

# TRAM TRAIN

## FREQUENTLY ASKED QUESTIONS

### ABOUT THE TRAM TRAIN PILOT

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#### 1. What is a Tram Train?

A Tram Train is a tram-type vehicle that has the signalling, power supply, control and telecommunications technology to run on both street tram lines and the rail network. Passengers can make a single journey between tram stops and conventional rail stations on a Tram Train.

#### 2. What is the Tram Train pilot?

The Tram Train project is a trial or 'pilot' being held in South Yorkshire to see if the technology can be used elsewhere in the UK. The pilot will run for two years while customer satisfaction, passenger numbers, reliability and costs are tested. The lessons learned will be published for the benefit of the rail industry and other areas. Tram Train will carry on as a local service for a minimum of three years beyond this and longer if it is successful. South Yorkshire Passenger Transport Executive (SYPT) is delivering the pilot with Network Rail, Northern Rail and Stagecoach Supertram. It is funded by the Department for Transport (DfT).

The Tram Train service will operate between Sheffield Cathedral and Rotherham Parkgate via Rotherham Central station.

#### 3. What has been built?

A new 400m piece of track (called a chord) has been built near Tinsley to connect the tram lines and rail lines. You can [read more about Tinsley chord](#) on the Network Rail website. The rail line between the chord and Parkgate has been electrified (to 750V DC) and its signal system updated to let Tram Trains run. New Tram Train platforms have been built at Rotherham Central and Parkgate and overhead power lines installed. A new dedicated footpath link has been created between the new Parkgate Tram Train platform and retail park. Changes have been made to the tram depot so it can house Tram Trains. Parts of the tram network have also been replaced with new tracks for the service.

#### 4. What are Tram Train vehicles like?

South Yorkshire's Tram Trains are Citylink Class 399 vehicles that were built by a company called Stadler Rail in Spain. They meet the strict vehicle safety of a train but look similar to a tram. They are 37 metres long and are made up of three articulated sections with three motor bogies and one trailer bogie. Tram Trains have Road Traffic Act compliant head lights and direction indicators, horns, rear-view camera displays, pneumatic suspension and are painted in the Stagecoach Supertram livery. Their brakes are designed to stop safely in all conditions, including city centre traffic. Specially designed wheels fit the rail profiles of both the tram and main line systems. Tram Trains are fitted with train protection and warning systems (TPWS) and the railway global system for mobile

communication (GSM-R) equipment.

Tram Trains are dual voltage vehicles that can run on the 750 V Overhead Lines (OHLE) of Supertram's network and the 25 kV AC OHLE of the national rail network. Their dual voltage means the vehicles are 'future-proofed' for higher voltage rail lines. For this pilot project the route between Sheffield Cathedral and Parkgate has been electrified to 750VDC along its whole length.

Seven new Citylink Class 399 vehicles have been procured for the project and are stabled at Stagecoach Supertram's Nunnery Square depot. Of these seven, four vehicles are used to operate the Tram Train service and three run on the Supertram network to supplement the fleet of existing vehicles.

#### **5. How have drivers been trained for Tram Train?**

All Tram Train drivers are existing Supertram drivers, with at least 12 months experience as a tram driver on the Supertram network. Having met the necessary medical standards and meeting the stringent safety criteria, drivers have undergone a specially designed course developed by industry experts to teach them everything they need to know so they are able to confidently drive along the limited section of Network Rail track that the Tram Train service covers.

#### **6. How fast can Tram Trains travel?**

The Tram Train vehicles are capable of reaching 62mph but the section of track we travel on only allows maximum speeds of 55mph.

#### **7. Who looks after the service?**

SYPTe is delivering the Tram Train pilot with Network Rail, Northern Rail, Stagecoach Supertram and the DfT. The pilot is funded by the DfT. SYPTe manages the legal framework, owns the tram line part of the Tram Train route the vehicles and looks after the contract (concession) for the company that runs the Tram Trains. Network Rail maintains the railway part of the Tram Train route. Stagecoach Supertram runs the Tram Trains (under their current concession), employs drivers and conductors plus maintenance and support staff and maintains the vehicles and tramway infrastructure based at their depot at Nunnery Square.

#### **8. Has the pilot created any jobs?**

Some 36 jobs have been created by the Tram Train pilot so far, including drivers and conductors. Tram Train aims to help people in Sheffield and Rotherham travel to jobs, education and training. The extra transport link offers better connections between businesses in the two areas and across the region to help the local economy to grow.

#### **9. Will there be any more Tram Train stops?**

More Tram Train stops could be introduced in other places or the service extended if the pilot is successful and this can be funded. There is a strong aspiration to introduce new connections to other parts of Sheffield City Region via both Tram Train and traditional tram infrastructure.

#### **10. Why was the pilot rescheduled?**

Tram Train is a first for the UK. The design and planning to make Tram Trains run on the rail network is complex. Tram Train infrastructure was completed during Summer 2018 under a revised construction programme. Passenger services could start once testing and driver training were completed on the new system.

## **ABOUT TRAM TRAIN SERVICES**

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### **11. Where do Tram Trains run?**

Tram Trains run between Sheffield City Centre, Rotherham Central and Parkgate retail park. The service runs on the existing tram lines in Sheffield and uses the stops between Cathedral and Meadowhall South before travelling on the national rail network to Parkgate via Rotherham Central station. Tram Trains share the rail line with passenger and freight train services.

### **12. What colour is the Tram Train route?**

Tram Train services are identified as a black line on route maps. You can [view the Tram Train route map](#) on the Supertram website.

### **13. When do services run and where can I find timetables?**

Three Tram Trains an hour in each direction travel between Sheffield and Rotherham. Services operate from around 05:30 – 22:30 Monday to Saturday, and from around 08:30– 18:30 on Sundays. You can [view the Tram Train timetable](#) on the Supertram website.

### **14. How long do journeys take?**

The running time from Parkgate to Cathedral is 27 minutes.

### **15. What facilities do Tram Trains have?**

The Tram Train interior is much like that of a tram and access for passengers is the same. Tram Trains have a conductor for ticket sales and customer care. They have CCTV and digital stop displays. There is some luggage space and the seats are bigger. Tram Trains do not have toilets like trains because they do not travel on long journeys. Each vehicle can carry 96 seated and 140 standing passengers.

### **16. Can I cross Tram Train tracks?**

Not on the rail side of the Tram Train network. Tram Trains run on electrified wires which are never switched off. Touching them or even getting close to the wires can be fatal. Normal trains run through the station at Rotherham Central and have far greater stopping distances than trams. You must not cross the tracks between platforms but use bridges provided.

### **17. What are the rules for carrying bikes, dogs and mobility scooters?**

Tram Train journey terms and conditions, including rules for taking bikes, dogs and mobility scooters onboard and carrying a valid ticket, are set by Stagecoach and are the same as those for Supertram.

Only mobility scooter users who have a Confederation of Passenger Transport (CPT) permit can travel on the service. All wheelchair users can travel without a permit. Dogs are not permitted on Tram Trains, except for recognised assistance dogs. Domestic pets must be held safely in a suitable cage or transporter for the safety of other passengers and staff. You must not bring bicycles (except folding bicycles) or tricycles on Tram Train vehicles.

You can [read the Tram Train journey terms and conditions](#) on the Supertram website.

#### **18. What tickets can be used?**

Supertram tram only tickets will be valid on the full Supertram network including Tram Train for a promotional period to mark the launch of Tram Train services. Combined tram and bus tickets for Stagecoach buses or any buses (TravelMaster) are available for the Sheffield and Rotherham fare zones and across South Yorkshire. Train tickets for through travel to Rotherham Central, Meadowhall or Sheffield stations and Railcards are not valid on Tram Train services. The senior and disabled concessionary travel entitlement on Tram Trains is consistent with Supertram services.

#### **19. Where are tickets sold?**

You can buy single, day and weekly tickets from a conductor, so it's not necessary to buy in advance (cash sales only). TravelMaster tickets for travel on tram and any bus are available from kiosks in Interchanges and on participating buses. 28 day tickets are available online. Visit [supertram.com](http://supertram.com) for more information.

#### **20. How much do tickets cost?**

Fares for Tram Train services are an extension of the Supertram service. A single adult journey from Cathedral to Rotherham Parkgate is £2.50. Day tickets start at £4 for a tram only ticket.

You can [find the best Tram Train ticket and fare for your journey](#) on the Supertram website.

#### **21. Is there any car parking for Tram Train passengers at Rotherham & Parkgate?**

There are 31 dedicated parking spaces for Tram Train customers within Parkgate retail park. There is no charge for this parking. A 'drop off/pick up' facility near the platform at Parkgate is also available for passengers using Tram Train. Parking facilities outside of the 31 dedicated spaces for Tram Train customers is subject to the parking terms and conditions of Parkgate retail park. This includes terms of maximum stay.

Parking at Rotherham Central is managed by Northern Rail and is for Northern Rail customers only. Tram Train customers wishing to park close to the station should use the existing off-street car parks. SYPTE is proposing to provide additional parking facilities for Tram Train customers at Rotherham Interchange when it reopens in February. More information will be provided closer to this time.

Park & Ride facilities are available at Meadowhall and Nunnery Square for Supertram and Tram Train customers.

**22. Is there any bicycle parking for Tram Train passengers at Parkgate?**

There are three individual bike storage containers (one bike per container) at Parkgate for passengers travelling by Tram Train. Customers must bring their own bike lock to use the facility. The storage containers operate on a first come, first served basis.

**MORE INFORMATION ABOUT TRAM TRAIN**

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**23. Where can I learn more about Tram Train?**

- online at [www.supertram.com](http://www.supertram.com) or [travelsouthyorkshire.com/tramtrain](http://travelsouthyorkshire.com/tramtrain)
- call Traveline on 01709 51 51 51