

Transcript: How to easily stow a scooter

This is a transcript for this video: https://www.youtube.com/watch?v=NnpFX_ytE4M

[Music]

In this video, we'll show you how to properly stow a passenger's powered scooter in your car.

Remember, once again the first step is to ask: ask the passenger how they'd like you to stow the chair.

Listen carefully and follow instructions.

These devices can be heavy but they may have other parts that are detachable, which make them lighter and more compact

That's why it's so important to always ask the passenger first the best methods to remove these items and make the chair more compact and lighter.

First, be sure the device is powered off before moving the device or any of its parts.

To move the scooter when it's powered off, engage the freewheel lever to release the brakes.

This will allow you to push the scooter to the back of the vehicle before stowing.

Most devices have a lock and unlock symbol next to the freewheel lever.

When the device is in freewheel, the lever will be towards the unlock symbol.

The backrest of the seat typically folds down by pulling the lever located underneath the seat, and you can remove the seat from the device.

Gently place the seat in a safe spot such as the back seat or next to the vehicle.

Then, with permission and guidance from the passenger, remove the battery from the device if the device is too heavy to lift with the battery in it.

Otherwise you can leave the batteries in.

Batteries do not have to be removed to be stowed, but it makes the device much lighter and easier to lift into the trunk.

Next, loosen the tiller handle to fold the tiller down, then tighten the handle.

This will keep the tiller from moving while you're lifting it into and out of the trunk.

The scooter can then be lifted with one hand on the bottom of the tiller and the other on the back of the device.

Gently lift and place the scooter into the trunk.

The seat and battery can also be stowed on the floor of the trunk next to the scooter.

To return the device to the passenger, carefully lift the scooter out of the trunk and place it down gently near the vehicle.

Loosen the tiller handle and return it to its upright position.

Tighten the handle to keep the tiller in place.

Next, remove the battery from the trunk, making sure to ask the passenger how to properly reinstall it before trying on your own.

Listen closely and follow their instructions

Check the battery to make sure it's locked in place.

Next, remove the seat from the trunk, holding it in an upright position.

This will help you align the seat with the stand on the scooter.

Lower the seat onto the stand making sure the seat is facing forward.

Return the backrest to an upright position and push the scooter to the passenger.

Once it's stopped moving, it's important to return the freewheel lever to the locked position to re-engage the brakes.

Everyone's ready to go, and you can feel proud that you've done your part to create a more inclusive Lyft community.

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