

Accessibility Update 2013-14



Gap reducer – a small change that makes a big difference



NEW
FEATURES
ON SYSTEM
NOW

At some tram stops, passengers with certain styles of mobility devices can have difficulty transferring from a level access stop to a tram and this can impact the confidence of the tram user. Based on this feedback, over the last year Yarra Trams has been investigating and testing a number of possible solutions to reduce the gap between the doors on D-Class trams and the platform.

Many consultation sessions were held with tram users, tram drivers, engineers and infrastructure developers with a number of potential solutions examined.

The strongest results came from a small engineered 'bridging plate' that extends from the side of the tram. Most passengers won't even notice the change but passengers with mobility devices will.

As a result, Public Transport Victoria funded the improvement to the whole D-Class low-floor tram fleet. Yarra Trams fitted a gap reducer to 59 trams at their main double doors, helping tram users with mobility devices to feel more confident entering and exiting the tram.

Now, all our low-floor trams are equipped with a gap reducer to enhance access to the tram network.

Quick facts



100 low-floor trams
with 50 more coming



370 level access stops



100% low-floor trams
depending upon operational
availability



50% of special event
trams are accessible

What has been achieved



More accessible platform stops

- 18 new platform stops constructed since June 2012.
- Trial of new style of easy access stops for suburban areas. Two stops were constructed on Bridge Road, Richmond to provide level access for tram passengers and two road lanes for cars when trams are not stopped.



More automated 'next stop' announcements

- Automated audio announcements have been installed on all D-Class low-floor trams. They help all tram users, but are a particular benefit to vision impaired people. These operate on Routes 5, 6, 8, 16, 72 and 96 plus Route 112 on weekends.
- The detailed announcements include connectivity with other tram routes, next stop, direction of travel and also major locations where the tram turns.
- The system is also capable of being adjusted during unplanned disruptions, announcing the major diversions route.

Improved services during disruptions and special events

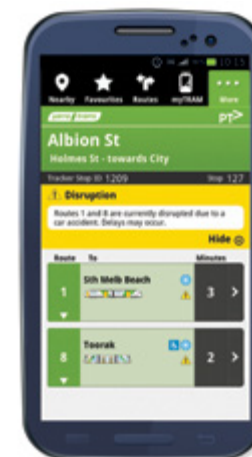
- More low-floor services during special events.
- Added signage, announcements and passenger information including twitter during planned disruptions.

Better accessibility information

- Printed Accessibility Guide for the tram network.
- New website accessibility improvements including image descriptions for text-to-speech software users.
- Integration of tramTRACKER® into information screens at stops including detailed disruption notices in larger text.
- New disruption information feature added to tramTRACKER® Android.



Information screen at stop; disruption message



tramTRACKER® Android screen; disruption message

