



Yarra Trams is taking action to ensure that our iconic tram network is increasingly accessible to all passengers and that we provide a world class level of service.

Improved employee awareness of disabilities

All employees who regularly assist passengers (drivers, customer service employees and authorised officers) have completed tailored accessibility training. These front line employees attend refresher courses approximately every 18 months. As an extra measure, the training course for new tram drivers contains an accessibility component.

More accessible information

Yarra Trams launched a new website in January 2012. The user experience is enhanced by a new visual design and easy navigation. It complies with the Website Management Framework Standards and conforms to Level 2 web accessibility standards (W3C) and Web Content Accessibility Guidelines (WCAG). The website offers up to date information with a specific section on Accessibility, including our 'Your Accessible Journey' video created to assist people using the tram network.

Improved real-time information for passengers

Finding the right tram stop is now easier for passengers on more than half of Melbourne's low-floor trams. All 59 D-Class trams and all five 'Bumblebee' trams have automated 'next stop' announcements. The next stop, destination and connectivity messages are of particular benefit to visually impaired passengers and those unfamiliar with Melbourne's extensive tram network. Yarra Trams is working with Public Transport Victoria (PTV) on options to retrofit automated announcements to the rest of our tram fleet in the near future.



Since 2012, Yarra Trams has used passenger information officers (PIOs) based in our Operations Centre to make informative announcements to passengers during planned and unplanned



disruptions. PIOs also update the tramTRACKER® smartphone application, digital passenger information displays at stops and the website. Our Twitter account (@yarratrams) keeps more than 11,000 passengers informed during both planned and unplanned disruptions.

Improved access to stops

Yarra Trams is committed to progressively developing the iconic, 100-year-old network to one that is accessible to all people at all times. This is happening through extensive upgrades or replacements of tracks, overhead power wires and trams .

The Premium Line Program and Tram Procurement Program are the key components of Yarra Trams' long-term strategy. Route 96 will be the first Melbourne tram route with 100 per cent accessible stops and 100 per cent low-floor trams. It will allow anyone to travel, independently, between any two stops on the route. The construction of this Premium Line is timed to take full advantage of the arrival of 50 next generation E-Class trams.

Yarra Trams and PTV have extensively consulted councils, passengers, residents, traders, disability groups and other interested parties as part of the development of the first Premium Line. These key stakeholders had the opportunity to choose their preferred stop design and location. Online surveys, direct mail, email and 40+ early concept design consultation sessions, held at multiple locations at a variety of times, were used to collect the community's views. Yarra Trams and PTV are reviewing the submissions and have already made changes to the original designs based on community feedback.

We are committed to replicating the benefits that will be delivered to passengers on this route across the whole network, over time.

Seventy-one accessible stops have been built within the last four years. Three additional stops along the busy Elizabeth street will be finalised by the end of October. Construction of the first Premium Line will deliver a further dozen accessible stops.

Increased accessibility to low-floor trams

The first of 50 new low-floor, E-Class trams purchased by the Victorian Government will be operating on Melbourne's tram network by the end of the year. E-Class trams have many accessible features including automated audio and visual passenger information displays, a gap reducer in each doorway, and dedicated wheelchair spaces with a stop request button and driver intercom within reach. The arrival of E-Class trams means existing low-floor trams will be redeployed to other routes across the network. This will bring capacity and accessibility benefits to passengers on multiple routes across Melbourne.



Improved boarding experience

Unlike other low-floor trams (C-Class, 'Bumblebee' and E-Class), D-Class trams were not fitted with a bridging plate to aid boarding by passengers with mobility aids. Yarra Trams engineered a solution to retrofit our D-Class trams with a fixed bridging plate to reduce the gap between the tram and our platform stops. Since July 2013, all our low-floor trams are equipped with a gap reducer to enhance access to the tram network.



The way forward

Improving access is constrained in the short term by the fact that older high-floor trams cannot be retrofitted with low floors. Construction of level access stops cannot be standardised because factors such as varying road widths require unique engineering solutions at each location.

However, Yarra Trams' objective is to provide independent access for all passengers by combining low-floor trams and level access stops. This will be achieved through our Premium Line strategy and the tram cascade plan. 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 all passengers for the good of Melbourne as a whole.

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