

TRIM Ref: DOC/17/565764

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Ms Natalie Curry
General Manager – Passenger & Industry Programs
Australasian Railway Association
PO Box 4608
KINGSTON ACT 2604

Dear Ms Curry

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 2016 to 30 September 2017.

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)*.

Again, I commend this year's achievements and continuous improvements implemented by Yarra Trams. In the remaining four years of the exemption, PTV and Yarra Trams will continue to work collaboratively to achieve incremental improvements each year.

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

PTV is working with Yarra Trams to progress this commitment.

Yours sincerely



Jeroen Weimar
Chief Executive Officer
20/09/2017



Temporary Exemptions Report

Melbourne Tram Service

Reporting Period: 1 October 2016 to 30 September 2017

Yarra Trams
555 Bourke Street
Melbourne, Victoria, 3000

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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 2016 to 30 September 2017.

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

Website: 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 more than 200 million passenger trips taken across the network annually.

There are approximately 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 there are now more than 418 stops, or around 25 per cent, that provide level access.

Since the last exemptions report in 2016, Yarra Trams has upgraded four tram stops, delivering nine individual level access platforms. These are Stop 139 Barkley Street & Acland Street Terminus (two platforms), Stop 22 Toorak Road West (three platforms), Stop 123 Fawkner Park (two platforms) and Stop 125a Southbank depot (two platforms).



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 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.

Yarra Trams operates nine classes of tram throughout the network, five of which are low-floor, providing step-free access at level access stops. During this reporting period, a further ten high capacity, low-floor, E-Class trams were introduced onto the network.

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Yarra Trams recognises the importance of providing audio and visual information within our trams, specifically to ensure that our passengers know where they are and where they are going. Building on the success of the roll out of Vehicle Passenger Information Displays on all our B-Class trams, Yarra Trams developed a solution for our 36 C1-Class trams that is currently being trialled on tram number 3028, primarily on routes 48 and 109.

The implementation of this system will increase the percentage of vehicles with automated audio and visual information from 62 per cent to 75 per cent.

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.

Reporting Requirements:

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. Customer communications

Safety campaigns:

One of Yarra Trams' core values is Zero Harm. The 'Beware the Rhino' safety campaign, which was first launched in 2011, focusses on customers, 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 the majority of the tram network is shared with road traffic.

Later this year, Yarra Trams will launch a new safety campaign to address the prevalence of serious passenger falls. The focus will be on the importance on holding on while on board and taking care when accessing tram services.

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 remains focussed on the removal of level crossings on heavy rail. This project has progressed during the last reporting period; further details are available at <http://levelcrossings.vic.gov.au/>.

Temporary Exemptions Report

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

The Australasian Centre for Rail Innovation is 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/>).

The Australasian Centre for Rail Innovation recently published on their website:

Rail Flange Gap risk reduction – *The rail flange gaps at pedestrian crossings have always been an issue for pedestrians, cyclist and wheelchairs / mobility device users to negotiate. This project will conduct an investigation of available treatments for rail flange gaps and trial a variety of solutions to provide advice on the safest and most suitable solution.*

Yarra trams will monitor any outcomes of this project that could be suitable for the tram network.

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: Rail stations which have inaccessible entrances.

For the purposes of this report, a tram stop with 'inaccessible entrances' is defined as a tram stop which is 'accessible only by steps'.

All level access stops have at least one accessible entrance to the stop that is step free. In some cases, some level access stops have one 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. Please note that in the majority of cases, both entrances to the tram stop are within 30 metres of each other.

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.

Temporary Exemptions Report

Reporting Requirement: stations with restricted paths of travel

Tram infrastructure is built on existing roadways which can result in space limitations due to 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, as they are identified.

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

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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	12109
3608	Stop 8 Spring St & Flinders St	35,75
1896	Stop 51 Balwyn Rd Terminus & Doncaster Rd	48
3168	Stop 9 Queen Victoria Market & Peel St	58
3173	Stop 14 Royal Melbourne Hospital & Flemington Rd	58,59
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

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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

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, 58,64,67, 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	1,58
1217	Stop 119 Bougainville Place & Lygon St	1,58
1218	Stop 118 Pigdon St & Lygon St	1,58
1219	Stop 117 Richardson St & Lygon St	1,58
1220	Stop 116 Fenwick St & Lygon St	1,58
1221	Stop 115 Newry St & Lygon St	1,58
1222	Stop 114 Princes St & Lygon St	1,58
1223	Stop 113 Lytton St & Lygon St	1,58
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	58
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

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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
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 Tempamy 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,5,6,16,58,64,67,72
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 Moubray 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	1,58

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2217	Stop 119 Park St & Lygon St	1,58
2218	Stop 118 Pigdon St & Lygon St	1,58
2219	Stop 117 Richardson St & Lygon St	1,58
2220	Stop 116 Fenwick St & Lygon St	1,58
2221	Stop 115 Newry St & Lygon St	1,58
2222	Stop 114 Princess St & Lygon St	1,58
2223	Stop 113 Lytton St & Lygon St	1,58
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

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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	58
3053	Stop 116 Sturt St & Kings Way	58
3054	Stop 115 York St & Kings Way	58
3058	Stop 1 Flinders St & Queensbridge St	58
3059	Stop 2 Flinders La & Market St	58
3061	Stop 4 Collins St & William St	58
3062	Stop 5 Bourke St & William St	58
3063	Stop 6 Lonsdale St & William St	58
3064	Stop 7 Flagstaff Station	58
3065	Stop 8 Franklin St & William St	58
3069	Stop 12 Flemington Rd & Peel St	58
3072	Stop 16 Harker St & Flemington Rd	55,59
3153	Stop 118 Kings Way & Park St	58
3155	Stop 116 Sturt St & Kings Way	58
3163	Stop 4 Collins St & William St	58
3164	Stop 5 Bourke St & William St	58
3165	Stop 6 Lonsdale St & William St	58
3166	Stop 7 Flagstaff Station	58
3167	Stop 8 Franklin St & Peel St	58
3175	Stop 16 Gatehouse St & Flemington Rd	58,59
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

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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
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

Temporary Exemptions Report

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.

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 ongoing toolbox exercises. Any complaint received from customers in respect of boarding procedures is thoroughly investigated by Yarra Trams.

Information about safe boarding and alighting is also available on the accessibility page of Yarra Trams' website. 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

Temporary Exemptions Report

1972	Stop 72 Lakeside Drv	75
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	58
3168	Stop 9 Queen Victoria Market & Peel St	58
3169	Stop 10 Victoria St & Peel St	58
3170	Stop 11 Queensberry St & Peel St	58
3173	Stop 14 Royal Melbourne Hospital & Flemington Rd	58,59
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 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

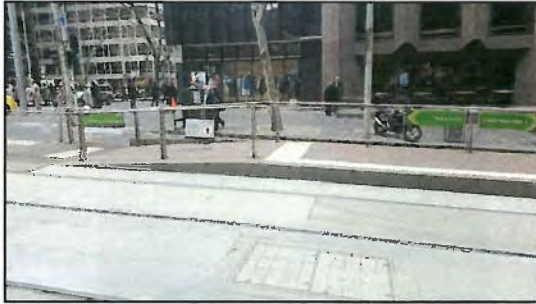
For a period of five years, rail platforms are exempt from clause 11.2.

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: Progress in the development and 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). Timetable information can be found on the PTV website (ptv.vic.gov.au).

Temporary Exemptions Report

18.1 Tactile ground surface indicators – Location

Temporary exemption: Existing rail premises and existing rail infrastructure.

For a period of two years, for existing rail premises and rail infrastructure, compliance with clause 18.1 of the Transport Standards is not required other than in relation to stairways, escalators, ramps and overhead obstructions below a height of 2,000mm.



Reporting requirement: Nature and outcome of consultations.

The DSAPT specifically outlines requirements around Tactile Ground Surface Indicators (TGSIs) for train stations, accessible bus stops and wharves but does not specifically refer to tram stops. DSAPT also refers to Building Standards (AS 1428.2 (TGSIs)) which stipulates that Tactiles should be present at vehicle boarding and alighting points. Australian Standard 1428.1:2002 outlines the specific requirements for installing TGSIs.

Currently, in the specific tram operational environment, all level access tram stops have TGSIs to indicate boarding points, similar to the requirements for the edge of railway platforms (DSAPT 18.4). However, kerbside and reserve tram stops which are more similar to bus stops, do not systematically have TGSIs. Rather, they are installed more on an ad-hoc basis, based on local attributes and constraints. For example, at kerbside stops, customers need to cross oncoming traffic from the stop located on the pavement to board the tram which operates in the middle of the road.

Safety zone tram stops are unique. The stop is actually located in the middle of the road and separated from traffic by barriers.

Consultation was undertaken to understand the practical customer and community needs and the preferred TGSi designs for visually impaired customers at these types of stops. Yarra Trams undertook consultation in accordance with the Exemptions requirement and the following was recorded.

Session Aim: In August 2017, Yarra Trams undertook a consultation session. The aim of the session was to develop site specific strategies to identify architectural solutions or alternative way finding aids consistent with AS1428.4: 2002. Specifically, participants reviewed a range of typical and atypical tram stops, to identify challenges and appropriate, preferred solutions for each stop example.

Temporary Exemptions Report

Attendees: In attendance were participants from:

- Public Transport Victoria
- Vision Australia
- Guide Dogs Australia
- Yarra Trams.

Attendees were Accredited Access Consultants, Policy Advisors and Orientation and Mobility Specialists, several of whom identify as vision impaired. The session was facilitated by Yarra Trams' Advisor, Accessibility and Yarra Trams' Advisor, Customer Satisfaction.

Assumptions:

- Level Access stops have TGSIs. Kerb side and safety zone tram stops generally do not. As such, the focus of the consultation session was on kerbside and safety zone tram stops.
- Kerb side and safety zone tram stops vary, in terms of their attributes, surrounding geographical particulars (grass or concrete footpaths), tram shelters, Council street and café furniture including seats and rubbish bins, other authority's infrastructure including power poles, electrical boxes etc.
- Tram stops are located in shared environments with VicRoads and local Councils.
- All kerbside and safety zone tram stops are accessed via access paths that are outside the authority of Yarra Trams, including footpaths and pedestrian crossings.

Outcome: The session participants provided insights into specific challenges of boarding and alighting at each type of tram stop and potential solutions to overcome them, to improve accessibility and facilitate independent travel for visually impaired customers, in accordance with the standards.

The group also provided a ranking of criteria that could be used to prioritise roll out of TGSIs at these stops across the tram network.

This information, along with the Human Rights Commissions guideline for Accessible Bus Stops, will be used by Yarra Trams to seek funding from Public Transport Victoria and Transport for Victoria to develop and implement a prioritisation roll out plan of TGSIs at these types of stops.

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 Part A, clause 2.1 (i) 'Access paths – Unhindered passage' pages 6 and 7.

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 Part A, clause 2.1 (ii) 'Access paths – Unhindered passage' page 7.

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 Part A, clause 2.4 'Access paths – Minimum unobstructed width' pages 7 to 14.

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 Part A, clause 4.2 'Passing areas – Two-way access paths and aerobridges' pages 15 to 17.

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 Part A, clause 11.2 'Handrails and grab rails – Handrails to be provided on access paths' page 18.

H2.11 Tactile ground surface indicators – Location

Temporary exemption: Existing rail premises and existing rail infrastructure.

For a period of two years, for existing rail premises and rail infrastructure, compliance with clause H2.11 of the Premises Standards is not required other than in relation to stairways, escalators, ramps and overhead obstructions below a height of 2,000mm.

Reporting requirement: Nature and outcome of consultations.

Please see Yarra Trams' response to Part A, clause 18.1 'Tactile ground surface indicators – Locations' pages 20 and 21.

Dated 14th September 2017



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Nicolas Gindt
Chief Executive Officer
KDR Victoria Pty Ltd