

MAKING TRAM & TRAM TRAIN ACCESSIBLE

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 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 policy will encompass using all our services.

This document forms part of Supertram's Accessible Travel Policy.



Assistance: What is available & 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 Supertram Operational Control Centre to raise assistance. Rotherham Central station is staffed at limited hours during Monday—Saturday.

During times of disruption, we may provide alternative transport at no additional cost, towards an alternative tram stop. 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.

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/ tram stop 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 permit.

Ticketing and Fares:

All Tram 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 contactless 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.



What to expect:

Our commitment to passengers at every stage of the journey

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 and 11pm 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.



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

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. Most platforms have a visual customer information display which provides real time customer information regarding tram departures, and delays or disruption. At Rotherham Central and Rotherham Parkgate this is supplemented by audible announcements.

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.



What to expect:

Our commitment to passengers at every stage of the journey

>> 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.

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

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

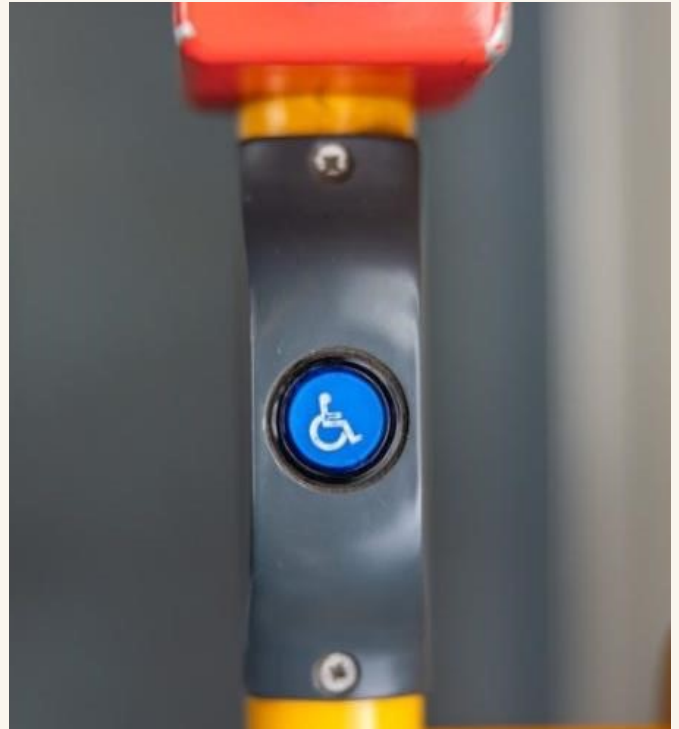


What to expect:

Our commitment to passengers at every stage of the journey

>> WHEELCHAIRS & SCOOTERS

Onboard all 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 or Tram Train vehicle 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 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 journey. It also ensures that the size of the scooter is suitable for use on the Tram without blocking aisles.

Once onboard, 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.

There are currently no restrictions on the size of wheelchairs using our services, please check for restrictions on train operating companies if you are planning to use their services.

To apply for a Scooter Bus Permit please contact:

Stagecoach on: 0345-2666606 / First on: 0345-6460707

>> ASSISTANCE DOGS

All assistance dogs are welcome on tram 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 trams 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.



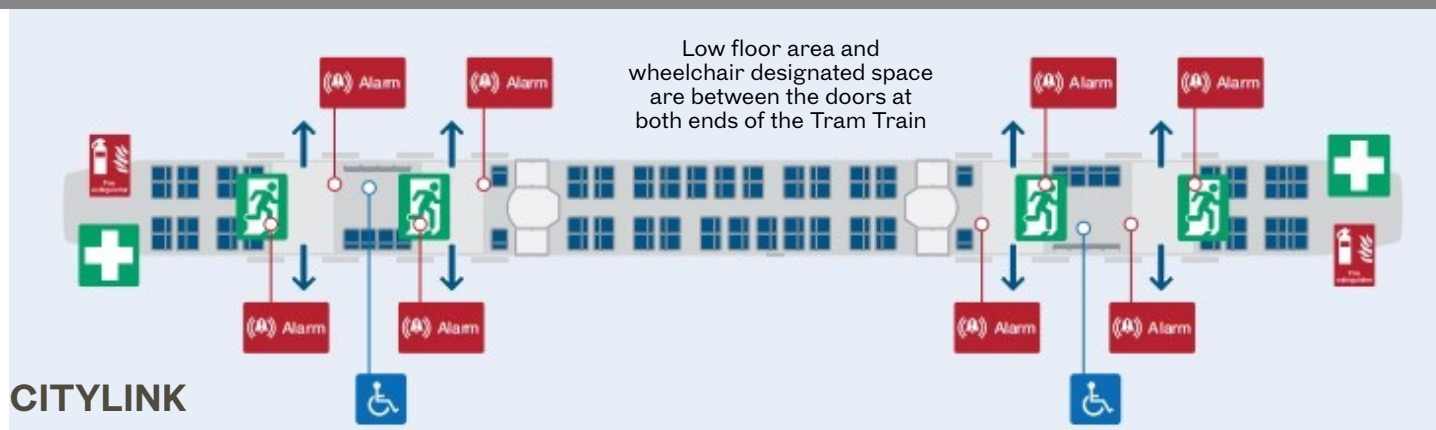
>> CUSTOMER INFORMATION

All our tram / Tram Trains are equipped with visual and audible 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 are also capable to of making supplementary public address announcements during times of special working or disruption.

Important Differences: Between Citylink and Siemens vehicles



ONBOARD YOUR CITYLINK



THE ARTICULATION >>

Please take care as this is a moving area.

**LOCATED AT FLOOR LEVEL AND
ONLY THE FLOOR MOVES**



STEPS >>

Be extra careful when using the steps especially when the CityLink tram is in motion. One hand should always be in contact with a handrail.

**1 STEP TO EACH END AND 1 TO
CENTRE SECTION**



EMERGENCY BUTTON >>

The red alarm point is used to contact the driver in an emergency.

Press the black button ONCE then await the driver's response.

MOUNTED BY DOOR



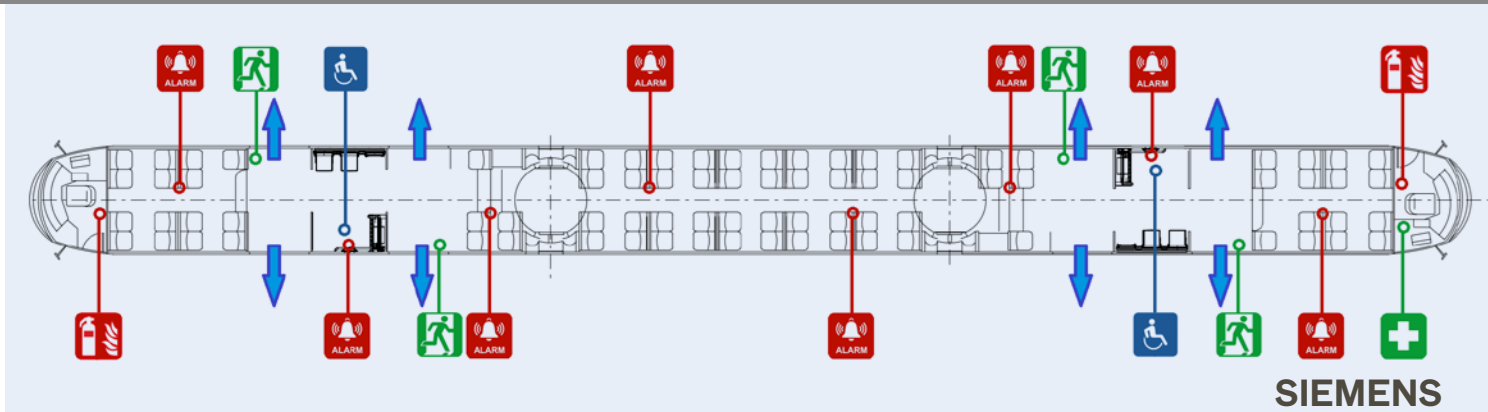
PRIORITY SEATING >>

Priority seating is provided for passengers with impaired mobility. These seats are located opposite the wheelchair area and near the articulation facing the centre of the vehicle.

FIXED SEATING



ONBOARD YOUR SIEMENS



<< THE ARTICULATION

Please take extra care in this area as both the floor and walls of the articulation move.

ON RAISED SECTION – BOTH FLOOR AND WALLS MOVE



<< STEPS

Be extra careful when using the steps especially when the Supertram is in motion. One hand should always be in contact with a handrail.

3 STEPS TO EACH END AND 3 TO CENTRE SECTION



<< EMERGENCY BUTTON

The red alarm point is used to contact the driver in an emergency.

Press the red button ONCE then await the driver's response.

POLE MOUNTED AT INTERVALS



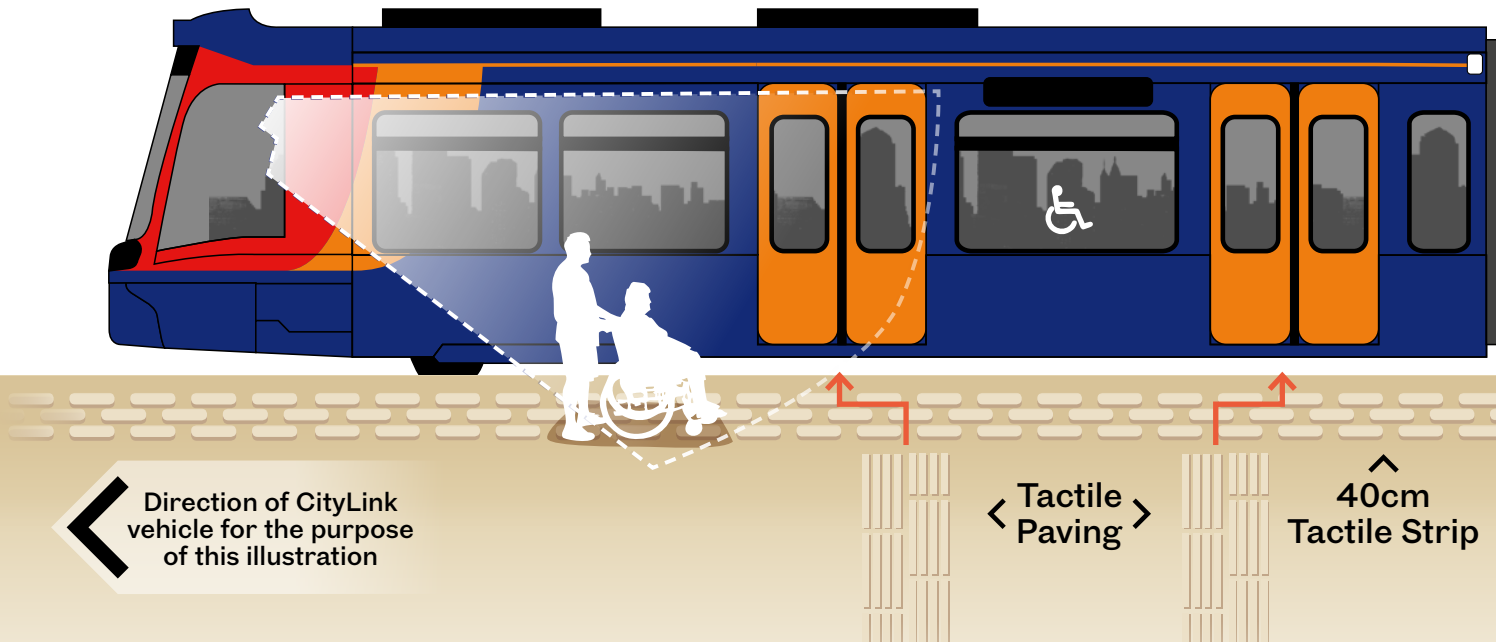
<< PRIORITY SEATING

Priority seating is provided for passengers with impaired mobility. These seats are located near the doors and are clearly marked 'Priority Seating'.

FIXED SEATING

>> IMPORTANT DIFFERENCES BETWEEN CITYLINK AND SIEMENS VEHICLES

BOARDING YOUR CITYLINK SUPERTRAM



The CityLink trams are slightly longer than your older Siemens trams and the DOORS DO NOT ALIGN EXACTLY with the tactile paving indicating the doors.

CITYLINK



IMPORTANT DIFFERENCES IN DOOR OPERATION

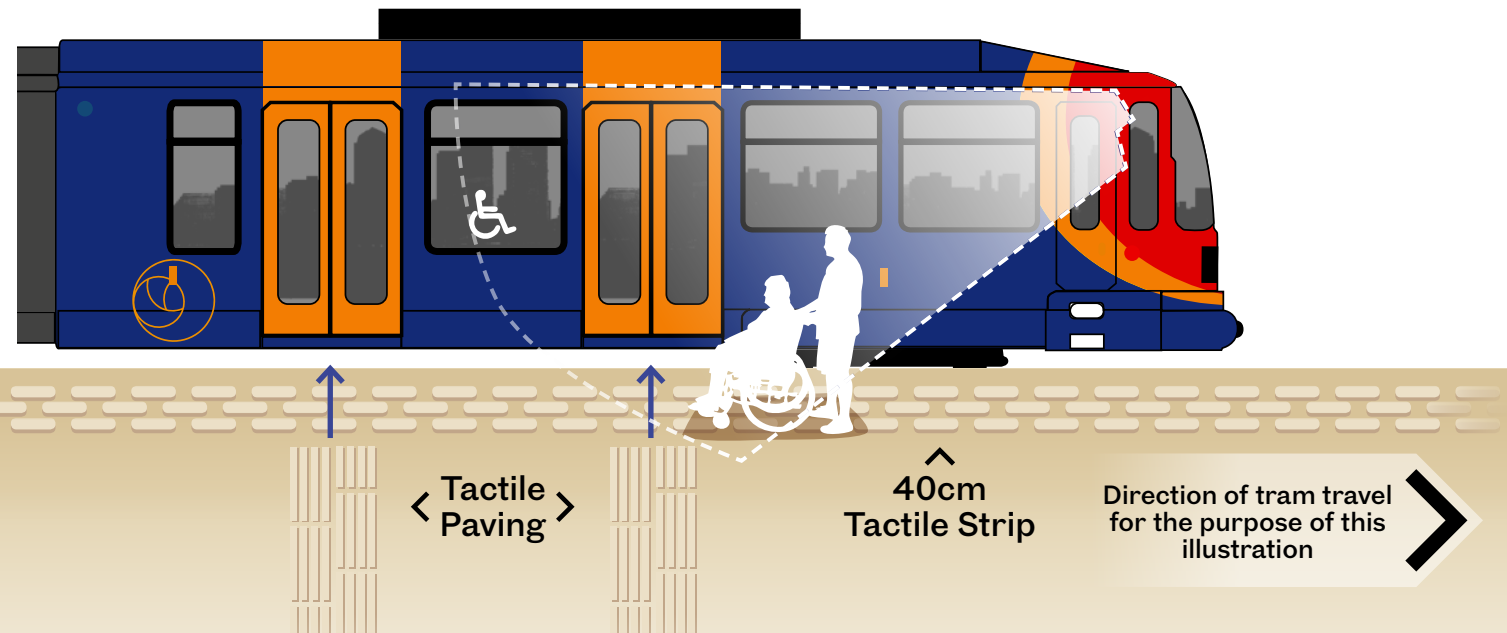
- < On Citylink vehicles the doors 'slide' open and the driver enables/disables doors before the customer can activate.
- < Doors are fitted with sensitive edges which open when obstructed. Doors will open slightly to release obstruction then close automatically.
- < Doors close automatically after 30 seconds of inactivity. They will reopen with activity or with door enabling – there are ceiling mounted displays indicating which doors are in use.
- < Door enable button – located on the doors – tactile buttons with braille for our vulnerable customers – button illuminates green when active and red when inactive.



SAFETY TIP - HOLD TIGHT

As with all modes of public transport, when the vehicle starts and stops there will be a certain amount of movement. This is when customers can be at increased risk of falling or losing their balance so we always advise to 'Hold Tight' at all times.

BOARDING YOUR SIEMENS SUPERTRAM



The platform area has a 40 cm wide edge warning tactile strip and directional guidance tactile paving across the width of the platform to coincide with the Supertram door locations.

IMPORTANT DIFFERENCES IN DOOR OPERATION

- On Siemens Supertram the doors open outwards and the driver enables the doors so the customer can activate. >
- The doors are fitted with sensitive edges designed to open if an object comes into contact. >
- Door enable button – pole mounted at either side of the doors – tactile buttons with braille for our vulnerable customers. >
- The door enable button illuminates when active. >

SIEMENS



SAFETY TIP - HOLD TIGHT

If you have impaired mobility please use the designated seating areas located in the immediate vicinity of the doors wherever possible and refrain from climbing the stairs into the middle section.
If you have to move around the vehicle please always ensure you remain holding on.



>> IMPORTANT DIFFERENCES BETWEEN CITYLINK AND SIEMENS VEHICLES



ONBOARD YOUR CITYLINK

WHEELCHAIR AREA ON YOUR CITYLINK SUPERTRAM

Wheelchair passengers using this area are advised to position themselves with their back to the direction of travel and hold on to the handrail. >

Tip up seats in this area are not priority seating and MUST be vacated for wheelchair users. Mobility scooters also use this area (Scooter permit required) >

A stop request button and an alarm point are provided for your use in this area. >

Brakes should be applied. This also applies to prams using this area. >

Please do not leave wheelchairs or prams unattended. >



<> GETTING OFF YOUR CITYLINK SUPERTRAM

Once the request to stop button is pressed in this area, the nearest doors will automatically open when the tram has stopped and the doors have been enabled by the driver. The button on the relevant door will flash green to indicate which doors are in use. The doors will not close until the driver enables them. This gives our more vulnerable customers time to exit safely.

WE HAVE 7 CITYLINK TRAMS.



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If you need to contact us please take note of the tram number.

Internally to the left of the drivers cab.
Externally beneath the windscreens and on each side of the drivers cab

General Advice:

For passengers travelling on the tram network

>> BEWARE SLIPPERY FLOORS

The floors can become slippery when wet so please take care especially around the articulation areas.

>> TIP UP SEATS

Be careful when using them and remain holding on whilst tilting the seats to be seated.

>> STOP REQUEST BUTTONS

Trams may not always stop at a tram stop so please make your intentions clear. Please ensure the button is pressed firmly to alert the driver of your request.

ONBOARD YOUR SIEMENS



WHEELCHAIR AREA ON YOUR **SIEMENS** SUPERTRAM



- < Wheelchair passengers using this area are advised to position themselves with their back to the direction of travel and hold on to the handrail.
- < A stop request button and an alarm point are provided for your use in this area.
- < Brakes should be applied. This also applies to prams using this area.
- < Please do not leave wheelchairs or prams unattended.
- < Mobility scooters also use this area (Scooter permit required).

GETTING OFF YOUR **SIEMENS** SUPERTRAM < >

When the tram has stopped and the doors have been enabled by the driver the door enabled button will illuminate – press the button to open the doors.
The doors will not close until the driver enables them. This gives our more vulnerable customers time to exit safely.

If you need to contact us please take note of the tram number.

Internally above the drivers head.
Externally beneath the windscreens
and on each side of the drivers cab

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WE HAVE 25 SIEMENS TRAMS.



General Advice:

For passengers travelling on the tram network

>> **LEAVING THE TRAM**

When leaving the tram ensure you have pressed the request to stop to alert the driver and check to see if your request has been acknowledged.

>> **SAFETY AT TRAM STOPS**

Always wait until the tram has departed before crossing the tracks and be aware of trams travelling in opposite direction.

What to expect:

Our commitment to passengers at every stage of the journey

>> STATION & ROLLING STOCK ACCESSIBILITY SUMMARY

Onboard our vehicles	
Wheelchair Spaces	2 per tram. 1 located in the front carriage and 1 located in the rear carriage.
Step free boarding	Step free boarding provided from platform to vehicle at all stops.
Passenger Information System	Audio and visual announcements available
Priority Seating	Up to 10 available per tram. Up to 5 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	
Step Free Boarding	Fully step free
Blue Badge Parking	3 spaces
Seating	Available on platform
Disabled Toilets	Yes
Customer Information Screens	Yes, Audio 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, Audio 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 our 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.

If things do not go as planned

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.

Our onboard 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 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 **@SY_Supertram**



In the case of an emergency, customers should always follow the advice of Supertram staff and the emergency services. Once it 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

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.

>> 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.

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

CALL: 0330 094 0362

WEB: www.railombudsman.org

EMAIL: info@railombudsman.org

POST: FREEPOST to 'Rail Ombudsman'

SUPERTRAM

CALL: 0114 272 82 82 (Monday - Friday 0830 to 1700)

EMAIL: supertram.enquiries@supertram.com

WEB: www.supertram.com

POST: Supertram Nunnery Depot, Woodbourn Road Sheffield S93LS

NORTHERN RAIL

CALL: 0800 200 6060 (Available 24/7)

EMAIL: enquiries@northernrailway.co.uk

WEB: www.northernrailway.co.uk

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