

## Rail Replacement 2019 - FAQs

### Will trams stop running during the works?

Trams will run their normal routes where possible but will be unable to run on the sections of track which are being replaced. Replacement buses will be put into operation to help customers to complete their journey. Up to date information can be found at [supertram.com](http://supertram.com) and [travelsouthyorkshire.com/railreplacement](http://travelsouthyorkshire.com/railreplacement)

### When will replacement works be taking place?

The works have been broken down into three stages over three years:

- Stage One: May 2018 – September 2018 - COMPLETED
- **Stage Two: April 2019 – August 2019**
- Stage Three: Summer 2020 (dates to be confirmed).

This year’s Stage Two works have been split into five work areas around the Shalesmoor and Hillsborough section of the tram network, at various times between April and August in order to minimise passenger disruption. Works on Area 1, Hillsborough Corner and Middlewood Road, are set to begin over the Easter weekend from Friday 19 April.

### Where will the replacement works be taking place?

The programmed dates for Stage Two in 2019 are as follows:

<b>Phase</b>	<b>Track affected</b>	<b>Routes affected</b>	<b>Proposed Date</b>
<b>Area 1</b>	Hillsborough Corner and Middlewood Road	<b>Yellow Blue</b>	Friday 19 April – Sunday 2 June
<b>Area 2</b>	Shalesmoor towards Hillsborough	<b>Yellow Blue Purple</b>	Monday 3 June – Thursday 18 July
<b>Area 3</b>	Shalesmoor	<b>Yellow Blue Purple</b>	Monday 22 July – Thursday 25 July
<b>Area 4</b>	Hillsborough Corner – Holme Lane	<b>Yellow Blue</b>	Friday 26 July – Friday 9 August
<b>Area 5</b>	Glossop Road (University of Sheffield)	<b>Yellow Blue Purple</b>	Sunday 25 August – Friday 30 August

### **You have replaced rail in this area already, why again?**

Rail is replaced as it wears, not all at once. Some sections of rail were replaced in previous years but as the rail wears at different rates, this does mean that further visits are needed to replace other, different sections in similar areas of the network.

### **What fares will apply throughout the works?**

Normal fares will be available throughout the works.

### **What tickets are valid on replacement buses?**

Tram only and Park & Ride tickets are valid on all dedicated tram replacement bus services. Parking will be free at Middlewood Park & Ride and Malin Bridge Park & Ride sites for the duration of the works. Tram and bus tickets normally valid on the tram such as Citywide and Getabout are also valid as are concessionary passes.

### **Can I use my tram ticket on local services?**

No, tram only and Park & Ride tickets are generally not valid on local bus services.

### **Will my journey time be affected?**

Journey times may take longer around the affected areas so we are advising customers to plan ahead using our online journey planning tools. [Supertram.com](http://Supertram.com), [travelsouthyorkshire.com](http://travelsouthyorkshire.com), and all social media channels will be regularly updated with passenger information.

### **Will tram times change?**

Tram times will change during the works. This is for operational reasons, primarily to give trams enough time to turn short of the terminus without affecting the operation trams on other routes. The altered times will be published online, at affected tram stops and in leaflets on trams.

### **Will trams and replacement buses be timed to connect?**

For Area 1, timetables have been designed so that trams, replacement bus services (Y1 and B1) connect at Hillsborough. The SL1 service will operate as normal to Middlewood Park & Ride where it will connect with the Y1 service. Please be aware that the replacement bus services may be subject to delays, particularly at peak times. Please accept our apologies for any delays you may experience.

### **Will Park and Ride sites be open during the works?**

All Park & Ride sites will remain open during the works.

Parking will be free at Malin Bridge and Middlewood Park & Ride sites for the duration of works from 19 April to 30 August 2019. You will just need to buy your ticket on board.

### **What needs to be replaced?**

Large sections of the rail which was laid when the system was first built are reaching the end of their lifespan and need to be replaced over the next few years to ensure the system continues to run efficiently.

### **Why is the work necessary?**

Supertram was built over 20 years ago and has been running since 1994. In this time trams have travelled over 4.5 million miles on the track. As with all rails it is now in need of replacement as it is becoming worn.

### **Why does work have to be undertaken at night when residents need to sleep?**

The works are progressed 24 hours per day, similar to the core resurfacing work AMEY undertook as part of the Streets Ahead programme. Working 24/7 the Contractor can complete 100m of works in approximately 3 days. If works were undertaken over a normal working day, they would take approximately three times longer. Working 24 hours minimises the duration of highway and tram network disruption.

### **Can the site distances be reduced to allow pedestrians to cross the road to access shops/park/bars restaurants etc more easily?**

With health and safety in mind, worksites are arranged and segregated to avoid public conflict with site hazards.

In general, a site length of approximately 100m has been agreed with SCC to provide the Contractor with sufficient length to efficiently replace sections of rail without having an adverse impact on passing traffic and/or increasing pedestrian walking routes excessively.

Subject to weather the Contractor expects to be able to complete a 100m stretch in 3 days. Decreasing the site length will increase the number of joints required in the track bed, leading to an increased duration of time and noisier activities.

### **How will people know when works are being carried out?**

We will ensure that customers are kept up to date by publishing information through a variety of different channels:

- [Supertram.com](http://Supertram.com), [travelsouthyorkshire.com](http://travelsouthyorkshire.com)
- Public drop-in events throughout the works
- Customer information leaflets
- Stakeholder briefing e-mails to Sheffield Councillors, community and disability groups, User groups and businesses
- Posters at affected Park & Ride sites
- Posters at affected tram stops
- Regular SYPTE press releases relating to each area of works
- Local radio, where possible
- Regular social media posts on [@SCSupertram](https://twitter.com/SCSupertram), [@TSYalerts](https://twitter.com/TSYalerts); and [@travelSYorks](https://twitter.com/travelSYorks)
- Traveline on 01709 51 51 51.

Any residents or businesses directly affected by the works will receive a letter in advance of works starting on site, from VolkerRail, the contractor carrying out the works, detailing any night time works or any impact on access to their properties etc.

**Will I still be able to access my property whilst the works are taking place outside my premises?**

The contractor will maintain access, where possible, to residential and business properties throughout the works. Any issues will be discussed with the individuals concerned ahead of any closures taking place.

**Where is the steel coming from?**

The rail is being supplied by British Steel – Scunthorpe.

**Where is funding from the project coming from?**

The project is being funded by the Sheffield City Region.