

Public transport

Advice and information about public, accessible and community transport including information about traveling with a disability or reduced mobility, and finding the best value fare.

We can help if things go wrong; you can make a complaint to us if you are unhappy with the service you have received on public or private transport.

Translink's Passenger Charter

The [Translink Passenger Charter](#) is its commitment to service standards. For example

- 99.2% of all buses and trains scheduled will run as planned
- 95% of all buses will arrive no more than seven minutes late

We work in partnership with Translink and the Department for Infrastructure (DFI) to monitor how well Translink performs against these measures as well as other targets. The results are published every six months on posters in bus and train stations and on the [Translink website](#).

Delays and cancellations

If a train is cancelled or delayed you may be entitled to compensation or a refund. Check the [Delay-Repay Scheme](#) for further details.

More detailed information is available in the [Translink Passenger Charter](#) or by calling the Translink contact centre on 028 9066 6630.

Travelling with a disability or reduced mobility

All Metro and Glider services are operated using low floor, wheelchair accessible vehicles. Each now has visual displays and audio announcements so passengers know which stop is coming next.

Many stations have step free access. However, some stations and some Ulsterbus and Goldline vehicles have steps. If you need any assistance when travelling call the Translink contact centre 028 9066 6630 at least 24 hours before you travel to ensure you can get the information and assistance that you need.

Translink has an 'Access Guide' with current service levels for passengers with a disability or reduced mobility. It also has a 'Facilities Guide' that provides information on the facilities at stations and halts. These guides are available on [Translink's website](#). You can also request a copy from the contact centre on 028 9066 6630 or by emailing feedback@translink.co.uk.

Getting the best value ticket

There is a wide range of tickets available for different services and journeys. Passengers can buy tickets on board vehicles, in stations and some tickets can be bought online or at ticket machines. There are day tickets, weekly and monthly tickets, multi journey tickets and annual tickets, all of which could save you money, depending on when and how you are travelling.

Translink are currently rolling out an Account Based Ticketing system which allows passengers to “tap on” with their credit or debit card. Find out more on the [Translink website](#).

If you are over 60 or are in certain categories of disabilities you may be entitled to concessionary travel. More information is available on the [Translink website](#).

Translink staff can give you information on the best ticket for your needs. More information is available on the [Translink website](#) or by calling the Translink contact centre on 028 9066 6630.

Planning your journey

Timetable information is available at stations and halts, via the Translink website or by calling the Translink contact centre [028 9066 6630](#).

There is a journey planning section on the Translink website which allows you to input where you are travelling from and to and at what time. It will then tell you which services you can use.

There is also a Translink app which can be downloaded onto smartphones which provides information on routes, timetables and can tell you which services to use for your journey.

Disability Action Transport Scheme (DATS)

The Disability Action Transport Scheme provides a local urban transport service for people living in towns or cities who find it difficult using public transport services. It

used to be known as the Door-2-Door service.

You must become a member to use the service, membership is free but a fare is charged for each trip taken. To become a member you must meet certain criteria.

You also need to live in one of the Membership Catchment Areas of service.

[For further information visit the Disability Action website](#) or contact them using the details below.

Telephone - 028 9029 7870

Email - transport@disabilityaction.org

Community transport

Community Transport provides accessible door-to-door transport and group travel services to community groups, older people and people with disabilities on a non-profit making basis throughout Northern Ireland. Community Transport operators are located in most parts of the country, including urban and rural areas.

Community Transport services are focused on individual needs, providing transport using minibuses and volunteer car drivers.

Details are available by calling 0845 650 1190.



Got a complaint about public transport?

If you have contacted the service provider and didn't receive a response or you are unhappy with the response, we can investigate the issue

[Use our complaints tool to let us know your issue](#)

More information on transport and travel

Active and sustainable travel

Advice and information on walking, cycling and multi-modal travel

Taxi services

Information to help with taxi service complaints in Northern Ireland.

Electric vehicles

Electric vehicles are vehicles that are fully or partly powered by an electric motor.