

Accessibility Action Plan

2012 - 2015





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1



100
Low-Floor trams
with 50 more coming



365
level access
stops

Our Vision

Yarra Trams' vision is to transform Melbourne's tram network into a modern light rail system offering a world class service to all passengers.

The future Melbourne tram network should feature an entirely accessible low-floor fleet, complemented by accessible stops at specific points along every route. Achieving this vision requires a focused approach to the delivery of infrastructure improvements on specific routes and areas and progressively introducing those enhancements across the network.

Yarra Trams is committed to managing and operating the first Premium Line, Route 96, in such a way that it offers a truly accessible and enhanced passenger experience. This will include more separation between trams and road vehicles, improved passenger information both on board and at stops and reliable journey times. The flagship Premium Line will also make the entire network more accessible. Yarra Trams will achieve this through a tram cascade plan - a redistribution of existing low-floor trams facilitated by the arrival of new E-Class trams. This means more routes having more accessible trams and stops.

Yarra Trams believes this approach will future proof the tram network, allowing continuous improvement in a changing landscape and achieving benefits that can be seen and felt by passengers.



2



Introduction

This document outlines an action plan which will enable Yarra Trams to comply with both its legal responsibilities to provide access as well as achieving broader accessibility for all passengers.

2.1 Identifying accessibility challenges

The Disability Standards for Accessible Public Transport 2002 (DSAPT) includes target dates for transport operators and providers to bring infrastructure into compliance with the DSAPT technical standards. Many significant and costly changes are required to meet these milestones and achieve the vision of an entirely accessible network. Yarra Trams is fully compliant in many areas such as signs, symbols and passenger information and will continue to ensure best practice is maintained in these areas.

Logistical and practical limitations must be considered when developing improvements to network infrastructure. The full benefit of delivering additional low-floor trams can only be felt when related construction of accessible tram stops takes place. Melbourne's tram network has grown with the city over the past 100 years. Currently, around 80 per cent of routes are not separated from road traffic. This means that the construction of accessible stops cannot be standardised and may require unique engineering solutions for each location. This is especially true

in highly developed inner suburbs with narrow streets. As a result, there is an increase in the amount of planning, consultation, design and education of passengers that is required to implement this program across the network.

The tram fleet and infrastructure network are owned by the Victorian Government and leased by Yarra Trams under a Franchise Agreement. Yarra Trams fully supports the Victorian Government's aim to meet all milestones, as and when the necessary resources are provided by the State. Yarra Trams will continue to seek funding from the State for rolling stock and infrastructure projects to improve accessibility in accordance with its Franchise Agreement. Yarra Trams is constantly working with the State to identify infrastructure and rolling stock solutions which will provide improved accessibility in the long term.

The objectives set out in this Accessibility Action Plan cannot all be achieved in a short timeframe. Yarra Trams will work with Public Transport Victoria (PTV) to prioritise key tasks that will be completed within 12 months. Yarra Trams will continue to introduce further initiatives in the longer term as it works towards the aspiration of a fully accessible network.

2.2 Yarra Trams' approach

Yarra Trams recognises that accessibility has a broader context than simply meeting the requirements of DSAPT. Our strategy is to enhance access for all passengers, including those with mobility and vision impairments and other special needs.

Yarra Trams is dedicated to continuous improvement by:

- providing high quality and appropriate information to passengers
- providing ongoing communication with passengers, staff and stakeholders
- assisting the Victorian Government with making improvements to the physical design and layout of vehicles and stops
- making it easier and more intuitive for all passengers to use the tram
- considering the needs of people with disabilities in all of our projects.

3



Progress and Achievements 2011 – 2012

Yarra Trams' achievements in the past year demonstrate its commitment to continuous improvement and increased accessibility for all tram passengers.

These improvements not only benefit passengers in the short term, but foreshadow future initiatives that will achieve Yarra Trams' vision of a world class light rail network. These improvements are summarised below in relation to each stage of a passenger's journey.

Central to these improvements is Yarra Trams' creation of the role of Accessibility Advisor. This important position reports to the Manager, Customer Service Standards, who is also accountable for passenger information and therefore ensures integration of these key elements. The major responsibilities of the Accessibility Advisor are to implement and monitor the Accessibility Action Plan and to ensure the needs of people with disabilities are taken into account in all projects within Yarra Trams.

3.1 Before the journey

Access to information prior to travel is important to give passengers confidence that they will be able to use a tram for their journey. For instance, passengers who use a wheelchair or scooter need to know they will be able to both board and alight at an accessible stop, and that a low-floor tram will be available.

Updated website

Yarra Trams launched a new website in January 2012. The user experience is enhanced by a new visual design, easy navigation and accessible, accurate and up to date information.

The website is compliant with the Website Management Framework Standards provided by the EGovernment Resource Centre, including DDA and privacy requirements. It conforms to Level 2 web accessibility standards (W3C) and Web Content Accessibility Guidelines (WCAG).

Examples of website accessibility features include:

- buttons to switch between three varying sizes of text to assist people with a vision impairment
- descriptive text on images for users of text-to-speech software, which provides a verbal description of images on a webpage when required by the user
- a section dedicated to accessibility, which links to other accessibility tools.

Accessibility video

The 'Yarra Trams – Your Accessible Journey' video has been created to assist people using the tram network for their journey. This video covers:

- an overview of the tram network, including accessible stops and trams
- planning for a tram journey, including the tools available for assistance such as Journey Planner, ticketing information, low-floor tram routes and level access stop locations
- what to expect at the stop, including information and facilities
- the on board experience, including boarding, priority seating, tram types and assistance available
- connectivity with other public transport modes and contact details for further information.

The video is used to train both our employees and external stakeholders on how to meet the needs of people with specific disabilities. The video is available for stakeholders and customers upon request from the Yarra Trams feedback team. It is also available online at yarratrams.com.au.

Accessibility brochure

An accessibility guide has been created to help customers plan and complete their tram journey. It contains similar information to the accessibility video. It is available as a hard copy, or to view or download from the Yarra Trams website.

Passenger consultation

Yarra Trams conducts 'Meet the Managers' sessions three times per year. These allow passengers to provide direct feedback and ask questions of senior Yarra Trams management. Accessibility was the theme of the session held in July 2011 at Box Hill Terminus, which included a display of a trial tram with improved accessibility. This showcased a range of new features for passengers with special needs, including orange seating and floor decals for the priority seating and wheelchair areas.

Supporting the community

Yarra Trams became a sponsor of Disability Sports and Recreation, sponsoring Victorian Wheelchair Rugby and participating in the Australian Accessibility Day. Yarra Trams also continued to sponsor an Auslan interpreter from VicDeaf for a movie presented at the Melbourne Queer Film Festival.

Disruptions and special events

Widely communicating accurate and timely advice about planned service changes for special events and infrastructure works, as well as unplanned disruptions, is vital in ensuring that passengers can plan their travel accordingly.

In 2012, Yarra Trams introduced a new protocol for improving the distribution of information to passengers during unplanned disruptions. Passenger Information Officers (PIOs) now work in the Fleet Operations Centre to assist the controller during disruptions. PIOs are responsible for on board announcements, updating tramTRACKER® (real-time tram arrival information on your phone), Passenger Information Displays at stops (PID) and the website. They also provide service alteration information to Customer Service Employees (CSEs) and Authorised Officers.

There are over 1,000,000 tramTRACKER® requests each day, while approximately 40 per cent of passengers board a tram at a stop with a PID. The public appreciation and increased demand for these systems raises the importance of maintaining real-time information where possible, especially during disruptions.

Information is also communicated to more than 8,000 followers of the Yarra Trams Twitter account. These followers include the Australian Traffic Network and radio stations, which then report disruptions on air so non-Twitter users can receive the information.

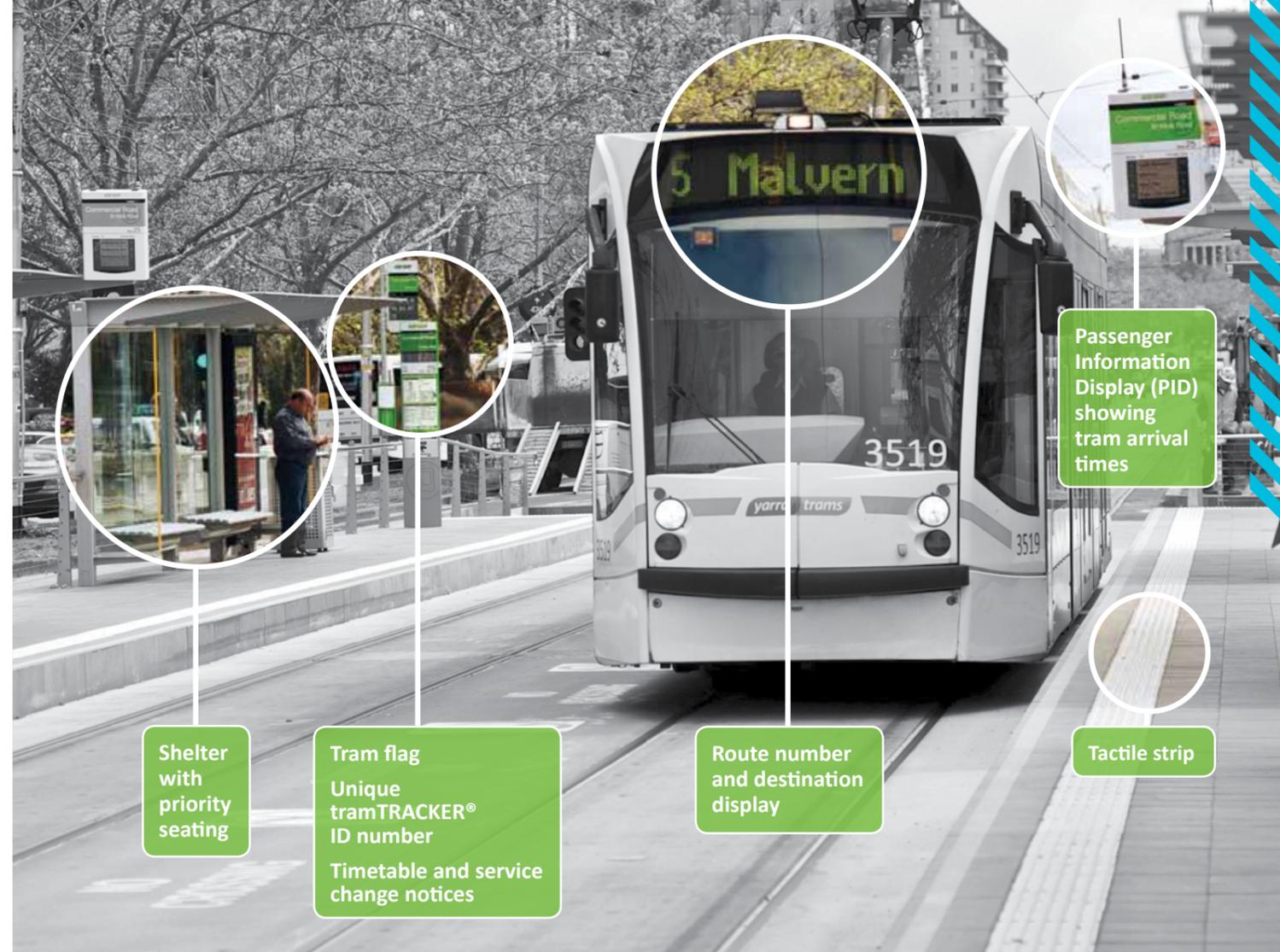
Yarra Trams continues to advise customers of planned disruptions and special events in advance using traditional and social media. In 2012, planned works affecting tram operations were advertised on Vision Australia Radio for the first time.

A second low-floor tram was added to the fleet operating on the free tennis shuttle route to increase the accessibility of the 2012 Australian Open.

Yarra Trams runs additional trams to the football and other major sporting events. In 2013, approximately 50 per cent of these are low-floor.



Figure 1: Real-time arrival on your phone



3.2 During the journey

Yarra Trams has completed many initiatives in the past year to improve accessibility for passengers during their tram journey.

Accessing the tram stop

Accessible tram stops continue to be constructed across Melbourne's tram network. Greater accessibility is achieved when a low-floor tram arrives at an accessible stop, making it easier for all passengers to get on and off. It is particularly beneficial to those with special requirements, for example people in wheelchairs or those with prams. The design of new stops is crucial in ensuring maximum accessibility. Spatial constraints often provide challenges to construction that prevent a standardised stop design and may require unique engineering solutions at each location.

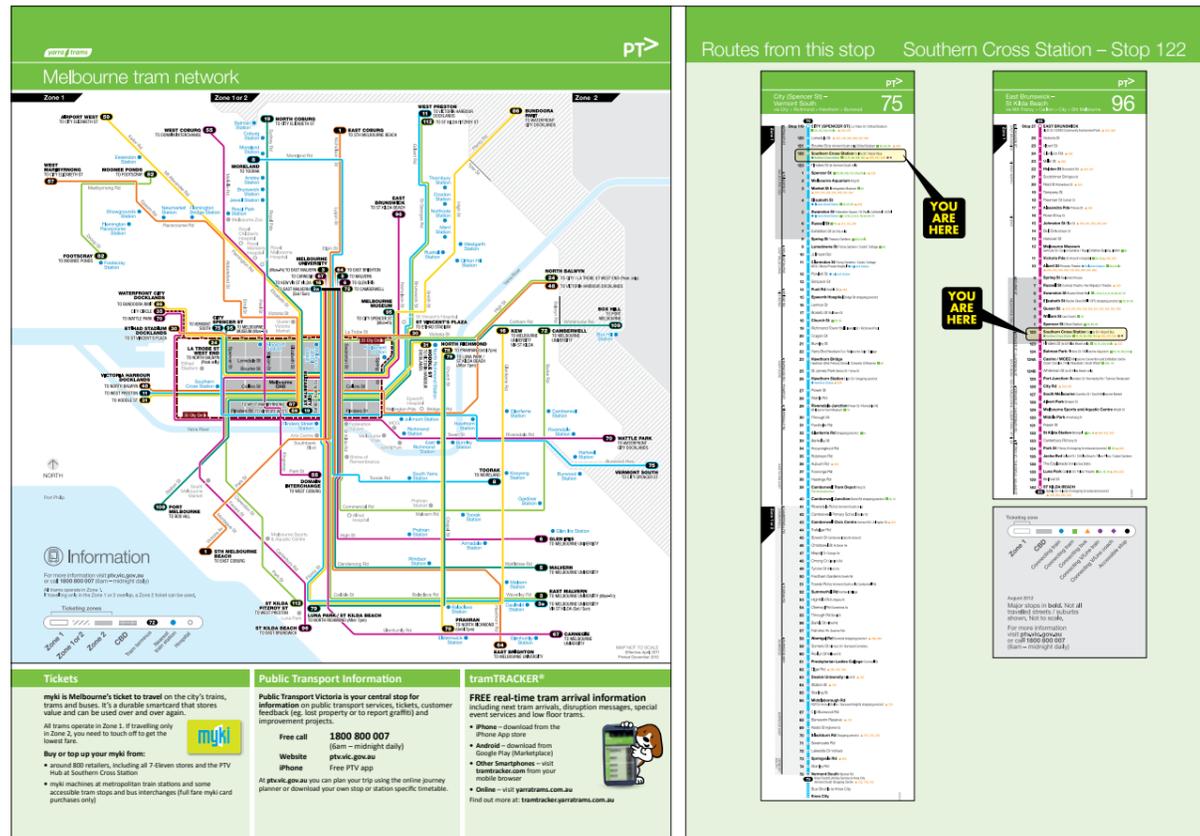
Major State-funded accessible stops constructed during the last 18 months include:

- Domain Interchange, Melbourne
- Bridge Road (Easy Access Stop), Richmond
- Macarthur St (Easy Access Stop), Melbourne
- The Royal Children's Hospital, Parkville
- The Haymarket Roundabout, Melbourne
- High St – Northcote with two central island stops and two kerb access stops
- Swanston St, Melbourne at:
 - City Square
 - Bourke Street Mall
 - Melbourne Central Station
 - RMIT University
 - Queensberry St
 - Lincoln Square.

Yarra Trams consulted on the design of these stops with various special interest groups including Blind Citizens Australia and Vision Australia. The outcomes of this consultation fed into the design of new stops such as Macarthur Street in Melbourne and Bridge Road, Richmond to ensure the stops cater for all users. Similar consultation will be held on an ongoing basis for future developments.

In 2011, Yarra Trams introduced fluorescent disruption signage at tram stops to help people navigate to the correct stop during disruptions. Paper inserts for the timetable holder were developed and used to inform passengers of planned disruptions and alterations to services.

Figure 2: Network Map and detailed route guides at major stops.



Waiting for the tram

There are two key aspects for passengers at the tram stop:

- the physical waiting experience (for example, having somewhere to sit out of the weather)
- availability of information (for example, knowing when the tram will arrive and where it will go).

To improve the waiting experience, Yarra Trams provides priority seating stickers at tram stops to help passengers identify these seats. Customer Service Employees complete a training module specifically focussing on disability awareness to assist passengers with special needs. The training includes interactive activities to allow staff to experience a simulated disability and associated difficulties.

Colour differentiated routes now feature on the tram network map that has been placed in shelters at key tram stops. The map highlights the current location (“You are here” indicator) and shows key transfer points to Melbourne’s trains and popular landmarks including sports venues, markets and hospitals. The changes were largely driven by customer feedback and research, which found that colour and destination information made the map easier to read and follow (figure 2).

In addition, changes have been made to the way tram schedule information is presented at the stop to make it simpler for passengers to understand. Frequency tables are presented where possible, replacing traditional timetables that required knowledge of the current time.

Boarding the tram

The current tram fleet comprises different types of vehicles (low-floor, high-floor and heritage), each of varying lengths, with different numbers of doors and door configurations. People with a vision impairment generally board at the front door, so consistency in door location is important at stops. Yellow studs on the road and yellow stop lines painted at selected accessible stops assist the tram driver in aligning the tram with the stop. All new tram drivers receive disability awareness training, including stopping location, to help them understand passenger needs.

To help passengers board the correct tram, Yarra Trams has rationalised route numbering for irregular services to better indicate where the tram



is going. The same route number is used, with the letter ‘d’ added to designate a service terminating at the depot and the letter ‘a’ added when the service is running via an alternative route. This replaces the practice of assigning an entirely new route number.

On board the tram

Yarra Trams has produced new versions of linear route maps displayed on board trams, which show every stop rather than just the major stops. These help passengers identify their location on the route and upcoming stops. Like the network map, the linear route maps highlight popular landmarks including sports venues, markets and hospitals. They include information about all connecting public transport services, including other tram routes, train stations and bus routes. Hard copies are available on board trams.

Following feedback from disability groups and a successful trial, priority seats and signage will be introduced across the tram fleet. Orange seat fabric and orange decals are used to identify seats and space allocated

for passengers with special needs. The project will be progressively rolled out across the entire tram fleet when interiors are upgraded during standard maintenance.

Alighting the tram

Drivers of C-Class low-floor trams have the ability to deploy a retractable step to reduce the gap between the tram and the platform. This may assist wheelchair users to alight from the tram. Accessibility stop buttons are now coloured blue, rather than green, as blue is more commonly associated with accessibility signage.

Yarra Trams has conducted an assessment of emergency ramp use on low-floor trams. Yarra Trams is working with stakeholders including OH&S representatives and customers to review issues with the current ramps. Detailed instruction and refresher training are intended to result in a smooth deployment of the ramp in emergencies.



Figure 3: New priority seat decals on trams.

4

Accessibility action plan

Key priority areas for 2012 to 2015

Yarra Trams is pursuing improved accessibility within four priority areas defined in PTV's "Accessible Public Transport in Victoria" document (currently in draft form):

- Priority One: Customer Service – better information and employee engagement programs
- Priority Two: Consultation and community engagement – stronger consultation with stakeholders and better understanding of travelling with a disability
- Priority Three: Access to Public Transport Services – enhanced tram design for safe and intuitive travel
- Priority Four: Access to facilities – enhanced stop and access paths for a seamless journey

The Premium Line Program and the E-Class Tram Procurement Program are key components of Yarra Trams' long term strategy. They represent the most efficient use of available resources in order to achieve the best possible accessibility outcomes for passengers. The programs integrate creative infrastructure

upgrades, track development, procurement of 50 new low-floor trams, power supply upgrade and the redeployment of existing low-floor trams to other high patronage routes. In addition, the introduction of the 50 new trams provides an opportunity to retire a number of high-floor trams that are less accessible to passengers.

Undertaking these projects demonstrates Yarra Trams' commitment to achieving its vision of a world class, accessible light rail network. Each individual element provides its own benefit to passengers and the combination of all parts will lead to a transformed tram journey.

Route 96 will be the first Melbourne tram route with 100 per cent accessible stops and 100 per cent low-floor trams. Options are also being investigated to allow complete separation between trams and road traffic, stop optimisation to improve stop spacing and traffic light priority at major intersections.

Benefits to passengers of a fully operational Premium Line are expected to include reductions in journey times, improved reliability, greater network efficiency, superior passenger comfort and safety, clearer passenger information and enhanced connectivity.

Yarra Trams' long term vision is for passengers on all routes to reap these benefits. The organisation will continue to seek funding from PTV and work in partnership with PTV and VicRoads, in consultation with local councils, community groups and passengers, to deliver a world class network.

The initiatives below are managed by Yarra Trams unless otherwise stated (for example, work in conjunction with PTV).

4.1 Priority One: Customer Service

One of Yarra Trams' core values is to 'Think Like a Passenger'. This applies to every individual from front line employees who interact with passengers on a daily basis to head office personnel who support, develop and enhance the customer service. Objectives defined within Priority One are designed to give staff the tools to think like a passenger.

Customer service includes:

- training. This is particularly important for staff who interact directly with passengers, for example drivers and CSEs. It is also crucial for those without a passenger facing role so that they can understand the needs of people using the tram system. This enables them to provide the right information and offer the suitable assistance to front line employees.
- providing information. Making information available to passengers before and during their journey helps them make key decisions, for example "where should I go to get on the tram?", and ensures they feel comfortable, for example "this tram is going where I want to go". Information is presented in many ways to reach the widest number of passengers. For example, passengers with a hearing impairment may need visual information, while people with a vision impairment may need audible information.

Yarra Trams' customer service objectives and actions for the lifetime of this accessibility plan are:

Improve employee awareness of disabilities

Yarra Trams will increase employee awareness through training of:

- Fleet Controllers, who manage and regulate the network 24 hours a day, to enhance accessible solutions during disruptions
- New driver training and refresher courses for existing tram drivers, to raise awareness of passengers with special needs
- Depot Trainers, to enable standards to be maintained on an ongoing basis and other key staff.

Yarra Trams will implement training for key staff in emergency ramp deployment and a passenger welfare checklist.

The Yarra Trams Rules Book will be updated so that it specifies quality standards in customer service, such as the quality and consistency of on board announcements, and specifies the expectations of Yarra Trams in relation to accessibility.

Improve real-time information for passengers

Existing tramTRACKER® technology will be extending to new devices. tramTRACKER® provides estimated arrival times for the next three trams on each route, plus information about the tram type (for example, low-floor or high-floor). The technology is currently available online, via telephone, SMS, at many tram stops and as an app on iPhone and Android mobile phones. It will be introduced to more Passenger Information Displays at tram stops, with larger font size and improved disruption message features (see Figure 4). Yarra Trams is also investigating a corporate version of tramTRACKER® to be made available to businesses to apply to their Intranet for the information of their staff and customers. The iPhone app will be reviewed to ensure consistency with newer versions on other platforms.

Figure 4: Example displays at stops after tramTRACKER® is rolled out to Passenger Information Displays

Route	To	Next
86	Bundoora RMIT	now
95	Melbourne Museum	5
96	East Brunswick	10

11:03:26 AM tramTRACKER

Example 1:
Disruption and special event occurring on two different routes

Route	To	Next
Service Disruption		
Route 96 Due to police operation trams are diverting via La Trobe St in both directions		

11:03:26 AM tramTRACKER

Example 2:
Disruption message screen

Route	To	Next
Special Event		
Route 86 This weekend due to "Run Melbourne" bus replacement btw Stop 20 Domain Interchange and Stop 43 Toorak Terminus		

11:03:26 AM tramTRACKER

Example 3:
Special event message screen



Improve passenger information during special events and disruptions

Yarra Trams will enhance its communications plan for special events such as the Australian Open and Grand Prix. This will outline the methods for advertising accessible trams during special events, for example, website updates, social media messages, targeted media releases and specific signage to illustrate the path from the tram stop to the event.

A diversions booklet for Yarra Trams staff, outlining a response plan during unplanned disruptions, is currently being created. It will contain information on alternative services and will ensure that all customer facing staff know what is happening with the trams, and can advise passengers of the best way to get where they're going. The Fleet Controller will determine the response which Drivers, CSEs and PIOs will communicate to passengers, including via on board announcements.

The booklet will include an accessibility component to ensure passengers are aware of options for alighting and that Yarra Trams employees are mindful of specific passenger needs, for example, the need to announce the last accessible stop before a known disruption.

Improve familiarity and confidence in the tram network

Yarra Trams will pursue the planned inclusion of an accessible stop at the upgraded Preston Depot, which can be used for staff training and trialling of accessibility solutions. It will also provide an opportunity for passengers with a disability to practice boarding and alighting procedures. This will give them confidence when using platform stops on the network.

Improve customer feedback

Yarra Trams has conducted a review of its customer service charter. This document clearly sets out Yarra Trams' commitment to provide an outstanding service to our passengers. It also has information about how to contact our dedicated customer feedback

team. Our feedback handling policy complies with Australian Standard ISO 13302-2006 and is accessible to all passengers. All feedback is thoroughly investigated by a customer feedback officer. This drives our core value of Continuous Improvement and results in ongoing changes to the way the network operates.

Improve the passenger experience

Yarra Trams will work with PTV to conduct a network-wide public transport etiquette campaign to educate all passengers about the accessibility issues faced by some people, for example, more time needed to board or alight, or more space required on board.



4.2 Priority Two: Consultation and community engagement

Yarra Trams consults with customers and representative groups on an ongoing basis to ensure that their views and opinions are heard with respect to accessibility issues. Yarra Trams' consultation and community engagement processes include activities such as:

- consultation with all passengers
- consultation with disability groups, for example Vision Australia
- consultation with stakeholders and partners such as PTV and local councils
- consultation internally within Yarra Trams.

Yarra Trams' consultation and community engagement objectives include the following:

Improve consultation with passengers

Yarra Trams will continue to host 'Meet the Managers' sessions, which provide passengers with opportunities to interact directly with senior Yarra Trams employees. Managers from various departments are available to answer questions from passengers and collect ideas for improving tram operations.

Improve consultation with disability groups

Yarra Trams will consult further with specific groups to better understand how to address their needs, specifically targeting the deaf community and seniors.

Continuation of the Tram Advisory Group, which is made up of Yarra Trams employees and customers, including one representative of people with special needs. This group meets every six months and provides an opportunity to exchange ideas, including ways to integrate the needs of all customers into network strategy and planning.

Yarra Trams will continue to provide assistance to disability groups and people recovering from an accident or operation as they return to using public transport. A tram is made available at a depot for passengers to practice getting on and off the tram and become more confident with the process before travelling on the network.

Improve public transport users awareness

Yarra Trams is committed to working with PTV to educate children, particularly those with special needs, about safely using public transport. This initiative is one of many being considered within PTV's wider customer education program.

4.3 Priority Three: Access to public transport services (on trams)

Access to public transport services means providing a seamless travel experience for the customer. Yarra Trams' activities in this area include the following:

Increase accessibility to low-floor trams

Yarra Trams will operate, maintain and maximise the use of 50 new low-floor trams that are being purchased by the State. Yarra Trams' Tram Cascade Plan aims to ensure that existing low-floor trams are redistributed to other routes on the network when new low-floor trams are added to the fleet. New E-Class trams will carry up to 210 people, are equipped with real-time information and accessible to all passengers. The introduction of new trams provides an opportunity to retire a number of high-floor trams that are less accessible to passengers.

Improve the boarding experience

Yarra Trams conducted trials regarding the use of a gap reducer for D-Class trams, for instances where there is a vertical or horizontal gap even when a low-floor tram is at a platform stop. Those trials have been successful and the implementation to the entire fleet is underway. This project is funded by PTV.

Yarra Trams is reviewing and enhancing maintenance procedures for the retractable step on low-floor trams, which deploys when a passenger presses the blue call button, to improve tram availability and the passenger boarding experience.

Yarra Trams on behalf of PTV is investigating options to address the boarding gap between low-floor trams and level access stops.

Yarra Trams is reviewing visibility of mobility symbols near tram doors, which indicate those doors that are most appropriate for passengers with mobility aids or prams to enter.

Improve information available within the tram

Yarra Trams is improving automatic passenger information on D-Class trams. Display screens inside the tram and an audio message automatically announce the name of the next stop, connectivity with other tram routes and the tram destination and direction, for example, whether the tram is turning left or right at an intersection. This improves accessibility for all passengers, especially those with a vision or hearing impairment.

This project is part of a long term plan to display real-time location information on board all trams. The new E-Class trams will have the system pre-fitted. Yarra Trams is working with PTV on options to retrofit to the rest of the fleet in the future.

Improve communication

Yarra Trams will trial use of 'sticky notes' by passengers who may have difficulty identifying or notifying the driver of their desired stop. Passengers will be able to give a note to the driver, who then announces when that stop is approaching. This also minimises the likelihood of stop requests being lost due to a driver change.

Yarra Trams will conduct a review and carry out necessary maintenance of the internal public address systems to ensure a high quality of passenger announcements.



Figure 5: Sticky note cover and inside

Improve processes during special events and disruptions

Yarra Trams is building in a process for making accessible options available during special events and disruptions on accessible routes. This will ensure consistency of accessible services by offering alternatives such as low-floor buses or accessible taxis.

Yarra Trams is implementing a process for more frequent and consistent on board announcements during significant unplanned service changes. This includes any disruption which results in a delay of greater than 15 minutes or an alteration to the route.

Improve accessibility features on trams

Yarra Trams is introducing stickers and signage on board trams to better identify the allocated spaces for wheelchairs.

Grab rails on City Circle trams will be replaced with thicker rails so that they are easier to hold.

Yarra Trams will conduct a review regarding the availability of grab rails and stop request buttons on all trams, to ensure there are a sufficient number and that they are accessible to all.

4.4 Priority Four: Access to facilities (at stops)

Access to facilities generally refers to tram stops and connectivity. The following objectives and actions relate to making tram infrastructure more compliant with the DSAPT standards and to providing a seamless travel experience for the customer.

Yarra Trams' access to facilities objectives and actions include the following:

Improve access to stops

Yarra Trams continues to assist PTV with upgrading kerbside stops and safety zones into accessible stops. Premium Lines will be built with 100 per cent accessible stops to ensure safe and convenient access to tram stops and Yarra Trams will assist with optimising the design and layout of stops. Some existing stops will be upgraded to comply as far as practical with DSAPT Standards, such as adding real-time passenger information displays. Currently there are 21 accessible stops on Route 96. The remaining stops will be made accessible as part of the PTV-funded Premium Line Project.

Improve stop layout

Yarra Trams ensures that all new stops and rebuilt stops are fully accessible

Yarra Trams has partnered with Adshel to create a concept design for a new standard of tram shelter. Subject to passenger feedback and final design, the new shelter includes opportunities for real-time tram arrival information via tramTRACKER®, brighter LED lighting, options for solar powered lighting and a remote public address system to broadcast audible disruption messages.

The shelter is being designed to allow for components to be retrofitted to existing shelters if funding becomes available and uses existing Adshel standard shelters as a basis to assist with ongoing maintenance.

Accessible stop design requirements will be updated based on user feedback. There are currently five types of accessible tram stop, with at least one new style due to be installed on the network in 2013. Yarra Trams will collaborate with PTV to update the design requirements to encompass all accessible stop types and incorporate lessons learned from each.

Yarra Trams will continue to work with PTV to ensure the layout of current accessible stops does not impinge on the manoeuvring space required by passengers using mobility aids, for example, checking that items of stop furniture such as rubbish bins are correctly placed as required by DSAPT.





Summary

Yarra Trams is committed to overcoming the significant challenges faced in improving access to Melbourne's tram network. After growing with the city during more than 100 years of operation, extensive upgrades or replacements of infrastructure and rolling stock are required.

Improving access is constrained in the short term by the fact that older high-floor trams cannot be retro-fitted for boarding purposes. Construction of level access stops cannot be standardised and may require unique engineering solutions for each location. Introducing a solution to reducing the gap between a tram and the platform is complicated due to tram and infrastructure design and construction tolerances.

Yarra Trams' objective is to provide independent access, which is best achieved by combining low-floor trams and level access stops. The Route 96 Project, which will create the first Premium Line on Melbourne's tram network, will ensure accessibility for all passengers on this route. The construction of this Premium Line is timed to take full advantage of the arrival of 50 new E-Class trams. We are committed to replicating the benefits that will be delivered to passengers on this route across the whole network.



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