



MAKING TRAM-TRAIN ACCESSIBLE

HELPING OLDER AND DISABLED PEOPLE



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 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 Accessible Travel Policy.



Tram and Tram Train services are designed to be fully accessible and cater for the needs of disabled and elderly customers.

Assistance: What is available and how to get it

Supertram does not operate any staffed stations. However, the system has been designed with step-free access from street to boarding our vehicles.

Every Supertram service has a conductor onboard. They are trained to be aware of customers who may require assistance boarding and alighting from the service.

At Rotherham Parkgate and Rotherham central, help points are situated on the Platforms, and can be used to contact the Operational Control Centre to raise assistance. Rotherham Central station is staffed at limited hours during Monday—Saturday. Members of staff at Rotherham Central are trained and able to provide assistance onto our services.

During times of disruption or if you wish to travel to and from a station which is inaccessible without assistance, we may provide alternative transport at no additional cost, towards an alternative station. Please be aware that this service may take some additional time to be arranged.

Supertram does not currently offer pre-arranged passenger assistance services, and under normal circumstances (excluding major events and out of course situations) all stops are unstaffed. This excludes Rotherham Central which is operated by Northern Rail. Passenger Assist is available at this station, and customers are directed to contact Northern Rail for these services. Supertram conductors may assist with moving small items of luggage if reasonable, when requested on demand.

In instances where customers have been unable to pre-arrange assistance services at Rotherham Central, Supertram conductors are trained to communicate with the driver to relay the request via the onboard radio system to the control team.

Journey planning	Customer Care Team	Luggage Assistance (*No prearranged service available)	On board Conductor
Boarding / Alighting assistance	On board Conductor	Boarding with scooters	On board Conductor
Station assistance	Rotherham Central Only	Station facility information	Customer Care Team
Help with purchasing tickets	Customer Care Team	<i>Above: Types of assistance available on Supertram, and how to access it.</i>	

What to expect: Our commitment to passengers at every stage of the journey

Before your journey:

Journey Planning and Information:

We are committed to providing the information customers need when planning their journey, irrespective of disability.

Our Customer Care team can provide advice to you regarding every aspect of your journey, such as service times, disruption information and any accessibility issues on the network. They can also provide advice on how to purchase a ticket, and the ticketing options available including any discounts or concessionary fares.

In addition, they can provide station facility and accessibility information, details on temporary reductions of facilities as well as information regarding the admission of wheelchairs and scooters – including how to obtain a scooter, assistance or priority card.



Ticketing and Fares:

All Tram- Train services have a conductor onboard to give assistance, travel advice and to sell a full range of tickets valid for travel. Conductors are best able to advise on the correct ticket for your journey, and any discounts which may be applicable for your travel. Transactions can be made via card and cash payment.

Tickets are also available on purchase on the Travel South Yorkshire Mobile Application, which is downloadable from Apple and Android application stores.



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 09:30am until 23:00pm Monday to Friday (all day weekends and Bank Holidays). At other times normal adult fares apply. Simply present your pass to the conductor who will scan it with 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.

At the station or stop:

All Supertram stops (with the exception of Rotherham Central) are unstaffed. Platforms are either at pavement level or accessed via a ramp to provide level access with Tram and Tram Train vehicles. Tactile paving on our platforms indicates the area where the doors will be when the tram stops to assist our visually impaired customers.

However, once a tram train has arrived at the stop, our conductors are trained to observe the platform, and provide any customers with assistance boarding or alighting the vehicle.



Left:

Tram Train awaiting departure at Cathedral Stop. All platforms are designed to have step free access from street to vehicle.

Below:

Customer Information Screens are provided at all stops on the route. They can display the estimated time of arrival for the next six (6) trams.

There is also an ability for custom messages to be displayed should there be any alternation or disruption to our services.

Customer information is available in notice cases at Tram and Tram train stops (including details about stop facilities, onward travel connections and contact details for Supertram Customer Care), on the Supertram website and from the onboard conductor. Every platform has a visual customer information displays which provide real time customer information regarding tram departures, and delays or disruption. At Rotherham Central and Rotherham Parkgate this is supplemented by aural announcements.



Rotherham Central Station:

Rotherham Central Station is operated by Northern Rail 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 systems – with associated induction loops. 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.



Passenger Assist is available at this station, and customers are directed to contact Northern Rail for this service.

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 onboard the tram or by Northern staff at Rotherham Central station.

Onboard the tram-train:

Supertram vehicles have doors that are at platform height and assistance is not normally needed to board or alight the Tram Train. A conductor is onboard 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 aid during incidents such as falls onboard etc. If you require any other assistance, please ask the conductor and they will try to assist you if possible.

Our friendly conductors are onboard every service. They are on hand to provide advice and support customers who may have additional needs when travelling.



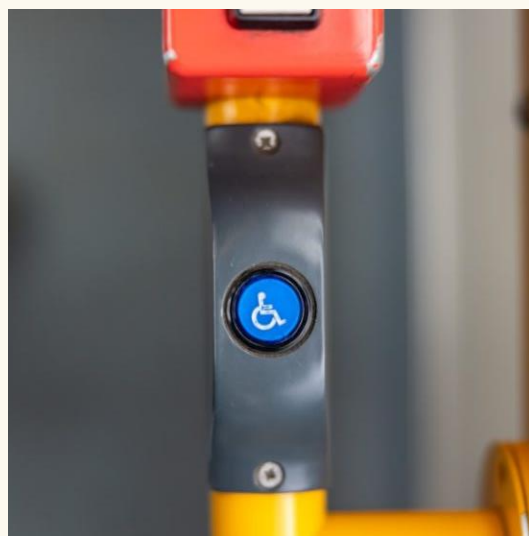
Supertram offer passenger assistance lanyards and cards (via the Sunflower Scheme) which can be used to communicate your needs to our conductors. For further information on the Sunflower Lanyard scheme, please go the Sunflower Lanyard website at:



www.hiddendisabilitiesstore.com

Wheelchairs and Scooters:

Onboard the Tram Train vehicles there are shared low floor areas for wheelchairs, scooters (please see the section on scooters for more information on restrictions) pushchairs, luggage and folding bicycles. Wheelchairs have priority in the designated wheelchair areas. Each Tram Train can accommodate up to four wheelchairs or scooters. In each space at about wheelchair arm level is a stop request button and a passenger/driver intercom device.



The carriage of mobility 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 Train without blocking aisles.

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, so please visit the website of the operating company you are travelling with for information and terms and conditions.

To apply for a scooter bus permit please contact:

 0845 2666606

 www.Supertram.com/access.html

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.



Travelling with Assistance Dogs:

All assistance dogs are welcome on tram train and travel for free. There is sufficient space next to the priority seating and under the seats for assistance dogs if required. Please take extra care if the dog is sitting in the aisle or the low floor area, to avoid the dog being stepped on.



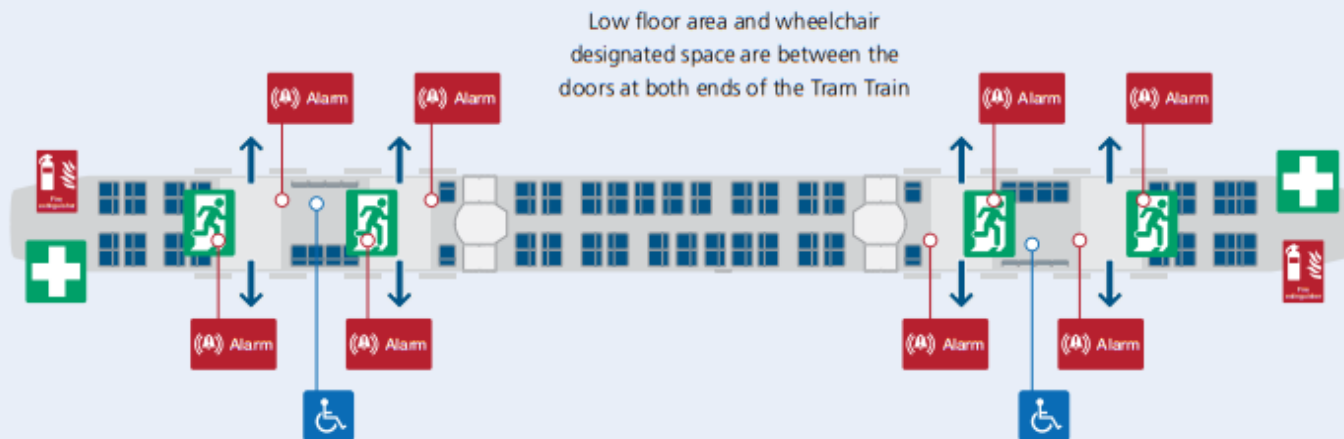
Priority Seats:

All our tram trains have priority seats for customer who need them. We do ask our customers to give up priority seats for people who need them more. Our conductors are trained to ensure that use of these spaces is prioritised for customers who require them.

Customer Information:

All our tram trains are equipped with visual and aural public address systems. These systems are capable of informing customers on the destination and next station stop for the service. Announcements are delivered sufficiently in advance to allow our customers to prepare. Our drivers and conductors are also capable to making supplementary public address announcements during times of special working or disruption.

Our accessibility features onboard Tram-Train:



Right:

- Our Tram-Train has spaces for 4 wheelchairs / scooters. Two spaces located at the front and rear carriages of the vehicle.
- You are advised to position yourself with your back to the direction of travel, and hold onto the handrail, with brakes applied.
- A stop request button and alarm point are provided in this area.



Left:

- 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.



Above:

There are 6 available priority seating spaces in the first and rear carriage of the vehicle. 4 are located opposite the wheelchair area, and 2 located near the articulation area of the tram.



Station and Rolling Stock Accessibility Summary:

Onboard our Tram-Train vehicles

Wheelchair Spaces	4 per Tram-Train. 2 located in each front and rear carriages.
Step Free Boarding	Step free boarding provided from platform to vehicle at all stops.
Passenger Information System	Aural and visual announcements available
Priority Seating	8 available per tram. 4 located in each front and rear carriage.
Contrasting Grab Rails	Yes
Tactile or Braille Notices	Yes
Disabled Call for Aid	Located at wheelchair locations.
Onboard Conductors	At least one onboard every service

Rotherham Central Station accessibility information

Staffed	Yes
Step Free Boarding	Fully step free
Blue Badge Parking	3 spaces
Seating	Available on platform
Disabled Toilets	Yes
Customer Information Screens	Yes, Aural and Visual announcements
Secure Station Status	Yes
Platform Help Point	Yes

Rotherham Parkgate Station accessibility information

Step Free Boarding	Fully step free
Blue Badge Parking	2 spaces
Seating	Available on platform
Customer Information Screens	Yes, Aural and Visual announcements
Platform Help Point	Yes

If things do not go as planned



Whilst we will do our best to ensure that your journey is as smooth as possible, there may be occasions when you may experience disruption to your journey.

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.

Left:

Our conductors are the first point of contact to provide advice in case of any disruption to our services.

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.

Should your journey be affected, owing to a reduction in accessibility features you can contact the conductor of the service in the first instance, or alternatively contact the Supertram Customer Care team to detail the nature of the issue.

At the station, passengers may be informed of disruption on our network via the passenger information screens, or via Twitter / X which is frequently updated with the latest information from the Operational Control Centre. Follow **@SCSupertram**

In the case of an emergency, customers should always follow the advice of Supertram staff and the emergency services. Once its is safe to do so, trained staff will assist any customers who are unable to self-evacuate towards a place of safety.



Where to get more information and how to get in touch

Our accessible travel documents (including this leaflet and our Accessible Travel Policy) are available on the Supertram website, or in the following alternative formats:

-  Braille
-  Audio
-  Large Print
-  Easy Read
-  British Sign Language Video

You may request an alternative format copy at no extra charge by contacting our Customer Care Team. We aim to provide the alternative form copy within seven working days.

Additionally, our Customer Care team can provide additional information about stations and rolling stock accessibility information.

A policy document is also available, which outlines our strategy, policies and procedures to ensure that Supertram is accessible to all customers. It also addresses the steps we take to ensure that we are consistently reviewing our accessible policies, and that our staff receives the training required.

For stations and rolling stock information, you can access this via our 'Take Care, Be Aware and Stay Safe' leaflet. Both documents are available on:



www.supertram.com/accessibility

How to provide feedback or make a complaint:

We really value your feedback and comments regarding this document or any experiences regarding your accessibility onboard our trams or at our stations.

Our Customer Care Team can be contacted to provide feedback or raise a complaint. Our Customer Care Team will respond to you and are able to provide a response in an alternative format if requested.



0330 094 0362



info@railombudsman.org



www.railombudsman.org



In the circumstance that you are not happy with how a complaint has been handled, you can contact the Rail Ombudsman on:

FREEPOST to 'Rail Ombudsman'

Supertram Enquiries and Lost Property



0114 272 82 82 (Monday – Friday 0830 – 1700)



supertram.enquiries@supertram.com



www.supertram.com



Supertram

Nunnery Depot, Woodbourn Road

Sheffield, S93LS

Northern Railway



0800 200 6060 (Available 24/7)



enquiries@northernrailway.co.uk



www.northernrailway.co.uk

Northern operate a text relay service. Call 18001 followed by 0800 200 6060

