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**Making Tram Train Accessible (Policies and Procedures)**

**South Yorkshire Future Trams Ltd – Trading as South Yorkshire Supertram**

# Booking and Providing Assistance to Passengers

South Yorkshire Future Trams Limited (SYFTL), trading as Supertram is a fully step free network; tactile paving, audio and visual announcements are additionally provided to assist our customers in using and navigating the network. Every service is staffed with a conductor who are trained to offer reasonable and practical assistance for customers boarding / exiting the vehicle. Note, that conductors are unable to leave the vehicle whilst assisting, and consequently cannot convey customers onto other connecting transport. Onboard the vehicle, they can offer guidance and advice concerning the retailing of tickets as well as details for onward connections on other local transport. They are also trained to consider the needs of passengers onboard, by requesting customers to vacate priority seats, to accommodate passengers who are in greater need.

Pre-arranged Luggage Assistance is not provided on our services, however our conductors are trained, where reasonable, to help move small and non-heavy items of luggage onboard the vehicle upon request.

We welcome recognised assistance dogs onboard our services. Conductors are trained to exercise consideration for the dog’s comfort, by guiding visually impaired customers and assistance dogs towards areas onboard the vehicle, that avoid aisles and/or heavy footfall.

Supertram does not currently offer pre-arranged passenger assistance services, and under normal circumstances (excluding major events, and exceptional 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. 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.

# Passenger Information and Promotion of Assisted Travel

Our passenger leaflet ‘Accessibility on Supertram’, clearly sets out our ATP features, as well as detailing how customers can access them. The leaflet is available in a wide location of formats and locations to ensure that obtaining a copy is as convenient as possible.

* At Rotherham Central, Sheffield Station and Meadowhall Interchange a printed copy is available at the Ticket Office. Note that these stations are not managed by Supertram. This will be available at a height for wheelchair users to access.
* A PDF copy is available on the Supertram website.
* Upon request to Travel South Yorkshire, alternative formats including audio, British Sign Language Video, Large Print and Easy Read will be made available within seven working days, without charge.
* We will work with local authorities; including the local accessible travel forum to ensure that the literature is best located in prominent areas to maximise circulation of the ‘Accessibility on Supertram’ leaflet.

**Stations and Train Accessibility Information**

We will keep our rolling stock and stations accessibility information up to date, as part of the ‘Accessibility on Supertram’ leaflet. This information contains details on:

*Rolling Stock:*

* Wheelchair space locations.
* Scooter / mobility aid acceptance
* Priority seating
* Aural information
* Visual information and
* On train staff to aid.

*Station (For Rotherham Central Station)*

* Staffing
* Step-free access
* Designated disabled parking
* Seating
* Toilets and
* Ticket sales facilities
* Passenger Assist meeting point
* Customer information systems
* Secure station accreditation
* Catering

This above information, and this policies and procedures document is also accessible via:

* On the Supertram website, including in a format that can be accessed using a personal mobile device.
* In alternative formats, including audio, British Sign Language video, Large Print, Easy Read and PDF.
* The formats will be made available 7 within working days, at no cost.

For Rotherham Central, the ‘stations’ page on the National Rail Enquiries website has full, up to date information.

Our network is fully step free, and as such we do not have a dedicated step free map.

**Passenger Journey Information**

All our stops have Customer Information Screens which display the details of the next tram to depart from the stop: inclusive of route, destination, and estimated time of arrival. At Rotherham Parkgate and Rotherham Central stations this is supplemented by aural platform announcements.

Onboard our services, scrolling dot matrix displays provides visual updates on the journey. An automatic aural passenger information system is provided. Next stop announcements are provided well in advance of arriving at the next stop, to allow passengers requiring assistance to be prepared for alighting. During times of disruption, the driver is encouraged to provide updates via the trams passenger address system, and this may be supplemented by the conductor providing verbal updates when walking though the tram.

During instances of planned disruption, including engineering works taking place, Travel South Yorkshire will communicate alternative transport options. This information will be available well in advance of the disruption. Upon request to Travel South Yorkshire, this information can be made available in alternative, accessible formats. All rail replacement vehicles used are complaint with the Public Sector Vehicle Accessibility Regulations (PSVAR).

In the unfortunate circumstance of unplanned disruption, our on-tram Customer Information System can provide aural and visual information pertaining to the disruption. This information can be supplemented with additional details from the onboard driver and conductor on the public address system. The conductor will be able to individually assist customers with additional or special needs; inclusive of guidance and advice towards accessing alternative transportation. At our stations, the on-platform customer information systems provide ‘free text’ displays which allow the control team to input custom messages pertinent to the nature of the disruption, as well as alternative transport provision.

At Rotherham Central and Rotherham Parkgate stations there are help points situated at the platform which connects to a human operator to provide assistance and service information. These help points are situated at a height that is also practical for a wheelchair user to operate.

Travel South Yorkshire can be contacted on 01709 515151, for all general enquiries relating to our service. This number can also be accessed on a text relay service upon request.

**Changes of accessibility provision**

Should the accessibility feature onboard our trams or at stations be less than advertised, Travel South Yorkshire should be contacted at the first instance. We will ensure that all reasonable and appropriate means are used to communicate the reduction in accessibility features – including providing notices on websites, signage on stations and informing relevant members of staff.

**Connections and Wayfinding**

South Yorkshire Supertram will continuously work with our partners: Northern Rail, East Midlands Railway and Sheffield City council to improve wayfinding from the station to connecting amenities, and transport provision within and surrounding the station. This will entail regular review of signage, and a commitment to explore the use of mobile technologies through engagement with developers to create mobile applications that support the easier navigation of facilities for disabled users.

# Mobility Scooters and Mobility Aids

For details on using our services with mobility scooters and aids, please refer to our document ‘Supertram Policy – for the Mobility of Supertram Scooters”

To summarise, some mobility scooters may be too large to be safely accommodated on trams. Full details of permissible scooters are available on the Supertram Website. Mobility scooter users will require a CPT permit to travel on our trams. Note that all wheelchair users may travel without a permit.

To arrange an assessment for a CPT permit, please contact your local bus operators on:

First South Yorkshire: 01709566000 or Stagecoach Yorkshire: 03458101000

Once approved, you will be issues a ‘Permit for Travel’ photocard. You must show your permit to the conductor when requested, and it is only valid for the scooter that was assessed. Once onboard the tram, you must remain on the scooter, using the handrails to provide stability.

# Delays, disruption to services and emergencies

We understand that disruption to both facilities and services can have a huge impact on both accessibility and the confidence in using our services. In the instances that disruption does occur, Supertram will do the best to minimise any impact and ensure that you can continue your journey where possible.

At times when there is service disruption, we will provide updates online via twitter and the Travel South Yorkshire Website. All Supertram staff are informed on the nature of the disruption, and any alternative travel arrangements that have been agreed for customers. Additionally, alternative travel arrangements are also communicated via Twitter and Travel South Yorkshire.

Additionally, our vehicles can generate visual and aural announcements relevant to the disruption. This may be supplemented by P.A. announcements from the driver or the conductor to add greater detail to the nature of the disruption.

Onboard conductors can assist disabled customers with advice for onward connections and alternative transport.

For short notice disruption, Supertram do not provide Rail Replacement Buses, unless the impact of the disruption is likely to extend over multiple days. However, should customers be directed toward alternative means of transport, all local bus services are PSVAR compliant. We will ensure that Rail Replacement Buses contracted for Supertram are also PSVAR complaint.

When the level of accessibility of facilities at a station or on a tram is less than advertised (for example because of a breakdown, alternation, or removal of facilities) we will aim to provide you, wherever possible, with equivalent replacement facilities. In the circumstance that you wish to inform us of an issue with the facilities provided, our conductors are on hand to take details regarding the issue and escalate it appropriately to the correct department best able to rectify the problem.

Alternatively, Travel South Yorkshire can also be contacted, whom in the first instance will escalate the query to South Yorkshire Supertram.

In the event of an emergency, all our staff have disability awareness training as part of their induction, and this is refreshed on a periodic basis. When carrying out emergency procedures, they will consider the needs of individual customers that require additional support and take most appropriate action to ensure the customers safety in line with company emergency procedures.

# Ticketing

Beyond concessionary and online / app ticketing, Supertram operates a ‘buy on board’ scheme with all ticket types available from a conductor. All services are crewed with a conductor who can advise and retail the most appropriate ticket type for the journey specified.

There are no ticket vending machines.

Supertram does not follow conventional heavy rail ticketing, as we are exempt from the National Rail Ticketing and Settling Agreement, and therefore disabled persons railcards are not accepted onboard.

# Redress

If your booked assistance has not been provided at Rotherham Central Station, customers should contact Northern Rail for escalation.

# Purpose

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.

 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.

# 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. 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.

# Management Arrangements

Maintaining and reviewing our Accessible Travel Policy 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.

# 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.

# Access Improvements

As a business we have worked closely with the South Yorkshire Mayoral Combined Authority 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.

# Working with others

We will work with the Office of Rail and Road and Transport Focus to ensure that our Accessible Travel Policy 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 Mayoral Combined Authority and the Sheffield transport user group. Supertram operates services, including Tram Train, through a concession with the South Yorkshire Mayoral Combined Authority, 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.

# 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.

# 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.

# 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, 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.

With engagement with South Yorkshire Disabled Transport User groups, Supertram is now incorporating interactive sessions that involves listening to the lived experiences of users during training programmes.

Our Contact Care Team at Travel South Yorkshire also receives disability awareness training as part of their induction, and this is refreshed on a periodic basis. They are provided with the same presentation that conductors receive (refer to above); in addition they receive additional training in verbal communication methods supported by local charities that specialise in communicative improvements for disabled individuals.

# 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 itis 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.

# 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 accessible travel policy.

# Communications Strategy

Copies of this policy and the passenger leaflet will be available online at [www.supetram.com](http://www.supetram.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

S93LS

Or, you may telephone Supertram enquiries on

01142728282

Copies of Accessible Travel Policy documentation 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, or via the website [www.supertram.com](http://www.supertram.com).

The World Wide Web Consortiums (W3C) Web Content Accessibility Guidelines (WCGA) 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.

The [www.supertram.com](http://www.supertram.com) website has, where possible been built to conform to WCAG 2.0 Level AA accessibility standards.