

Travel Plan Plus Electric Pool Bike Scheme

Operating Procedure

Introduction

Travel Plan Plus (TP+) encourages the use of more sustainable transport, like cycling, for travel. The TP+ Electric Pool Bike scheme has been set up to allow commuters working in the area to enjoy free and short term hire of the bikes for local business trips and leisure purposes. By special arrangement the bikes can also be used as part of a full or part commute on a trial basis.

Who may use the electric bikes

The bikes are free to use by any competent cyclist employee based on:

- Cambridge Science Park
- Cambridge Business Park
- St John's Innovation Park

Users who self declare that they are either a novice cyclist or a beginner will not be allowed to use the electric bikes.

Code of Practice

TP+ Team Responsibilities:

1. Ensuring that the electric bikes are maintained in a road worthy condition by undertaking regular safety checks and by arranging regular servicing with the supplier.
2. Ensure the battery is fully charged at the start of the hire period.
3. Carry out a pre-use safety check with the user at time of collection.
4. Provide basic instruction on the operation of the electric bike.
5. Provide appropriate safety equipment and accessories for users, to include:
 - Key for the removable battery
 - 2 waterproof panniers
 - 2 high quality locks
 - Hand pump
 - Front and rear lights
 - Adjustable cycle helmet
 - High visibility waistcoat jacket
 - Cycle clips

Electric Pool Bike User Responsibilities:

1. Fully responsible for the bicycle, including all accessories which are booked out to them for the duration of the booking period
2. Agree and sign a declaration:
 - Declaring that they consider them self to be a competent cyclist with experience of road cycling.
 - Know of no reason, medical or other, which would adversely affect their ability to use this bicycle safely.
 - Confirming that they are in good physical health and understand and accept that TP+ or Cambridgeshire County Council cannot be held liable for any medical condition that might be aggravated by physical exertion.
 - Understand that they are fully financially responsible for the bicycle whilst it is in their care and will return it in the same condition in which it was checked out. In addition will pay all sums due to reinstate any loss or damage to the bicycle.
 - Understand the risk associated with cycling and indemnify TP+ and Cambridgeshire County Council in respect of any accident, injury or loss incurred as a result of use of the bicycle.
 - Understand that TP+ strongly recommend that the supplied safety equipment (ie. helmet and high visibility jacket) are used.
 - Have read and fully understand the Electric Pool Bike Operating Procedure.
 - Have received instruction and understand how to use the Electric Bike.
3. At time of collection jointly undertake a pre-use safety check with a TP+ member ensuring that any defects are noted by the TP+ team member.
4. During the hire period:
 - use all the appropriate safety equipment provided
 - observe the Highway Code regarding cycling
 - ride the bike responsibly and safely
 - park and lock the bicycle in designated parking facilities or safe alternative areas. Both locks should be used and the key kept safe.
 - if the bike is being kept overnight to store it in a secure location and to remove the battery
 - remove the battery key when the bike is not in use
 - report theft and damage
 - not allow any unauthorised persons to use the bike.

5. Return the bike and associated bike and user accessories to the TP+ staff member by 3pm. If the key is lost the user will be liable to a £25 replacement fee.
6. Report any damage or faults with the bicycle to the TP+ staff member.

Breakdown Procedure

Users are not expected to make repairs, including punctures during the loan period. In case of breakdown while using the electric pool bike, the user should:

1. Stop and move to a safe area away from traffic.
2. Assess the problem and call the TP+ team (07 776 262 728) to inform them about your situation.
3. If the electric pool bike breaks down or you have a puncture, which is irreparable at the scene, and you are a mile or more from the TP+ office ETA (the insurers) will undertake to take you and the bike to:
 - the nearest appropriate railway station; or
 - the nearest suitable bicycle repair shop; or;
 - the nearest car rental agency; or;
 - the nearest overnight accommodation; or;
 - your vehicle within a 25 mile radius; or,
 - home, if nearer.
4. For punctures and/or break downs - if the user is unable to continue their journey due to puncture, break down and/or is involved in an accident, call Environment Transport Agency (0800 0737 283 or 08000 RESCUE). The policy number is 10259882.
5. Inform the recovery team both bike and commuter would like to be taken back to the TP+ Office at Cambridge Science Park.

If anyone is injured, get to a safe area and call for help as soon as possible.

Accident Procedure

If a cyclist is involved in an accident while riding an electric pool bike, the user should:

1. Stop and move to a safe area away from traffic.
2. If anyone is injured, get to a safe area and call for help as soon as possible. If the accident involves personal injury then call the emergency services.
3. Inform the TP+ team (07 776 262 728) of the incident immediately.
4. After information is exchanged and authorities notified, return the bikes to the TP+ Office. The following information should be collected:

- date and time of accident
- location
- names and contact details of all parties involved
- description of the accident and any injuries incurred

5. Call Environment Transport Agency (0800 0737 283) to transport both cyclist and bicycle to the TP+ Office at Cambridge Science Park. Policy number is 10259882.

Insurance Cover

Cambridgeshire County Council will only be liable for loss or injury arising as a result of a material defect with the bicycle. Any loss or damage caused as a result of rider negligence or an act/omission by any third party will not be the responsibility of Cambridgeshire County Council.

Contact Details

Travel Plan Plus
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184 Cambridge Science Park
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Cambridge CB4 0GA

Mobile: 0777 6262728