

Mobility Scooters

Guidance on Using the Tram

This note provides guidance on how to use your mobility scooter when boarding, on-board, and alighting our trams in a safe and easy manner. The guide will show you the best way to manoeuvre your mobility scooter on the tram and the ideal positioning at tram stops and where to park once on board.

Please note that there are only two disabled priority bays per tram, if these are occupied, you may need to wait for the next available tram.

Platform Positioning

When you arrive at the tram stop, look for the wheelchair symbol located in the middle of the platform. Position your scooter near the tile, with your scooter facing onto the track. This will make access onto the tram much easier.

For your safety, make sure you are behind the white line.



Due to platform layout it may be difficult to reach the 'open doors' button when the tram arrives.

In order to prepare for this, if you are travelling alone, please press the green help point button to contact tram control. Advise them of your location and your destination, and that you wish to board the next tram. They will try to ensure that the on-board Ticketing Services Assistant will be available to assist you in boarding. Alternatively, you can ask a fellow passenger to open the door when the tram arrives to allow you to board.



Boarding the Tram

When boarding the tram, please ensure that you are entering through the doors at the centre of the tram displaying the wheelchair symbol – this is the only section of the tram which contains the designated disability priority bays.

Please board safely by driving forward onto the tram. Be aware of other passengers and tram furniture (i.e. seats, grab rails and panels).

Upon entering the tram, please park in one of the priority disabled access bays, ensuring that you are not blocking the gangway. Apply the brake on your scooter.

Take extra care when doing this as the tram may now be in motion.

Once parked, please have your permit ready for inspection by our tram crew.



Alighting the Tram

When you wish to alight, please press the stop button prior to the tram stop – this will let the driver know to allow extra time for you to disembark.

Please alight the tram in forward motion. For safety reasons, it is strictly prohibited to reverse out of the tram.



Once you are out of the tram, please ensure you keep away from the platform edge.

If you need to cross the tracks, remember to look both ways for oncoming trams and listen out for the bell.

