

Customer Service Assistant

Manual Boarding Ramps
Workbook



EVERY JOURNEY MATTERS

Document history

Approval of document

Owner/s of document: Dean Taylor Tracy McGee

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1	09/16	New format	D. Taylor	09/16

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Manual Boarding Ramps

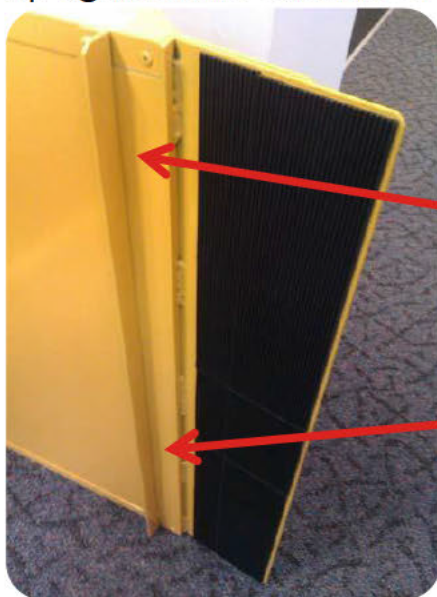
May **not** be used on the Victoria Line



- Enables wheelchair users to board or alight over a PTI step / gap
- Stored at a special location on the platform
- Deployed by staff

Manual Boarding Ramps (MBR's) Various Line Designs

MBRs for the District Bakerloo and Northern Lines have a 'lip' which butts up against the outside of the train door sill.



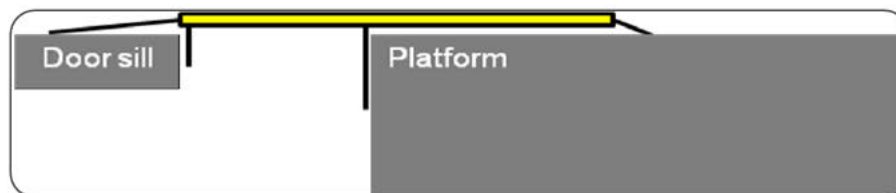
MBR lip – butts up against outside of door sill



It is important that these MBRs are not used on S Stock trains, as they are **not compatible**.

MBRs for the Central line have two 'lips' which are positioned into the PTI gap

- One butts up against the outside of the train door sill,
- The other butts up against the platform edge



MBRs for the S Stock and the Piccadilly line have a 'lip' which butts up against the outside of the train door sill and another 'lip' which drops into the runner for the train doors.



Manual Boarding Ramps manual handling

- Stand behind MBR (on the yellow side) and hold both handles
- Be aware of cross winds on 'open' platforms
- Position ramp endplate on train doorsill – see photos
- Lower your body while keeping your back fairly straight
- Bend at your knees and hips, and not your back, as you lower the MBR
- Check that it is tightly up against the train doorsill
- Where used, ensure that that door runner 'lip' is fully engaged
- Place your foot at the base of the MBR, ball of foot on MBR and heel on platform, to keep the ramp in a secure place while being used
- When lifting the MBR again use the same position



Manual Boarding Ramps stations

Line	Stations	
District	<ul style="list-style-type: none"> • Elm Park • Upney • West Ham • Fulham Broadway • Southfields • Kew Gardens 	<ul style="list-style-type: none"> • East Ham • Westminster • Earl's Court • Wimbledon • Richmond
Circle	<ul style="list-style-type: none"> • Hammersmith • King's Cross St. Pancras • Farringdon 	<ul style="list-style-type: none"> • Wood Lane • Westminster
H&C	<ul style="list-style-type: none"> • Hammersmith • King's Cross St. Pancras • East Ham 	<ul style="list-style-type: none"> • Wood Lane • West Ham • Farringdon
Northern	<ul style="list-style-type: none"> • Morden • Stockwell (Same direction interchange with Victoria line only) 	<ul style="list-style-type: none"> • West Finchley
Bakerloo	<ul style="list-style-type: none"> • Queens Park (Same direction interchange with LOROL only) 	<ul style="list-style-type: none"> • Oxford Circus (Same direction interchange with Victoria line only)
Central	<ul style="list-style-type: none"> • Stratford • South Woodford (EB only; WB not step-free) • Roding Valley • Hainault 	<ul style="list-style-type: none"> • Woodford • Theydon Bois (EB only; WB not step-free) • Epping
Piccadilly	<ul style="list-style-type: none"> • Hounslow East 	<ul style="list-style-type: none"> • Caledonian Road
Metropolitan	<ul style="list-style-type: none"> • Uxbridge • Hillingdon • Farringdon 	<ul style="list-style-type: none"> • Rickmansworth (EB only; WB not step-free)
Jubilee	<ul style="list-style-type: none"> • None at current time 	

Manual Boarding Ramps Doorways

MBRs must be used at a specific 'MBR doorway', which is consistent across the line this aligns with platform humps where installed.

Line	MBR Doorway EB/NB	MBR Doorway SB/EB
District	Car 6, 1 st door	Car 1, 4 th door
Circle	Car 6, 1 st door	Car 1, 4 th door
H&C	Car 6, 1 st door	Car 1, 4 th door
Northern	Car 5, 2 nd double door	Car 2, 1 st double door
Bakerloo	Car 1, 1 st double door	Car 1, 1 st double door
Central	Car 6, 1 st double door	Car 6, 1 st double door
Piccadilly	Car 5, 2 nd double door	Car 2, 1 st double door
Metropolitan	Car 4, 3 rd door Car 5, 1 st door	Car 4, 3 rd door Car 5, 1 st door
Jubilee	Car 5, 2 nd double door	Car 2, 1 st double door

Ensure you are familiar with the position on your platforms – use a reference point.

Process for using MBR's

- Use at MBR doorway only
- Agree assistance required with the customer – see this handout for tips for assisting the customer on the MBR
- Position yourself at correct part of platform, the doorway, at the front of platform
- Allow other customers to alight first
- Deploy ramp using correct manual handling technique
- Ensure that the door runner 'lip' is fully engaged
- Ensure that the wheelchair user can board before other customers – this may require some customer management
- Advise the customer that it is safest to alight backwards
- Use process for arranging for visually impaired people to be met – it is important to ensure that you also make a 'pre-boarding' call to advise destination to be ready to receive the customer in the wheelchair that you are putting on the train
- Contact Service Control to advise them that a wheelchair user is on the train

Using the MBR



- Unlock the top fixing, fully open the flap and remove the MBR from the bottom fixing
- Keep the top fixing locked at all times

- Hold the MBR in your left hand and position it on the door sill





- Lower your body while keeping your back fairly straight

- Bend at your knees and hips as you bring the ramp to the ground



- Check that MBR 'lip' is butted up against the outside of the door sill

When you remove the MBR from the train, bend at your knees and hips to lower your body. Keep your back fairly straight as you lower and raise your body.

Before the customer boards or alights, step onto the MBR to ensure that it is stable, and place your foot at the base of the MBR – ball of the foot on the MBR, heel on the floor.

Boarding Process

- Advise destination station of customers' requirements for MBR
- Wait with customer at MBR doorway (front of platform) and discuss boarding process /assistance requirements
- Allow other customer to alight then deploy MBR
- Assist customer up MBR or place your foot at base of MBR to increase stability
- Remove MBR and confirm train details with destination

Alighting process

- Wait at MBR doorway with MBR (in front of doorway)
- Allow customers to alight then deploy MBR
- Assist customer down MBR or place your foot at base of MBR to increase stability
- Remove MBR

Providing Assistance to the customer

Once you have greeted the customer:

- Explain how the MBR process works
- Identify what assistance they will need from you when boarding, and also from the member of staff when alighting at their destination:
- Do they require you to push them up the MBR?
- Do they require you to guide them up the MBR by placing a hand on the back of their wheelchair?
- Will the design and features of their wheelchair affect its use on the ramp, and if so how?

Before the train arrives, make sure that you are:

- At the place on the platform that aligns with the boarding doorway
- At the front of the platform (you may have to queue)
- Prepared to manage other customers on the platform, so that the wheelchair user boards first

Tips for pushing wheelchairs up the MBR

- Don't push down on the wheelchair's handles as it makes pushing more difficult
- If there are no handles, ask the customer where you should push
- Keep your back in a neutral position and use your legs to push rather than your arms
- Lean your weight into the wheelchair, uphill into the slope of the MBR

Tips for bringing wheelchairs down the ramp

- It is safer for the wheelchair user to alight backwards
- As you come down the MBR, lean forwards into the wheelchair and use your body to counter its weight
- Use your legs to bring the wheelchair down, aiming to keep your back in a neutral position
- If you have to bring the customer down the MBR forwards, lean back and bend your legs to slow the wheelchair

Remember to:

- Ask, not assume
- Address the wheelchair user rather than any companion with them
- Respect the wheelchair users' personal space, treating the wheelchair as an extension of the person
- Pass on information about assistance to staff at the destination

Points for consideration:

It is unlikely that you and the customer will encounter any difficulties with using the MBR. You should, however, bear the following points in mind:

- The MBR's safe working load (SWL) is 300kg (about 47 stones).
- It is unlikely that the weight of the wheelchair user (and you if assisting) will exceed this, particularly if the customer is using a manual wheelchair.
- If you are concerned, sensitively tell the customer the SWL and ask if this will be a problem. If they feel it is, explain the situation, e.g:

"I'm very sorry but I don't feel I can assist you safely onto the train today. This ramp is unable to support the weight of your wheelchair."

- If the customer requires your assistance on the MBR, make sure you are confident you will be able to manage the weight, if not try to find a colleague who can help.
- If you find that you can't manage once the customer is on the MBR, slowly bring the wheelchair back down and explain the situation, e.g:

“I’m sorry but I don’t feel I can assist you safely onto the train today. I am physically unable to support the weight of your wheelchair and would worry that I could injure you, me or another customer.”

- Remove the MBR so the train can depart, and find out if a stronger colleague can assist. If not, implement the taxi policy.
- If the customer is carrying heavy luggage on their wheelchair, ask them if they can remove this as it may affect the whole wheelchairs stability
- If the train is likely to be busy, ask the customer whether they require you to ask customers on the train to clear the wheelchair space if necessary and whether they would be happy to travel in the vestibule if it is not possible to clear it

This image shows a full page of blank handwriting practice paper. It features approximately 20 evenly spaced, horizontal blue lines running across the entire width of the page. The lines are thin and consistent in color, providing a guide for letter height and placement. There are no margins, text, or other markings on the paper.

Contact

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