



**Temporary Exemptions Report  
Melbourne Metropolitan Railway Network  
Reporting Period: 1 October 2019 to 30 September 2020**

**Metro Trains Melbourne Pty Ltd  
Level 16, 700 Collins Street  
Docklands, Victoria, 3008**

# Temporary Exemptions Report

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## Introduction

The Melbourne metropolitan railway network (**Network**) currently comprises:

1. 17 lines;
2. 222 stations with 505 platforms;
3. 222 six-carriage trains (1,335 carriages); and
4. 3 train types being Comeng, X'Trapolis and Siemens. High Capacity Metro Trains will come into service late 2020.

The Network also supports regional intercity services throughout various locations.

Head, Transport for Victoria (**Head, TfV**), established under the *Transport Integration Act 2010 (Vic)*, is the statutory office responsible for managing the Network on behalf of the State of Victoria.

Pursuant to a Franchise Agreement – Train between Head, TfV and Metro Trains Melbourne Pty Ltd (**Metro**) dated 2 October 2017, Metro is the operator of the Network.

Metro is 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 various provisions of the *Disability Standards for Accessible Public Transport 2002 (Cth)* (**Transport Standards**) and the *Disability (Access to Premises – Buildings) Standards 2010 (Cth)* (**Premises Standards**).

Metro provides this report in relation to the Network and the applicable temporary exemptions which contain reporting requirements.

This report is for the period 1 October 2019 to 30 September 2020 (**Reporting Period**) and is based on the best available information to Metro.

Should you have any feedback in relation to this report, please contact:

**Phone (free call):** 1800 800 007 – Public Transport Victoria  
6am to midnight daily (all night on Fridays & Saturdays)  
**Email:** <http://www.metrotrains.com.au/customer-feedback/>  
**Website:** [www.metrotrains.com.au](http://www.metrotrains.com.au)  
**Postal address:** Metro Trains Melbourne Pty Ltd  
Customer Feedback  
GPO Box 1880  
MELBOURNE VIC 3001

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

### **2.1 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.

#### **Reporting requirements:**

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

Metro has taken the following action to improve safe use of level crossings where they form part of an access path:

1. Passenger information

The Metro 'Dumb Ways to Die' safety campaign encourages safe behaviours around the Network including Level Crossings.

Metro's Community Education Unit (**CEU**) proactively engages with schools and community groups to teach and promote safe train travel, including the navigation of pedestrian level crossings. The sessions are tailored specifically to groups and relay information concerning:

- types of level crossings;
- types of warning devices;
- use of emergency gates;
- presence of flange gaps;
- Tactile Ground Surface Indicators (**TGSIs**) and paths;
- adequate timings needed to safely traverse level crossings; and
- distractions (headphones and earphones).

Throughout the reporting period, the CEU presented 53 sessions to 965 community members with disability and their companions to encourage safe and confident use of the Network.

2. Upgrades

During the Reporting Period, the following pedestrian level crossings were upgraded with improved access paths and/or electromagnetic latches and gates, which automatically close as a train approaches:

Gladstone Street, Reservoir
Station precinct, Keilor Plains
Paschke Crescent, Lalor
Bethell Avenue, Parkdale
Toorong Road, Toorong
Hallam Road, Hallam
Murray Road, Preston
Fergusson Road, Williamstown

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### 3. Technical solutions

Metro uses asphalt and rubber gap fillers on pedestrian level crossings which reduce the flange gap to approximately 60mm.

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

The Victorian Government Level Crossing Removal Project will oversee the removal of 75 level crossings by 2025 – with 37 already removed as of August 2020. There are currently 27 removals in planning and a further 11 removals under construction.

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

A key deliverable of the ACRI Victorian Railway Crossing Safety Steering Committee Working Group strategy includes a project to trial the VeloSTRAIL product.

VeloSTRAIL is a rubber panel pedestrian crossing system that provides a gap-free solution and minimises entrapment in the flangeway. The product is similar to PedestrAIL with the main difference being a compressible, interchangeable flange-way element that fills the flangeway gap between the rail profile and level crossing surface.

In October 2018, Metro installed and commenced a trial of VeloSTRAIL at Keon Parade, Keon Park on the two main station access pedestrian crossings. A draft report is currently under review to inform Metro's next steps.

V/Line is also completing an independent trial of the VeloSTRAIL product at the North Shore Railway Station.

The Victorian Railway Crossing Safety Steering Committee Working Group has also undertaken two key research projects in relation to people with disability and pedestrian level crossings.

A Human Factors Study was performed on the usability of electromagnetic gates. This involved an onsite assessment of users with a range of disabilities to understand possible safety improvements.

A second study was undertaken to assess the usability of pedestrian level crossings for people with disability. This involved virtual focus groups targeting feedback around challenges and benefits to current pedestrian crossing arrangements.

The findings of the two studies will be assessed for inclusion in an updated pedestrian crossing standard.

### **2.1 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

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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 purpose of this report, a station with an 'inaccessible entrance' is a station which is 'accessible only by steps'. Heyington station is the only station in the Network which is accessible only by steps.

## **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 TGSIs are permitted to intrude into access paths.

### Reporting requirement: Stations with restricted paths of travel.

The following 59 stations have restricted paths of travel:

Alamein	Burnley	Flinders Street	Huntingdale	Mount Waverley	South Yarra
Albion	Camberwell	Footscray	Jacana	North Melbourne	Springvale
Alphington	Canterbury	Gardenvale	Keilor Plains	North Richmond	Tecoma
Armadale	Chatham	Glenbervie	Laverton	Patterson	Toorak
Ascot Vale	Crib Point	Glenferrie	Lilydale	Richmond	Tyabb
Ashburton	Croydon	Hallam	Macaulay	Ruthven	Victoria Park
Auburn	Dandenong	Hampton	Middle Brighton	Seaholme	Werribee
Baxter	Fairfield	Hawksburn	Mont Albert	Seddon	Westona
Bittern	Fawkner	Hawthorn	Moonee Ponds	Somerville	Williamstown Beach
Box Hill	Flemington Bridge	Holmesglen	Moorabbin	South Kensington	

## **2.6 Access paths – Conveyances**

### Temporary exemption: Existing rail conveyances.

For a period of five years, an access path is only required at a single door rather than all doors of existing rail conveyances.

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**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.**

### 1. Passenger information

Metro train drivers provide direct assistance to passengers who require boarding assistance. The nominated platform boarding point aligns with the primary boarding door which is in the same location for all train types. The location of the secondary boarding door differs depending on train type.

Metro consulted with passengers in relation to the information which they need to assist them with boarding for the different train types. Passengers requested that, at first instance, information be provided in relation to the location of the primary boarding door for all train types.

If a secondary door was required at the time of boarding, the train driver could provide information in relation to the location of the secondary boarding door at that time.

Floor decals at the entrance of most platforms direct passengers to the nominated platform boarding point. In addition, the nominated platform boarding point is identified by a floor decal showing the International Symbol for Access.



**Decal directing to the boarding point**



**Decal identifying the boarding point**

Passengers can obtain boarding information from other sources including:

- Metro's website (see <http://www.metrotrains.com.au/accessibility/>);
- Metro staff; and
- Traveller's Aid Centres.

### 2. Staff information

Relevant Metro staff are informed through training, bulletins and briefings.

## **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 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 6 metres due to structural or heritage constraints.

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**Reporting requirement: Rail station platforms which do not provide passing spaces every 6 metres where any two-way access path is less than 1,800mm wide.**

Station	Platform(s)	Station	Platform(s)	Station	Platform(s)
Albion	1	Flemington Bridge	1, 2	Moonee Ponds	2
Bell	1	Flinders Street	1, 3, 4, 5, 8, 9, 10, 13	Mooroolbark	2
Box Hill	4	Gardenvale	1, 2	North Richmond	1, 2
Burnley	3, 4	Glen Waverley	1, 2	Northcote	2
Camberwell	1, 2	Glenferrie	3	Patterson	1, 2
Canterbury	1, 2	Hawthorn	3	Ruthven	2
Chatham	3	Ivanhoe	2	Seddon	2
Collingwood	2	Jacana	1	Surrey Hills	2
Croxton	2	Keilor Plains	1, 2	Werribee	2
East Camberwell	3	Merri	2	Westona	1
Mont Albert	3				

### **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).

#### **Reporting requirements:**

##### **a. Outcome of consultation.**

The outcome of consultation included general requests for additional seating on platforms only. Metro will continue to consult with passengers about specific platform locations.

##### **b. Locations of any non-compliance.**

For the purpose of this report, a 'non-compliance' is a station which 'does not contain a resting point along an access path if the walking distance between facilities or services exceeds 60 metres'. The following 112 stations do not contain a resting point along an access path if the walking distance between facilities or services exceeds 60 metres:

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Aircraft	Cardinia Road	Gardenvale	Lalor	Northcote	Sunbury
Albion	Caulfield	Glen Waverley	Laverton	Oak Park	Sunshine
Anstey	Chatham	Glenbervie	Lynbrook	Officer	Surrey Hills
Armadale	Chelsea	Glenferrie	Macaulay	Parkdale	Thornbury
Ascot Vale	Clifton Hill	Glenhuntly	Melbourne Central	Parliament	Toorak
Ashburton	Craigieburn	Glenroy	Merinda Park	Prahran	Tooronga
Auburn	Croxton	Hallam	Merri	Preston	Tottenham
Balaclava	Dandenong	Hartwell	Middle Brighton	Richmond	Upper Ferntree Gully
Beaconsfield	Darling	Hawksburn	Mont Albert	Ripponlea	Watergardens
Belgrave	Diggers Rest	Heidelberg	Moonee Ponds	Riversdale	Werribee
Bell	East Camberwell	Heyington	Mooroolbark	Roxburgh Park	West Footscray
Berwick	East Malvern	Hoppers Crossing	Mordialloc	Rushall	Westall
Blackburn	East Richmond	Huntingdale	Moreland	Sandown Park	Westona
Box Hill	Edithvale	Ivanhoe	Mount Waverley	Seaford	Williams Landing
Broadmeadows	Fairfield	Jacana	Narre Warren	Seddon	Williamstown Beach
Burnley	Ferntree Gully	Keilor Plains	Newmarket	South Kensington	Willison
Burwood	Flemington Bridge	Kensington	Newport	Southern Cross	Yarraville
Camberwell	Flinders Street	Kooyong	North Brighton	Spotswood	
Canterbury	Footscray	Laburnum	North Williamstown	Springvale	

### **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 1 in 8 or better cannot currently be achieved.**

Based on the mean height of the platform and the carriage floor height of the Siemens type train, there are 134 platforms where boarding ramp slopes of 1 in 8 or better

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cannot be achieved. The gradient is improved for the Comeng and X'Trapolis train types, which have lower carriage floor heights.

**b. Measures to be taken to increase the number of locations where external boarding ramp slopes of 1 in 8 or better will be achieved.**

A new platform height standard has been introduced which will better align platform heights with train floor heights and increase the number of locations where external boarding ramp slopes of 1 in 8 or better will be achieved.

Metro progressively upgrades the height of platforms as funding becomes available. Upgrades have taken place at 26 platforms across the network within the Reporting Period.

Stations where external boarding ramp slopes of 1 in 8 or better have been achieved during the Reporting Period are as follows:

Station	Platform(s)	Station	Platform(s)	Station	Platform(s)
Mentone	1,2	Gardenvale	1, 2	Strathmore	2
Carrum	1, 2	East Malvern	2	Seaholme	1
Reservoir	1, 2	Jordanville	1, 2	Footscray	1, 2
Cheltenham	1, 2, 3	Upfield	1	Middle Footscray	1, 2
Tottenham	2	West Footscray	1, 2	Belgrave	1, 2

**c. Results of examination of alternative methods of achieving accessible boarding.**

Raised Boarding Platforms and improved boarding

In 2013, raised boarding platforms were installed at Box Hill and Flinders Street stations as an alternative to assisted boarding. The trial informed changes to the recommended height, as well as modifications to the Platform Gap Fillers for improved boarding experience.

There are now 185 raised boarding platforms installed across 70 stations, including locations with the new platform heights and installed Platform Gap Fillers. Locations installed with raised boarding platforms during the Reporting Period have been included in 6.4 b.

## **8.2 Boarding – When boarding devices must be provided**

**Temporary exemption: Rail conveyances.**

For a period of five years, a manual or power assisted boarding device is only required at a single door rather than all doors of a rail conveyance.

**Reporting requirement: Measures taken to ensure that staff and passengers are adequately informed of both the doors of rail conveyances at which boarding devices are available and the equivalent access measures available.**

Please see Metro’s response to Part A, clause 2.6 Access paths – conveyances.

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### **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 received for the Reporting Period.

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

Please see Metro's response to Part A, clause 2.1 '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 Metro's response to Part A, clause 2.1 '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 TGSIs are permitted to intrude into access paths.

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**Reporting requirement: Rail stations which have restricted paths of travel.**

Please see Metro's response to Part A, clause 2.4 'Access paths – Minimum unobstructed width'.

### **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 6 metres due to structural or heritage constraints.

**Reporting requirement: Rail station platforms which do not provide passing spaces every 6 metres where any two-way access path is less than 1,800mm 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 Metro's response to Part A, clause 4.2 'Passing areas – Two-way access paths and aerobridges'.

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

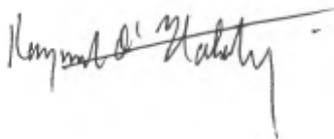
**Temporary exemption: Rail platforms.**

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 Metro's response to Part A, clause 11.2 'Handrails and grabrails – Handrails to be provided on access paths'.

Dated: **28/8/2020**



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**Raymond O'Flaherty**  
Chief Executive Officer  
**Metro Trains Melbourne Pty Ltd**