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Mr John Howell  
Lawyer  
Legal Section  
Australian Human Rights Commission  
GPO Box 5218  
SYDNEY NSW 2001

Dear Mr Howell

## GRANT OF TEMPORARY EXEMPTIONS - REPORTING

I refer to the Australian Human Rights Commission's Notice of Decision to grant temporary exemptions to members of the Australasian Railway Association (ARA) dated 1 October 2015.

As required by the terms and conditions of the exemptions, please find attached the report of KDR Victoria Pty Ltd (Yarra Trams) for the reporting period 1 October 2015 to 30 September 2016.

PTV is pleased to endorse Yarra Trams' report which relates to the *Disability Discrimination Act 1992 (Cth) (DDA)*, the *Disability Standards for Accessible Public Transport 2002 (Cth) (Transport Standards)* and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth) (Premises Standards)*.

I commend the achievements and continuous improvements implemented by Yarra Trams. Throughout the five year period of exemption, PTV and Yarra Trams are firmly committed to working collaboratively to achieve continuous improvement each year.

PTV in partnership with Yarra Trams share the vision to create a public transport that is accessible to all members of the community.

PTV is looking forward to working with Yarra Trams to achieve this commitment.

Yours sincerely



Alan Fedda  
Acting Chief Executive Officer  
21/09/2016



# Temporary Exemptions Report

## Melbourne Tram Service

Reporting Period: 1 October 2015 to 30 September 2016

**Yarra Trams**  
555 Bourke Street  
Melbourne, Victoria, 3000

# Temporary Exemptions Report

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# Temporary Exemptions Report

## Context

The Public Transport Development Authority trading as Public Transport Victoria (**PTV**), established under the *Transport Integration Act 2010* (Vic), is the statutory authority responsible for managing the tram network on behalf of the State of Victoria.

Pursuant to the Franchise Agreement – Tram between PTV and KDR Victoria Pty Ltd (trading as Yarra Trams) dated 31 August 2009, Yarra Trams is the franchise operator of the Melbourne metropolitan tram network.

Yarra Trams is also a member of the Australasian Railway Association (**ARA**).

On 1 October 2015, the Australian Human Rights Commission (**AHRC**) granted temporary exemptions to members of the ARA in relation to section 55 of the *Disability Discrimination Act 1992* (Cth), various provisions of the Disability Standards for Accessible Public Transport 2002 (**Transport Standards**) and the Disability (Access to Premises – Buildings) Standards 2010 (**Premises Standards**).

Yarra Trams provides this report in relation to the tram network and some of the temporary exemptions which contained reporting requirements.

This report is for the period 1 October 2015 to 30 September 2016.

If you would like to obtain more information about Yarra trams' vision to provide a network that is inclusive and accessible to everyone, you can refer to our Accessibility Action Plan on our website at <http://www.yarratrams.com.au/using-trams/accessible-journeys/>

Should you have any feedback, please contact Yarra Trams:

Phone (free call): Public Transport Victoria on 1800 800 007 6am - midnight daily (all night Friday and Saturday).

Email: [feedback@yarratrams.com.au](mailto:feedback@yarratrams.com.au)

Website: [yarratrams.com.au](http://yarratrams.com.au)

Postal address: GPO Box 5231 Melbourne, Victoria, 3001

# Temporary Exemptions Report

## Introduction

Melbourne's tram network is the largest operating tram network in the world, with 250 kilometres of double track. For more than 100 years, Yarra Trams has connected people across Melbourne's CBD and inner suburbs, with over 200 million passenger trips taken across the network annually.

There are more than 1,700 tram stops across Yarra Trams' network, which vary in design due to the age of the network and its unique operating environment, with over 75 per cent of the network shared with other road users. The four different designs are level access stops, kerbside stops, safety zones and reserve stops.

**Level access stops:** These stops have tactile ground surface indicators and a raised boarding area to allow for step-free access to low-floor trams. The first level access stop was constructed in 2004, and then more than 400 stops, or around 25 per cent, have been upgraded to level access.



**Kerbside stops:** These stops are located on the footpath and can be identified by a pole with a tram flag and a timetable display case. Customers hail the tram from the footpath and once the tram has stopped, customers cross road lanes and board the tram from the roadway. These stops do not provide level access boarding.

**Safety zones:** These stops are located in the centre of the road and include a safety barrier along the length of the stop to protect customers from traffic. These stops do not provide level access boarding.

**Reserve stops:** These stops are also located in the centre of the road, but they differ from safety zones in that they are surrounded by a median strip and have more separation from traffic. These stops do not provide level access boarding.

In this report, stops are listed in the different sections can have the same stop number and name but will have a unique tramTRACKER ID (TTID) to differentiate them by direction of travel. For example, TTID 3203 (Stop 3, William St & Bourke St) is the stop towards Spencer Street and TTID 3303 (Stop 3, William St & Bourke St) is the stop towards Spring Street.

# Temporary Exemptions Report

## **Part A – Exemptions from the Transport Standards**

### **2.1 (i) Access paths – Unhindered passage**

#### **Temporary Exemption: rail premises and rail infrastructure**

For a period of five years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on rail premises or rail infrastructure.

The wheel flange on Yarra Trams' vehicles is 20mm and some clearance must be made to allow for the dynamics of tram bogie movement. The current flange gap is up to 30mm for new rail, this increases with wear but does not exceed 75mm.

#### **a. Action taken to improve safe use of level crossings where they form part of an access path**

Yarra Trams has taken the following action to improve safety around trams:

##### **1. Passenger communications**

Safety campaign: one of Yarra Trams' core values is Zero Harm. The 'Beware the Rhino' safety campaign, which was first launched in 2011, focusses on passengers, road users and pedestrians with the main message being to stay alert around trams.

The key messages promote tram awareness and encourage people to think when around trams, to exercise caution and behave in a safe manner as 75 per cent of the tram network is shared with road traffic.

##### **2. Rehabilitation and familiarisation programs**

Familiarisation programs are available for customers returning to public transport after an injury. The programs include a presentation on safety and accessibility information, and a practical component where attendees can practise boarding and alighting a stationary tram. The sessions enable people with special needs to build their confidence through learning and practising their skills in a safe and relaxed environment.

Yarra Trams also participates in a multi-modal confidence building events on the network called 'try before you ride'. Customers and the wider community can practise boarding and alighting and generally familiarise themselves with our services and follow advice provided by our experienced customer service employees.

#### **b. Progress made in the removal of level crossings**

The current level crossing removal project being undertaken by the Victorian Government focusses on the removal of level crossing on heavy rail.

#### **c. Any developments in research into possible technical solutions for bridging flange gaps**

The Australasian Centre for Rail Innovation is currently undertaking a 'Rail Flange Gap Risk Reduction' project which will investigate available treatments for rail flange gaps and trial a variety of solutions to provide advice on the safest and most suitable solution (<http://www.acri.net.au/about/acri-research-projects/>)



## Temporary Exemptions Report

### 2.1 (ii) Access paths – Unhindered passage

#### Temporary Exemption: existing rail premises and existing rail infrastructure

For a period of five years, an access path is required to provide entrance and exit only at a single boundary point for existing rail stations where providing access at each entrance would require significant structural building work or not be feasible due to space, topographical or heritage reasons.

#### Reporting Requirement: Which rail stations have inaccessible entrances

All level access stops have at least one accessible entrance to the stop. In some cases, some level access stops have an entrance that is inaccessible, either by having stairs at one end or not having a kerb ramp at one end to access the stop. This is due to factors including the topography of the site itself and the operating environment. These stops are listed below. Please note that in the majority of cases, both entrances to the tram stop are within 30 metres of each other.

TTID	Stop number and name	Route(s) passing through stop
2398	Stop 131 Melbourne Sports & Aquatic Centre	12
3303	Stop 3 William St & Bourke St	86,96
3203	Stop 3 William St & Bourke St	86,96
3304	Stop 4 Queen St & Bourke St	86,96
3204	Stop 4 Queen St & Bourke St	86,96
3307	Stop 7 Russell St & Bourke St	86,96
3207	Stop 7 Russell St & Bourke St	86,96
3309	Stop 9 Spring St & Bourke St	86,96
3209	Stop 9 Spring St & Bourke St	86,96
3401	Stop 1 Southern Cross Station, Spencer Street	11,12,48,109
3501	Stop 1 Southern Cross Station, Spencer Street	11,12,48,109
3405	Stop 5 Elizabeth St & Collins St	11,12,48,109
3505	Stop 5 Elizabeth St & Collins St	11,12,48,109
3406	Stop 6 Townhall	11,12,48,109
3506	Stop 6 Townhall	11,12,48,109
3408	Stop 7 101 Collins	11,12,48,109
3508	Stop 7 101 Collins	11,12,48,109
3409	Stop 8 Spring St & Collins St	11,12,48,109
3509	Stop 8 Spring St & Collins St	11,12,48,109
3399	Stop D15 Batman's Hill	11,48
3499	Stop D15 Batman's Hill	11,48
3398	Stop D16 Harbour Esplanade & Collins St	11,48
3498	Stop D16 Harbour Esplanade & Collins St	11,48
3602	Stop 2 King St & Flinders St	35,70,75
3702	Stop 2 King St & Flinders St	35,70,75
3603	Stop 3 Market St & Flinders St	35,70,75
3604	Stop 4 Flinders Street Station, Elizabeth Street	35,70,75
3704	Stop 4 Flinders Street Station, Elizabeth Street	35,70,75
3708	Stop 8 Spring St & Flinders St	35,75

## Temporary Exemptions Report

2539	Stop 134 Park St & Fitzroy St	3a,16,96
1539	Stop 134 Park St & Fitzroy St	3a,16,96
3598	Stop D4 Docklands Park	35,70,75
2317	Stop 56 Earl St & Matthews Ave	59
2318	Stop 57 Hawker St & Matthews Ave	59
1320	Stop 59 Airport West & Matthews Ave	59
3624	Stop 7C MCG/Hisense Arena	70
3725	Stop 7C MCG/Hisense Arena	70
3310	Stop 10 Parliament Station	35,86,96
1527	Stop 27 East Brunswick & Nicholson St	96
1410	Stop 143 Fitzroy St & Park St (Terminus)	12
1235	Stop 25 Cecil St & Park St	1
1294	Stop 33 Moonee Ponds Junction & Pascoe Vale Rd	59
1793	Stop 61 Elgar Rd & Riversdale Rd (Terminus)	70
2532	Stop 127 South Melbourne Station	96
3017	Stop 17 Grant St & St Kilda Rd	3,3a,5,6,8,16,64,67,72
3019	Stop 19 Dorcas St & St Kilda Rd	3,3a,5,6,8,16,64,67,72
1242	Stop 32 Beaconsfield Parade & Victoria Ave	1
1101	Stop 31 Upton Rd & Queens Way	5,64
2101	Stop 31 Queens Way & Upton Rd	5,64

### 2.4 Access paths – Minimum unobstructed width

#### Temporary Exemption: existing rail premises and existing rail infrastructure

For a period of five years, for existing rail premises and existing rail infrastructure:

- where the 1,200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1,000mm may be provided;
- the 850mm minimum unobstructed width (applicable to doorways and gateways) is also permitted on access paths for the purposes of passing an obstruction limited to less than 800mm in length; and
- platform edge warning Tactile Ground Surface Indicators (TGSIs) are permitted to intrude into access paths.

#### Reporting Requirement: stations with restricted paths of travel

Tram infrastructure is built on existing roadways which can result in space limitations due to several competing priorities including road lanes, car parks, bike lanes, heritage curbing and the actual tram stop. The table below lists the level access stops, safety zones and reserve stops that have an access path with a width of less than 1200mm. Only level access stops have a ramp leading to the stop.

Kerbside stops have been excluded from the list below as they are located on the footpath which is situated on land owned by the relevant local municipality. Yarra Trams is working with the relevant local municipality to minimise obstructions along footpaths.



## Temporary Exemptions Report

### Level access stops that have restricted width on the ramps leading to the stop

TTID	Stop name	Route(s) passing through stop
3506	Stop 6 Townhall	11,12,48,109
3509	Stop 8 Spring St & Collins St	11,12,48,109
3604	Stop 4 Flinders Street Station, Elizabeth Street	35,70,75
1323	Stop 23 Stubbs St & Racecourse Rd	57
1314	Stop 53 Matthews Ave & Keilor Rd	59
1318	Stop 57 Hawker St & Matthews Ave	59
1319	Stop 58 Victory Rd & Matthews Ave	59
2115	Stop 48 Hawthorn Rd & Dandenong Rd	64
1961	Stop 61 Pres. Ladies College & Burwood Hwy	75
1962	Stop 62 Elgar Rd & Burwood Hwy	75
1975	Stop 75 Vermont South (Terminus)	75
4352	Stop 52 Rosamond Rd & River St	82
1823	Stop 23 Wellington St. & Queens Parade	86
1824	Stop 24 Michael St & Queens Parade	86
1826	Stop 26 Walker St & High St	86
1865	Stop 65 Grimshaw St & Plenty Rd	86
1866	Stop 66 Settlement Rd & Plenty Rd	86
1870	Stop 70 Janefield Dve & Plenty Rd	86
2822	Stop 22 Smith St & Queens Parade	86
2824	Stop 24 Michael St & Queens Parade	86
2866	Stop 66 Settlement Rd & Plenty Rd	86
3209	Stop 9 Spring St & Bourke St	86,96
3210	Stop 10 Parliament Station	35,86,96

### Level access stops that have restricted width along the length of the stop

TTID	Stop name	Route passing through stop
1540	Stop 135 Jacka Blvd & Fitzroy St	3a,16,96
1034	Stop 34 Inkerman St & St Kilda Rd	3,67
1035	Stop 35 Carlisle St & Brighton Rd	3,67
1110	Stop 40 Wattletree Rd & Dandenong Rd	5,64
1102	Stop 32 Chapel St & Dandenong Rd	5,64
2107	Stop 37 Lansdowne Rd & Dandenong Rd	5,64
1175	Stop 53 Glen Iris & High St	6
3399	Stop D15 Batman's Hill	11,48
3400	Stop D14 Southern Cross Station	11,48
3500	Stop D14 Southern Cross Station	11,48
1397	Stop 130 Albert Rd & Clarendon St	12
1398	Stop 131 Melbourne Sports & Aquatic Centre	12
1715	Stop 15 Smith St & Victoria Parade	12,109
3608	Stop 8 Spring St & Flinders St	35,75
1896	Stop 51 Balwyn Rd Terminus & Doncaster Rd	48

## Temporary Exemptions Report

3168	Stop 9 Queen Victoria Market & Peel St	55
3173	Stop 14 Royal Melbourne Hospital & Flemington Rd	55,59
1323	Stop 23 Stubbs St & Racecourse Rd	57
2323	Stop 23 Stubbs St & Racecourse Rd	57
3825	Stop 15 Arden St & Abbotsford St	57
3826	Stop 16 Haines St & Abbotsford St	57
3925	Stop 15 Arden St & Abbotsford St	57
1314	Stop 53 Matthews Ave & Keilor Rd	59
1316	Stop 55 Cameron St & Matthews Ave	59
1317	Stop 56 Earl St & Matthews Ave	59
1318	Stop 57 Hawker St & Matthews Ave	59
1319	Stop 58 Victory Rd & Matthews Ave	59
1320	Stop 59 Airport West & Matthews Ave	59
2280	Stop 53A Keilor Rd & Matthews Ave	59
2317	Stop 56 Earl St & Matthews Ave	59
1135	Stop 68 East Brighton & Hawthorn Rd	64
2112	Stop 42 Kooyong Rd & Dandenong Rd	64
2115	Stop 48 Hawthorn Rd & Dandenong Rd	64
1959	Stop 59 Somers St & Burwood Hwy	75
1961	Stop 61 Pres. Ladies College & Burwood Hwy	75
1962	Stop 62 Elgar Rd & Burwood Hwy	75
1967	Stop 67 Old Burwood Rd & Burwood Hwy	75
1972	Stop 72 Lakeside Drv	75
4252	Stop 52 River St & Rosamond Rd	82
1855	Stop 55 Albert St & Plenty Rd	86
1859	Stop 59 Bradshaw St & Plenty Rd	86
1860	Stop 60 Kingsbury Dr (La Trobe University) & Plenty Rd	86
1862	Stop 62 Bundoora Park & Plenty Rd	86
1864	Stop 64 Mt Cooper Drv & Plenty Rd	86
1866	Stop 66 Settlement Rd & Plenty Rd	86
1867	Stop 67 Bundoora Square Shopping Centre & Plenty Rd	86
1868	Stop 68 Greenhills Rd & Plenty Rd	86
1869	Stop 69 Taunton Drive & Plenty Rd	86
2855	Stop 55 Boldrewood Parade & Plenty Rd	86
2861	Stop 61 Bundoora Park & Plenty Rd	86
2862	Stop 62 Bundoora Park & Plenty Rd	86
2865	Stop 65 Grimshaw St & Plenty Rd	86
2868	Stop 68 Greenhills Rd & Plenty Rd	86
2869	Stop 69 Taunton Drive & Plenty Rd	86
2961	Stop 61 Pres. Ladies College & Burwood Hwy	75
2963	Stop 63 Gillard St (Deakin Uni) & Burwood Hwy	75

## Temporary Exemptions Report

### Safety Zone stops that have restricted width along the length of the stop

TTID	Stop name	Route passing through stop
1021	Stop 21 Bowen Cres & St Kilda Rd	3,3a,5,6,16,64,67, 72
1022	Stop 22 Kings Way & St Kilda Rd	3,3a,5,6,16,64,67,72
1023	Stop 23 Arthur St & St Kilda Rd	3,3a,5,6,16,64,67,72
1024	Stop 24 Leopold St & St Kilda Rd	3,3a,5,6,16,64,67,72
1026	Stop 26 Beatrice St & St Kilda Rd	3,3a,5,6,16,64,67
1030	Stop 30 St Kilda Junction	3,3a,5,16,64,67
1036	Stop 36 Mozart St & Brighton Rd	67
1038	Stop 38 Brunning St & Brighton Rd	67
1039	Stop 39 Byron St & Brighton Rd	67
1040	Stop 40 Scott St & Brighton Rd	67
1041	Stop 41 Coleridge St & Brighton Rd	67
1042	Stop 42 Hotham St & Brighton Rd	67
1096	Stop 64 Darling Rd & Waverley Rd	3,3a
1114	Stop 44 Bailey Av & Dandenong Rd	64
1147	Stop 52 Burke Rd & Wattletree Rd	5
1216	Stop 120 Brunswick Rd & Lygon St	1,8
1217	Stop 119 Bougainville Place & Lygon St	1,8
1218	Stop 118 Pigdon St & Lygon St	1,8
1219	Stop 117 Richardson St & Lygon St	1,8
1220	Stop 116 Fenwick St & Lygon St	1,8
1221	Stop 115 Newry St & Lygon St	1,8
1222	Stop 114 Princes St & Lygon St	1,8
1223	Stop 113 Lytton St & Lygon St	1,8
1227	Stop 17 Sturt St & Southbank Blvd	1
1228	Stop 18 West Gate Fwy & Sturt St	1
1230	Stop 20 Coventry St & Sturt St	1
1237	Stop 27 Park St & Montague St	1
1275	Stop 45 Bell St & Melville Rd	55
1281	Stop 20 Melrose St & Flemington Rd	57,59
1298	Stop 37 Buckley St & Pascoe Vale Rd	59
1322	Stop 22 Boundary Rd & Racecourse Rd	57
1324	Stop 24 Victoria St & Racecourse Rd	57
1326	Stop 26 Newmarket Station & Racecourse Rd	57
1328	Stop 28 Clarence St & Racecourse Rd	57
1332	Stop 32 Ascot Rd & Epsom Rd	57
1380	Stop 40 Bell St & Gilbert Rd	11
1392	Stop 125 Whiteman St & Clarendon St	12
1393	Stop 126 City Rd & Clarendon St	12
1399	Stop 132 Kerferd Rd & Canterbury Rd	12
1409	Stop 142 Mary St & Park St	12
1413	Stop 13 The Avenue & Royal Parade	19
1415	Stop 15 Leonard St & Royal Parade	19
1442	Stop 132 Lakeside Dr & Fitzroy St	3a,16

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1480	Stop 80 Cotham Rd & Glenferrie Rd	16
1513	Stop 13 Hanover St & Nicholson St	96
1514	Stop 14 Bell St & Nicholson St	96
1515	Stop 15 Johnston St & Nicholson St	96
1516	Stop 16 Rose St & Nicholson St	96
1517	Stop 17 Alexandra Parade & Nicholson St	96
1518	Stop 18 Freeman St & Nicholson St	96
1519	Stop 19 Tempary St & Nicholson St	96
1520	Stop 20 Reid St & Nicholson St	96
1521	Stop 21 Scotchmer St & Nicholson St	96
1538	Stop 133 Grey St & Fitzroy St	3a,16,96
1670	Stop 70 Cotham Rd & Burke Rd	72
1671	Stop 51 Gardiner Station & Burke Rd	72
1732	Stop 32 Kew Junction & High St	48109
1825	Stop 25 Clifton Hill Interchange	86
1871	Stop 71 Bundoora RMIT & Plenty Rd	86
1918	Stop 18 Church St & Bridge Rd	48,75
1919	Stop 19 Gleadell St & Bridge Rd	48,75
1920	Stop 20 Coppin St & Bridge Rd	48,75
1921	Stop 21 Burnley St & Bridge Rd	48,75
1925	Stop 25 Yarra St & Burwood Rd	75
1958	Stop 58 Warrigal Rd & Toorak Rd	75
1960	Stop 60 Millicent St & Burwood Hwy	75
1966	Stop 66 Middleborough Rd & Burwood Hwy	75
2015	Stop 48 Wests Rd & Raleigh Rd	57,82
2021	Stop 21 Bowen Cres & St Kilda Rd	3,3a,5,6,16,64,67,72
2022	Stop 22 Toorak Rd & St Kilda Rd	3,3a,5,6,16,64,67,72
2023	Stop 23 Slater St & St Kilda Rd	3,3a,5,6,16,64,67,72
2024	Stop 24 Armadale St & St Kilda Rd	3,3a,5,6,16,64,67,72
2026	Stop 26 Moubay St & St Kilda Rd	3,3a,5,6,16,64,67
2036	Stop 36 St Kilda Primary School & Brighton Rd	67
2037	Stop 37 Chapel St & Brighton Rd	67
2038	Stop 38 Brunning St & Brighton Rd	67
2039	Stop 39 Glen Eira Rd & Brighton Rd	67
2040	Stop 40 Fuller Rd & Brighton Rd	67
2041	Stop 41 Hotham Gv & Brighton Rd	67
2042	Stop 42 Hotham St & Brighton Rd	67
2090	Stop 58 Dandenong Rd & Derby Rd	3,3a
2101	Stop 31 Queens Way & Upton Rd	5,64
2216	Stop 120 Brunswick Rd & Lygon St	1,8
2217	Stop 119 Park St & Lygon St	1,8
2218	Stop 118 Pigdon St & Lygon St	1,8
2219	Stop 117 Richardson St & Lygon St	1,8
2220	Stop 116 Fenwick St & Lygon St	1,8
2221	Stop 115 Newry St & Lygon St	1,8
2222	Stop 114 Princess St & Lygon St	1,8



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2223	Stop 113 Lytton St & Lygon St	1,8
2227	Stop 17 Sturt St & Southbank Blvd	1
2228	Stop 18 West Gate Fwy & Sturt St	1
2230	Stop 20 Coventry St & Sturt St	1
2237	Stop 27 Park St & Montague St	1
2281	Stop 20 Melrose St & Flemington Rd	57,59
2307	Stop 46 Lincoln Rd & Mt Alexander Rd	59
2322	Stop 22 Boundary Rd & Racecourse Rd	57
2324	Stop 24 Collett St & Racecourse Rd	57
2326	Stop 26 Newmarket Station & Racecourse Rd	57
2328	Stop 28 Smithfield Rd & Racecourse Rd	57
2332	Stop 32 Ascot Rd & Epsom Rd	57
2333	Stop 33 Union Rd & Epsom Rd	57
2366	Stop 26 Clarke St & St Georges Rd	11
2374	Stop 34 Miller St & St Georges Rd	11
2393	Stop 126 City Rd & Clarendon St	12
2397	Stop 130 Albert Rd & Clarendon St	12
2409	Stop 142 Mary St & Park St	12
2417	Stop 17 levers St & Royal Parade	19
2441	Stop 131 St Kilda Rd & Fitzroy St	3a,16
2442	Stop 132 Princes St & Fitzroy St	3a,16
2446	Stop 35 St Kilda Rd & Carlisle St	3a,16
2513	Stop 13 Hanover St & Nicholson St	96
2514	Stop 14 Bell St & Nicholson St	96
2515	Stop 15 Elgin St & Nicholson St	96
2516	Stop 16 Rose St & Nicholson St	96
2517	Stop 17 Alexandra Parade & Nicholson St	96
2518	Stop 18 Freeman St & Nicholson St	96
2519	Stop 19 Tempary St & Nicholson St	96
2520	Stop 20 Richardson St & Nicholson St	96
2521	Stop 21 Pigdon St & Nicholson St	96
2522	Stop 22 Brunswick Rd & Nicholson St	96
2538	Stop 133 Grey St & Fitzroy St	3a,16,96
2627	Stop 27 Punt Rd & Commercial Rd	72
2651	Stop 51 Malvern Rd & Burke Rd	72
2825	Stop 25 Clifton Hill Interchange & Queens Parade	86
2852	Stop 52 Tyler St & Plenty Rd	86
2884	Stop 39 Harp Rd & High St	48
2919	Stop 19 Gleadell St & Bridge Rd	48,75
2920	Stop 20 Coppin St & Bridge Rd	48,75
2921	Stop 21 Burnley St & Bridge Rd	48,75
2925	Stop 25 Yarra St & Burwood Rd	75
2960	Stop 60 Millicent St & Burwood Hwy	75
2966	Stop 66 Middleborough Rd & Burwood Hwy	75
3052	Stop 118 Kings Way & Park St	55
3053	Stop 116 Sturt St & Kings Way	55



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3054	Stop 115 York St & Kings Way	55
3058	Stop 1 Flinders St & Queensbridge St	55
3059	Stop 2 Flinders La & Market St	55
3061	Stop 4 Collins St & William St	55
3062	Stop 5 Bourke St & William St	55
3063	Stop 6 Lonsdale St & William St	55
3064	Stop 7 Flagstaff Station	55
3065	Stop 8 Franklin St & William St	55
3069	Stop 12 Flemington Rd & Peel St	55
3072	Stop 16 Harker St & Flemington Rd	55,59
3153	Stop 118 Kings Way & Park St	55
3155	Stop 116 Sturt St & Kings Way	55
3163	Stop 4 Collins St & William St	55
3164	Stop 5 Bourke St & William St	55
3165	Stop 6 Lonsdale St & William St	55
3166	Stop 7 Flagstaff Station	55
3167	Stop 8 Franklin St & Peel St	55
3175	Stop 16 Gatehouse St & Flemington Rd	55,59
3211	Stop 11 Victoria Parade & Nicholson St	86,96
3212	Stop 12 Melbourne Museum	86,96
3252	Stop 120 Lonsdale St & Spencer St	86
3312	Stop 12 Melbourne Museum	86,96
3351	Stop 119 Latrobe St & Spencer St (Terminus)	86
3352	Stop 120 Lonsdale St & Spencer St	86
3411	Stop 11 Albert St & Gisborne St	11,12,109
3511	Stop 11 Albert St & Gisborne St	11,12,109
3551	Stop 119 Spencer St & Latrobe St	30,35,86
3552	Stop 2 King St & La Trobe St	30,35
3553	Stop 3 Flagstaff Station	30,35
3554	Stop 4 Queen St & La Trobe St	30,35
3555	Stop 5 Melbourne Central Station, Elizabeth Street	30,35
3556	Stop 6 Melbourne Central Station, Swanston Street	30,35
3557	Stop 7 Russell St & La Trobe St	30,35
3558	Stop 8 Exhibition St & La Trobe St	30,35
3559	Stop 9 Victoria St & La Trobe St	30,35
3609	Stop 9 Lansdowne St & Wellington Parade	48,75
3610	Stop 10 Jolimont Rd & Wellington Parade	48,75
3613	Stop 13 Simpson St & Wellington Parade	48,75
3614	Stop 14 Punt Rd & Bridge Rd	48,75
3621	Stop 7 Flinders St & Batman Ave	70
3627	Stop 7E Punt Rd & Swan St	70
3651	Stop 1 Spencer St & Latrobe St (Terminus)	30,35
3653	Stop 3 Flagstaff Station	30,35
3654	Stop 4 Queen St & La Trobe St	30,35
3655	Stop 5 Melbourne Central Station, Elizabeth Street	30,35
3656	Stop 6 Melbourne Central Station, Swanston Street	30,35

## Temporary Exemptions Report

3658	Stop 8 Exhibition St & Latrobe St	30,35
3659	Stop 9 Victoria St (Spring St) & Latrobe St	30,35
3709	Stop 9 Lansdowne St & Wellington Parade	48,75
3710	Stop 10 Jolimont Rd & Wellington Parade	48,75
3713	Stop 13 Simpson St & Wellington Parade	48,75
3727	Stop 7E Punt Rd & Swan St	70
3801	Stop 1 Flinders Street Station	19,57,59
3811	Stop 11 Melbourne University	19
3818	Stop 8 Peel St & Victoria St	57
3819	Stop 9 William St & Victoria St	57
3820	Stop 10 Chetwynd St & Victoria St	57
3821	Stop 11 Errol St & Victoria St	57
3822	Stop 12 Queensberry St & Errol St	57
3823	Stop 13 Curzon St & Queensberry St	57
3824	Stop 14 Abbotsford St & Queensberry St	57
3827	Stop 17 Canning St & Abbotsford St	57
3911	Stop 11 Melbourne University	19
3913	CCSS2 Spring St and Bourke St	35
3918	Stop 8 Peel St & Victoria St	57
3919	Stop 9 Howard St & Victoria St	57
3920	Stop 10 Chetwynd St & Victoria St	57
3921	Stop 11 Victoria St & Errol St	57
3922	Stop 12 Errol St & Queensberry St	57
3923	Stop 13 Curzon St & Queensberry St	57
3924	Stop 14 Queensberry St & Abbotsford St	57
3927	Stop 17 Canning St & Abbotsford St	57
3928	Stop 18 Chapman St & Abbotsford St	57
3929	Stop 19 Flemington Rd & Abbotsford St	57
4165	Stop 65 Victoria St & Church St	78

### **2.6 Access paths – conveyances**

#### **Temporary Exemption: existing rail conveyances**

For a period of five years for existing rail conveyance external doors, and for a period of five years for existing rail conveyance internal doors, the width of an access path may be reduced to a minimum of 760mm where it is not possible to provide a width of 850mm due to unavoidable design constraints and/or safety issues.

**Reporting Requirement: Measures taken to ensure that staff and passengers are adequately informed of both the access paths available at the doors of existing rail conveyances and the equivalent access measures available**

Yarra Trams' low-floor tram fleet meets all the DSAPT requirements relating to door width and access paths leading to the accessible areas/allocated spaces. Each low floor tram has two doors that are designated as 'accessible boarding doors' which lead directly to the accessible areas on each tram, marked with the international symbol for access. These accessible boarding doors are identified by decals with the international symbol for access as per below.

# Temporary Exemptions Report

## Decal indicating boarding point



The boarding procedures are communicated to all Yarra Trams staff (including drivers, Customer Service Employees and Authorised officers) through operational and customer service training (induction and refresher) as well as on going toolbox exercises.

The information is also available on the accessibility page of Yarra Trams' website and on Yarra Trams' accessible journey video. Our staff also have the opportunity to inform those customers who attend our "get back onboard" program and the "try before your ride" events on the network.

## **4.2 Passing areas – Two-way access paths and aerobridges**

### **Temporary Exemption: existing rail platforms**

For a period of five years, for existing rail platforms, a passing area every nine metres along any two-way access path that is less than 1,800mm wide is permitted where it is not possible to provide one every six metres due to structural or heritage constraints.

### **Reporting Requirement: Rail station platforms which do not provide passing spaces every six metres where any two-way access path is less than 1,800mm wide**

As previously stated, tram infrastructure is built on existing roadways which can result in space limitations due to several competing priorities including road lanes, car parks, bike lanes, heritage curbing and the actual tram stop.



## Temporary Exemptions Report



Below is a list of level access tram stops that do not provide passing spaces every 6 metres where any two-way access path is less than 1800mm wide.

TTID	Stop name	Route passing through stop
1175	Stop 53 Glen Iris & High St	6
1314	Stop 53 Matthews Ave & Keilor Rd	59
1315	Stop 54 Fullarton Rd & Matthews Ave	59
1316	Stop 55 Cameron St & Matthews Ave	59
1317	Stop 56 Earl St & Matthews Ave	59
1318	Stop 57 Hawker St & Matthews Ave	59
1319	Stop 58 Victory Rd & Matthews Ave	59
1320	Stop 59 Airport West & Matthews Ave	59
1323	Stop 23 Stubbs St & Racecourse Rd	57
1448	Stop 48 Hawthorn Rd & Dandenong Rd	16
1823	Stop 23 Wellington St. & Queens Parade	86
1826	Stop 26 Walker St & High St	86
1855	Stop 55 Albert St & Plenty Rd	86
1856	Stop 56 Loddon Av & Plenty Rd	86
1858	Stop 58 Browning St & Plenty Rd	86
1859	Stop 59 Bradshaw St & Plenty Rd	86
1860	Stop 60 La Trobe Uni/Plenty Rd (Kingsbury Dr)	86
1862	Stop 62 Bundoora Park & Plenty Rd	86
1863	Stop 63 Greenwood Drv & Plenty Rd	86
1864	Stop 64 Mt Cooper Drv & Plenty Rd	86
1865	Stop 65 Grimshaw St & Plenty Rd	86
1866	Stop 66 Settlement Rd & Plenty Rd	86
1867	Stop 67 Bundoora Square Shopping Centre & Plenty Rd	86
1868	Stop 68 Greenhills Rd & Plenty Rd	86
1869	Stop 69 Taunton Drive & Plenty Rd	86
1959	Stop 59 Somers St & Burwood Hwy	75
1961	Stop 61 Pres. Ladies College & Burwood Hwy	75
1962	Stop 62 Elgar Rd & Burwood Hwy	75
1963	Stop 63 Gillard St (Deakin Uni) & Burwood Hwy	75
1964	Stop 64 Station St & Burwood Hwy	75
1965	Stop 65 Starling St & Burwood Hwy	75
1972	Stop 72 Lakeside Drv	75

## Temporary Exemptions Report

2033	Stop 33 Argyle St & St Kilda Rd	3,67
2035	Stop 35 Carlisle St & St Kilda Rd	3,67
2112	Stop 42 Kooyong Rd & Dandenong Rd	64
2115	Stop 48 Hawthorn Rd & Dandenong Rd	64
2235	Stop 25 Cecil St & Park St	1
2280	Stop 53A Keilor Rd & Matthews Ave	59
2315	Stop 54 Fullarton Rd & Matthews Ave	59
2316	Stop 55 Cameron St & Matthews Ave	59
2317	Stop 56 Earl St & Matthews Ave	59
2323	Stop 23 Stubbs St & Racecourse Rd	57
2452	Stop 52 Glenferrie Rd & Dandenong Rd	16
2822	Stop 22 Smith St & Queens Parade	86
2823	Stop 23 Delbridge St & Queens Parade	86
2824	Stop 24 Michael St & Queens Parade	86
2826	Stop 26 Walker St & High St	86
2855	Stop 55 Boldrewood Parade & Plenty Rd	86
2858	Stop 58 Keats Av & Plenty Rd	86
2859	Stop 59 Bradshaw St & Plenty Rd	86
2861	Stop 61 Bundoora Park & Plenty Rd	86
2862	Stop 62 Bundoora Park & Plenty Rd	86
2863	Stop 63 Greenwood Drv & Plenty Rd	86
2864	Stop 64 Mt Cooper Drv & Plenty Rd	86
2865	Stop 65 Grimshaw St & Plenty Rd	86
2866	Stop 66 Settlement Rd & Plenty Rd	86
2868	Stop 68 Greenhills Rd & Plenty Rd	86
2869	Stop 69 Taunton Drive & Plenty Rd	86
2961	Stop 61 Pres. Ladies College & Burwood Hwy	75
2962	Stop 62 Elgar Rd & Burwood Hwy	75
2963	Stop 63 Gillard St (Deakin Uni) & Burwood Hwy	75
2964	Stop 64 Station St & Burwood Hwy	75
2965	Stop 65 Starling St & Burwood Hwy	75
3068	Stop 11 Queensberry St & Peel St	55
3168	Stop 9 Queen Victoria Market & Peel St	55
3169	Stop 10 Victoria St & Peel St	55
3170	Stop 11 Queensberry St & Peel St	55
3173	Stop 14 Royal Melbourne Hospital & Flemington Rd	55,59
3608	Stop 8 Spring St & Flinders St	35,75
3825	Stop 15 Arden St & Abbotsford St	57
3826	Stop 16 Haines St & Abbotsford St	57
3925	Stop 15 Arden St & Abbotsford St	57
3926	Stop 16 Haines St & Abbotsford St	57
4252	Stop 52 River St & Rosamond Rd	82
4352	Stop 52 Rosamond Rd & River St	82



## Temporary Exemptions Report

### **5.1 Resting points – When resting points must be provided**

#### **Temporary Exemption: existing rail premises and existing rail infrastructure**

For a period of five years, compliance with clause 5.1 is not required for existing rail premises and existing rail infrastructure to the extent that site constraints prevent compliance (rather than only add expense or difficulty).

This exemption is not relevant to Yarra Trams. All tram stops spanning 60m or more comply with this requirement.

### **6.4 Slope of external boarding ramps**

#### **Temporary Exemption: rail conveyances**

For a period of five years, where the relationship between the platform and rail carriage means that an external board ramp can only be provided at a gradient greater than 1 in 8 and less than 1 in 4, ARA members are not required to provide staff assistance in ascending or descending the ramp.

#### **Reporting Requirements:**

- a. **Number of locations where boarding ramp slopes of one in eight or better cannot currently be achieved**
- b. **Measures to be taken to increase the number of locations where external boarding ramp slopes of one in eight or better will be achieved**
- c. **Results of examination of alternative methods of achieving accessible boarding**

Yarra Trams conveyances (trams) are not fitted with boarding ramps. Customers who use mobility aids are able to board and alight low-floor trams independently from level access tram stops.

Every low-floor tram is fitted with an emergency egress ramp so that in cases of emergency, customers are able to alight from the tram safely when not at an accessible stop. The emergency ramps are only deployed by trained staff while authorised line officers control traffic, to ensure alighting trams in the middle of the road can be done safely.

Due to safety reasons, we do not deploy boarding ramps at kerbside stops for customers to access low floor trams from road level. These stops require customers to wait until the tram has stopped before crossing the road to board the tram from the road way. Deploying a boarding ramp at these stops would pose a safety risk to customers and Yarra Trams staff. The limited width of safety zone stops does not allow for the deployment of a ramp because there is not enough room to manoeuvre a mobility aid to board and alight safely.

### **11.2 Handrails and grabrails – Handrails to be provided on access paths**

#### **Temporary exemption: rail platforms**

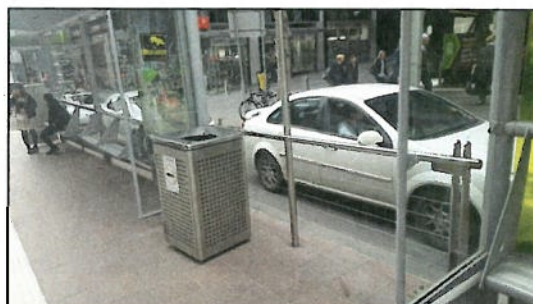
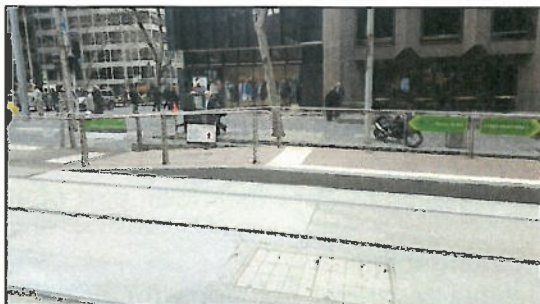
For a period of five years, rail platforms are exempt from clause 11.2.

**Reporting requirement: where a request is made but the installation of a handrail does not proceed, report on the request and the reasons for not taking action**

No requests have been received.

## Temporary Exemptions Report

Handrails are provided on all ramps that form part of the access paths that lead to level access stops, and along the back of the stop. In places where there is no handrail along level access stops, shelters with seating are provided.



### **17.5 Signs – Electronic notices**

#### **Temporary exemption: rail premises and rail infrastructure**

For a period of five years, electronic notices may be displayed at rail premises and rail infrastructure for less than 10 seconds where more frequent updating is necessary because of the frequency of services or the volume of information to be displayed.

#### **Reporting Requirements: Availability of alternative passenger information display systems.**

Due to the number of routes passing through some of our busiest tram stops, certain Passenger Information Displays (**PIDS**) which are located at level access stops, do not display tram arrival information for 10 seconds. This is mitigated by the following alternate means by which customers can obtain the same information:

**Using audio buttons at stops:** These are located at every stop that has a PID. When the audio button is pressed it provides an announcement with next tram arrival estimates. This information is consistent with the information displayed on the PID.

**tramTRACKER:** tramTRACKER provides real-time tram arrival information through a free mobile phone application available for both iPhone and Android users, and on the Yarra Trams website. Real-time tram arrival information is provided for the next three trams due to arrive at the stop and includes information on whether the tram is low-floor or has air conditioning.



**Call centre:** Customers may call the PTV call centre to obtain information about the next services arriving at a stop. The call centre is open from 6am to midnight daily, and 24 hours on Fridays and Saturdays by calling 1800 800 007.

**Website:** Information about the frequency of tram services can be found on the Yarra Trams website ([yarratrams.com.au](http://yarratrams.com.au)). Timetable information can be found on the PTV website ([ptv.vic.gov.au](http://ptv.vic.gov.au)).

## **Part B – Exemptions from the Premises Standards**

### **H2.2 Accessways**

#### **Temporary exemption: rail premises and rail infrastructure**

For a period of five years, flange gaps of up to 75mm are permitted where a level crossing forms part of an access path on rail premises or rail infrastructure.

#### **Reporting Requirements:**

- a. action taken to improve safe use of level crossings where they form part of an access path;
- b. progress made in the removal of level crossings; and
- c. any developments in research into possible technical solutions for bridging flange gaps

Please see Yarra Trams' response to clause 2.1 (i) Access paths –Unhindered passage.

### **H2.2 Accessways**

#### **Temporary exemption: existing rail premises and existing rail infrastructure**

For a period of five years, an access path is required to provide entrance and exit only at a single boundary point for existing rail stations where providing access at each entrance would require significant structural building work or not be feasible due to space, topographical or heritage reasons.

#### **Reporting Requirement: rail stations which have inaccessible entrances**

Please see Yarra Trams' response to clause 2.1 (ii) Access paths –Unhindered passage.

### **H2.2 Accessways**

#### **Temporary exemption: existing rail premises and existing rail infrastructure**

For a period of five years, for existing rail premises and existing rail infrastructure:

- where the 1,200mm minimum unobstructed width for access paths cannot be met due to structural and technical constraints, an access path with a minimum unobstructed width of 1,000mm may be provided;
- the 850mm minimum unobstructed width (applicable to doorways and gateways) is also permitted on access paths for the purposes of passing an obstruction limited to less than 800mm in length; and
- platform edge warning Tactile Ground Surface Indicators (TGSIs) are permitted to intrude into access paths.

#### **Reporting Requirement: rail stations which have restricted paths of travel**

Please see Yarra Trams' response to clause 2.4 Access paths – Minimum unobstructed width.

# Temporary Exemptions Report

## **H2.2 Accessways**

### **Temporary exemption: existing rail platforms**

For a period of five years, for existing rail platforms, a passing area every 9 metres along any two-way access path that is less than 1,800mm wide is permitted where it is not possible to provide one every six metres due to structural or heritage constraints.

**Reporting Requirement: Rail station platforms which do not provide passing spaces every six metres where any two-way access path is less than 1800mm wide, and provides an updated version of that report every 12 months, and that these reports include a description of any measures taken by the ARA member to address any impacts this may have on users**

Please see Yarra Trams' response to clause 4.2 Passing areas – Two-way access paths and aerobridges.

## **H2.4 Handrails and grabrails**

### **Temporary exemption: rail platforms**

For a period of five years, rail platforms are exempt from clause H2.4(2).

**Reporting requirement: where a request is made but the installation of a handrail does not proceed, report on the request and the reasons for not taking action**

Please see Yarra Trams' response to clause 11.2 Handrails and grabrails – Handrails to be provided on access paths.

Dated 21 September 2016



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**Nicolas Gindt**  
Chief Executive Officer  
KDR Victoria Pty Ltd