

Metrolink Access Guide

2019



How to use this guide

Metrolink is designed to be accessible to as many people as possible. Many of its features have been designed to improve access and make it as easy as possible for our passengers to use. We have produced this guide to help disabled people to get the best out of the system.

The guide is in four sections.

Section 1 General information and background

Metrolink Accessibility	Page 3
About Metrolink	Page 3
The Equality Act 2010 and Metrolink	Page 4

Section 2 Planning your Metrolink journey

Before you travel	Page 5
Parking for Blue Badge holders	Page 6
Metrolink Park and Ride Facilities	Page 6
Metrolink future network map	Page 7
Bicycles and trams	Page 8
Access to Metrolink stops	Page 9

Section 3 Journey advice

Buying a ticket – ticket machines	Page 11
Buying a ticket – validators	Page 12
Travel passes	Page 13
Greater Manchester Concessionary Pass area.....	Page 16
Gap between tram floor and platforms	Page 18
During the journey	Page 18
Mobility scooters	Page 21
How to get off the tram	Page 22
Disruptions to services	Page 22
Customer Service Representatives	Page 22

Section 4 Feedback

Commenting about the tram service	Page 23
Contacting Customer Relations	Page 23
Acknowledgements	Page 24

Section 1

General information and background

Metrolink Accessibility

Transport for Greater Manchester (TfGM) owns the Metrolink network. TfGM commissions an operator, Keolis Amey Metrolink (KAM), to run trams and maintain the network. We work closely with KAM to make sure that passenger needs, including those of disabled people, are met.

This guide, along with the maps and further information on the Metrolink website, aims to help you make decisions about and plan your journeys on Metrolink and beyond.

About Metrolink

Metrolink first opened in 1992, and since then the network has expanded, covering 100km and 93 stops. Trams now operate from the city centre to Bury, Altrincham, Eccles, MediaCityUK, Chorlton, Oldham, Rochdale, East Didsbury, Ashton and Manchester Airport.

You can find out more about planned improvements on our website:

www.tfgm.com/public-transport/tram

The Equality Act 2010 and Metrolink

TfGM is committed to providing a tram service and network that is as accessible to as many people as possible. The Equality Act 2010 sets the standards by which TfGM and KAM make sure that as many people as possible can use Metrolink. Metrolink is designed to be accessible to disabled people by using government standards and regulations. TfGM is continually improving accessibility by upgrading the older Metrolink lines by:

- refurbishing the lifts;
- improving tactile (textured) paving at the edges of platforms at tram stops; and
- improving signs to provide better information to visually impaired and learning disabled people.

TfGM works in partnership with the Disability Design Reference Group to make sure that disabled people are considered in relation to improving facilities for Metrolink customers.

Section 2

Planning your Metrolink journey

Before you travel

This guide aims to help you plan your journey on Metrolink. If you need more information about an individual stop or service, you can:

- visit our website at www.tfgm.com/public-transport/tram
- contact Metrolink customer services on **0161 205 2000**
- email your question to customerservices@metrolink.co.uk
- sign up to our Twitter feed at www.twitter.com/OfficialTfGM which provides updates on all public transport in the Greater Manchester area
- call into any of our Travelshops. For full details of our Travelshop locations and opening times visit: www.tfgm.com/contact or call **TfGM** on **0161 244 1000**.

During your journey, you can also:

- download the Metrolink smartphone application by searching 'Metrolink' in your application store
- use the passenger help points at the tram stop, or on board, to contact Customer Services, or the driver via the on-board intercom
- speak to any uniformed Customer Service Representative.



Parking for Blue Badge holders

Most Metrolink stops have accessible parking bays within their car park. You can find more details on this on the tram stops page on our website: www.tfgm.com/public-transport/park-and-ride



Metrolink Park and Ride Facilities

The following Metrolink stops have Park and Ride facilities; Bury, Radcliffe, Whitefield, Rochdale Railway Station, Derker, Oldham Mumps, Hollinwood, Ladywell, Ashton Moss, Ashton West, Navigation Road, Sale Water Park and East Didsbury.

Car parks with limited spaces are available at the following stops; Shaw and Crompton, Besses o' th' Barn, Prestwich, Heaton Park, Crumpsall, Altrincham, Freehold, Milnrow, Sale and Stretford.

All of these car parks have accessible bays. Additionally, Brooklands has park and ride facilities, although does not currently have accessible bays. Car parking is free of charge for Metrolink users at all of these sites. You can download a map and parking terms and conditions on our website: www.tfgm.com/public-transport/park-and-ride

Metrolink future network map



Accessible Parking Bays

In some car parks, where a path exists to the rear of accessible parking bays, bollards have been positioned to allow rear loading vehicles to be accessed safely. The bollards are designed to be seen in mirrors and detected by vehicle reversing sensors to assist drivers.



Bicycles and trams

Metrolink provides a number of different cycle storage facilities, including stands, lockers and cycle hubs, at most of our stops.

For more information visit our website www.tfgm.com/cycling/parking

Metrolink bye-laws and conditions do not allow bicycles on the Metrolink system unless they are folded and covered.



Access to Metrolink stops

The features below are available at every stop.

- Step-free access from street level to the platform by a lift or ramp.
- Access to and from each platform by a ramp, lift or step-free track crossing.
- Handrails on steps and trams.
- Tactile (textured) paving along every platform edge.
- Boarding points indicated by tactile paving and the international disabled symbol.



- Passenger help points at a number of lifts
- Passenger help points on every platform. These include two buttons; one for emergencies and one to contact Customer Services.



Customer Services Button

Emergency Only Button

Tip

If a lift is out of order, most Metrolink stops have another means of access. However, the following stops have lift access and no alternative ramp

- Bury
- Cornbrook
- Heaton Park
- Pomona

If you rely on lifts, we recommend that you contact Customer Services on **0161 205 2000** before your journey for guidance and to check that the lift you want to use is working. If you encounter a lift that is out of order, please contact Customer Services either by telephone or using the Passenger Help Point (see above).

Section 3

Journey advice

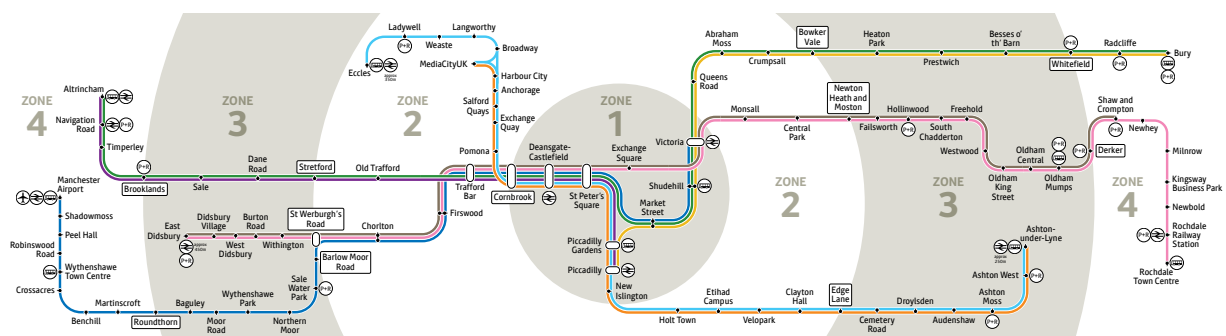
Buying a ticket – ticket machines

You must have a valid Metrolink ticket or valid National Concessionary Travel pass before you get on the tram. For more information on travel passes visit www.tfgm.com/tickets-and-passes

If you need to buy a ticket every Metrolink stop is now in a ticket zone. There are four ticket zones, with zone 1 covering stops in the city centre and zone 4 covering stops furthest away from the city centre. When you buy a Metrolink ticket you will choose which zone or zones you want the ticket to be valid in. Your ticket will be valid for travel anywhere within your chosen zone(s).

You must have a ticket which is valid for all the zones you travel through. You cannot travel through a zone without a ticket which is valid for that zone.

You can buy your zone based tickets from all the usual points of sale, including, ticket vending machines at Metrolink stops, the 'get me there' website and app, TfGM Travelshops and from PayPoint retailers.



You can find full details on how to buy a ticket on our website at www.tfgm.com/tickets-and-passes/how-to-buy-a-ticket

If you are blind or partially sighted or have another disability that means you may find it difficult to use the ticket machine, please contact Customer Services on 0161 205 2000 before you travel.

Buying a ticket – validators

Holders of the English National Concessionary Travel Scheme (ENCTS) pass for disabled people in Greater Manchester must use the validators on the platforms to touch in and out at the start of every journey. If you are unable to use the validator due to an impairment, you must still carry your concessionary pass with you and show it to a Customer Service Representative upon request, stating you were unable to use the validator. Non-Greater Manchester ENCTS pass holders are not entitled to free travel on Metrolink and must buy an adult ticket before travel.

Validators are located at stop entrances and exits and are easily identified by their yellow hoods. When you touch in and out correctly, by placing your card near the reader on the front, they show a green light and emit a beep. A repeat beep indicates reading in progress, an ascending beep indicates a positive reading and a descending beep indicates a negative reading. If your pass has failed to register, please contact Customer Services via the Customer Help Point or call into any TfGM Travelshop.

For any queries, please call **03000 035 035** or visit www.getmethere.com

For information on concessionary travel passes, see Travel Passes section of this guide.



Travel passes

If you live in Greater Manchester and you are disabled you may be eligible for a National Concessionary Travel Pass. Please note that Blue Badge holders do not automatically travel for free without one of the following listed passes.

The National Concessionary Travel Pass for disabled people issued by TfGM

This pass allows you to travel free after 9.30am Monday to Friday and all day at weekends and on public holidays.

If you want to travel on the Metrolink before 9.30am Monday to Friday you need to buy a concessionary ticket from the machine at the station before you get on the tram. This service is only available to people who live in Greater Manchester. If you are unable to use a ticket machine or validator, please contact Customer Services on 0161 205 2000 or by using the Customer Services help point on the platform.

You can use this pass on local buses anywhere in England between 9.30am and 11pm Monday to Friday and all day at weekends and on public holidays.

You cannot use this pass on trams or trains outside Greater Manchester.

Non-Greater Manchester residents cannot use their passes on trams and trains in Greater Manchester.



Who qualifies?

You may be able to get a concessionary pass if you:

- have severe walking difficulties;
- are registered partially sighted;
- are profoundly or severely deaf; or
- have been or would be refused a driving licence for medical reasons.

The Concession Plus Pass

This pass allows you to travel free at all times on buses, trains and trams in Greater Manchester, and on local buses anywhere in England between 9.30am and 11pm, Monday to Friday and all day at weekends and on public holidays.

You cannot use this pass on trams or trains outside Greater Manchester.



Who qualifies?

You may be able to get a Concession Plus Pass if you:

- are a permanent resident of Greater Manchester
- are registered blind;
- are unable to talk;
- are profoundly deaf and without speech;
- are profoundly deaf with speech that cannot be readily understood;
- have learning disabilities;
- are unable to use both arms;
- are an ex-serviceman or ex-servicewoman who has lost a leg in active service;
- or have severe and enduring mental health problems which would prevent you from holding a driving licence.

The National Concessionary Travel Pass for people of pensionable age

If you are a person of State Pension age, you should apply for a National Concessionary Travel Pass.

You can calculate the date you will become eligible by using the link to the DirectGov website at: www.gov.uk/state-pension-age, or by phoning **0161 244 1050**.



This pass allows eligible people (with TfGM issued travel passes) of pensionable age to travel for free on buses, Metrolink and local train services after 9.30am Monday to Friday, and all day at weekends and on public holidays. You cannot use this pass on trains and trams outside Greater Manchester.

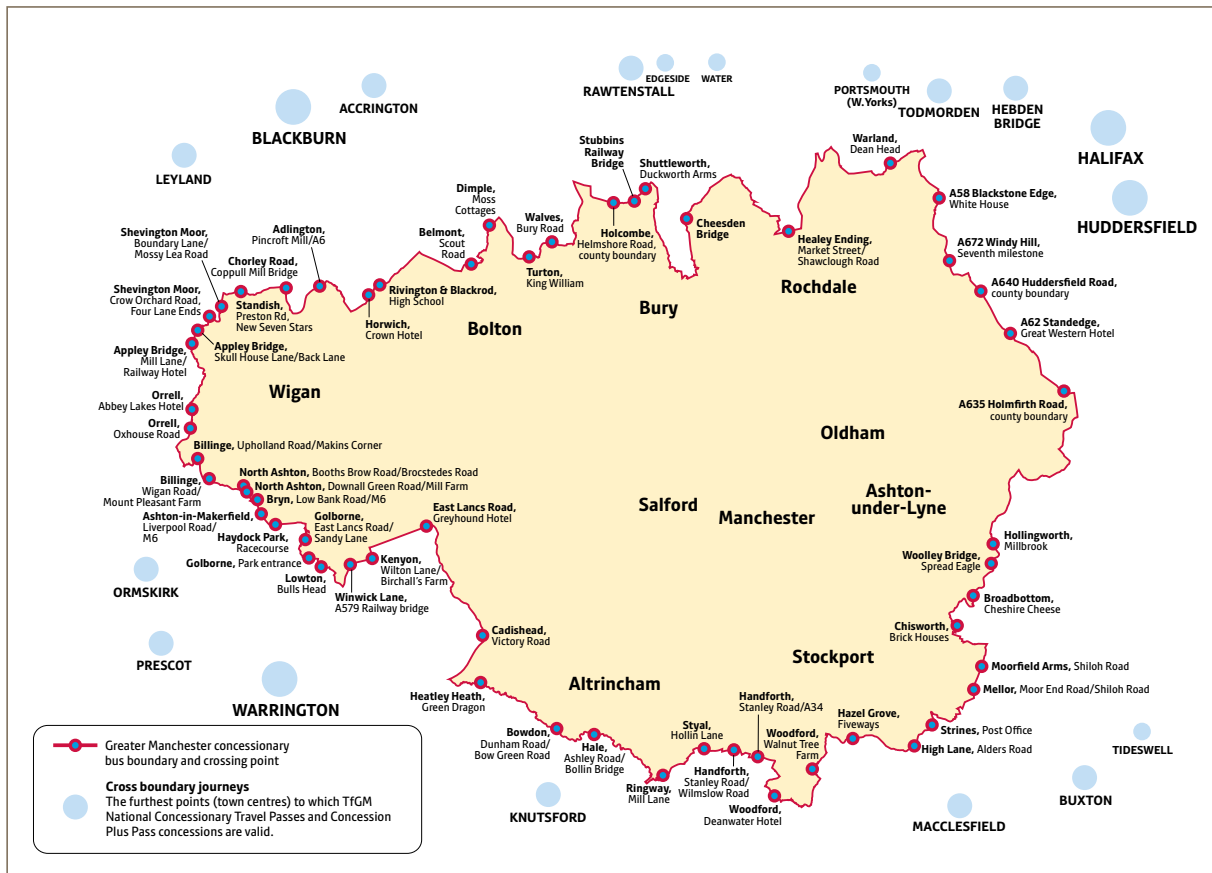
If you want to travel on Metrolink before 9.30am you need to buy an adult ticket from the machine at the station before you get on the tram.

How to apply

To apply for a National Concessionary Travel Pass, you need to get an application form from a Travelshop, or by post from **Travel Concessions, Customer Services, PO Box 429, Manchester, M60 1HX**, or phone **0161 244 1050**. You will need a passport-sized photograph for your pass.

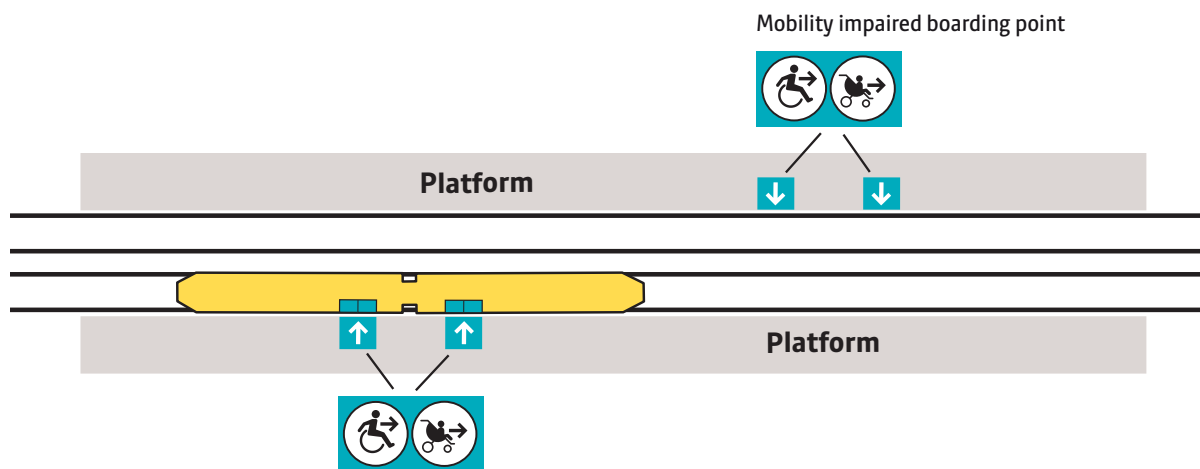
Always make sure you have your concessionary pass with you during your journey.

Greater Manchester Concessionary Pass area



Getting on the tram

If you want to use the on-tram wheelchair bays or priority seating, wait for the tram at the disabled boarding points on the platform. (also see page 9) When the tram arrives, the middle set of doors leading to the tram wheelchair bays and priority seating will be in front of you.



Gap between double tram units

Passengers should note that a gap exists between double tram units where they are coupled together. To avoid this area, passengers are advised to wait for trams at the accessible boarding points. These align with the middle set of tram doors.

Beeps identifying the position of opening doors will also sound. Waiting at the boarding points will make the on-board announcement easier to hear for passengers waiting on the platform.

Passenger Information Displays will display which trams are operating as double units (identified by 'dbl' next to the tram time).



Gap between tram floor and platforms

Passengers must be aware that a small gap may exist between the platform and tram floor when a tram is stationary at stops. Please be aware of this gap when entering/exiting the tram to avoid tripping. If you are a wheelchair user, you should take precautions to ensure your front castor wheels do not get stuck in the gap.



During the journey

Access features on every tram

- Handrails that contrast with the background, allowing passengers to see them more easily.
- Non-slippery floors.
- Information that people can see and hear about tram destinations and stops.
- Priority seats that are wider than normal seats and have more leg room to make it easier for people with disabilities to access them. (There are signs asking people to offer these seats to a disabled person.)

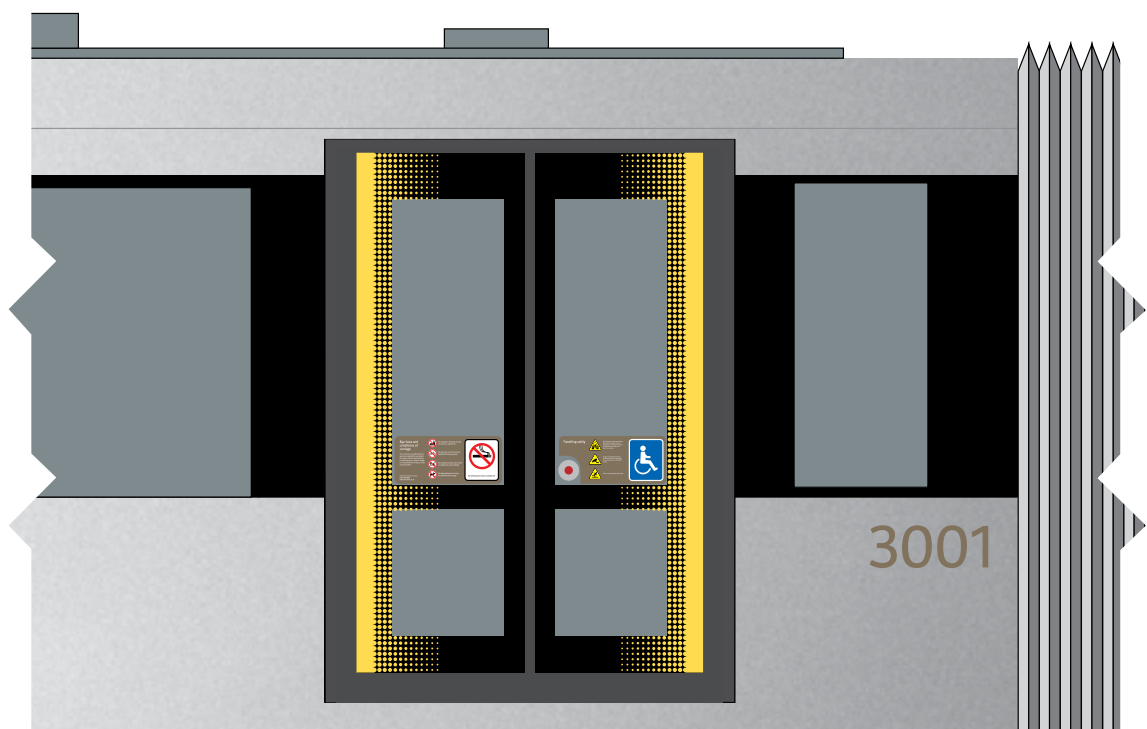


**Priority
seat**



for people who are disabled,
pregnant or less able to stand

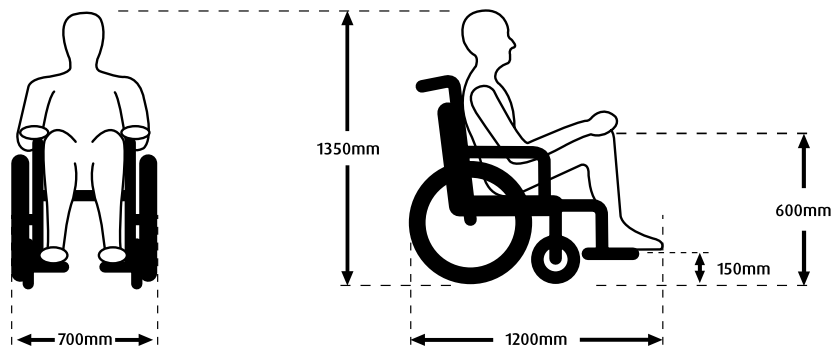
- Contrasting floor colours so passengers can find exits more easily.
- A communication system for passengers to contact the driver in any situation.
- Doors in a colour that contrasts with the side of the tram to make it easier to see where to get on.
- Warning sounds so that passengers know when doors are being opened or closed.
- Two accessible bays by the middle set of tram doors to give easy access to passengers with mobility difficulties.
- The doors are marked with the wheelchair symbol, as shown below.



Wheelchair size

Trams and lifts can carry manual or powered wheelchairs up to these dimensions.

- Surface area of no more than 1200mm by 700mm.
- Height of no more than 1350mm from the floor to the top of the wheelchair user's head.



Mobility scooters

Mobility scooters are allowed on Metrolink providing they have a valid permit.

The scheme is open to mobility scooter users who live in Greater Manchester and hold an English National Concessionary Travel Scheme (ENCTS) Disabled Person's Pass or a TfGM Travel Voucher pass.

Visitors to the area are also able to benefit from the scheme.

To be eligible the mobility scooter must fit dimensions of:

- 600mm wide;
- 1000mm long;
- turning radius not exceeding 1200mm; and
- maximum combined (mobility scooter and user) weight of 300kg.

Mobility scooters not meeting these dimensions can be assessed on an individual basis.

Mobility scooters must have brake release/free wheel operations – to enable safe egress off the tram if the scooter breaks down, and is not battery powered only.

Users must complete a competency test with ShopMobility, Manchester.

For more information about the scheme visit

www.tfgm.com/public-transport/tram/wheelchairs-and-mobility-scooters

or telephone ShopMobility, Manchester on **0161 791 1494**

Guide dogs and other assistance dogs

Guide dogs and assistance dogs are welcomed on Metrolink when accompanying a disabled person.

Disruption to your journey

If there are any delays to your journey or if there is an emergency, the driver will tell you using the on-board audio facility.



How to get off the tram

If you need extra time when leaving the tram, use the passenger help points next to the wheelchair bays to tell the driver. Ideally you should do this when you are at the stop before the one you want to get off at.



Disruptions to services

There will be times when we cannot provide a normal tram service. If this happens we will make every effort to get the service back to normal as quickly as possible, but there may be times when we have to use alternative transport, such as buses. We always try to use low-floor buses that are fully accessible to wheelchair users and, during planned improvement work, all replacement buses should be fully accessible.

If the alternative transport does not meet your needs, please speak to a member of staff or contact customer services using the passenger help point on the platform.

Customer Service Representatives

A team of Customer Service Representatives (CSRs) monitors the Metrolink system to make sure all passengers are kept safe and secure. As well as taking care of passengers their role is to prevent ticket fraud. This helps Metrolink to use money from fares to improve trams and the network.

Always make sure you have a valid ticket for your journey or, if you qualify for free travel on Metrolink, have your pass with you and show it to a CSR when they ask to see it.

CSRs have a duty to check you are using a valid pass, for example they will check that it is not out of date and that you are the person who appears on the pass. They should not question you about whether you are entitled to use the pass.

CSRs have extensive knowledge of the tram system and will be able to answer any questions you may have about your journey. They will help passengers with disabilities at trams and stops and make sure all passengers are able to make their journey easily.

Section 4

Feedback

Commenting about the tram service

If you have any feedback about the Metrolink service you can contact Metrolink by post, email, twitter, or phone.

KeolisAmey Metrolink
Customer Services
Trafford Depot
Warwick Road South
Manchester
M16 0GZ

Phone: **0161 205 2000**

Email: **customerservices@metrolink.co.uk**

Website: www.tfgm.com

Twitter: @OfficialTfGM and @MCRMetroLink

Contacting Customer Relations

Metrolink will always do its best to make sure that you get a satisfactory response to your feedback. However, if that is not the case you can also contact Transport for Greater Manchester's Customer Relations Team by post, email or phone.

Customer Relations
Transport for Greater Manchester
Freepost RRHE-RKUU-KSJY
Manchester
M1 3BG

Phone: **0161 244 1000**

Email: **customer.relations@tfgm.com**

Website: www.tfgm.com/contact

Acknowledgements

Disability Living Ltd

Metrolink Disability Design Reference Group

Breakthrough UK Ltd

KeolisAmey Metrolink Ltd



For more information contact:

Customer Services
KeolisAmey Metrolink
Trafford Depot
Warwick Road South
Manchester
M16 0GZ

Phone **0161 205 2000**

6am to 11pm Monday to Thursday,
6am to midnight Friday and Saturday,
7am to 10pm Sunday and public holidays.

www.tfgm.com

If you would like this information
in other formats, please phone
0161 244 1000.

7am to 8pm Monday to Friday,
8am to 8pm Saturday, Sunday and public holidays.