dedicated space on the Glider for passengers with prams or buggies. This space is in the rear section of the vehicle and should be accessed using the rear door.



On-Board the Glider

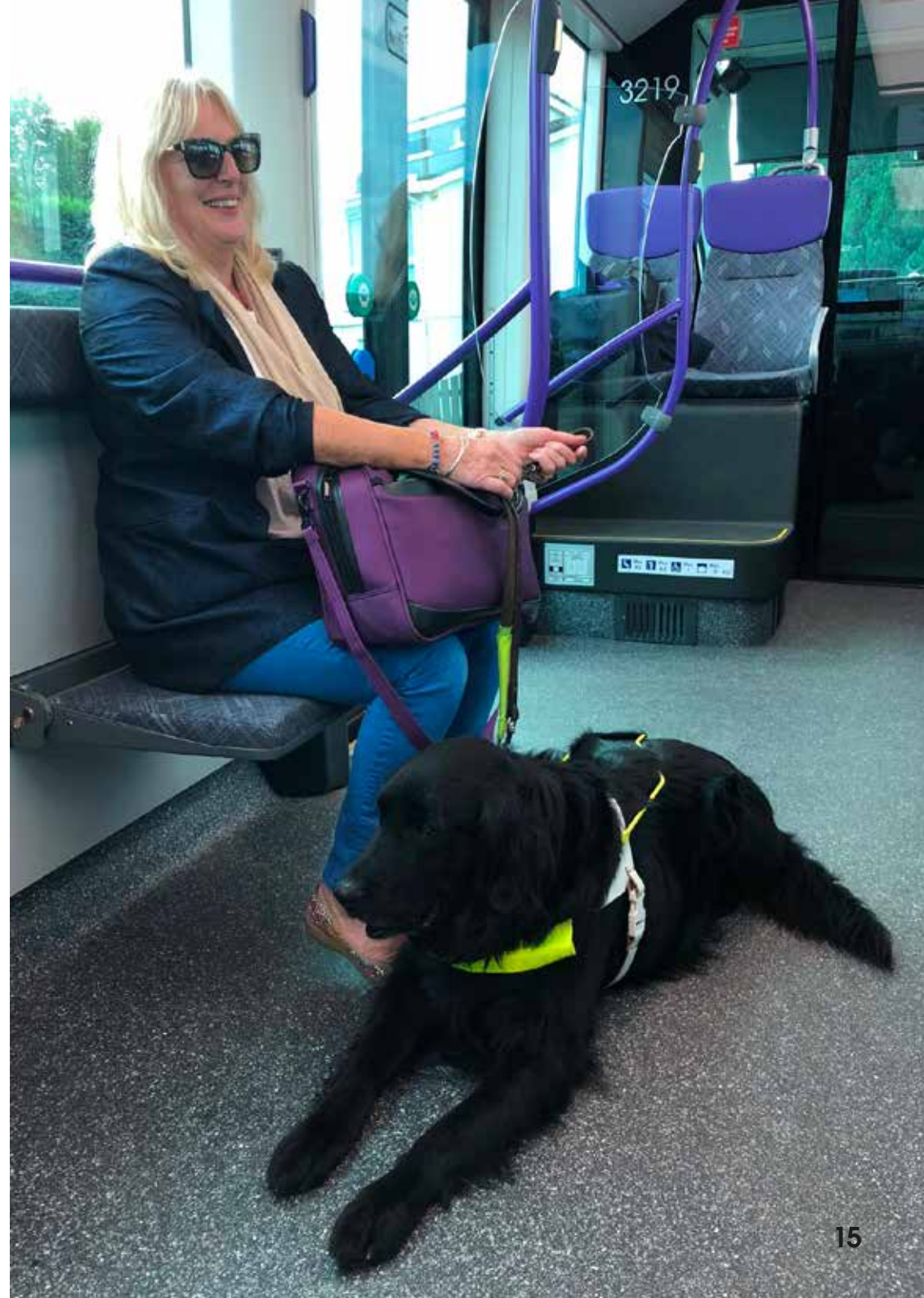
There is a dedicated priority wheelchair user space on the Glider directly opposite the front door of the vehicle. There are also four priority seats in this area for the use of disabled people. A further priority space is provided in this area with flip down seats, suitable for a range of passengers including people travelling with assistance dogs or people with bulky mobility equipment such as a rollator.

Passengers must move from priority seats and spaces when disabled people require them.

Priority wheelchair user area



**This space is reserved for wheelchair users.
You must move from this area when a
wheelchair user boards.**



Anyone who uses a mobility scooter must have contacted Translink in advance to make sure it is safe to travel on public transport including the Glider. If you already have a sticker from Translink for travel using your scooter on buses and trains, then you can travel on the Glider. If you don't please contact: **Translink Contact Centre 028 90 66 66 30.**

Handrails have been provided at each door and inside the Glider to make it easier to move around the vehicle. Strong colour contrasts have been used both inside and outside the vehicle.

All Glider vehicles have audio and visual next stop announcements. Other features include free on-board WiFi and free USB charging points at every seat/space.



Getting off the Glider

Bell pushes have been provided throughout the Glider. You should press the nearest bell push before you reach your destination halt and wait for the Glider to stop before you get up to leave the vehicle. Touching the green button located on each door will open the doors. The driver can open the doors automatically for you if you have difficulty using the buttons.



The blue button in the priority wheelchair user space can be used to alert the driver to deploy the boarding ramp at the next halt. Please remember that the doors remain closed whilst the ramp deploys.



Where do I get the Glider?

The G1 service

The G1 service operates from east to west and from west to east every 7-8 minutes throughout most of the day.

In East Belfast G1 services start at Dundonald Park & Ride.

In West Belfast the G1 services start at McKinstry Road.

The G1 service has 47 halts along the full route in both directions. These halts are 400 metres apart on average.

The journey time to the city centre from East and West Belfast is around 30 minutes.

Travelling from the city centre

Eastbound G1 services towards Dundonald Park & Ride can be boarded at the Wellington Place, Chichester Street, Custom House Square and Waterfront Glider halts in the city centre.

Westbound G1 services towards McKinstry Road can be boarded at the May Street (St George's Market), May Street (City Hall), and College Square East Glider halts in the city centre.

The G2 service

The G2 service operates between Belfast city centre and Titanic Quarter every 10-15 minutes throughout most of the day.

In Titanic Quarter the G2 services start at Catalyst Inc on Queens Road.

In Belfast city centre the G2 service can be boarded at the May Street (St George's Market), May Street (City Hall), Wellington Place, Chichester Street and Custom House Square Glider halts.

The G2 service has 9 halts along the full route. These halts are 400 metres apart on average.

The journey time to and from the city centre is around 15 minutes.

Metro Feeder Services

Metro Feeder Services operate to and from Dundonald Park & Ride and are timed to connect with the G1 service. The Metro 4A service operates between Dundonald Park & Ride and Ballybeen and the Metro 4B service operates between Dundonald Park & Ride and Coopers Mill. Both services use low-floor buses accessible to wheelchair users and other disabled people.

Metro Feeder Services operate to and from Colin Connect and are timed to connect with the G1 service. The Metro 10C service operates to Poleglass, the Metro 10D service operates to Lagmore/Mount Eagles and the Metro 10E service operates to Twinbrook. All services use low-floor buses accessible to wheelchair users and other disabled people.

Free Smartpass holders travel without charge on Metro Feeder Services. Half-fare Smartpass holders only travel free on Glider. **On all other services, including Metro Feeder Services, the concession remains half-fare on the price of a single journey.**





For more information about Glider services or if you require this publication in an alternative format, such as large print, Braille or an audio version, please call the Translink Contact Centre **028 90 66 66 30** or email **feedback@translink.co.uk**

For frequently asked questions about the Glider visit: **translink.co.uk/gliderfaqs**



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