

SUPERTRAM

TAKE CARE, BE AWARE & STAY SAFE



YOUR
SIEMENS
SUPERTRAM

YOUR
CITYLINK
SUPERTRAM



STAGECOACH SUPERTRAM is committed to offering a **SAFE**
and **PLEASANT** journey for everyone who travels with us.

SAFETY TIPS FOR TRAVELLING ON CITYLINK AND SIEMENS SUPERTRAM VEHICLES

YOUR CITYLINK SUPERTRAM



Direction of CityLink tram for the purpose of this illustration

Tactile Paving

40cm Tactile Strip

YOUR SIEMENS SUPERTRAM



Direction of Siemens tram travel for the purpose of this illustration

Tactile Paving

40cm Tactile Strip

BOARDING YOUR TRAMS

The CityLink trams are slightly longer than your current Siemens tram and the DOORS DO NOT ALIGN EXACTLY with the tactile paving indicating the doors.

The platform area has a 40cm wide edge warning tactile strip and directional guidance tactile paving to coincide with the Siemens tram door locations.

CITYLINK



IMPORTANT DIFFERENCES IN DOOR OPERATION

- On Citylink trams the doors slide open. The driver enables the doors for customer activation and then disables after use.
- Doors are fitted with sensitive edges which open when obstructed. Once the door alarm tone sounds do not attempt to board/exit. Do not place objects in between them.
- Doors will close automatically after 30 seconds of inactivity.
- There are ceiling mounted displays indicating which doors are in use – these also inform of the next stop by request.
- Door enable button – located on the doors – tactile arrows for our visually impaired customers – button illuminates **green** when active and **red** when inactive or disabled.

SIEMENS



- On Siemens trams the doors open outwards and the driver enables the doors for customer activation and then disables after use.
- Caution as the doors open outwards there is an increased risk of trapping.
- The doors are fitted with sensitive edges designed to open if an object comes into contact with them.
- Door enable button – pole mounted at either side of the doors – tactile buttons with braille for our visually impaired customers.
- The door enable button illuminates when active.



HOLD TIGHT

As with all modes of public transport, when the tram starts and stops there will be a certain amount of movement. This is when customers can be at increased risk of falling or losing their balance so we always advise to 'Hold Tight' at all times. If you have impaired mobility please use the designated seating areas

located in the immediate vicinity of the doors wherever possible and refrain from climbing the stairs into the raised section. **Due to reasons beyond our control there may be times when the driver needs to take evasive action. Please ensure you are positioned securely at all times.**



REMEMBER TAKE CARE, BE AWARE & STAY SAFE

IMPORTANT DIFFERENCES BETWEEN YOUR CITYLINK AND SIEMENS SUPERTRAM VEHICLES



ONBOARD YOUR

CITYLINK

SUPERTRAM

ONBOARD YOUR

SIEMENS

SUPERTRAM



THE ARTICULATION >

Please take care as this is a moving area – do not cross this area if vulnerable. Use the priority seating area. The wall bellows will flex. Do not place body parts or objects in this space. There are yellow grab rails to secure yourself when passing through this area.

CITYLINK

**LOCATED AT FLOOR LEVEL
– ONLY THE FLOOR MOVES**



< THE ARTICULATION

Please take extra care in this area as both the floor and walls of the articulation move. Do not cross this area if vulnerable. Use the priority seating area.

SIEMENS

**ON RAISED SECTION – BOTH
FLOOR AND WALLS MOVE**



STEPS >

Be extra careful when using the step especially when the CityLink tram is in motion. One hand should always be in contact with a handrail. Do not use if vulnerable, instead use the priority seating.

CITYLINK

**1 STEP TO EACH END AND
1 TO CENTRE SECTION**



< STEPS

Be extra careful when using the steps especially when the Siemens tram is in motion. One hand should always be in contact with a handrail. Do not use if vulnerable, instead use the priority seating.

SIEMENS

**3 TO CENTRE SECTION AND
2 TO EACH END SECTION**



EMERGENCY BUTTON >

The red alarm point is used to contact the driver in an emergency.

Press the black button ONCE and hold for a few seconds and await the driver's response. A small light will appear when active.

CITYLINK

MOUNTED BY DOOR



< EMERGENCY BUTTON

The red alarm point is used to contact the driver in an emergency.

Press the red button ONCE then await the driver's response.

SIEMENS

POLE MOUNTED AT INTERVALS



PRIORITY SEATING >

6 available in each end section – 4 opposite the wheelchair area and 2 located near the articulation facing the centre of the tram. Please vacate these seats for vulnerable customers.

CITYLINK

FIXED SEATING



< PRIORITY SEATING

5 available in each end section located near the doors. Please vacate these seats for vulnerable customers.

SIEMENS

FIXED SEATING



REMEMBER TAKE CARE, BE AWARE & STAY SAFE

IMPORTANT DIFFERENCES BETWEEN YOUR CITYLINK AND SIEMENS SUPERTRAM VEHICLES

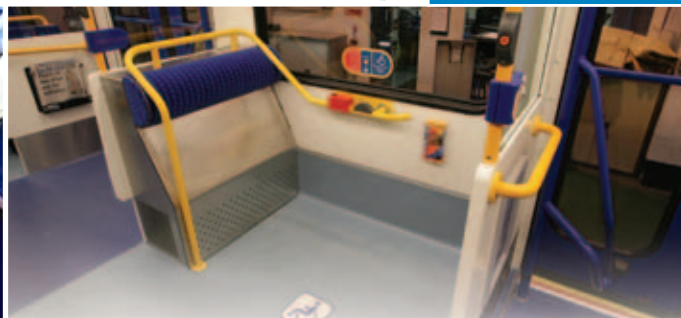
CITYLINK



WHEELCHAIR AREAS ON BOTH SUPERTRAM VEHICLES



SIEMENS



- Wheelchair passengers using this area are advised to position themselves with their back to the direction of travel and hold on to the handrail.
- Tip up seats in this area are not priority seating and **MUST** be vacated for wheelchair users. Mobility scooters also use this area (**Scooter permit required**)
- A stop request button and an alarm point are provided for your use in this area.
- Brakes should be applied. This also applies to prams using this area.
- Please do not leave wheelchairs or prams unattended.

- Wheelchair passengers using this area are advised to position themselves with their back to the direction of travel and hold on to the handrail.
- A stop request button and an alarm point are provided for your use in this area.
- Brakes should be applied. This also applies to prams using this area.
- Please do not leave wheelchairs or prams unattended.
- Mobility scooters also use this area (**Scooter permit required**).

Once the request to stop button is pressed in this area, the nearest doors will automatically open when the tram has stopped and the doors have been enabled by the driver. The button on the relevant door will flash green to indicate which doors are in use. The doors will not close until the driver enables them. This gives our more vulnerable customers time to exit safely.

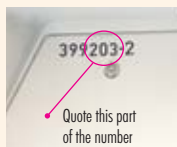


When the tram has stopped and the doors have been enabled by the driver the door enabled button will illuminate – press the button to open the doors. The doors will not close until the driver enables them. This gives our more vulnerable customers time to exit safely.

We have 25 Siemens trams and 7 CityLink trams. If you need to contact us please take note of the tram number.

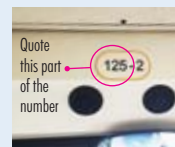
CITYLINK

Internally to the left of the drivers cab. Externally beneath the windscreens and on each side of the drivers cab



SIEMENS

Internally above the drivers head. Externally beneath the windscreens and on each side of the drivers cab



GENERAL ADVICE FOR PASSENGERS TRAVELLING ON THE TRAM NETWORK

BEWARE SLIPPERY FLOORS

The floors can become slippery when wet so please take care especially around the articulation areas.

TIP UP SEATS

Be careful when using them and remain holding on whilst tilting the seats to be seated.

STOP REQUEST BUTTONS

Trams may not always stop at a tram stop so please make your intentions clear. Please ensure the button is pressed firmly to alert the driver of your request.

LEAVING THE TRAM

When leaving the tram ensure you have pressed the request to stop to alert the driver and check to see if your request has been acknowledged.

SAFETY AT TRAM STOPS

Always wait until the tram has departed before crossing the tracks and be aware of trams travelling in opposite direction.

MOBILITY SCOOTERS

There are limitations on the size of mobility scooters permitted on trams. For more information visit supertram.com/access.html To enquire about the permit scheme please contact 0345 2666606 or yorkshire.enquiries@stagecoachbus.com

REMEMBER TAKE CARE, BE AWARE & STAY SAFE

HAVE YOU MET...

SUPERTRAM MAN!

At Supertram we offer a fun and interactive presentation to raise awareness and knowledge whilst delivering key safety messages. Supertram Man our very own super hero encourages children to join him on an educational journey to help identify and avoid potential hazards to ensure they have a safe and pleasant experience on and around Supertram.

The presentation is aimed at our younger travellers but has also been proven to be highly beneficial for older children and vulnerable adults.

We also hold group discussions with different organisations to help our more senior and vulnerable passengers. These meetings are not only an ideal way to raise awareness and safety issues but also for our passengers to discuss concerns and share their experiences so we at Supertram can continue to identify ways to improve our service.

If you would like to arrange a presentation or group discussion or if you would like to discuss our community work in more detail please contact our

Customer Care Team on **0114 2728282** or email **supertram.enquiries@supertram.com**

We look forward to seeing you soon!



Contact info

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@SCSupertram