

# DDA Action Plan 2007 – 2010

March 2008



Version 1

YARRA  TRAMS

---

## Contents

<b>1</b>	<b>Executive Summary .....</b>	<b>4</b>
<b>2</b>	<b>General.....</b>	<b>6</b>
	2.1 Purpose of this Action Plan .....	6
	2.2 Creating this Action Plan.....	6
	2.3 Compliance Assessment & Targets .....	6
	2.4 Priorities.....	9
	2.5 Consultation.....	9
	2.6 Approval by the Director of Public Transport .....	9
<b>3</b>	<b>Tram Stops .....</b>	<b>10</b>
	3.1 Introduction.....	10
	3.2 Access Paths (2).....	11
	3.3 Manoeuvring areas (3).....	11
	3.4 Passing areas (4) .....	11
	3.5 Resting points (5).....	11
	3.6 Ramps (6).....	11
	3.7 Waiting areas (7).....	11
	3.8 Boarding (8).....	12
	3.9 Allocated space (9) .....	12
	3.10 Surfaces (10).....	12
	3.11 Handrails and grabrails (11) .....	12
	3.12 Doorways and doors (12).....	12
	3.13 Lifts (13) .....	12
	3.14 Stairs (14).....	13
	3.15 Toilets (15).....	13
	3.16 Symbols (16).....	13
	3.17 Signs (17).....	13
	3.18 Tactile Ground Surface Indicators (18) .....	13
	3.19 Alarms (19).....	13
	3.20 Lighting (20).....	13
	3.21 Controls (21).....	13
	3.22 Furniture and fitments (22).....	14
	3.23 Street furniture (23) .....	14
	3.24 Gateways (24).....	14
	3.25 Payment of Fares (25).....	14
	3.26 Hearing Augmentation (26).....	14
	3.27 Information (27).....	14
	3.28 Booked services (28) .....	14
	3.29 Food and drink services (29) .....	14
	3.30 Belongings (30) .....	14
	3.31 Priority Seating (31) .....	14
<b>4</b>	<b>Conveyances (Trams) .....</b>	<b>15</b>
	4.1 Introduction.....	15
	4.2 Access paths (2).....	16
	4.3 Manoeuvring areas (3).....	16
	4.4 Ramps (6).....	16
	4.5 Boarding (8).....	17
	4.6 Allocated space (9) .....	17
	4.7 Surfaces (10).....	17

---

---

4.8	Handrails and grab rails (11) .....	18
4.9	Doorways and doors (12).....	18
4.10	Stairs (14).....	18
4.11	Symbols (16).....	18
4.12	Signs (17).....	18
4.13	Lighting (20).....	18
4.14	Controls (21).....	19
4.15	Payment of Fares (25).....	19
4.16	Hearing Augmentation – Listening Systems (26).....	19
4.17	Information (27).....	19
4.18	Priority Seating (31) .....	19
<b>5</b>	<b>Customer Service .....</b>	<b>20</b>
5.1	Staff Training.....	20
5.2	Platform Stops .....	20
5.3	Customer Service Employees .....	20
5.4	Metlink Call Centre (131 638).....	21
5.5	Customer Service Phone Line .....	21
5.6	Internet Site.....	21
5.7	tramTRACKER .....	21
<b>6</b>	<b>Approval .....</b>	<b>22</b>

---

## 1 EXECUTIVE SUMMARY

Yarra Trams (MetroLink Victoria Pty Ltd) commenced its operations in Victoria as Franchisee operator of part of the Melbourne suburban tram network in August 1999.

In April 2004 Yarra Trams became the sole franchisee for the Melbourne tram network when the M>Tram franchise was merged with the original Yarra Trams franchise.

Yarra Trams strongly supports the thrust of the Disability Discrimination Act (DDA) and has implemented a number of actions to improve the accessibility of the metropolitan tram network. In particular, the introduction of Super Stops, new low floor trams and refurbishment of the older tram fleet supported by staff training initiatives have all been areas of significant investment.

Consistent with the milestone achievements of the Disability Standards for Accessible Public Transport introduced in 2002, Yarra Trams has developed this Action Plan for the period from 2007 until the end of the current franchise in 2009. Principles incorporated within this Action Plan include:

- “Level” Access is the preferred and only practical long term option
- To continue to build on the staff training regime to ensure a culture for ongoing improvement
- Structured and dedicated resources provided to deliver commitments made
- Committed to work with all stake-holders to achieve the goals
- Adequate funding will be made available
- Monitoring of compliance

Yarra Trams has carried out several detailed network wide audits and annually update this work. Based on the outcome of our updated audits, the areas where difficulties exist or work will be required in order to meet the December 2007 milestone are:

Infrastructure:

- Waiting Areas
- Boarding
- Tactile Ground Surface Indicators

Conveyances:

- Access Path
  - Manoeuvring Areas
  - Ramps
  - Boarding
  - Allocated Space
  - Stairs
  - Symbols
  - Lighting
  - Hearing Augmentation
-

---

Yarra Trams strategy is being significantly impacted by lack of funding, and without additional fleet replacement of more low floor trams, and the construction of more platform stops, our ability to meet the compliance targets of 2007 and 2009 will have been constrained.

---

## **2 GENERAL**

### **2.1 Purpose of this Action Plan**

This Action Plan is designed with the purpose to establish a framework for all DDA actions that Yarra Trams will undertake in the Melbourne metropolitan tram network in the period up to 2009 to comply as far as is possible with its obligations under the Franchise Agreement, the Disability Discrimination Act, the Victorian DDA Action Plan, the Disability Standard for Accessible Public Transport (DSAPT) and other applicable Standards and Legislation related to DDA.

This initial section provides an overview on the approach taken to create the Action Plan, outcome of works carried out to date and an overview of the overall strategy to be applied.

The sections titled “Tram Stops” (Infrastructure) and “Conveyances (Trams)” discuss compliance against each measurement.

The final chapter “Customer Service” summarizes the broad range of services Yarra Trams will introduce or continue to offer to its customers with special focus on services for people with disabilities.

### **2.2 Creating this Action Plan**

Yarra Trams has used its existing and additional resources to audit and investigate the current compliance of the network and then compared the outcome of this work with the compliance targets set by the DDA Standard.

The gap between the current compliance and the future targets and available funding has determined the required actions.

This approach has been designed to meet the compliance targets in the initial 2007 target date and a pro rata target for the 2012 milestone within the life of the current Franchise Agreement until 2009. The Action Plan could then be updated to address works required to achieve the following key date (2012).

The following chapters explain certain steps of this process in more detail.

### **2.3 Compliance Assessment & Targets**

The following matrix contains the DDA DSAPT compliance milestones for December in each of 2007, 2012, 2017, 2022 and 2032 created by the Commonwealth Government that Yarra Trams is required to meet.

Also included in this matrix are the results of compliance levels determined by the June 2007 audit.

Note also that the milestone dates do not align with Yarra Trams franchise period, which lasts till the October 2009.

Yarra Trams strategy in this document will be to address meeting the obligations of the first milestone at December 2007 and then pro rata to 2009, when the current Franchise Agreement expires.

Audit results and compliance targets for Infrastructure are shown in the following matrix:

---

## TRAM STOPS (INFRASTRUCTURE)

Area of Compliance	Actual Compliance at Jun 2007	Required level of Compliance by Dec of Year				
		2007	2009 (Pro rata)	2012	2007	2022
Access Paths	86%	25%	37%	55%	90%	100%
Manoeuvring Areas	79%	25%	37%	55%	90%	100%
Passing Areas	79%	25%	37%	55%	90%	100%
Resting Points	NA					
Ramps	53%	25%	37%	55%	90%	100%
Waiting Areas	0%	100%	100%	100%	100%	100%
Boarding	7%	25%	37%	55%	90%	100%
Allocated Space	86%	25%	37%	55%	90%	100%
Surfaces	86%			100%	100%	100%
Handrails & Grabrails	26%			100%	100%	100%
Doorways & Doors	NA					
Lifts	NA					
Stairs	NA					
Toilets	NA					
Symbols	100%	100%	100%	100%	100%	100%
Signs	100%	100%	100%	100%	100%	100%
Tactile Indicators	7%	25%	37%	55%	90%	100%
Alarms	NA					
Lighting	NA					
Controls	NA					
Furniture & Fitments	NA					
Street Furniture	100%	25%	37%	55%	0.90%	100%
Gateways	NA					
Payment of Fares	NA					
Hearing Augmentation	NA					
Information	100%	100%	100%	100%	100%	100%
Booked Services	NA					
Food & Drink Services	NA					
Belongings	NA					
Priority Seating	NA					

---

---

## CONVEYANCES (TRAMS)

Area of Compliance	Actual Compliance at Jun 2007	Required level of Compliance by Dec of Year				
		2007	2009 (Pro rata)	2012	2017	2032
Access Paths	21%	25%	37%	55%	90%	100%
Manoeuvring Areas	21%	25%	37%	55%	90%	100%
Passing Areas	NA					
Resting Points	NA					
Ramps	0%	25%	37%	55%	90%	100%
Waiting Areas	NA					
Boarding	8%	25%	37%	55%	90%	100%
Allocated Space	21%	25%	37%	55%	90%	100%
Surfaces	100%			100%	100%	100%
Handrails & Grabrails	100%			100%	100%	100%
Doorways & Doors	100%	25%	37%	55%	90%	100%
Lifts	NA					
Stairs	21%	25%	37%	55%	90%	100%
Toilets	NA					
Symbols	21%	100%	100%	100%	100%	100%
Signs	100%	100%	100%	100%	100%	100%
Tactile Indicators	NA					
Alarms	NA					
Lighting	37%	100%	100%	100%	100%	100%
Controls	100%	25%	37%	55%	90%	100%
Furniture & Fitments	NA					
Street Furniture	NA					
Gateways	NA					
Payment of Fares	NA					
Hearing Augmentation	13%	100%	100%	100%	100%	100%
Information	100%	100%	100%	100%	100%	100%
Booked Services	NA					
Food & Drink Services	NA					
Belongings	NA					
Priority Seating	100%	100%	100%	100%	100%	100%

---



---

## **2.4 Priorities**

Setting of priorities will be constrained by inadequate funding, particularly in the provision of level access solution (platforms & low floor trams). Some planned works will be subject to adequate funding being made available.

The current franchise does not provide for additional low floor trams so those measurements that require this outcome to meet the 2007 compliance level will not be achieved.

The following priorities have been identified to apply where Yarra Trams has the ability to deliver the required optimal outcome without having to rely upon any third parties:

- Low floor vehicle routes as outlined in the Yarra Trams deployment strategy
- Stops where patronage levels bring benefit to the broadest range of people
- Location of Hospitals and Institutes of organisations used by people with Disabilities (to target locations where special needs apply)
- Where funding is available or Yarra Trams are able to fund from internal sources

## **2.5 Consultation**

Yarra Trams continue to consult with various relevant stakeholders, particularly the Minister for Public Transport's Public Transport Access Committee (PTAC). Consultation will continue in the future when implementing various aspects of this Action Plan.

## **2.6 Approval by the Director of Public Transport**

This DDA Action Plan will be developed in consultation with the DOI Accessibility Unit for the approval of the Director of Public Transport.

### 3 INFRASTRUCTURE - TRAM STOPS

#### 3.1 Introduction

This section lists the ‘Actions Required for Accessible Public Transport’ from the Victorian Government Action Plan relating to tram infrastructure and where Yarra Trams has a responsibility.

It then provides a description, by individual parts of the DSAPT, of the level of compliance currently achieved and action planned to be taken, if any, planned along with a brief description.

No	Action Point	Responsibility	Timing
24	Adopt level access stops as the preferred solution for tram boarding wherever practicable.	: DOI, VicRoads, Councils	ongoing
25	Develop standards for the installation of level access stops including desirable and minimum dimensions for platforms and further develop the tram ‘toolkit’ to provide road planners guidance as to where various solutions can be applied.	: DOI, VicRoads, Councils	mid 2006 ongoing
26	Continue to increase the number of level access stops achieved through opportunities through other programs, road upgrades, development projects and tram system upgrades.	DOI, YT, others	ongoing
27	Implement a new tram platform program specifically designed to maximise the number level access stops constructed at relatively low-impact and/or high-use locations with particular emphasis on routes with low floor trams already operating (eg Collins Street, St Kilda Road).	DOI, YT, VicRoads, Councils	ongoing
28	Implement a program to prioritise seating and allocated spaces at waiting shelters.	YT	2007
29	Develop standards for the installation of level access stops including desirable and minimum dimensions for platforms and further develop the tram ‘toolkit’ to provide road planners guidance as to where various solutions can be applied.	DOI, YT, VicRoads, Councils	ongoing
30	Establish suitable TGSI treatments for typical stop types (especially kerb side stops) and a program of implementation.	DOI, YT, VicRoads, Councils	ongoing
31	Continue the program of PIDs and timetable information on tram stops.	DOI, YT	ongoing

---

In this table of Actions above, from the State Government Action Plan, 'Accessible Public Transport in Victoria 2006 - 2012', items 24 and 25 are not directly the responsibility of Yarra Trams, but Yarra Trams will continue to play a key role in contributing operational expertise.

All other items but one has shared responsibility with other authorities. Yarra Trams will continue to play its part in working to deliver these Actions (No's 26, 27, 29, 30 & 31) through ongoing consultation.

The single Action item (No 28) that Yarra Trams has sole responsibility to deliver is to implement a program to prioritise seating and allocated spaces at waiting shelters. This will be completed within this financial year, 2007/08, depending on funding from the government.

Currently there are 1113 waiting shelters on the Yarra Trams network, 788 modern shelters (JC Decaux & Adshel type) and 325 older PTC type shelters with 0% compliance at 30 June 2007. Yarra Trams has committed to having all modern shelters compliant by 30 June 2008, through identification of priority seating for passengers with disabilities, giving 71% compliance. For compliance of the older PTC type waiting shelters, Yarra Trams requires discussion and funding from DOI on how this is to be achieved.

This remainder of this section provides a brief description, by individual parts, of the level of compliance currently achieved and action, if any, planned along with a brief description of actions to be taken.

### **3.2 Access Paths (2)**

The required 25% & 37% compliance targets by 2007 and 2009 are already achieved.

### **3.3 Manoeuvring areas (3)**

The required 25% & 37% compliance targets by 2007 and 2009 are already achieved.

### **3.4 Passing areas (4)**

The required 25% & 37% compliance targets by 2007 and 2009 are already achieved.

### **3.5 Resting points (5)**

Not applicable as tram stop infrastructure does not require separate resting points, because access paths are shorter than 60 metres.

### **3.6 Ramps (6)**

The required 25% & 37% compliance targets by 2007 and 2009 are already achieved.

### **3.7 Waiting areas (7)**

Yarra Trams has contracts for shelters with Adshel and JC Decaux, which have allocated spaces. They will be advised to identify seating in all shelters provided as being 'available for passengers with disabilities, if required', to have the shelters compliant by 30 June 2008 at the latest. Shelters other than these, in order to comply, will be inspected and a scope of works and associated cost will be prepared. Funding will then be sought.

---

### **3.8 Boarding (8)**

Yarra Trams recognises that tram stop and vehicle compliance are not mutually dependent, i.e., a platform tram stop does not require to be fully served by low floor trams to be considered compliant with the DSAPT.

Platform stops comply as they have been constructed to meet the range of floor levels of vehicles operating under all conditions without the possibility of a step up when exiting the tram. Non platform stops do not comply.

Yarra Trams will continue to increase the number of level access stops achieved through opportunities through other programs, road upgrades, development projects and tram system upgrades, as well as maximise the number level access stops constructed at relatively low-impact and/or high-use locations.

Current programs which are able to deliver platform stops include:

- DDA Works Program
- Think Tram Program
- Integrated Tram Stop Programs

Design and funding strategies continue to be developed by the State Government to progress compliance with the milestones for this Part, in consultation with a range of stakeholders, and particularly for narrow safety zones (~20% of the network) and kerbside stops (60%). Yarra Trams will continue to play a key role in contributing operational expertise.

### **3.9 Allocated space (9)**

The required 25% & 37% compliance targets by 2007 and 2009 are already achieved.

### **3.10 Surfaces (10)**

A program to improve surfaces throughout the network in order to achieve 100% by 2012 is required. This part has a 100% milestone at December 2012, and current compliance is in excess of 85%.

However in the period to 2009, no work is planned unless it is part of another project.

### **3.11 Handrails and grabrails (11)**

A program to improve handrails (and grabrails, where required) throughout the network in order to achieve 100% by 2012 is required. This Part has a 100% milestone at December 2012, and current compliance is 26%, primarily due to low compliance at safety zones.

The program will be subject to funding and in the period to 2009, no work is planned unless part of another project.

### **3.12 Doorways and doors (12)**

No doorways or doors exist on Yarra Trams infrastructure so this part is not applicable.

### **3.13 Lifts (13)**

No lifts exist throughout the Yarra Trams network, so this part is not applicable.

---

### **3.14 Stairs (14)**

No stairs exist throughout the Yarra Trams network, so this part is not applicable.

### **3.15 Toilets (15)**

No public toilets exist throughout the Yarra Trams network, so this part is not considered applicable.

### **3.16 Symbols (16)**

Signage, including symbols and information, is provided for Yarra Trams by Metlink under their Wayfinding Signage Project and carried out in accordance with the Metlink Master Style Guide (MSG). The MSG was reviewed for DDA compliance by a number of groups, including PTAC.

The required 100% compliance target by 2007 is therefore already achieved.

### **3.17 Signs (17)**

Signage is provided for Yarra Trams by Metlink under their Wayfinding Signage Project and carried out in accordance with the Metlink Master Style Guide (MSG). The MSG was reviewed for DDA compliance by a number of groups, including PTAC.

The required 100% compliance target by 2007 is therefore already achieved.

### **3.18 Tactile Ground Surface Indicators (18)**

The establishment and implementation of suitable TGSIs treatments for typical stop types, including kerb side and narrow safety zone stops, is an ongoing Action in the Victorian Government Action Plan. It is designated as the joint responsibility of DOI, Yarra Trams, VicRoads, and local Councils.

Yarra Trams ensures that at all new platform stops (currently 7%), TGSIs are installed, but difficulties still exist at other stops where Yarra Trams depends on others to provide TGSIs for compliance at tram stops.

Design and funding strategies continue to be developed by the State Government to progress compliance with the milestones for this Part, in consultation with a range of stakeholders, and particularly for narrow safety zones (~20% of the network) and kerbside stops (60%). Yarra Trams will continue to play a key role in contributing operational expertise.

### **3.19 Alarms (19)**

As there are no emergency warning systems installed, this part is not applicable to Yarra Trams.

### **3.20 Lighting (20)**

Lighting levels at Tram Stops are less than 150lux, however as there is no current applicable standard in the DSAPT, this part is not considered applicable to Yarra Trams.

### **3.21 Controls (21)**

No features deemed to be 'controls' exist throughout the Yarra Trams network, so this part is not considered applicable.

---

---

### **3.22 Furniture and fitments (22)**

This part relates to tables, furniture and counters, and so is not applicable to Yarra Trams.

### **3.23 Street furniture (23)**

The Franchise Agreement and various other contracts allocate the responsibility for seats to other suppliers, e.g., Adshel, JCDecaux and local Government.

Even though this has only limited responsibility for Yarra Trams, all seating has been assessed as compliant, therefore meeting the 2007 and 2009 milestones.

### **3.24 Gateways (24)**

No gateways exist throughout the Yarra Trams network, so this part is not considered applicable.

### **3.25 Payment of Fares (25)**

Current and planned fare payment systems are the responsibility of others. While Yarra Trams will continue to support OneLink, TTA, the new 'Myki' implementation and other stakeholders, this Part is not considered applicable to Yarra Trams.

### **3.26 Hearing Augmentation (26)**

Public address systems are not provided at any Yarra Trams stops and therefore hearing augmentation as defined is not required.

### **3.27 Information (27)**

Information at tram stops is provided for Yarra Trams by Metlink and is considered compliant.

Metlink and Yarra Trams also provide web sites where the latest information is maintained.

The required 100% compliance target by 2007 is therefore already achieved.

### **3.28 Booked services (28)**

This Part is not applicable to tram system infrastructure.

### **3.29 Food and drink services (29)**

This Part is not applicable to tram system infrastructure.

### **3.30 Belongings (30)**

This Part is not applicable to tram system infrastructure.

### **3.31 Priority Seating (31)**

This Part is not applicable to tram system infrastructure.

## 4 CONVEYANCES (TRAMS)

### 4.1 Introduction

Yarra Trams, since 1999, has progressed a refurbishment program throughout the whole tram fleet that has resulted in many improvements that address DDA requirements. Wheelchair access however is not possible in the older trams and compliance is being achieved through a program of replacing the older trams with new low floor trams.

Ninety five new low floor trams have been introduced to date comprising the C class Citadis (36) and the D class Combino (59) providing 21% compliance for the fleet. Recent significant patronage increases have required retention of older Z class trams. There are no significant plans to procure more new low floor trams during the current franchise.

This section lists the ‘Actions Required for Accessible Public Transport’ from the Victorian Government Action Plan relating to tram vehicles and where Yarra Trams has a responsibility or involvement.

It then provides a description, by individual parts of the DSAPT, of the level of compliance currently achieved and action planned to be taken, if any, planned along with a brief description.

No	Action Point	Responsibility	Timing
32	Continue to replace trams as they reach their design life (30 to 35 years) and require all new trams to be low floor and compatible with emerging level access stop standards.	DOI	ongoing
33	Undertake further investigation of fitting lifts into new trams including any modifications required to the road infrastructure or road rules.	DOI, VicRoads	mid 2006 ongoing
34	Develop further solutions for reducing the horizontal and vertical gaps between platforms and low floor trams. Consider options including a fixed engineering device not requiring driver intervention. Adopt standards for all low floor trams.	DOI, Yarra Trams	ongoing
35	Continue to operate only a limited number of W-Class heritage trams.	DOI	ongoing
36	Continue upgrading stairs on existing trams.	DOI, Yarra Trams	mid 2006
37	Complete the lighting review of existing trams and develop any necessary upgrade program.	Yarra Trams	2007
38	Continue providing visual information to augment audible announcement by tram drivers.	Yarra Trams	ongoing

In this table of Actions above, from the State Government Action Plan, 'Accessible Public Transport in Victoria 2006 - 2012', items 32, 33 and 35 are not directly the responsibility of Yarra Trams, but Yarra Trams will continue to play a key role in contributing operational expertise.

Two items Action items (No 34 & 36) have shared responsibility with DOI:

34 Yarra Trams will continue to work with DOI to develop solutions to the boarding gap issue.

36 The upgrade of stairs on trams is now completed.

With respect to the other Action items (No 37 & 38) that Yarra Trams has sole responsibility to deliver:

37. The lighting review for existing trams has been completed, and existing lighting levels are considered satisfactory for existing operations. While lighting levels on Z & B class trams do not meet the DSAPT, there are no current plans for lighting upgrades on these trams. Lighting will be upgraded to DSAPT levels on the next generation of new trams.

38. Yarra Trams is committed to continuing to provide visual information to augment audible announcements by tram drivers. Such requirements would be proposed for any new trams purchased, but any intended program to refit the existing B or C fleet would be subject to funding availability from Government.

The scope of the Action Plan and what is achievable is discussed below. Where Parts of the DSAPT are not applicable they are not included.

#### **4.2 Access paths (2)**

Currently 21% of the fleet is compliant. To achieve 25% by 2007 (and 37% by 2009) additional new low floor trams would need to be purchased to replace the older fleet. The *Meeting Our Transport Challenges* (MOTC) program of \$10.5b announced by the State Government in 2006 provides for procurement of more new low floor trams in due course.

#### **4.3 Manoeuvring areas (3)**

Currently 21% of the fleet is compliant. To achieve 25% by 2007 (and 37% by 2009) additional new low floor trams would need to be purchased to replace the older fleet. MOTC provides for procurement of more new low floor trams in due course.

#### **4.4 Ramps (6)**

The original ramps provided on C & D Class vehicles (Citadis & Combino) are not to be used due to infrastructure and safety problems, and therefore the ramps are not compliant, but are available for use in some emergency situations.

Neither are any of the older vehicles in the fleet assessed as being compliant.

Hence, 0% of the fleet is compliant. To achieve compliance of ramps on trams for boarding can only be achieved by:

---



- 
- Development of more suitable on vehicle boarding systems (C & D class) such as lifts or automatic ramps
  - Additional new low floor trams to replace the older A, B & Z class fleet.

#### **4.5 Boarding (8)**

Yarra Trams recognizes that tram stop & vehicle compliance are not mutually dependent, i.e., low floor tram vehicles that serve non platform stops are still considered compliant with the DSAPT.

At safety zones and kerbside stops, due to the restricted width, use of a boarding device (ramp or lift) is not possible as it would most likely bring a wheelchair user onto the roadway. With this safety issue, boarding devices will only be deployed at safety zones and kerbside stops for the emergency evacuation of passengers who use wheelchairs/mobility aides. Yarra Trams believes that the most suitable solution at these locations is the building of a platform stop.

At platform stops, a boarding device is provided when requested by the automatic deployment of a bridging plate on the C class (Citadis) vehicle. The DSAPT requirement to have no gap greater than 12mm high and 40mm wide is a significant challenge to access to trams for people using wheelchairs. Yarra Trams will continue to play an active role participating in government investigations to identify workable solutions to this problem.

Recent international investigation concerning the use on board lifts for future new trams has shown that this has never developed beyond the prototype stage. Maintenance of the mechanism to guarantee against failure in service has not been able to satisfy tram operators throughout Europe.

The DSAPT also require passengers waiting to board the tram to be able to notify the operator that they need a boarding device. This feature is not provided since Yarra Trams' view is that at a platform stop this need is obvious, and that there is no need for a notification device.

In summary, the only compliant part of the fleet is the C class, which gives a current compliance of 8%.

The solution is contained in the Government Action Plan, Action No 32 'Continue to replace trams as they reach their design life (30 to 35 years) and require all new trams to be low floor and compatible with emerging level access stop standards', for which the DOI has responsibility.

Since no new trams or boarding systems are provided for within the current franchise, Yarra Trams will not achieve the 2007 and 2009 milestones in this Part.

#### **4.6 Allocated space (9)**

Currently 21% of the fleet is compliant. To achieve 25% by 2007 (and 37% by 2009) additional new low floor trams would need to be purchased to replace the older fleet. MOTC provides for procurement of more new low floor trams in due course.

#### **4.7 Surfaces (10)**

The floor surface in all vehicles has been assessed as meeting the required standards. Therefore, the 100% compliance milestone for 2012 is achieved.

---

---

#### **4.8 Handrails and grab rails (11)**

All vehicles other than the Z Class provide handrails and grabrails as per the Standard.

The grabrails on the doors on Z Class vehicle do not comply with the required dimensions, as they are flat. However, this is regarded as a minor non compliance, and DOI have advised that Z Class trams may be assessed as compliant. Therefore, the 100% compliance milestone for 2012 is achieved.

#### **4.9 Doorways and doors (12)**

The width of the doors on all trams is between 800mm to 850mm, except for the front door on Z1 & 2, A and B Class vehicles. However, the width of the doorways, excluding C Class, is reduced to half due to the centre handrails/stanchions. Since this is assessed as being an access path issue (Part 2), the doorways are considered compliant.

Removing the handrails/stanchions to provide the required access width may compromise the safety of passengers, and so Yarra Trams do not plan to make any alterations at this stage. The required 25% & 37% compliance targets by 2007 and 2009 are therefore already achieved.

#### **4.10 Stairs (14)**

Only the C & D class trams are considered compliant. All the older fleet are considered as being not compliant as stairs do not meet the DSAPT and are the sole means of access. Therefore, only 21% of the fleet is currently compliant. To achieve 25% by 2007 (and 37% by 2009) additional new low floor trams would need to be purchased to replace the older fleet. MOTC provides for procurement of more new low floor trams in due course.

#### **4.11 Symbols (16)**

The international symbol for accessibility is required to identify an access path which is accessible. Symbols are provided on the C (Citadis) and D class (Combino) trams. Older vehicles do not comply, as they are inaccessible.

Therefore, only 21% of the fleet is currently compliant. To achieve 100% by 2007 additional new low floor trams would need to be purchased to replace the older fleet. MOTC provides for procurement of more new low floor trams in due course.

#### **4.12 Signs (17)**

All vehicles are assessed as complying. The required 100% compliance target by 2007 is therefore already achieved.

#### **4.13 Lighting (20)**

Lighting levels for conveyances should be minimum 150lux at the entrance and at the ticket vending machine. The C & D (Citadis & Combino) and A Class Trams are compliant, however the Z and B Class trams have been measured and do not comply.

While there are no current plans for lighting upgrades on these trams, lighting will be upgraded to DSAPT levels on the next generation trams. To achieve 100% compliance by December 2007 additional new low floor trams would need to be

---

purchased to replace the older fleet. MOTC provides for procurement of more new low floor trams in due course.

#### **4.14 Controls (21)**

All vehicles are assessed as complying. The required 25% & 37% compliance targets by 2007 and 2009 are therefore already achieved.

#### **4.15 Payment of Fares (25)**

Current and planned fare payment systems are the responsibility of others. While Yarra Trams will continue to support OneLink, TTA and other stakeholders in the implementation of the new 'Myki' system, this Part is not considered applicable to Yarra Trams.

#### **4.16 Hearing Augmentation – Listening Systems (26)**

As all tram vehicles have a PA system, they require a hearing loop or PIDs (visual passenger information which provides an acceptable alternative equivalent access). The D class (Combino) tram provides next destination visual display internally and is assessed as compliant, which gives a 13% compliance to this Part. No other vehicle, including the C class (Citadis) tram, is considered to be compliant.

Yarra Trams has installed wiring that would be suitable for on-tram PIDS when the new 'Myki' ticketing system is introduced.

#### **4.17 Information (27)**

Key information about a journey is provided on a vehicle with a destination sign, route number and route map. Further direct assistance (or equivalent access) can be provided as all vehicles have drivers who can answer queries while a tram is stationary. On the new C & D class trams (Citadis and Combino), a comms system allows communication with the driver, while on older trams, passengers approach the cab and communicate directly with the driver

Yarra Trams considers all vehicles fully compliant and that equivalent access is therefore being provided by direct assistance. The required 100% compliance target by 2007 is therefore achieved.

#### **4.18 Priority Seating (31)**

A minimum of two seats are required to be provided on all vehicles and signed accordingly. All trams were assessed as being compliant, so that the required 100% compliance target by 2007 is therefore achieved

---

## **5 CUSTOMER SERVICE**

Yarra Trams considers Customer Service to be an essential component to make public transport more accessible, and to provide a level of service that those with disabilities will see as meeting their needs and the requirements of the legislation.

Below outlines some of the key initiatives Yarra Trams has initiated and will continue to build upon:

### **5.1 Staff Training**

Yarra Trams staff and Authorised Officers are specifically trained in providing services to passengers with special needs. Areas studied as part of the nationally accredited training scheme include defining the types of disabilities most likely to be encountered, how to assist with their travelling needs and specific communication methods for some groups.

This training is comprised of both theoretical and practical elements and specifically, practical training includes activities (both simulated and real) where staff experience travelling the system with a particular disability. This encourages empathy and a deeper understanding of the needs that a customer with a disability or special needs may require.

In addition, our C (Citadis) tram drivers are trained specifically for passengers in wheelchair with the deployment of the bridging plate for wheelchair users wishing to board or disembark to/from a low floor tram at a platform stop. They are also trained in using the emergency ramp in circumstances when passengers with mobility difficulties need to disembark at a stop when the tram is not at a platform stop due to an incident. The emergency ramps are only deployed in emergency situations.

Yarra Trams staff are also trained in general disability issues with special guest speakers and exercises through induction and refresher courses for all frontline staff.

Good communication skills are essential for dealing with passengers with mobility issues and this also forms a major part of all Customer Service training.

### **5.2 Platform Stops**

Apart from being accessible to wheelchair passengers, some of these stops are equipped with “real time” tram arrival information that also includes an audio element accessible from wheelchair height.

Yarra Trams provide Customer Service staff at these stops during peak travel times and special events in order to provide assistance as required. Further platform stops that are fully accessible with low floor trams are planned over coming years. As previously indicated within this Action Plan, level access is the major means Yarra Trams propose to address DDA compliance boarding obligations thus platform stops will be implemented ultimately across the majority of the network and customer service obligations will be enhanced further as this program is implemented.

### **5.3 Customer Service Employees**

Yarra Trams Customer Service Employees assist customers in various forms by providing transport advice at tram stops, during special events and when travelling on trams.

---

Service to people with disabilities is a crucial part of the responsibility of Yarra Trams Authorised Officers, who assist passengers with special needs with ticketing issues, travel information and, when required, boarding and alighting from vehicles.

#### **5.4 Metlink Call Centre (131 638)**

Yarra Trams works closely with Metlink's call centre, which provides timetable information, trip planning advice, TTY telephone facilities and a broad range of specialised information on travelling on the Melbourne Public Transport System for people with disabilities.

#### **5.5 Customer Service Phone Line**

Yarra Trams values feedback from its customers to further improve its service.

In addition to the customer service staff and Authorised officers, Yarra Trams provides a service hotline (1800 800 166), where trained personnel collect feedback and arrange appropriate response or actions as and when required. This service is available from 6am to 10pm seven days per week.

Up to date service information is communicated directly to the call centre regarding disruptions, service upgrades and the construction of new platform stops.

#### **5.6 Internet Site**

Yarra Trams provides an internet site ([www.yarratrams.com.au](http://www.yarratrams.com.au)) that has been designed in accordance with the international w3c Standards A section under accessibility provides detailed information on accessible routes and a downloadable PDF of the current Wheelchair Users guide for trams.

#### **5.7 tramTRACKER**

tramTracker uses real-time technology and mobile phones to track the whereabouts of all trams and lets passengers know when a tram is expected to arrive at their stop – via a voice on the phone, or via SMS, if you know the number of the stop.

tramTRACKER can also advise whether the next tram at a stop will be a low floor tram.

## 6 APPROVAL

The following signatures approve the content of this document to be compliant with the Franchisee Agreement, between the Director of Public Transport and MetroLink Victoria Pty Ltd (Yarra Trams), clause 8.8 “Compliance with Disability Discrimination Act”.

-----  
Jim Betts  
Director of Public Transport  
Department of Infrastructure  
-----  
Date

-----  
Dennis Cliche  
Chief Executive Officer  
Yarra Trams  
-----  
Date