

FTPE Assisted Travel
First TransPennine Express
ADMAIL 3878
FREEPOST
Manchester
M1 9YB

Telephone: 0800 107 2149

Email: tpecustomer.relations@firstgroup.com

Textphone/Minicom: 0800 107 2061

Dear Customer,

Thank you for your request for an application for a First TransPennine Express Scooter Card.

As you may be aware, scooters are not generally designed to be transported within other public transport vehicles. In order to ensure that we can carry passengers safely we have undertaken trials with scooter users, which have informed our current policy.

As outlined in our Disabled People's Protection Policy we are unable to transport powered scooters between Cleethorpes and Manchester Airport and Manchester to Hull as our risk assessments concluded that we cannot safely accommodate scooters on our Class 170 trains which are in regular operation on these routes.

These trials also showed us that some scooters with sufficient climbing ability can get on to our Class 185 trains, but were then too large to turn and get off the train safely or due to their size blocked access/egress. Other scooters are too heavy and exceed the maximum safe weight our ramps are designed to carry.

As a train operator our responsibility and challenge has been finding an effective way of letting scooter users and our employees know which scooters can be safely carried on our Class 185 services.

Because it is not practical for our employees to be able to individually assess whether or not your scooter meets our safety standards when you arrive at a station, we have therefore implemented the Scooter Card system. This allows us to assess your vehicle before you travel. Only scooter users that hold a Scooter Card will be able to make a reservation to travel on our services.

Please note that customers with scooters which are folded down and carried on board as luggage do not require a Scooter Card.

To qualify for a Scooter Card you will need to complete the enclosed application form and submit passport-sized photographs of yourself and a photograph of your scooter along with the technical data sheet/manual of your scooter (photocopies are acceptable and originals can be returned).

To be accepted for travel on Class 185 trains scooters must meet a set of criteria (listed on the application form) which cover:

- Size
- Weight
- Climbing ability
- Turning radius
- Brake release / freewheel operation

If your scooter meets the criteria then we will be able to issue you with a Scooter Card and an information sheet detailing safe boarding/alighting methods and how to make a reservation which must be made each time you wish to travel with your scooter.

Please note not all stations on the FTPE network are accessible to scooter users. Information on whether an individual station is accessible can be obtained from the Assisted Travel Team:

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If you have any questions concerning the carriage of scooters please do not hesitate to contact me at the above address.

Yours sincerely

First TransPennine Express Customer Service

FTPE Scooter Card Application Form

Contact Information:

Title: First Name: Surname:

Address:

Post Code:

Daytime contact telephone number:

From which station will you usually start your journey with First TransPennine Express?

Scooter Information:

Which make is your scooter?

Which model is it?

What colour is it?

1. Can the scooter climb a gradient of 12 degrees? Yes No

Note: the ramp angle between the platform and train at the majority of our stations means scooters must be able to climb a slope of 12 degrees

2. Will the combined weight of you and the scooter be less than 250kg? Yes No

3. Does the scooter fall within the following dimensions: Yes No
3-wheeled scooters: 120cm long, 70cm wide
4-wheeled scooters: 112cm long, 56cm wide

4. Does the scooter have a turning radius of 100cm or less? Yes No

5. Does the scooter have a freewheel/brake release facility? Yes No

Note: this is required so that in the event of power failure the scooter can be pushed to a position of safety

Please include the following items with your application form:

- A passport sized photograph of yourself
- A small photograph of your scooter
- Copies of the technical page(s) for your scooter which includes the size and weight and other technical information covered by questions 1-5.

(You can send in the original pages from your manual if you are unable to get copies. Originals can be returned on request)

Send this completed form with the items given above to:

Scooter Card Applications
First TransPennine Express
7th Floor Bridgewater House
60 Whitworth Street
Manchester
M1 6LT