

Making Tram Train accessible

Policies and Procedures

October 2018

 Stagecoach

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01. Purpose

Stagecoach Supertram has a responsibility for operating a safe and reliable tramway. This procedure has been developed to detail the work required to complete a defined task. All procedures used by Supertram are appropriately evaluated and authorised to ensure compliance with the relevant regulations and standards.

Stagecoach Supertram is committed to operating a safe punctual service which is accessible to as many customers as possible. Tram Trains have a conductor on board to sell tickets and give travel advice, as a business we strive to deliver the best customer service possible. This document details our policy for disabled, vulnerable and older customers. More information is also available in our Disabled People's Protection Policy Leaflet entitled Making Tram Train Services Accessible - Helping Older and Disabled Customers.

02. Operator Strategy

Supertram believes in the inclusion of all and will endeavour to ensure that all customers are treated equally and given access to travel where practicable. Training will be given to ensure that staff are able to give assistance to our vulnerable, disabled or older customers if required to do so.

As a business we will liaise with user groups to help identify and address issues that affect accessibility and to promote travel. Discrimination by staff will not be tolerated in any circumstance and as a member of Stagecoach Group we adhere to the Stagecoach code of conduct. Issues that affect accessibility will be identified through stakeholder liaison and feedback received by the customer care team. Where issues are raised they will be addressed at monthly senior management team meetings with a view to continuously improving our services.

03. Management Arrangements

Maintaining and reviewing our Disabled Persons Protection Policy (DPPP) is part of our licence to operate the Tram Train service and is reviewed annually. The Head of Customer Service is responsible for the delivery of this on a day to day basis and will liaise with relevant managers and their staff. Staff will receive training on disability awareness and assisting our customers when first starting with the business and also during staff refresher training which is carried out every two years. Any reported or identified issues that need addressing will be raised at the monthly senior management team meeting and if necessary action will be taken. The provision of services to disabled people will be taken into account when planning and delivering all services.

04. Monitoring and Evaluation

The Supertram customer care team will evaluate customer comments, feedback or complaints to identify any arising issues. A Supertram representative will attend local disability and user group meetings to liaise with users about current or future issues and suggested improvements. The Supertram customer care team will monitor comments and feedback on any improvements and these will be raised at the senior management meetings to gauge success.

05. Access Improvements

As a business we have worked closely with the South Yorkshire Passenger Transport Executive to make improvements to the Supertram infrastructure and vehicles. Over the last 20 years these have included the introduction of on tram automated announcements, seating at tram stops, passenger information displays on tram stops. The Siemens fleet of vehicles have been refurbished to ensure that they comply with the requirements of the Rail Vehicle Accessibility Regulations.

All our tram stops apart from those at Rotherham Central station are accessed by ramps or are at street level. Tram stops have tactile paving to assist visually impaired customers to feel the edge of the platform and the location of the doors once the tram has stopped at the platform. We will consider appropriate guidelines and obligations when and improvements or changes are carried out at Rotherham Parkgate tram stop and liaise with the train company operating Rotherham Central station when changes are planned there. Tram Train services will only operate during times when Rotherham Central is manned by Northern.

06. Working with Others

We will work with the Office of Rail and Road and Transport Focus to ensure that our DPPP is appropriate and fit for purpose. A representative of the business will also attend local user groups such as Transport 4 All (covers all aspects of travel for those who are vulnerable or have a disability), South Yorkshire transport user group and the Sheffield transport user group. Supertram operates services, including Tram Train, through a concession with the South Yorkshire Passenger Transport Executive (SYPTPE), as part of this we work closely with them in all areas of operation. For Tram Train services specifically we will work with Northern and any other operators using Rotherham Central station and the Disabled Persons Transport Advisory Committee.

07. Induction on Commencing Employment

The induction for new starters consists of a welcome to Supertram and provides a high level overview of the business and its structure. Specific training for new Customer Service staff includes customer service standards, awareness of customer needs including those with limited mobility or other disabilities/restrictions (covered in section 09 Staff training) and how to handle conflict situations.

08. Staff Engagement/Feedback

All staff, regardless of role or position, has regular "Time with your manager" meetings with their Line Manager. These are an opportunity to provide a business update, summarise and discuss any changes to policy or procedure and also discuss the individual performance of staff.

09. Staff Training

In their initial training Conductors are given a Customer Care presentation. The Customer Care presentation is a 75 slide presentation. The presentation is interactive involving discussion, and lasts around 2.5 - 3.5 hours depending on discussion lengths. The presentation gives an introduction to the conductor role, interacts with delegates about their own experiences as a customer, goes through the company values (Proud, Sharing, Accountable, Supportive, Dedicated) and how they specifically relate to the conductor role, e.g. conflict awareness, communication, perception of actions/words and disability awareness. Role play is also used for Conductors to associate with the difficulties encountered by visually impaired passengers.

In addition to the induction and initial training that staff receive on commencing employment with Supertram. Refresher training for Conductors is carried out every two years with staff briefings carried out as required. Drivers are regularly monitored under the Supertram Competence Management System for all aspects of their role with feedback discussed with them, where necessary Competency Development Plans or refresher training is provided. In addition to the training that staff receive Passenger Assistance cards are now available to help passengers communicate with conductors.

10. Emergency Procedures

Supertram runs a safe tram system with the aim of having no accidents. However incidents do occur and Supertram have emergency procedures in place for dealing with them when they occur. The relevant parts of these in relation to the DPPP are summarised below:

- Where there is no immediate risk to customers, including those in wheelchairs or scooters, are advised to stay on board the Tram Train until it is able to move into a tram stop. Where there is an extended delay then the decision may be taken to detrain the Tram Train in a controlled manner by the Supertram staff on site.
- Supertram staff will supervise and manage actions to evacuate and safeguard customers as necessary.
- On Call and Duty managers will attend to incidents when required in accordance with the emergency response procedure.
- Staff on site are coordinated by the Operations Control Centre on the tramway and signallers when on Network Rail.
- Drivers are trained to evacuate Tram Trains as part of their driver training and is included in their Drivers Handbook.
- In extreme emergencies where customers are unable to alight unaided they would be assisted by the emergency services. In the absence of emergency services being present, any persons available should assist but only if doing so does not place themselves at unnecessary risk.
- At Rotherham Central, Supertram staff and customers would act under the advice of the station staff in evacuating the station.
- If required customers will be advised to continue their journey by local bus or train services with which there are arrangements to accept tram tickets in these circumstances.

11. Other Relevant Procedures and Regulatory Provisions

Where appropriate, Supertram will consider other regulatory obligations and commitments that apply to licence holders to protect the interests of customers with a disability when planning changes to infrastructure, procedures or the DPPP.

12. Communications Strategy

Copies of this policy and the passenger leaflet will be available online at **www.supertram.com** to read or download. Printed large format copies or printable downloads will be available upon request to the address below.

Customer Care Team
Stagecoach Supertram
Nunnery depot
Woodbourn Road
Sheffield
S9 3LS

Telephone Supertram enquiries on
0114 2728282

Copies of the DPPP will be sent electronically to disabled user groups in the area of operation and will be available to customers or stakeholders upon request.

The Supertram enquiries line is staffed by our customer care team who will deal with your enquiry in a professional manner. Non-verbal communication with the team is available by texting the number above, via Twitter @SCSupertram or email via the website **www.supertram.com**

The Supertram web pages sits within the Stagecoach Bus website. At stagecoachbus.com, our website visitors come first. We recognise the need for our website to be accessible to everyone.

The World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) are helping to make the web more accessible to users with disabilities and will benefit all users.

We're actively working to increase the accessibility and usability of our website and doing our best to follow many of the industry standards and guidelines.

This website has, where possible, been built to conform to WCAG 2.0 Level AA accessibility standards. Stagecoach worked with abilitynet.org who assessed the site with respect to accessibility standards (W3C) and have incorporated changes where needed.

Scrolling Text messages display relevant information at tram stops where Passenger Information Displays are fitted (this includes Rotherham Central station and Rotherham Parkgate tram stop).

An emergency help point is fitted at Rotherham Parkgate tram stop that contacts with the Supertram control centre. Help points are also located on the low level platforms at Rotherham Central and connect to the Northern control centre.

13. Definitions and Abbreviations

| Abbreviation | Definition |
|--------------|---|
| DPPP | Disabled People's Protection Policy |
| ORR | Office of Rail and Road |
| SYPT | South Yorkshire Passenger Transport Executive |
| DPTAC | Disabled Persons Transport Advisory Committee |

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