

Scooter Policy

A guide to accessing our
trains with a mobility scooter

Introduction

TransPennine Express (TPE) is operated by FirstGroup PLC. We provide Intercity rail services connecting key Northern cities and towns on the following routes:

- **North TransPennine**

Services between Manchester Airport / Liverpool and Newcastle, Middlesbrough, Scarborough and Hull via Manchester Stations, Huddersfield, Leeds and York.

- **South TransPennine**

Services between Manchester Airport and Cleethorpes via Manchester Piccadilly, Stockport, Sheffield, Doncaster, Scunthorpe and Grimsby Town.

- **North West and Scotland**

Services between Manchester Airport and Edinburgh / Glasgow via Manchester Stations, Wigan, Preston, Lancaster, Oxenholme, Penrith and Carlisle.

We understand that mobility scooters can be essential to customers with reduced mobility, and we aim to carry them on our services wherever possible. However, some mobility scooters are not suitable to be taken on our trains due to their size, manoeuvrability, or their inability to get up and down the ramp safely.

Inside this document you'll find all the information you need to know about bringing a mobility scooter on our trains – including what we ask of you, and what you can expect from us. You'll also find the form you need to apply for a Scooter Card at the back.

If you need another copy of the application form, you can get one from www.tpexpress.co.uk or by calling our Assisted Travel team on **0800 107 2149**. Lines are open 06:00 to 23:00 seven days a week, including Bank Holidays, except Christmas Day and from 08:00 to 18:00 on Boxing Day, New Year's Eve and New Year's Day.

More information

For more information about accessibility on our trains and at our stations, you might also like to read:

- **Making rail accessible: Helping Older and Disabled Customers**

This document is available from all staffed stations where our services call, on our website at tpexpress.co.uk, or upon request from our assisted travel team.

- **Making rail accessible: A Guide to our Policies and Practices**

This document is available on our website at tpexpress.co.uk

If you need either document in a different format, just let our team know. We have copies in a few different formats, and can send them out to you within 7 days.

Taking scooters on our trains

We know how important mobility scooters are for some of our customers. So we're more than happy for you to travel with yours on our trains. There are just a few things you need to know before you do.

You'll need a Scooter Card

A Scooter Card is essentially an ID card for you and your scooter, which can be issued to customers whose mobility scooter meets the technical specification detailed in the 'Your Scooter' section of this policy. We ask you to apply for a Scooter Card before you bring your scooter on our trains. This is so we can check it meets the standards that make it safe for us to take it on board.

Applying for a scooter card is easy, and completely free. There's just a few things you need to do:

- Check the technical specification of your mobility scooter against the information in the 'Your Scooter' section of this policy.
- Complete the Scooter Card Application form at the back of this policy and send it to us along with an ID photo, a photo of your scooter, and a copy of the manufacturers specification.

Once you have your Scooter Card, it's only valid for the scooter you told us about in your application. The Scooter Card is also only valid for travelling with TransPennine Express, so other train and transport companies may not take your scooter on board, even if you show them your TransPennine Express Scooter Card.

If you need to travel with another transport company for your trip, it's a good idea to check their conditions for travelling with scooters.

If you don't have a Scooter Card

We can still take your mobility scooter if it can be folded down/dismantled – to no bigger than an average large suitcase – because it can go in one of the on-board luggage racks. Our staff are not able to fold/dismantle the scooter for you; however they will be more than happy to assist you with lifting it on and off the train. You can book assistance in advance to help lift your folded scooter on and off the train by calling our assisted travel team.

Alternatively, you could consider making use of a scooter hire facility at your destination. You can find details of local shop mobility scooter hire facilities by visiting The National Federation of Shop Mobility website at nfsuk.org

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Your Scooter

To qualify for a Scooter Card, your scooter must meet the following requirements:

| | 3 Wheeled Scooter | 4 Wheeled Scooter |
|------------------------------------|-------------------|-------------------|
| Length | 1200 mm | 1120 mm |
| Width | 700 mm | 560 mm |
| Turning Radius | 1000 mm | 1000 mm |
| Ramp Climbing Ability | 12 Degrees | |
| Combined weight (Scooter and User) | 250Kg | |

These requirements have been determined following the completion of risk assessments on board our trains and at the stations we serve using a variety of different types of mobility scooters.

We can only accept scooters for which the manufacturers specification meets these requirements. We cannot issue a Scooter Card based on claims following modifications to your scooter.

Booking support for your journey

We provide an Assisted Travel service which enables disabled and older people to arrange, in advance, the assistance they require at every point on their journey where they need it.

If you have a valid Scooter Card, you can book assistance to provide ramps to get on and off the train and help with any luggage you may have.

If your scooter doesn't meet the requirements for a Scooter Card, our staff can provide help with luggage, assist you on and off the train, help you to your seat, and lift your folded scooter on and off the train, with it being stored safely in one of the on-board luggage racks. You can also request a station wheelchair to help you get around the station.

There are two ways that you can book:

By Phone

0800 107 2149

0800 107 2061 (minicom)

Lines are open 06:00 to 23:00 seven days a week, including Bank Holidays, except Christmas Day and from 08:00 to 18:00 on Boxing Day, New Year's Eve and New Year's Day.

Online

Go to tpexpress.co.uk/contact-us/assisted-travel-form

Our online form lets you choose which type of assistance you require for each part of your journey. We will confirm everything with you by email before you travel. More details can be found on our website.

Whichever way you choose, we recommend that you book travel assistance as early as possible, up to 24 hours in advance of travel. From late 2017 we will be making changes which mean you will be able to book assistance up to 2 hours before you travel for direct journeys between two TransPennine Express managed stations.

You can find more details about booking assistance and the variety of assistance we can provide in our Disabled Peoples Protection Policy, Making Rail Accessible: Helping Older and Disabled Customers, which is available on our website, or from any staffed railway station where our services call.

Travelling with your Scooter

Many of our stations are suitable for boarding and alighting with a mobility scooter, however there are some stations we call at where it is not suitable due to the angle of the ramp between the train and the platform, or immovable obstructions on the platforms. Unfortunately, we are unable to allow scooters to cross using barrow crossings.

When applying for your Scooter Card, we will ask you to list all the stations which you use frequently. If your scooter meets the requirements for a scooter card, but your local station is not suitable for boarding and alighting the train using your scooter, we will provide an accessible taxi, suitable for scooter carriage, to take you to the nearest station where it is possible for you to safely board with your scooter.

At Stations:

When you're using a scooter on the platform, please don't go over 3–4mph. Also, please stay behind the yellow line until it's time to get on the train.

Please take any luggage off your scooter before the train arrives, so it won't affect the balance if you use the ramp. Our staff can help you take the luggage on to the train.

If you need to fold your scooter to get on the train, please fold it before the train arrives so you're ready to board. Our staff can help you to lift the folded scooter on and off the train, and safely store it in one of the luggage racks. With your scooter folded, if it would be easier for you to use a wheelchair to get on the train, just let us know. Most of our stations have a wheelchair on the platform. We can arrange for a member of staff to help you to the train if you need to use it.

Using the Train Ramp:

The angle of the ramp you use to get on and off the train will vary depending on the train, what station you're at and where you are on the station. We set limits regarding which scooters can be issued with Scooter Cards based on audits of our stations, which have identified a need for scooters to be able to climb an angle of 12 degrees, however if you think it's unsafe or you have trouble using the ramp, please ask our staff for help. If it's too difficult to board with the ramp, please fold the scooter down and carry it on as luggage. Our staff will be happy to help you get your scooter on to the train.

On Board:

We currently operate Class 185 and Class 350 trains. Both types of trains meet PRM-TSI requirements, and feature 2 wheelchair user spaces conveniently located next to an accessible toilet. There is a proportion of priority seating spread throughout the train in both Standard and First Class. They also feature passenger information screens, and automated announcements. Throughout 2017 and 2018, our trains will be undergoing refurbishment, during which new features will be made available, including Wi-Fi.

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We will carry one assembled mobility scooter per service in the wheelchair user space.

When boarding the train, you should drive your scooter towards the opposite set of doors, and then reverse your scooter into the wheelchair user space, so that the back of the scooter is against the bulkhead.

It is recommended that where possible, you transfer out of your scooter whilst the train is in motion. Our staff can help you to identify a suitable seat either when you book your assistance, or when you board the train.

Occasionally, our trains will run in 6 or 8 car formation. Where this happens, we will look to carry mobility scooters in the front set only due to platform lengths.

On our Class 185s

These trains operate the services on our North and South routes, and occasionally on our Anglo-Scottish services.

The wheelchair user spaces are in coach C, and can be accessed via the train ramp. There are flip down seats within the wheelchair user area, or you could move to the standard class priority seats which are located through the first-class saloon.



On our Class 350s

These trains operate the services on our Anglo-Scottish services only.

The wheelchair user spaces are in coach B, and can be accessed via the train ramp. There are flip down seats within the wheelchair user area, or you could move to standard class priority seats which are adjacent within the carriage.



You can find more information about the accessibility of our trains in our **Making Rail Accessible: Helping Older and Disabled Customers** leaflet, available at staffed stations where our services call, on our website at tpexpress.co.uk or by request from our Assisted Travel team.

Scooter Card Validity

Scooter Cards are valid for 12 months from the date of issue.

You will need to reapply each year to ensure that you have a valid card. This is a change from our previous scheme, and is being introduced so that we can ensure all our scooter cards are kept up to date, and reflect any changes to our stations, trains and services. If you have one of our previous Scooter Cards, we will contact you requesting that you reapply no later than **31st August 2017**. After this time these cards will no longer be valid.

The Scooter Card is only valid for use by the card holder, using the scooter detailed on the card. It is none transferable, and cannot be used by another person or with another scooter. If you have multiple mobility scooters, please make us aware of this at the time of application, and we can ensure that your Scooter card covers all your scooters which meet the requirements.

The permit will be the property of TransPennine Express. We can withdraw it, and ask you to return it to us, at any time.

If our staff suspect you of being under the influence of alcohol or drugs, you may be refused travel without first folding/dismantling your scooter, due to the risk this poses to yourself and others.

Misuse of Scooter Cards

Out of Date Cards

Out of date Scooter Cards may be taken off you by our conductors or station staff. Where this occurs, you will not be able to travel with your scooter on the train until you have a new Scooter Card, so it's important you ensure it is in date before you travel.

Using a card with a different Scooter

The Scooter Card is only valid for the scooter which is displayed on the card. It cannot be transferred to any other scooter. If you are found to be using a different scooter, our conductors and station staff may insist that you fold/dismantle the scooter before travelling.

Using a card which belongs to someone else

Scooter Cards cannot be shared between users. They are only valid for use by the individual detailed on the card. If you share a scooter with a partner, family member or friend, you will each need to apply for a scooter car separately.

Other Useful Information

What if I change my Scooter?

If you change your scooter, your card will no longer be valid, and you will need to apply for a new scooter card. This is so that we can ensure your new scooter meets the requirements. This new card would be valid for a period of 12 months from the date of issue.

I can't fold my scooter myself, can you fold and unfold my scooter for me?

Unfortunately, our staff cannot fold or dismantle your scooter for you due to the variety of different scooters which are available. If your scooter does not meet the requirements to qualify for a Scooter Card, and you are unable to fold it before boarding, you will not be able to take it with you on our trains.

Can I take my scooter on other trains besides TransPennine Express?

Each train operating company has a different policy for carrying mobility scooters due to the different types of trains which they use. Scooter Cards issued by TransPennine Express only allow you to take your scooter on TransPennine Express trains. You will need to check with other operators before travelling. Information about scooter carriage can be found in each operator's Disabled People's Protection Policy.

Scooter Card Application Form



Section A: Personal Details

| | | | |
|-----------------|--|----------|--|
| Forename: | | Surname: | |
| Address Line 1: | | | |
| Address Line 2: | | | |
| City/County: | | | |
| Postcode: | | | |
| Telephone: | | | |
| Email: | | | |

Section B: Technical Specification

Please refer to your manufacturers specification to complete this section of the form.

| | | | |
|-------------------|----------|----------------|---|
| Make: | | | |
| Model: | | | |
| Colour: | | | |
| Number of Wheels: | 3 | 4 | <i>Please circle the answer that applies</i> |
| Length: | | mm | <i>Up to 1200mm for 3 wheel, or up to 1120mm for 4 wheel scooters</i> |
| Width: | | mm | <i>Up to 700mm for 3 wheel, or up to 560mm for 4 wheel scooters</i> |
| Climbing Ability: | | Degrees | <i>Minimum 12 Degrees</i> |

If your scooter does not meet the requirements of Section B, we will not be able to issue you with scooter card, but you can still bring your scooter on our trains if it can be folded down small enough to fit in the luggage rack.

Section C: Usability

| | | |
|--|-----|----|
| Will the combined weight of the scooter and the driver be less than 250kg? | YES | NO |
| Can the scooter be folded down? | YES | NO |
| Does the scooter have a free wheel or brake release facility? | YES | NO |
| Can you walk from the scooter to a seat on the train? | YES | NO |

Scooter Card Application Form



Section D: Journey Details

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

Please list all the stations you usually travel to with TransPennine Express

How often do you usually travel with TransPennine Express?

Please circle the answer that applies

Daily

Weekly

A few times per
month

Infrequently

Submitting your Application

Thank you for taking the time to complete the Scooter Card application form. To process your application, we also need:

- **ID Photograph** (Passport Size)
- **A Photograph of your Scooter** (Passport Size)
- **Scooter Technical Specification** (including the size, weight and other technical details mentioned in the questions)

If you send us originals, let us know if you'd like us to send them back to you by ticking here

☐

Please send your application form, along with the items above to:

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

Section E: Signature

I wish to apply for a TransPennine Express Scooter Card. I understand that my application will be approved or declined based upon the information provided in this application, supported by the technical specification for my scooter.

Signed:

Date: