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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 Metro Trains Melbourne Pty Ltd (**Metro**) for the reporting period 1 October 2016 to 30 September 2017.

PTV is pleased to endorse Metro's 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 Metro. In the remaining four years of the exemption, PTV and Metro will continue to work collaboratively to achieve incremental improvements each year.

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

PTV is working with Metro to progress this commitment.

Yours sincerely

  
Jeroen Weimar  
Chief Executive Officer  
20/09/2017



**Temporary Exemptions Report  
Melbourne Metropolitan Railway Network  
Reporting Period: 1 October 2016 to 30 September 2017**

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

# Temporary Exemptions Report

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# Temporary Exemptions Report

## Introduction

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

1. 16 lines;
2. 218 stations with 498 platforms;
3. 210 six-carriage trains (1,260 carriages); and
4. 3 train types being Comeng, X'Trapolis and Siemens.

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

Pursuant to a Franchise Agreement – Train between PTV and Metro Trains Melbourne Pty Ltd (**Metro**) dated 31 August 2009, 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 2016 to 30 September 2017 (**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)  
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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; and
- adequate timings needed to safely traverse level crossings.

Throughout the 2016/2017 financial year, the CEU presented 67 sessions to a total number of 2,374 community members with disability to encourage safe and confident use of the Network.

2. Upgrades

During the Reporting Period, the following 12 pedestrian level crossings were upgraded with improved access paths and electromagnetic latches and gates, which automatically close as a train approaches:

Old Geelong Road, Hoppers Crossing	Willis Street, St Albans	Gaffney Street, Pascoe Vale
Greville Street, Prahran	Glenhuntly Road, Glenhuntly	Chelsea Road, Chelsea
High Street, Reservoir	Down end of platform, Lilydale station	Hutton Street, Thornbury
Down end of platform, Reservoir station	Church Street, Middle Brighton	Bell Street, Coburg

3. Technical solutions

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

## Temporary Exemptions Report

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

The Victorian Government Level Crossing Removal Authority will oversee the removal of 50 level crossings across the Network by 2022. To this end, the Victorian Government has allocated \$2.4 billion in its 2015/2016 budget to remove at least 20 level crossings by 2018. The following 6 level crossings were removed during the Reporting Period:

Main Road, St Albans	Scoresby Road, Bayswater	Blackburn Road, Blackburn
Furlong Road, St Albans	Mountain Highway, Bayswater	Heatherdale Road, Mitcham

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

The Australasian Centre for Rail Innovation continues to undertake 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. A public date for the intended completion of the research and associated findings is not yet available. Once completed, Metro will consider the suitability of the findings on the Network.

## 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.

## 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.

## Temporary Exemptions Report

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

The following 60 stations have restricted paths of travel:

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

Restricted paths of travel were removed from the following 4 stations during the Reporting Period:

Bentleigh	Ginifer	Heatherdale	McKinnon
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## **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.

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.



## Temporary Exemptions Report



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
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		

Passing areas every 6 metres were provided during the Reporting Period at the following 3 locations:

Station	Platform	Station	Platform	Station	Platform
Bentleigh	1	Ginifer	2	Heatherdale	1



## 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).

#### **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 customers 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 122 stations do not contain a resting point along an access path if the walking distance between facilities or services exceeds 60 metres:

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

## Temporary Exemptions Report

Resting points have been provided at the following 4 locations during the Reporting Period:

Gardiner	Ginifer	Ormond	St Albans
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### 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 308 platforms where boarding ramp slopes of 1 in 8 or better cannot be achieved for all train types. 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.

In addition to this, 6 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)
Bentleigh	1, 2, 3	Ormond	1, 2, 3	Heatherdale	1, 2
St Albans	1, 2	Ginifer	1, 2	McKinnon	2

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

Metro has examined the following alternative methods of achieving accessible boarding:

1. **Raised Boarding Platforms**

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 131 raised boarding platforms installed across 52 stations, including locations with the new platform heights and installed Platform Gap Fillers. Raised boarding platforms and improved boarding was achieved at the following 17 stations during the Reporting Period:

Altona	Bentleigh	Gardiner	Hurstbridge	Mount Waverley	Sunshine
Anstey	Berwick	Ginifer	Keilor Plains	Ormond	West Footscray
Bayswater	Darebin	Heatherdale	McKinnon	St Albans	

## Temporary Exemptions Report

### **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.

### **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.**

#### Nature of consultations

For a period of two years, Metro has utilised opportunities for new stations and upgrades to invite users with low vision and blindness, and advocacy groups, such as Guide Dogs Victoria and Vision Australia (on both a fee for service and voluntary basis), to carry out localised consultation on the positioning of TGSIs and alternative wayfinding solutions.

#### Outcome

Localised consultations have resulted in site by site TGSIs designs for both hazard and directional TGSIs. Layouts have been designed to provide guidance to essential facilities through the use of both TGSIs and handrails. There has been an ongoing design preference for directional TGSIs to be provided off-centre and in conjunction with handrails to allow safe mobility along crowded access paths. Layouts have also been altered for ease of access to essential controls, such as lift buttons.

# 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' (page 5).

### 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' (pages 6).

### 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' (page 6).

# 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' (page 8).

## **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' (page 11).

## **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 Metro's response to Part A, clause 18.1 'Tactile ground surface indicators – Locations' (pages 11 and 12).

Dated

20/9/17



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**Michael Houghton**  
Chief Executive Officer  
Metro Trains Melbourne