

October 2018



SUPERTRAM

Making Tram Train Accessible

Helping older and disabled customers



supertram.com

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Contact us

Introduction

All our customers are important to us and we recognise that some may need extra help in using our services, especially those that are older or have a disability. This leaflet highlights how best to use Supertram's Tram Train services to ensure a safe and pleasant journey. As the Tram Train service operates on both the normal Supertram system and also heavy rail lines the leaflet will encompass using Tram Train stops, Tram Train services, Rotherham Central Rail station and Rotherham Parkgate Tram Train stop. This document forms part of Supertram's Tram Train Disabled People's Protection Policy.

Policy Summary

Supertram believes in the inclusion of all and will endeavour to ensure that all customers are treated equal and given access to travel where practicable. Training will be given to ensure that staff are able to give limited 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 part of the 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. We also work with the Office of Rail and Road, South Yorkshire passenger Transport Executive, Network Rail, Transport Focus and Northern to identify ways in which access improvements can be made.

These issues will then be addressed at monthly senior management team meetings with a view to continuously improve our services.

Using Supertram Tram Train services

On the Tram Train stop

The Tram Train vehicles offer level access from the Tram Train platform. Platforms are either at pavement level or accessed via a ramp. Tactile paving on the Tram Train stop indicates the area where the doors will be when the Tram Train stops to assist our visually impaired customers. There is an audible alarm that operates just before the doors open or close and customers should not attempt to go through the doors when the alarm sounds. All Tram Train services will stop at Rotherham Central and Rotherham Parkgate Tram Train stops. At other stops please indicate to the driver that you require the service as the Tram Train approaches by either moving towards the tactile paving indicating the area that the doors will be or by other visible means.

On the Tram Train

On board the Tram Train vehicles there are priority seats and shared low floor areas for wheelchairs, scooters (Please see the section on scooters for more information on restrictions) pushchairs, luggage, bags and folding bicycles. Wheelchairs have priority in the designated wheelchair areas. In practice the Citylink vehicle (which operate the Tram Train service) can accommodate up to four wheelchairs or scooters (2 at each end) in the designated spaces. In each space at about wheelchair arm level is a stop request button and a passenger/driver intercom device. More information on the Tram Train and tram vehicles can be found in the "Take Care, Be Aware & Stay Safe leaflet" on the Supertram website.



All handrails and straps are yellow making it easy to identify safe places to hold

When moving around the Tram Train or when boarding and alighting, please ensure that you hold onto the handrails at all times. All Tram Train services will stop at Rotherham Central and Rotherham Parkgate tram stops.

At other tram stops Supertram operates a stop request service, if you require the next stop press one of the orange stop request buttons located throughout the vehicles. When pressing the stop request button located in the wheelchair area of the Tram Train vehicle the doors nearest the button will open automatically once the Tram Train has stopped at the next tram or Tram Train stop.



- ← Once lit, press the door open button to operate the door. The button can be pressed prior to the stop and the door will open once activated.
- ↙ Pressing the blue stop request button in the wheelchair area opens the doors at the next stop.
- ↓ Press the orange button to request the next stop.



Passenger Information

Customer information is available in notice cases at tram and Tram Train stops, on the Supertram website and also from the on board conductor. There are automated aural and visual announcements on Supertram services with the driver also able to make announcements when required. General travel information is available from South Yorkshire Traveline and from the Supertram enquiries line. Information for telephone numbers, social media sites and website addresses is on the back page of this leaflet. This leaflet will be reviewed annually and information updated as necessary.

For the latest service information follow us on twitter **@SCSupertram**. Twitter is updated throughout service and website information updated as necessary during week days (except bank holidays).

This document is available online at supertram.com as a printable live PDF that is also compatible with screen readers.

Copies of this leaflet are available in large format upon request to the Supertram enquiries team (details on back page) and can be sent via email or posted within two working days.



Notices cases at Rotherham Central and Parkgate will provide passengers with further information.

Rotherham Central rail station



The train station is operated by Northern with the Tram Train stops located at the end of the platforms.

At the station

Rotherham Central station is operated by Northern Railway and is accessible for wheelchair and mobility scooter users (scooter permit required to use Supertram services). The platforms can be reached via stairs or lifts. The Tram Train platforms are located at the end of the rail platforms and are accessed via a ramp from the rail platform. The platforms have shelters, seating, lighting, CCTV and public address (with associated induction loops) and visual information display systems. The platforms are numbered to avoid confusion with those used by other national rail services, platform 4 towards Rotherham Parkgate and Platform 3 towards Sheffield Cathedral. If you are connecting to National Rail services please check with your service provider for information on conditions and restrictions.

Lifts

Access to Rotherham Central station and the exit to Rotherham for wheelchair/scooter users alighting at the station is via lifts. At times when the lift on the Parkgate bound platform are not operating it may be necessary for Wheelchair/Scooter users to stay on the Tram Train until Parkgate, then return to Rotherham Central and alight on the Sheffield bound platform. This will be communicated by the conductor or driver on board the tram or by Northern staff at Rotherham Central station.

Assistance for passengers

Supertram vehicles have doors that are at platform height and assistance is not normally needed to enter or alight the Tram Train. A conductor is on board to give travel advice, sell tickets and check passes. Conductors are expected upon request or if they deem it appropriate to direct disabled passengers to priority seats or wheelchair spaces. Ask other passengers to vacate priority seats or wheelchair space when required and provide assistance during incidents such as falls on board etc. If you require any other assistance please ask the conductor and they will try to assist you if possible.

Supertram offer Passenger Assistance cards that are available to download from the Supertram website, these cards are to assist vulnerable customers in communication with Supertram staff.

For our customers with a visually impairment, Tram Train stops have tactile paving for both the platform edge and to indicate the alignment of the doors once the Tram Train has stopped. Tram Train vehicles have an audible alarm when doors are opening and closing and there are on tram announcements of both the Tram Train's destination and the name of the next stop.

A Passenger Assist system for entering or leaving trains on national rail services from Rotherham Central station is operated by Northern. Northern will also direct passengers to the Supertram Tram Train platform. Please contact Northern on 0800 138 5560 or through their website northernrailway.co.uk to request this service.

Making Connections

For information on national rail services from Rotherham Central station, passengers should call 03457 48 49 50 or visit www.nationalrail.co.uk. For information about facilities at Rotherham Central station, please contact Northern using the details on the back page of this leaflet.

Passengers needing assistance with rail services should see the previous paragraph. For information on connections to local bus services, please call South Yorkshire Traveline on 01709 515151 or visit www.travelsouthyorkshire.com. Please note that scooters may not be accepted by some train operating companies, please visit the website of the operating company you are travelling with for information and terms and conditions.

Bringing a wheelchair or mobility Scooter on Tram Train services

Although there is a legal requirement to accept wheelchairs on Tram Train vehicles there is no such requirement for mobility scooters and they are allowed on board public transport at the operator's discretion.

The carriage of Scooters on Tram Train is covered by the Supertram Scooter policy. To bring a mobility scooter on a Supertram vehicle the user must have a valid Confederation of Passenger Transport (CPT) low floor bus scooter permit for the scooter in use (permits issued by all bus operators are accepted). The permits are only issued by bus companies and by having this restriction in place it means that at times of disruption or planned maintenance it ensures customers can use buses to complete their Tram Train journey. It also ensures that the size of the scooter is suitable for use on the tram or Tram Train without blocking aisles etc.



The low floor area is situated between the doors at either end of the Tram Train and offers easy wheelchair and scooter access. Other passengers must vacate the tip up seats if a wheelchair wishes to use the wheelchair area.

Once on the Tram Train park in the designated space if possible and remain on the scooter, using handrails to provide stability. We would encourage wheelchair or scooter users to avoid busy times where possible as the low floor areas can get busy although we recognise that this is not always possible, especially for commuters. Please note that scooters may not be accepted by some train operating companies, please visit the website of the operating company you are travelling with for information and terms and conditions. There are currently no restrictions on the size of wheelchairs using Tram Train, please check for restrictions on train operating companies if you are planning to use their services.



To apply for a scooter bus permit please call, Stagecoach disability helpline on **0845 2666606**

A PDF of the leaflet can be found at www.supertram.com/access.html

Travelling with assistance dogs

All recognised assist dogs are allowed on the Tram Train and travel for free. There is sufficient space next to the priority seating and under the seats for assist dogs if required. Please take care when the dog has to sit in the aisle or low floor area to avoid the dog being stepped on.



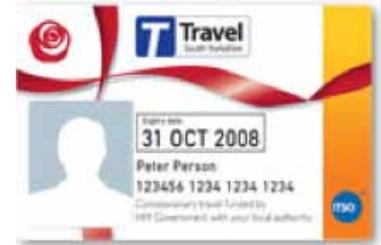
All recognised assist dogs are allowed on Tram Train

Tickets, fares and Passes

All Tram Train services have conductors on board to give assistance, travel advice and to sell tickets and check passes. All ticket sales onboard Tram Trains are cash only.

Passes

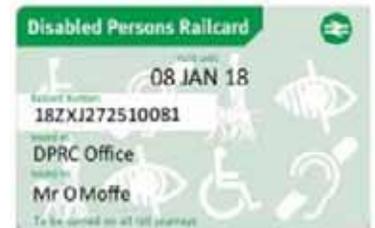
English National Concessionary Travel Scheme (ENCTS) passes are valid on all Supertram services. There are no restrictions to the use of Mobility or Mobility with carer passes (carers travel free of charge when accompanying the pass holder) but under the South Yorkshire concessionary scheme use of older persons passes is limited to after 9.30am until 11pm Monday to Friday (all day at weekends and Bank Holidays). At other times normal adult fares apply. Simply present your pass to the conductor who will scan it on their ticket machine.



Railcards

Senior, Disabled persons, 16-25 or other railcards are not valid on Supertram services and cannot be used to purchase discounted Tram Train tickets.

Tram Train ticket information is available at supertram.com



Not Accepted on Supertram services



Not Accepted on Supertram services

Alternative accessible transport - disruptions to services

Due to the nature of tram and Tram Train services, tram and Tram Train stops are unmanned and currently the only practicable arrangement is for all passengers to use alternative existing bus services at times of short term disruptions. Passengers may be instructed that their Supertram ticket is valid on regular bus services to enable them to complete their journey. During planned works, the tram and Tram Train replacement buses are fully accessible by disabled passengers. Please note that wheelchair/scooter space is limited to one chair/scooter per bus.

On Tram Train conductors will give this advice but are unable to leave the Tram Train to give further assistance to disabled customers. Customers may also be informed by staff at Tram Train stops and Northern staff at Rotherham Central station. At these times passengers could also be instructed to use Northern train services between Rotherham Central, Meadowhall and Sheffield rail stations. At Rotherham Central and Rotherham Parkgate Tram Train stops passengers will be informed of alternative services by staff, by passenger displays and announcements.



Station accessibility information

Station	Rotherham Central
Staffed	Yes
Step Free	Full
Blue Badge Parking Spaces	3
Seating	Yes
Toilets	Yes
Easy Access Ticket Sales	Yes
Customer Information Screens	Yes
Public Address System	Yes
Cafe	Yes
Secure Station	Yes
Meeting Point	No

Please note that three blue badge parking spaces are available at the station. For more information on Northern Rail services and their information for Older or Disabled passengers, visit northernrail.co.uk or ask staff at Rotherham Central

Rotherham Parkgate Tram Train Stop



Rotherham Parkgate Tram Train stop offers level boarding similar to other stops

The Tram Train stop platform at Rotherham Parkgate is accessible from the pavement by a low ramp. There is a drop off/pick up lay by immediately adjacent to the Tram Train stop.

A shelter, passenger seating, information board, passenger information display with induction loop and Emergency Help Point are also located at the stop. A pick up/ drop off lay by is provided at the Parkgate Tram Train stop. There are 32 parking spaces for Tram Train users. Two are allocated for Disabled Badge holders.

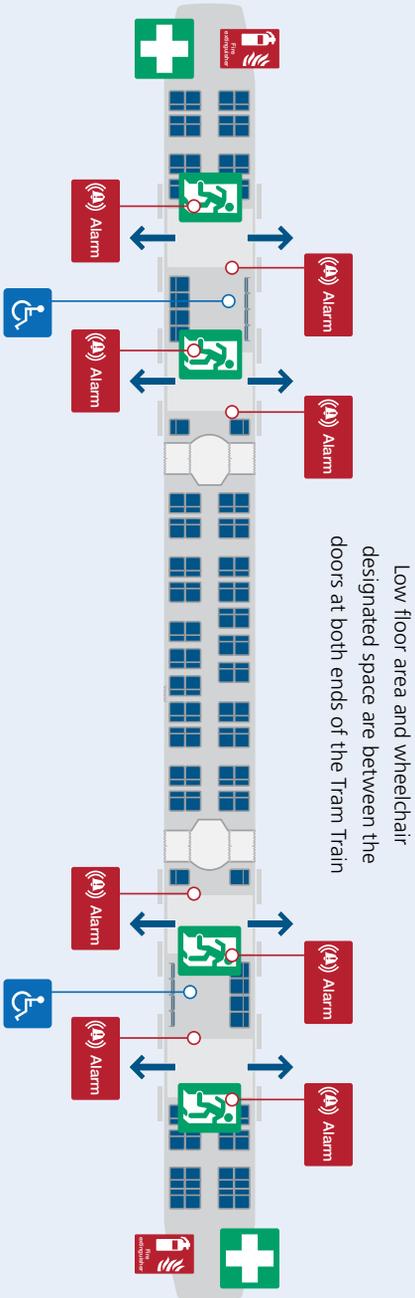


Tram Train network map

-  Tram Train route
-  Blue Tram route
-  Yellow Tram route
-  Purple Tram route



Tram Train Layout



Contact Info

For general travel information:



☎ 8am to 8pm - 7 days a week, 362 days a year
(only closing on Christmas Day, Boxing Day
and New Years Day).

Supertram enquiries and Lost Property:

☎ 0114 272 82 82

(Monday - Friday 8.30am until 5pm)

(not staffed outside of these hours and on Bank Holidays,
please email or call traveline)

✉ Stagecoach Supertram

Nunnery Depot, Woodbourn Road
Sheffield, S9 3LS

@ supertram.enquiries@supertram.com

Visit the contact us page at supertram.com



For live updates and the latest travel
news, follow us on Twitter @SCSupertram

Northern Railway



☎ 0800 200 6060

(available 24 hours a day, seven days a week on
days when services are running).

@ enquiries@northernrailway.co.uk

Visit us at www.northernrailway.co.uk

Northern operate the **text relay service** -
call **18001** followed by our number, **0800 200 6060**