



**Temporary Exemptions Report  
Melbourne Metropolitan Railway Network  
Reporting Period: 1 October 2018 to 30 September 2019**

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

# Temporary Exemptions Report

## Contents

Introduction.....	3
Part A – Exemptions from the Transport Standards.....	4
2.1 Access paths – Unhindered passage.....	4
2.1 Access paths – Unhindered passage.....	5
2.4 Access paths – Minimum unobstructed width.....	6
2.6 Access paths – Conveyances .....	6
4.2 Passing areas – Two-way access paths and aerobridges.....	7
5.1 Resting points – When resting points must be provided.....	8
6.4 Slope of external boarding ramps.....	9
8.2 Boarding – When boarding devices must be provided.....	10
11.2 Handrails and grabrails – Handrails to be provided on access paths.....	10
Part B – Exemptions from the Premises Standards .....	11
H2.2 Accessways.....	12
H2.4 Handrails and grabrails.....	12

# Temporary Exemptions Report

## 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.

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 2018 to 30 September 2019 (**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

# Temporary Exemptions Report

## **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 68 sessions to 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 electromagnetic latches and gates, which automatically close as a train approaches:

Charman Rd, Cheltenham
Beaconsfield Station, Beaconsfield
Berwick Station, Berwick
Station St, Aspendale
Warrigal Rd, Mentone

## Temporary Exemptions Report

### 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 Authority will oversee the removal of 75 level crossings by 2025 – with 29 already removed. There are currently 41 removals in planning and a further 5 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 prevents 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 12 month trial of VeloSTRAIL at Keon Parade, Keon Park on the two main station access pedestrian crossings. This trial is ongoing and a final report will be prepared by June 2020.

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

## **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 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.

## Temporary Exemptions Report

### **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.

**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.

## Temporary Exemptions Report

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.

**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

## Temporary Exemptions Report

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
Cheltenham	3	Jacana	1	Surrey Hills	2
Collingwood	2	Keilor Plains	1, 2	Werribee	2
Croxton	2	Merri	2	Westona	1
East Camberwell	3	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 117 stations do not contain a resting point along an access path if the walking distance between facilities or services exceeds 60 metres:

Aircraft	Caulfield	Yarraville	Lalor	North Williamstown	Springvale
Albion	Chatham	Gardenvale	Laverton	Northcote	Sunbury
Anstey	Chelsea	Glen Waverley	Lynbrook	Oak Park	Sunshine
Armadale	Cheltenham	Glenbervie	Macaulay	Officer	Surrey Hills
Ascot Vale	Clayton	Glenferrie	Melbourne Central	Parkdale	Thornbury
Ashburton	Clifton Hill	Glenhuntly	Mentone	Parliament	Toorak
Auburn	Craigieburn	Glenroy	Merinda Park	Prahran	Tooronga
Balaclava	Croxton	Hallam	Merri	Preston	Tottenham
Beaconsfield	Dandenong	Hartwell	Middle Brighton	Richmond	Upper Ferntree Gully
Belgrave	Darling	Hawksburn	Mont Albert	Ripponlea	Watergardens
Bell	Diggers Rest	Heidelberg	Moonee Ponds	Riversdale	Werribee

## Temporary Exemptions Report

Berwick	East Camberwell	Heyington	Mooroolbark	Rosanna	West Footscray
Blackburn	East Malvern	Hoppers Crossing	Mordialloc	Roxburgh Park	Westall
Box Hill	East Richmond	Huntingdale	Moreland	Rushall	Westona
Broadmeadows	Edithvale	Ivanhoe	Mount Waverley	Sandown Park	Williams Landing
Burnley	Fairfield	Jacana	Murrumbeena	Seaford	Williamstown Beach
Burwood	Ferntree Gully	Keilor Plains	Narre Warren	Seddon	Willison
Camberwell	Flemington Bridge	Kensington	Newmarket	South Kensington	
Canterbury	Flinders Street	Kooyong	Newport	Southern Cross	
Cardinia Road	Footscray	Laburnum	North Brighton	Spotswood	

Resting points have been provided at Frankston Station during the reporting period. Carrum Station has been closed for refurbishment and will reopen in 2020.

### **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 158 platforms where boarding ramp slopes of 1 in 8 or better cannot be achieved. The data has been improved over the last Reporting Period by isolating parts of the network to the specific fleet types in operation. 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 15 platforms across the network within the Reporting Period.

## Temporary Exemptions Report

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)
Parliament	2	Oakleigh	2, 3	Hallam	2
Flagstaff	1	South Yarra	5	Berwick	1
Flinders St	1	Caulfield	2, 3	Pakenham	1
Richmond	6, 7	Dandenong	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 168 raised boarding platforms installed across 63 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 detailed 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 (pages 6 and 7).

## **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.

# Temporary Exemptions Report

## **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.

#### **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'.

# 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 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 19/09/2019

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