

Rail Replacement 2020 - 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. The latest advice from Government is that people using the public transport network should wear a face covering unless they are exempt from doing so, keep a safe distance, and wash or sanitise their hands frequently. Those that do need to travel are being advised to check before they start their journey.

For those that do need to travel, the following services are available as an alternative to the tram:

Dedicated tram replacement service

As COVID-19 lockdown restrictions are eased and more people begin to use public transport the Department for Transport (DfT) has provided funding for a dedicated tram replacement bus service to help people make essential journeys.

Tuesday 15 September - Sunday 4 October

From **Tuesday 15 September**, Stagecoach Yorkshire will be operating service BL3 between Birley Moor Road tram stop and Halfway. The service will run up to every 15 minutes, Monday to Saturday, and up to every 20 minutes on Sunday and connect with trams at Birley Moor Road.

Saturday 19 - Sunday 20 September and Saturday 26 - Sunday 27 September

On **Saturday 19, Sunday 20, Saturday 26 and Sunday 27 September** the Y1 dedicated tram replacement bus service will run between Middlewood Park & Ride and Commercial Street, in the city centre. The service is funded by South Yorkshire Passenger Transport Executive (SYPTX) and operated by Stagecoach Yorkshire on Saturdays and Powells Bus Company Ltd. on Sundays. Stagecoach Saturday services will run up to every 12 minutes and Powells Sunday services will run up to every 20 minutes. Both services will connect with trams at Fitzalan Square.

Bus services

14 September - Sunday 4 October

For many journeys, there are existing bus routes that offer additional travel options:

- Service 120 provides links between Halfway, Crystal Peaks, Moss Way and the city centre
- Service 8 provides links between Crystal Peaks, Moss Way, Hackenthorpe, Birley Moor Road, Birley Lane and the city centre.

- Services 50, 53 and 80a provide links between Birley Moor Road and the city centre.
- Service 252 provides a link between Gleadless Townend and Crystal Peaks
- Services 11 and 11a provide a link between Herdings and the city centre.

Saturday 19 - Sunday 20 September and Saturday 26 - Sunday 27 September

For Malin Bridge, customer can use

- Services 81 and 82 or nearby
- services 52a, 61 and 62 as alternative travel options to the tram.

Please note that these services are subject to diversions as a result of remedial works on Saturday 26 and Sunday 27 September.

The latest information can be found at supertram.com or travelsouthyorkshire.com/RailReplacement or www.travelsouthyorkshire.com/en-gb/disruptions

When and where will rail replacement works be taking place?

These works form part of a planned three-year programme of rail replacement carried out by our contractor, VolkerRail. These works need to take place over the summer months as they cannot be completed in cold and wet weather.

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 - COMPLETED
- **Stage Three: May 2020 – October 2020**

This year’s works (Stage Three) will be split into four work areas around the southern sections of the tram network, at various times between May and October in order to minimise passenger disruption.

Planned phases of work for Stage Three (2020)

The proposed dates for the four work areas this year are as follows:

Area	Track affected	Routes affected	Proposed Date
Area 1	Hackenthorpe/Donetsk Way	Blue Purple	Monday 4 May – Friday 5 June COMPLETED

Area 2	White Lane and Norton Avenue	Blue Purple	Saturday 6 June – Friday 24 July COMPLETED
Area 3	Gleadless Townend/Ridgeway Road and Manor Top/Spring Lane curve	Blue Purple	Saturday 25 July – Monday 14 September
Area 4	Crystal Peaks bus entrance/Crystal Peaks Office entrance/Elcroft Gardens	Blue	Tuesday 15 September – Sunday 4 October

The above dates are subject to change should Government revise guidelines on working conditions as a result of the coronavirus (COVID-19) pandemic, or inclement weather arises.

Why are the works taking place now?

The works are part of a three-year programme of rail replacement carried out by our contractor, VolkerRail. They need to take place during the summer months of 2020 to ensure the continued safe running of the Supertram network and cannot be completed in cold and wet weather. The extent of rail wear on some sections of track means it may not be safe to run trams beyond 2020 if works are delayed.

The Supertram network plays a vital role in the life of our city, connecting people to employment, education and leisure activities. Delivering these essential rail replacement works now, under carefully managed and safe conditions, will ensure that Sheffield continues to benefit from a safe and reliable tram network in the future. This will be more important than ever as we recover from the unprecedented coronavirus (COVID-19) public health crisis.

Why are you doing 24-hour works while people are being advised to stay at home?

We fully appreciate that due to the coronavirus (COVID-19) pandemic this is a challenging time for all of us and that local residents and tram customers may understandably have concerns about the disruption these works may cause. We are sorry for any inconvenience and would like to reassure anyone affected that we will be making every effort to minimise the impact of this work, completing it as quickly and safely as possible.

The contractor, VolkerRail, will be working 24 hours a day, seven days a week, to complete work in each area as quickly as possible and minimise the length of disruption to residents. The social distancing and safety guidelines introduced by Government in response to the coronavirus (COVID-19) pandemic mean that planned works will take longer to complete than they would do under normal working conditions. The works need to be completed

during the summer months of 2020 and 24-hour working will be necessary to keep the works on schedule.

With the current social distancing requirements, working 24/7 the contractor can complete 100m of works in approximately four days. If works were undertaken over an eight-hour working day, they would take approximately three times longer.

Returning Supertram to full operation, as quickly as possible, will ensure the network can play an important role in helping our local economy to recover from the effects of the coronavirus (COVID-19) pandemic.

What fares will apply throughout the works?

Normal fares will apply throughout the works.

Will the Park and Ride be open during the works?

Parking will be free at Halfway Park & Ride site for the duration of the works.

Can I use my tram ticket on the tram replacement bus and local bus services?

To help provide travel options for those who need to use public transport, tickets purchased on Supertram, including Stagecoach bus/tram tickets will also be valid on the replacement bus services (BL3 and Y1). BL3, operated by Stagecoach Yorkshire, runs between Birley Moor Road tram stop and Halfway. Y1, operated by Stagecoach Yorkshire on Saturdays and Powells Bus Company Ltd. on Sundays, between Middlewood Park & Ride and Commercial Street, in the city centre.

BL3 – Tuesday 15 September – Sunday 4 October

The following ticket range will be available:

- £1.90 single fare anywhere on the BL3 (On tram as far as White Lane)
- £2.60 single fare (includes onward travel on tram)
- £3.20 return fare anywhere on the BL3 (On tram as far as White Lane)
- £4.40 Bus & Tram day ticket for BL3 (will be accepted on tram)
- £15.50 Bus & Tram week ticket for BL3 (will be accepted on tram)

Y1 - Saturday 19 - Sunday 20 September and Saturday 26 - Sunday 27 September

Tram Only and Stagecoach bus/tram tickets cannot be purchased on Sunday's from drivers of the Powells replacement bus service (Y1). However, the following ticket range is available:

- £1.90 short distance single fare for short distance trips between Commercial Street and Infirmary Road and Middlewood and University (Bus only)
- £2.60 single fare for long distance trips (includes onward travel on tram)
- £3.20 short distance return fare for trips between Commercial Street and Infirmary Road and between Middlewood and University (Bus Only)
- £4.40 Bus & Tram day ticket for Y1 (will be accepted on tram)

- £15.50 Bus & Tram week ticket for Y1 (will be accepted on tram)

Citybus, Citywide and normally available concessionary/child tickets are also available on service BL2.

Stagecoach will accept Tram Only tickets on their buses in Sheffield that serve the affected routes between the city centre and Halfway at no extra cost. Please note, the bus must be travelling in areas where the tram runs, and the following conditions apply:

- Tram Only tickets can only be used to make similar bus journeys to those normally taken on the tram.
- The ticket is not valid for journeys beyond these areas where the final destination could not be reached by tram.

Will my journey time be affected?

Journey times may take longer around the affected areas, so we are advising customers to plan ahead. The latest timetable information can be found at travelsouthyorkshire.com/servicechanges and Travel South Yorkshire and Supertram social media channels will be regularly updated with passenger information.

Will tram times change?

Tram times will change during the works and revised timetables will be in place on the Blue and Purple routes. This is for operational reasons, primarily to give trams enough time to turn short of the terminus without affecting trams on other routes. The altered times will be published online and at affected tram stops. Yellow route and Tram Train services are unaffected by the works and will continue to run to current coronavirus (COVID-19) timetables.

What needs to be replaced?

Large sections of the rail laid when the Supertram system was first built is reaching the end of its lifespan and needs to be replaced to ensure the system continues to run safely and efficiently. The extent of rail wear on some sections of track means it may not be safe to run trams beyond 2020 if works are delayed.

Why is the work necessary?

Supertram was built over 25 years ago and has been running since 1994. In this time trams have travelled millions of miles on the track. As with all rails it is now in need of replacement as it is becoming worn.

Given the coronavirus (COVID-19) pandemic, what measures are being put in place to ensure the safety of workers on the site and of local residents?

We have worked closely with our contractor, VolkerRail and other site staff, to ensure they employ the strict controls that will need to be in place, to ensure the safety of local

residents and all employees working on the site, in line with the latest government guidelines for working during the coronavirus (COVID-19) pandemic.

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

Why are the work sites so big/long?

In general, a site length of approximately 150m has been agreed with Sheffield City Council to provide our contractor VolkerRail 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 fair weather conditions, within a 150m site, the contractor expects to be able to complete a 100m stretch in four 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, e.g. breaking out larger areas of concrete at joints for welds.

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:

- Letter from SYPTE to local residents
- Supertram.com, travelsouthyorkshire.com
- 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
- 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 also receive a letter in advance of works starting on site, from VolkerRail, the contractor carrying out the works.

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

The contractor will maintain pedestrian access at all times and vehicular access, where possible, to residential and business properties throughout the works. VolkerRail's contact details will be included in letter drops to affected properties to allow owners to discuss any specific issues they may have.