



**Temporary Exemptions Report
Melbourne Metropolitan Railway Network
Reporting Period: 1 October 2017 to 30 September 2018**

**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 506 platforms;
3. 222 six-carriage trains (1,335 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 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 2017 to 30 September 2018 (**Reporting Period**) and is based on the best available information to Metro.

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

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6am to midnight daily (all night on Fridays & Saturdays)
Email: <http://www.metrotrains.com.au/customer-feedback/>
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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 68 sessions to a total number of 2066 community members with disability 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:

Maidstone Street, Altona	Hampton Street, Hampton	St. James Road, Rosanna
Heather Grove, Cheltenham	Parkers Road, Parkdale	Union Street, Windsor
Station Street, Fairfield	Gaffney Street, Pascoe Vale	
Cricklewood Avenue, Frankston	Oliver Street, Preston	

3. Technical solutions

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

4.

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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. The following 19 level crossings were removed during the Reporting Period:

Grange Road, Alphington	Buckley Street, Essendon	Heatherton Road, Noble Park
Camp Road, Cambellfield	Skye/Overton Road, Frankston	Lower Plenty Road, Rosanna
Grange Road, Carnegie	Poath Road, Hughesdale	Seaford Road, Seaford
Koorng Road, Carnegie	Thompsons Road, Lyndhurst	Melton Highway, Sunbury
Centre Road, Clayton	Murrumbeena Road, Murrumbeena	Kororoit Creek Road, Williamstown North
Clayton Road, Clayton	Chandler Road, Noble Park	
Abbotts Road, Dandenong	Corrigan Road, Noble Park	

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

Metro participates in the rail industry research body, the Australasian Centre for Rail Innovation (ACRI). 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.

Metro works will soon commence for a 12 month trial of VeloSTRAIL at Paschke Crescent, Lalor on the two main station access pedestrian crossings.

V/Line is also completing a trial of VeloSTRAIL in conjunction with the ACRI Victorian Railway Crossing Safety Steering Committee Working Group.

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.

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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	

Restricted paths of travel were removed from Carnegie Station during the Reporting Period.

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

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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.

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	1, 3, 4, 5, 8,	Mooroolbark	2

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		Street	9, 10, 13		
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		

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

Aircraft	Caulfield	Gardenvale	Lynbrook	Officer	Thornbury
Albion	Chatham	Glen Waverley	Macaulay	Parkdale	Toorak
Anstey	Chelsea	Glenbervie	Melbourne Central	Parliament	Tooronga
Armadale	Cheltenham	Glenferrie	Mentone	Prahran	Tottenham
Ascot Vale	Clayton	Glenhuntly	Merinda Park	Preston	Upper Ferntree Gully
Ashburton	Clifton Hill	Glenroy	Merri	Richmond	Watergardens
Auburn	Craigieburn	Hallam	Middle Brighton	Ripponlea	Werribee
Balaclava	Croxton	Hartwell	Mont Albert	Riversdale	West Footscray

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Beaconsfield	Dandenong	Hawksburn	Moonee Ponds	Rosanna	Westall
Belgrave	Darling	Heidelberg	Mooroolbark	Roxburgh Park	Westona
Bell	Diggers Rest	Heyington	Mordialloc	Rushall	Williams Landing
Berwick	East Camberwell	Hoppers Crossing	Moreland	Sandown Park	Williamstown Beach
Blackburn	East Malvern	Huntingdale	Mount Waverley	Seaford	Willison
Box Hill	East Richmond	Ivanhoe	Murrumbeena	Seddon	Yarraville
Broadmeadows	Edithvale	Jacana	Narre Warren	South Kensington	
Burnley	Fairfield	Keilor Plains	Newmarket	Southern Cross	
Burwood	Ferntree Gully	Kensington	Newport	Spotswood	
Camberwell	Flemington Bridge	Kooyong	North Brighton	Springvale	
Canterbury	Flinders Street	Laburnum	North Williamstown	Sunbury	
Cardinia Road	Footscray	Lalor	Northcote	Sunshine	
Carrum	Frankston	Laverton	Oak Park	Surrey Hills	

Resting points have been provided at the following 3 locations during the Reporting Period:

1. Noble Park;
2. Bayswater; and
3. Carnegie

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 294 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.

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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, 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)
Carnegie	1, 2	Hughesdale	1, 2	Noble Park	1, 2
Clayton	1, 2	Mernda	1, 2	Rosanna	1, 2
Frankston	1, 2, 3	Middle Gorge	1, 2	Southland	1, 2
Hawkstowe	1, 2	Murrumbeena	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 153 raised boarding platforms installed across 63 stations, including locations with the new platform heights and installed Platform Gap Fillers.

Raised boarding platforms and improved boarding was achieved at the following 11 stations during the Reporting Period:

Middle Gorge	Hawkestone	Mernda	Southland	Rosanna
Hallam	Pakenham	Berwick	Oakleigh	Clayton
Carnegie	Murrumbeena	Noble Park	Hughesdale	Frankston
Cranbourne	Officer			

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).

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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 MTM'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 MTM'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

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- platform edge warning TGSIs are permitted to intrude into access paths.

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

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

Dated 18/01/18.


.....
Raymond O'Flaherty
Chief Executive Officer
Metro Trains Melbourne