

Temporary Exemptions Report

Melbourne Tram Service

Reporting period: 1 October 2017 to 30 September 2018



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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 2 October 2017, 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 2018.

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>

Should you have any feedback, please contact Yarra Trams:

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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, as over 75 per cent of the network is shared with other road users. The four different designs are level access stops, kerbside stops, safety zones and reserve stops.

In November 2017, Yarra Trams embarked on a new Franchise Agreement with the State Government, with a renewed and increased focus on passenger experience, of which accessibility is an integral part.

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 1999, and there are now more than 420 stops, or around 25 per cent, that provide level access.

During the reporting period, Yarra Trams has upgraded 7 tram stops, delivering fourteen individual level access platforms. These include:

- Routes 3, 3/a & 16 Stop 38 – Balaclava Station (two kerb extensions)
- Route 19 Stop 19 – Brunswick Road (two platforms)
- Route 58 Stop 119 – Wells Street (two platforms)
- Route 96 Stop 12 – Hanover Street (a double centre island platform)
- Route 96 Stop 13 – Bell Street (a double centre island platform)
- Route 96 Stop 15 – Johnston Street (two platforms)
- Route 1 Stop 17 – Southbank Boulevard (two platforms)



Kerbside stops

These stops are located on the footpath and can be identified by a flagpole or totem and a timetable display case. Passengers hail the tram from the footpath and once the tram has stopped, passengers cross road lanes and board the tram from the roadway. These stops do not provide level access to trams.

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 passengers from traffic. These stops do not provide level access to trams.

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 to trams.

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 13 high capacity, low-floor, E-Class trams were introduced onto the network, bringing the total to more than 65.

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 successful roll out of Vehicle Passenger Information Displays on all our B-Class trams, Yarra Trams developed a solution for our 36 C1-Class trams and 5 C2-Class trams. After the completion of successful trials, during the reporting period the new LCD information display screens were installed on all our C1-Class and C2-Class trams. These trams primarily operate on routes 48 and 109 and been well received by our passengers.

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

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. Passenger communications

Safety campaign:

During the reporting period, Public Transport Victoria launched the "Safe Way to Cross" campaign, specifically aimed at providing information to the community about safety around level crossings. Yarra Trams' supported the campaign by providing a wrapped tram advertising the campaign, displaying campaign posters in shelters at tram stops and on tram faces, displaying information on the passenger information screens within C-Class trams and promoting the campaign via our digital and social media channels. More information about the campaign can be found at <https://www.ptv.vic.gov.au/getting-around/travelling-safely/crossing-safely/>

2. Rehabilitation and familiarisation programs

Yarra Trams continues to run the popular tram familiarisation program called Get Back on Board, for passengers returning to public transport after an injury or change in their mobility. During the reporting period, the program underwent a thorough review and refresh and has been expanded to include the New Preston Depot and Guide Dogs Victoria attended for the first time.

The sessions are run in two parts including a classroom component where a Yarra Trams staff member provides information about safety, accessibility, ticketing and general travel tips.

The component session is conducted by health care professionals and is tailored to each individual participant. The healthcare worker will assist the participant to board and alight high floor and low floor trams, find the priority seats and touch on their myki card.

These sessions remove barriers to tram travel and enable participants to regain their independence and reconnect to the community.

Yarra Trams continues to participate in the multi-modal confidence building events on the network called 'try before you ride'. Passengers and the wider community can practise boarding and alighting and generally familiarise themselves with our services and follow advice provided by our experienced passenger 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 crossing's on heavy rail. This project has progressed during the last reporting period, twenty-five of the fifty level crossing earmarked for removal have been removed. Further details are available at <http://levelcrossings.vic.gov.au/>

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

The Australasian Centre for Rail Innovation is undertaking a project aimed at “identifying and testing products that eliminate the need for level crossing rail flange gaps”. The following is published on their website: <https://www.acri.net.au/lc15-identifying-and-testing-products-that-eliminate-the-need-for-level-crossing-rail-flange-gaps/>

“LC15 – Identifying and testing products that eliminate the need for level crossing rail flange gaps

“Review of existing solutions to improve transport safety and accessibility by eliminating the need for level crossing rail flange gaps, and an assessment of their applicability to the Australian context. Flange gaps present a hazard for crossing users such as pedestrians and people in wheelchairs and other mobility devices”.

Yarra Trams understands that both Metro Trains Melbourne and V/Line are planning to undertake trials of VeloSTRAIL. Information about the trials they are planning to undertake can be found in their Exemption Reports.

Yarra trams will continue to monitor the outcomes of these projects to assess suitability 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.

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 third parties (generally local municipalities or VicRoads). Yarra Trams is working with the relevant third parties 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
2323	Stop 23 Stubbs St & Racecourse Rd	57
2371	Stop 31 Bird Ave & St Georges Rd	11
1855	Stop 55 Albert St & Plenty Rd	86
1318	Stop 57 Hawker St & Matthews Ave	59
2319	Stop 58 Marshall Rd & Matthews Ave	59
2964	Stop 64 Station St & Burwood Hwy	75
3209	Stop 9 Spring St & Bourke St	86, 96
1867	Stop 67 Bundoora Square S.C. & Plenty Rd	86
3406	Stop 6 Town Hall & Collins St	11, 12, 48, 109
2826	Stop 26 Walker St & High St	86

2962	Stop 62 Elgar Rd & Burwood Hwy	75
3700	Stop D6 Flinders St West & Docklands	35, 70, 75
1866	Stop 66 Settlement Rd & Plenty Rd	86
1864	Stop 64 Mount Cooper Dr & Plenty Rd	86
1969	Stop 69 Highview Gr & Burwood Hwy	86
1715	Stop 15 Smith St & Victoria Pde	109
1964	Stop 64 Station St & Burwood Hwy	86
1102	Stop 32 Chapel St & Dandenong Rd	5, 64
2866	Stop 66 Settlement Rd & Plenty Rd	86
2961	Stop 61 Presbyterian Ladies College / Plenty Rd	86
2115	Stop 48 Hawthorn Rd & Dandenong Rd	16, 64
3509	Stop 8 Spring St & Collins St	11, 12, 48, 109
1323	Stop 23 Stubbs St & Racecourse Rd	57
2824	Stop 24 Michael St & Queens Pde	86
2757	Stop 57 Nelson Rd & Whitehorse Rd	109
2368	Stop 28 Sumner Ave & St Georges Rd	11
1314	Stop 53 Keilor Rd & Matthews Ave	59
1823	Stop 23 Wellington St & Queens Pde	86
2862	Stop 62 Bundoora MFB & Plenty Rd	86
1175	Stop 53 Glen Iris Station & High St	6
1317	Stop 56 Earl St & Matthews Ave	59
3113	Stop 13 Flinders Street Station	1, 3, 5, 6, 16, 64, 67, 72
1865	Stop 65 Grimshaw St & Plenty Rd	86
1410	Stop 143 Fitzroy St & Park St	12
1962	Stop 62 Elgar Rd & Burwood Hwy	75
2923	Stop 23 Hawthorn Bridge & Bridge Rd	48, 75
1826	Stop 26 Walker St & High St	86
1959	Stop 59 Gilmour St & Burwood Hwy	75
1369	Stop 29 Arthurlton Rd & St Georges Rd	11
1961	Presbyterian Ladies College	75
1373	Stop 33 Hutton St & St Georges Rd	11

2235	Stop 25 Cecil St & Park St	1
1319	Stop 58 Marshall Rd & Matthews Ave	59
1975	Stop 75 Vermont South Shopping Centre	75
3409	Spring St & Collins St	11, 12, 48, 109
1316	Stop 55 Cameron St & Matthews Ave	59

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

TTID	Stop Name	Routes(s) passing through stop
1031	Barkly St & St Kilda Rd	3, 67
1032	Alma Rd & St Kilda Rd	3, 67
1033	Argyle St & St Kilda Rd	3, 67
1034	Inkerman St & St Kilda Rd	3, 67
1068	Koorang Rd & Truganini Rd	67
1102	Chapel St & Dandenong Rd	5, 64
1135	East Brighton & Hawthorn Rd	64
1175	Glen Iris Station & High St	6
1314	Keilor Rd & Matthews Ave	59
1316	Cameron St & Matthews Ave	59
1317	Earl St & Matthews Ave	59
1318	Hawker St & Matthews Ave	59
1319	Marshall Rd & Matthews Ave	59
1320	Airport West & Matthews Ave	59
1323	Stubbs St & Racecourse Rd	57
1371	Gadd St & St Georges Rd	11
1372	Normanby Ave & St Georges Rd	11
1397	Clarendon St & Albert Rd	12
1404	Harold St & Danks St	12
1410	Fitzroy St & Park St (Terminus)	12
1448	Hawthorn Rd & Dandenong Rd	64
1708	Southbank Tram Depot	109
1719	North Richmond Station & Victoria Pde	12, 109

1720	Lennox St & Victoria St	12, 109
1724	Victoria Gardens	12, 109
1725	River Blvd & Victoria St	12, 109
1827	Westgarth St & High St	86
1830	Clarke St & High St	86
1831	Northcote Town Hall & High St	86
1832	Mitchell St & High St	86
1855	Albert St & Plenty Rd	86
1862	Bundoora MFB & Plenty Rd	86
1864	Mount Cooper Dv & Plenty Rd	86
1865	Grimshaw St & Plenty Rd	86
1867	Bundoora Square Shopping Centre & Plenty Rd	86
1868	Greenhills Rd & Plenty Rd	86
1869	Taunton Dr & Plenty Rd	86
1896	Balwyn Rd & Doncaster Rd	48
1959	Gilmour St & Burwood Hwy	75
1961	Presbyterian Ladies College	75
1962	Elgar Rd & Burwood Hwy	75
1963	Deakin University & Burwood Hwy	75
1967	Old Burwood Rd & Burwood Hwy	75
1972	Lakeside Drive & Burwood Hwy	75
1976	Hawthorn Rd & Dandenong Rd	64
2031	Barkly St & St Kilda Rd	3, 67
2032	Alma Rd & St Kilda Rd	3, 67
2033	Argyle St & St Kilda Rd	3, 67
2034	Inkerman St & St Kilda Rd	3, 67
2035	Carlisle St & St Kilda Rd	3, 67
2107	Lansdowne Rd & Dandenong Rd	5, 64
2112	Kooyong Rd & Dandenong Rd	64
2115	Hawthorn Rd & Dandenong Rd	64
2239	Cardigan St & Victoria Ave	1

2314	Matthews Ave & Keilor Rd	59
2315	Fullarton Rd & Matthews Ave	59
2316	Cameron St & Matthews Ave	59
2317	Earl St & Matthews Ave	59
2323	Stubbs St & Racecourse Rd	57
2367	Westbourne Gv & St Georges Rd	11
2404	Harold St & Danks St	12
2719	North Richmond Station & Victoria St	12, 109
2720	Lennox St & Victoria St	12, 109
2724	Victoria Gardens	12, 109
2756	Elgar Rd & Whitehorse Rd	109
2826	Walker St & High St	86
2827	Westgarth St & High St	86
2830	Clarke St & High St	86
2855	Boldrewood Pde & Plenty Rd	86
2861	Bundoora Park & Plenty Rd	86
2862	Bundoora MFB & Plenty Rd	86
2865	Grimshaw St & Plenty Rd	86
2866	Settlement Rd & Plenty Rd	86
2868	Greenhills Rd & Plenty Rd	86
2869	Taunton Dr & Plenty Rd	86
2961	Presbyterian Ladies College	75
2962	Elgar Rd & Burwood Hwy	75
2963	Deakin University & Burwood Hwy	75
2964	Station St & Burwood Hwy	75
2965	Starling St & Burwood Hwy	75
3055	City Rd & Kings Way	58
3068	Queensberry St & Peel St	58
3069	Flemington Rd & Peel St	58
3111	City Square & Swanston St	1, 3, 5, 6, 16, 64, 67, 72
3173	Royal Melbourne Hospital & Flemington Rd	58, 59

3178	City Rd & Kings Way	58
3399	Batman's Hill	11, 48
3400	Southern Cross Station	11, 48
3499	Batman's Hill	11, 48
3500	Southern Cross Station	11, 48
3825	Arden St & Abbotsford St	57
3826	Haines St & Abbotsford St	57
3925	Arden St & Abbotsford St	57
3926	Haines St & Abbotsford St	57
4252	River St & Rosamond Rd	82

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

TTID	Stop name	Route(s) passing through stop
1023	Arthur St & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
1024	Leopold St & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
1026	Moubray St & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
1036	St Kilda Primary School & Brighton Rd	67
1038	Wimbledon Ave & Brighton Rd	67
1039	Glen Eira Rd & Brighton Rd	67
1040	Scott St & Brighton Rd	67
1041	Coleridge St & Brighton Rd	67
1042	Hotham St & Brighton Rd	67
1147	Burke Rd & Wattletree Rd	5
1216	Brunswick Rd & Lygon St	1, 6
1217	Park St & Lygon St	1, 6
1218	Pigdon St & Lygon St	1, 6
1219	Richardson St & Lygon St	1, 6
1220	Fenwick St & Lygon St	1, 6
1221	Melbourne Cemetery Newry St & Lygon St	1, 6
1222	Princes St & Lygon St	1, 6
1223	Lytton St & Lygon St	1, 6

1228	Grant St & Sturt St	1
1230	Kings Way & Sturt St	1
1237	Park St & Montague St	1
1275	Bell St & Melville Rd	58
1281	Melrose St & Flemington Rd	57, 59
1298	Buckley St & Pascoe Vale Rd	59
1322	Boundary Rd & Racecourse Rd	57
1324	Victoria St & Racecourse Rd	57
1326	Newmarket Station & Racecourse Rd	57
1328	Smithfield Rd & Racecourse Rd	57
1380	Bell St & Gilbert Rd	11
1393	City Rd & Clarendon St	12
1399	Kerferd Rd & Canterbury Rd	12
1409	Mary St & Park St	12
1434	Bell St & Sydney Rd	19
1442	Princes St & Fitzroy St	16
1513	Hanover St & Nicholson St	96
1514	Bell St & Nicholson St	96
1515	Johnston St & Nicholson St	96
1516	Rose St & Nicholson St	96
1517	Alexandra Pde & Nicholson St	96
1518	Freeman St & Nicholson St	96
1519	Tempany St & Nicholson St	96
1521	Scotchmer St & Nicholson St	96
1538	Canterbury Rd & Fitzroy St	16, 96
1670	Cotham Rd & Burke Rd	72
1825	Clifton Hill Interchange & Queens Pde	86
1918	Church St & Bridge Rd	48, 75
1919	Richmond Town Hall & Bridge Rd	48, 75
1920	Coppin St & Bridge Rd	48, 75
1921	Burnley St & Bridge Rd	48, 75

1925	Yarra St & Burwood Rd	48, 75
1958	Warrigal Rd & Burwood Hwy	75
1960	Millicent St & Burwood Hwy	75
1966	Middleborough Rd & Burwood Hwy	75
2023	Arthur St & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
2024	Leopold St & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
2036	St Kilda Primary School & Brighton Rd	67
2037	Chapel St & Brighton Rd	67
2039	Glen Eira Rd & Brighton Rd	67
2040	Scott St & Brighton Rd	67
2041	Coleridge St & Brighton Rd	67
2042	Hotham St & Brighton Rd	67
2090	Dandenong Rd & Derby Rd	3
2216	Brunswick Rd & Lygon St	1, 6
2217	Park St & Lygon St	1, 6
2218	Pigdon St & Lygon St	1, 6
2220	Fenwick St & Lygon St	1, 6
2221	Melbourne Cemetery Newry St & Lygon St	1, 6
2222	Princes St & Lygon St	1, 6
2223	Lytton St & Lygon St	1, 6
2228	Grant St & Sturt St	1
2230	Kings Way & Sturt St	1
2237	Montague St & Park St	1
2281	Melrose St & Flemington Rd	57, 59
2307	Lincoln Rd & Mt Alexander Rd	59
2322	Boundary Rd & Racecourse Rd	57
2324	Collett St & Racecourse Rd	57
2326	Newmarket Station & Racecourse Rd	57
2328	Smithfield Rd & Racecourse Rd	57
2366	Clarke St & St Georges Rd	11
2374	Miller St & St Georges Rd	11

2393	City Rd & Clarendon St	12
2397	Albert Rd & Clarendon St	12
2409	Mary St & Park St	12
2441	St Kilda Rd & Fitzroy St	16
2442	Princes St & Fitzroy St	16
2446	Brighton Rd & Carlisle St	3a, 16
2513	Hanover St & Nicholson St	96
2514	Murchison St & Nicholson St	96
2516	Kay St & Nicholson St	96
2517	Princes St & Nicholson St	96
2518	Curtain St & Nicholson St	96
2519	Tempany St & Nicholson St	96
2521	Pigdon St & Nicholson St	96
2522	Brunswick Rd & Nicholson St	96
2627	Punt Rd & Commercial Rd	72
2825	Clifton Hill Interchange & Queens Pde	86
2919	Richmond Town Hall & Bridge Rd	48, 75
2920	Coppin St & Bridge Rd	48, 75
2925	St James Park & Burwood Rd	75
2960	Roslyn St & Burwood Hwy	75
3053	Sturt St & Kings Way	58
3054	York St & Kings Way	58
3058	Flinders St & Queensbridge St	58
3061	Collins St & William St	58
3062	Bourke St & William St	58
3063	Lonsdale St & William St	58
3064	Flagstaff Station	58
3065	Franklin St & William St	58
3072	Harker St & Flemington Rd	58, 59
3153	Park St & Kings Way	58
3155	Sturt St & Kings Way	58

3163	Collins St & William St	58
3164	Bourke St & William St	58
3165	Lonsdale St & William St	58
3166	Flagstaff Station	58
3167	Franklin St & Peel St	58
3175	Harker St & Flemington Rd	58, 59
3211	Victoria Pde & Nicholson St	96
3212	Melbourne Museum	96
3252	Lonsdale St & Spencer St	86
3312	Melbourne Museum	96
3351	La Trobe St & Spencer St	86
3352	Lonsdale St & Spencer St	86
3411	Albert St & Gisborne St	11, 12, 109
3511	Albert St & Gisborne St	11, 12, 109
3551	Spencer St & Latrobe St	30, 35
3552	King St & La Trobe St	30, 35
3553	Flagstaff Station	30, 35
3554	Queen St & La Trobe St	30, 35
3555	Melbourne Central Station Elizabeth Street	30, 35
3556	Melbourne Central Station Swanston Street	30, 35
3557	Russell St & La Trobe St	30, 35
3558	Exhibition St & La Trobe St	30, 35
3559	Victoria St & La Trobe St	30, 35
3609	Lansdowne St & Wellington Pde	48, 75
3610	Jolimont Rd & Wellington Pde	48, 75
3613	Simpson St & Wellington Pde	48, 75
3650	Etihad Stadium & La Trobe St	30, 35, 86
3651	Spencer St & La Trobe St	30, 35
3653	Flagstaff Station	30, 35
3654	Queen St & La Trobe St	30, 35
3655	Melbourne Central Station Elizabeth Street	30, 35

3656	Melbourne Central Station Swanston Street	30, 35
3658	Exhibition St & La Trobe St	30, 35
3659	La Trobe St & Victoria Pde	30, 35
3709	Lansdowne St & Wellington Pde	48, 75
3710	Jolimont Rd & Wellington Pde	48, 75
3713	Simpson St & Wellington Pde	48, 75
3801	Flinders Street Station	19, 57, 59
3813	Spring St & Bourke St	35
3818	Peel St & Victoria St	57
3819	Howard St & Victoria St	57
3820	Chetwynd St & Victoria St	57
3821	Errol St & Victoria St	57
3823	Curzon St & Queensberry St	57
3824	Abbotsford St & Queensberry St	57
3827	Canning St & Abbotsford St	57
3913	Spring St & Bourke St	35
3918	Peel St & Victoria St	57
3919	Howard St & Victoria St	57
3920	Chetwynd St & Victoria St	57
3922	North Melbourne Town Hall & Queensberry St	57
3923	Curzon St & Queensberry St	57
3924	Queensberry St & Abbotsford St	57
3927	Molesworth St & Abbotsford St	57
3928	Chapman St & Abbotsford St	57
4165	Victoria St & Church St	78
9001	Bell St & Nicholson St	1

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. These doors are signed with the international symbol for access.

During this reporting period, Yarra Trams has undertaken a review of the decals on the doors of all low floor tram classes. From the review, Yarra Trams updated the decals on every accessible door on every low floor tram, to improved consistency across individual trams classes and the entire low floor fleet and to make the accessible doors more visible to intending passengers.

The accessible boarding doors are now identified by two decals, both with the international symbol for access. One is located at the top of the door and one in the middle of the door, next to the door open buttons. The two decals are pictured in situ below.

Door decals indicating boarding point



4.2 Passing areas – Two-way access paths and aerobridges

The boarding procedures are communicated to all Yarra Trams' staff (including drivers, Customer Service Employees and Authorised Officers) through operational and passenger service training (induction and refresher). Any complaint received from passengers 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 passengers who attend our "get back onboard" program and the "try before your ride" events on the network.

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 and footpaths which can result in space limitations due to several competing priorities including road lanes, car parks, bike lanes, heritage curbing, footpath widths and the actual tram stop.



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(s) passing through stop
1029	Union St & St Kilda Rd	3, 5, 16, 64, 67
1031	Barkly St & St Kilda Rd	3, 67
1032	Alma Rd & St Kilda Rd	3, 67
1033	Argyle St & St Kilda Rd	3, 67
1034	Inkerman St & St Kilda Rd	3, 67
1035	Carlisle St & St Kilda Rd	3, 67
1068	Koornang Rd & Truganini Rd	67
1102	Chapel St & Dandenong Rd	5, 64
1108	Orrong Rd & Dandenong Rd	5, 64
1135	East Brighton & Hawthorn Rd	64
1175	Glen Iris Station & High St	6
1314	Keilor Rd & Matthews Ave	59
1315	Fullarton Rd & Matthews Ave	59
1316	Cameron St & Matthews Ave	59
1317	Earl St & Matthews Ave	59
1318	Hawker St & Matthews Ave	59
1319	Marshall Rd & Matthews Ave	59
1320	Airport West & Matthews Ave	59
1323	Stubbs St & Racecourse Rd	57
1369	Arthurton Rd & St Georges Rd	11
1540	Jacka Blvd & Fitzroy St	96
1671	Gardiner Station & Burke Rd	72
1707	Clarendon Street Junction	96, 109
1708	Southbank Tram Depot	109
1823	Wellington St & Queens Pde	86
1826	Walker St & High St	86
1827	Westgarth St & High St	86
1830	Clarke St & High St	86

1855	Albert St & Plenty Rd	86
1856	Loddon Av & Plenty Rd	86
1858	Browning St & Plenty Rd	86
1859	Preston Cemetery & Plenty Rd	86
1860	La Trobe University & Plenty Rd	86
1862	Bundoora MFB & Plenty Rd	86
1863	Greenwood Dr & Plenty Rd	86
1864	Mount Cooper Dv & Plenty Rd	86
1865	Grimshaw St & Plenty Rd	86
1866	Settlement Rd & Plenty Rd	86
1867	Bundoora Square Shopping Centre & Plenty Rd	86
1868	Greenhills Rd & Plenty Rd	86
1869	Taunton Dr & Plenty Rd	86
1959	Gilmour St & Burwood Hwy	75
1961	Presbyterian Ladies College	75
1962	Elgar Rd & Burwood Hwy	75
1963	Deakin University & Burwood Hwy	75
1964	Station St & Burwood Hwy	75
1965	Starling St & Burwood Hwy	75
1967	Old Burwood Rd & Burwood Hwy	75
2022	Toorak Rd & St Kilda Rd	3, 5, 6, 16, 58, 64, 67, 72
2029	Union St & St Kilda Rd	3, 5, 16, 64, 67
2031	Barkly St & St Kilda Rd	3, 67
2032	Alma Rd & St Kilda Rd	3, 67
2033	Argyle St & St Kilda Rd	3, 67
2034	Inkerman St & St Kilda Rd	3, 67
2035	Carlisle St & St Kilda Rd	3, 67
2102	Chapel St & Dandenong Rd	5, 64
2112	Kooyong Rd & Dandenong Rd	64
2115	Hawthorn Rd & Dandenong Rd	64
2314	Matthews Ave & Keilor Rd	59

2315	Fullarton Rd & Matthews Ave	59
2316	Cameron St & Matthews Ave	59
2317	Earl St & Matthews Ave	59
2318	Hawker St & Matthews Ave	59
2323	Stubbs St & Racecourse Rd	57
2367	Westbourne Gv & St Georges Rd	11
2368	Sumner Ave & St Georges Rd	11
2369	Arthurton Rd & St Georges Rd	11
2540	Jacka Blvd & Fitzroy St	96
2651	Gardiner Station & Burke Rd	72
2707	Clarendon Street Junction	96, 109
2708	Southbank Tram Depot	109
2715	Smith St & Victoria Pde	12, 109
2725	River Blvd & Victoria St	12, 109
2822	Smith St & Queens Pde	86
2823	Wellington St & Queens Pde	86
2824	Michael St & Queens Pde	86
2826	Walker St & High St	86
2827	Westgarth St & High St	86
2830	Clarke St & High St	86
2855	Boldrewood Pde & Plenty Rd	86
2856	Loddon Ave & Plenty Rd	86
2858	Browning St & Plenty Rd	86
2859	Preston Cemetery & Plenty Rd	86
2861	Bundoora Park & Plenty Rd	86
2862	Bundoora MFB & Plenty Rd	86
2863	Greenwood Dr & Plenty Rd	86
2865	Grimshaw St & Plenty Rd	86
2866	Settlement Rd & Plenty Rd	86
2868	Greenhills Rd & Plenty Rd	86
2869	Taunton Dr & Plenty Rd	86

2961	Presbyterian Ladies College	75
2962	Elgar Rd & Burwood Hwy	75
2963	Deakin University & Burwood Hwy	75
2964	Station St & Burwood Hwy	75
2965	Starling St & Burwood Hwy	75
3022	Toorak Rd & St Kilda Rd	3, 5, 6, 16, 58, 64, 67, 72
3017	Grant St - Police Memorial & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
3066	Queen Victoria Market & Peel St	58
3068	Queensberry St & Peel St	58
3111	City Square & Swanston St	1, 3, 5, 6, 16, 64, 67, 72
3114	Arts Precinct & St Kilda Rd	1, 3, 5, 6, 16, 64, 67, 72
3117	Grant St - Police Memorial & St Kilda Rd	3, 5, 6, 16, 64, 67, 72
3159	Casino/Southbank & Queensbridge St	58
3168	Queen Victoria Market & Peel St	58
3173	Royal Melbourne Hospital & Flemington Rd	58, 59
3201	Southern Cross Station Spencer Street	86, 96
3204	Queen St & Bourke St	86, 96
3256	Batman Park & Flinders St	12, 96, 109
3301	Southern Cross Station Spencer Street	86, 96
3356	Batman Park & Flinders St	12, 96, 109
3396	Victoria Harbour Docklands	11, 48
3508	101 Collins St	11, 12, 48, 109
3509	Spring St & Collins St	11, 12, 48, 109
3597	Etihad Stadium Bourke St	35, 70, 75
3605	Swanston St & Flinders St	35, 70, 75
3606	Russell St & Flinders St	35, 70, 75
3608	Spring St & Flinders St	35, 75
3696	Central Pier & Harbour Esplanade	35, 70, 75, 86
3697	Etihad Stadium Bourke St	35, 70, 75
3705	Swanston St & Flinders St	35, 70, 75
3711	Jolimont Station/MCG	48, 75

3802	Collins St & Elizabeth St	11, 12, 48, 109
3825	Arden St & Abbotsford St	57
3826	Haines St & Abbotsford St	57
3902	Collins St & Elizabeth St	19, 57, 59
3925	Arden St & Abbotsford St	57
3926	Haines St & Abbotsford St	57
4252	River St & Rosamond Rd	82
4352	Rosamond Rd & River St	82

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. Passengers 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, passengers 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 passengers to access low-floor trams from road level. These stops require passengers 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 passengers 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.

During the reporting period, Yarra Trams has upgraded 7 stops to level access stops (fourteen platforms), providing step free access to low floor trams

- Routes 3, 3/a & 16 Stop 38 - Balaclava Station (two kerb extensions)
- Route 19 Stop 19 - Brunswick Road (two platforms)
- Route 58 Stop 119 - Wells Street (two platforms)
- Route 96 Stop 12 - Hanover Street (a double centre island platform)
- Route 96 Stop 13 - Bell Street (a double centre island platform)
- Route 96 Stop 15 - Johnston Street (two platforms)
- Route 1 Stop 17 – Southbank Boulevard (two platforms)

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

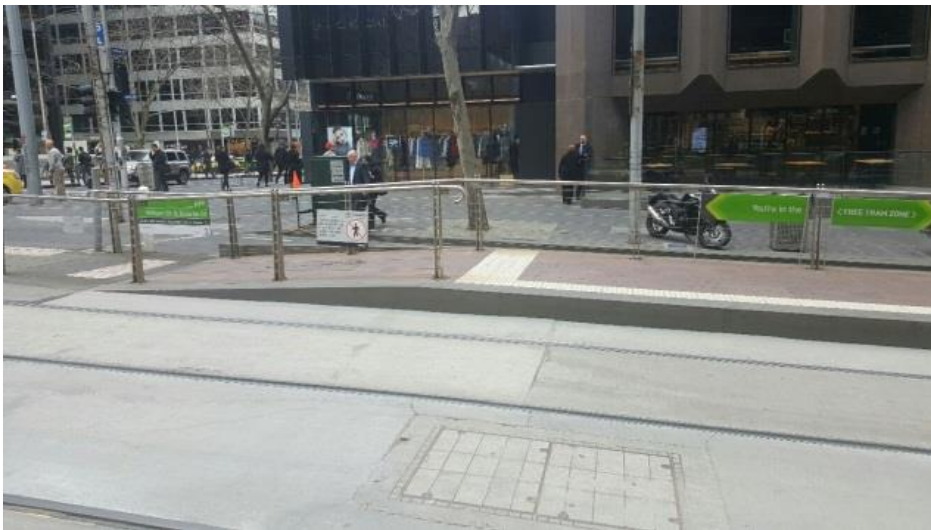
Temporary exemption: Rail platforms

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.

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 ten seconds. This is mitigated by the following alternate means by which passengers 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: Passengers 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).

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 8 to 15.

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 16 to 19.

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 20.

Dated 18 September 2018



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Nicolas Gindt

Chief Executive Officer

KDR Victoria Pty Ltd

