

Tramlink for Disabled Passengers

Tramlink has been designed to be fully accessible to disabled passengers. All tram stops feature step-free access. At Wimbledon Station there are passenger lifts to provide connections to other rail services as well as to and from street level. To assist blind and partially sighted passengers, each stop has a tactile strip along its entire length, a safe distance from the platform edge.

The design of the tram makes special provision for disabled passengers. Wheelchair users can easily wheel on and off the tram and there is a space for them to travel in each section of the vehicle. Next to the wheelchair space is an intercom to speak to the driver in an emergency and a stop request button. All doors have an opening button on them at an accessible height.

There are priority seats for elderly and disabled people or those travelling with small children in each section of the tram and plenty of easy to reach stop request buttons for the next stop. The name of the next stop will be announced as the tram leaves the previous stop.

A separate large print version of this leaflet is available on request from the Tramlink shop or London Transport's Unit for Disabled Passengers.

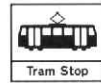
Buses

To provide an integrated bus and tram network, London Transport Buses are making many changes to local bus services. Full details of all these changes are listed in an explanatory leaflet. From the new bus interchange at Addington Village, there will also be special buses serving the New Addington, Selsdon Vale and Forestdale areas, to enable passengers to connect with Tramlink easily. Through bus/tram tickets are available, at the same cost as the tram fare, on these routes:

- T31 Forestdale - Addington Village - New Addington (Vulcan Way)
- T32 Addington Village - New Addington (Parkway)
- T33 Addington Village - Selsdon Vale - Selsdon

These services will be run with brand new, low floor, wheelchair accessible single deck buses.

Tram Safety



» Trams run along the street in Croydon town centre on rails which are flush with the road surface. This ensures that road traffic and pedestrians can cross them safely and with ease.

» Although trams are large and easily seen, they move along their tracks very quietly. You may not hear them approaching. Special care needs to be taken whenever you are near the tracks.

» All trams have a bell and horn which the driver can use, when necessary, to indicate their approach.

» Trams are powered by 750 volt direct current carried through overhead conductor wires. These wires are suspended from high masts or between buildings and carry the electricity needed, which can be as much as one million watts - enough to power 10,000 light bulbs.

Touching overhead wires could kill. Never allow children to play near overhead wires or climb on the poles that support them. Water should not be thrown or squirted at the wires, and great care should be taken not to touch the wires indirectly, for example, with a fishing rod or kite.

» Never climb fences onto the tram track.

» When crossing the tram tracks look both ways to check for approaching trams, cross only when it is safe to do so.

Tramlink Shop

Unit 5, Suffolk House, George Street

Opening times: Monday to Friday:- 9am - 5pm

Telephone: 020 8681 8300

Website: www.tramlink.net

User guide

SEE LOCAL PRESS FOR OPENING DATES



Tramlink 
because trams beat jams



Welcome to our brand new local transport system

Tramlink's 28km (18 miles) of track links Croydon to Wimbledon, Beckenham Junction, Elmers End and New Addington, allowing fast and efficient travel across South London and linking to many important train and bus routes, thus opening up a tremendous number of journey options for residents and visitors alike.

Our 24 new trams serve 38 stops along three routes, shortening journey times, reducing road traffic and pollution. Trams travel at up to 80km per hour in off street areas but run at low speed in pedestrian streets in Croydon town centre.

How Tramlink is starting

Tramlink's three routes are opening in stages, starting with route 3 between New Addington and Croydon.

The initial timetables provide frequent services, every 7 minutes in the daytime on Mondays to Saturdays on route 3, and every 12 minutes on routes 1 and 2. Services will be monitored and timetables are subject to change.

Sample off peak journey times

ROUTE	BETWEEN	MINUTES
1	East Croydon - Wimbledon	29
1	East Croydon - Mitcham	20
1	East Croydon - Ampere Way	13
1	East Croydon - Elmers End	13
1	Mitcham - Wimbledon	10
1	Elmers End - Wimbledon	42
2	East Croydon - Beckenham Junction	18
2	Woodside - Beckenham Junction	10
1&2	East Croydon - Woodside	8
3	East Croydon - New Addington	18
3	East Croydon - Addington Village	14

Tickets and Passes

The following tickets and passes are valid for journeys on Tramlink:

» **Single / Return Tickets** - please buy from the ticket machine at the tram stop or in the Tramlink shop. Single fares are 90p for any journey from Beckenham Junction, Elmers End or New Addington to the Zone 3 boundary at Merton Park or intermediately. For longer distance journeys which cross the Zone 3 boundary, the single fare is £1.30. Children aged 5-13 inclusive pay 40p single, also children aged 14 and 15 with a valid child rate photocard; child rate tickets are not sold for journeys starting between 2200 and 0429 - at these times the adult fare applies. Accompanied children under 5 travel free. Return tickets (to avoid having to buy two tickets), cost twice the single fare.



» **Bus / Tram Tickets** for through transfer trips from bus routes T31, T32, T33, which cost the same as the tram only fare.

» **Bus / Tram One Day Passes** - buy from the Tramlink shop or PASS agents.

» **LT Travelcards / LT Cards** - Zones 4, 5 or 6 Travelcards and LT Cards may be used anywhere on Tramlink except between Merton Park and Wimbledon, where Zone 3 validity is necessary.

» **Freedom Passes** issued by London Boroughs to Elderly, Disabled and Blind People are valid for free travel on Tramlink.

» **LT Bus Passes** are not valid on Tramlink.

For full details of tickets and passes validity, please see information on tram stops. A number of other ticketing initiatives are being developed and will be publicised at a later date.

Buying a Ticket

Tickets can be purchased from automatic ticket machines at all tram stops.

Full instructions are given on the machines, which accept both coins and notes and give change.

1. Each ticket machine has a wheel, which can be turned to select the destination required from a list displayed on screen.
2. When destination is highlighted simply press the green OK button located in the centre of the wheel.
3. Now turn the wheel again to select a ticket type from the choice available. Press the green OK button.
4. Check the details on the screen are correct and insert payment.
5. The ticket and any change can be collected from the slot below.

If change runs out a refund voucher is issued, which you can change at the Tramlink shop (in person or by post - we will refund postage costs), or ask a ticket inspector.



Tram Stops

Each of our 38 tram stops has a raised platform level with the floor of the trams, allowing easy access for less mobile passengers and those with buggies, shopping trolleys or wheelchairs.

All stops have:-

- » Good lighting.
- » Covered seating areas.*
- » Timetable information.
- » Electronic display showing 'next tram' information.
- » Passenger Communication and Assistance Point to enable passengers to contact Tramlink control in case of emergency.
- » Closed circuit TV cameras covering the entire tram stop area, linked to monitors at Tramlink control.



*Some central Croydon stops do not have shelters/seats.

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Frequency of Trams

Times between trams are shown in minutes

Route	Between	Monday - Friday			Saturday		Sunday
		0600-0700	0700-1900	1900-2400	0600-0800	0800-1800	1800-2400
1	Wimbledon - Croydon - Elmers End	30	12	30	30	12	30
2	Beckenham Junction - Croydon	30	12	30*	30*	12	30*
3	New Addington - Croydon	15	7	15	15	7	15

*Route 2 is extended from Croydon to Beddington Lane at these times.



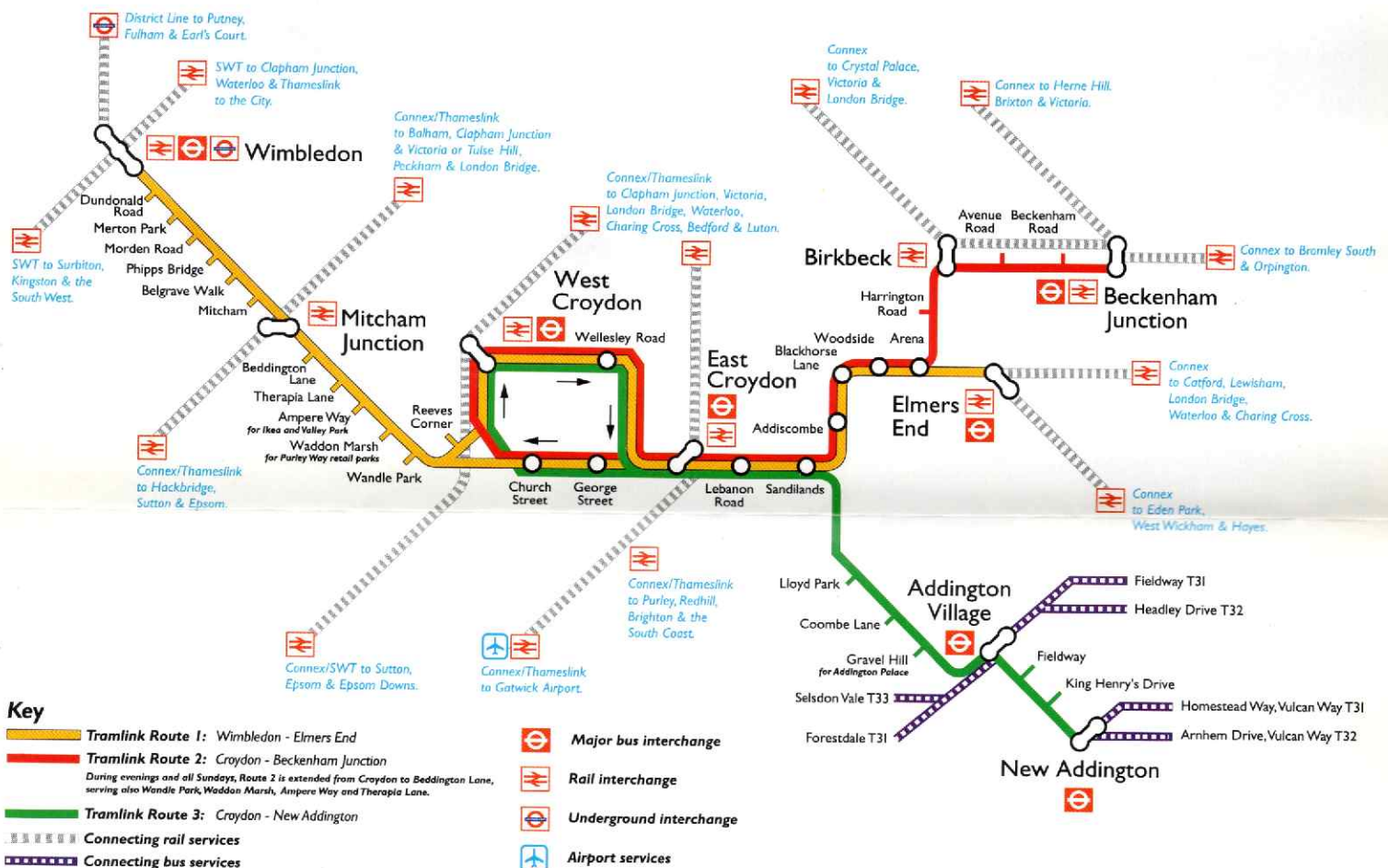
First and Last Trams

Route	From	To	Monday to Friday first	Saturday first	Sunday first	Every day last
1	Wimbledon	Elmers End	0600	0600	0730	2400
	Elmers End	Wimbledon	0525	0545	0715	0045
	East Croydon	Elmers End	0508	0525	0655	0025
	East Croydon	Wimbledon	0534	0554	0725	2354
2	Beckenham Junction	West Croydon	0548	0556	0726	0026
	West Croydon	Beckenham Junction	0523	0534	0704	0004
	Beddington Lane (evenings/Sundays only)	Beckenham Junction			0755	2355
3	New Addington	West Croydon	0455	0455	0634	0034
	West Croydon	New Addington	0429	0429	0611	0011

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	Elmers End	Wimbledon	0525	0545	0715	0045
	East Croydon	Elmers End	0508	0525	0655	0025
	East Croydon	Wimbledon	0534	0554	0725	2354
2	Beckenham Junction	West Croydon	0548	0556	0726	0026
	West Croydon	Beckenham Junction	0523	0534	0704	0004
	Beddington Lane	Beckenham Junction			0755	2355
	(evenings/Sundays only)					
3	New Addington	West Croydon	0455	0455	0634	0034
	West Croydon	New Addington	0429	0429	0611	0011

Tramlink Route Map



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