

APPENDIX 3

Appraisal Data

The research data presented below features information from community appraisal of disability access at railway stations in the City of Yarra. Records about each station are presented in individual tables with description of the current level of compliance, suggested improvements and other commentaries and images, which are referenced against the eight accessibility categories (TGSi, shelter at WAP, ramp gradient, ramp width, WAP, handrails, signs, accessible parking bays) and against potential hazards. In some instances an additional row is added as 'other improvements', when more opportunities for better accessibility, beyond the listed categories, has been observed. For terminology and abbreviations please refer to *Section 2 Key Findings* and to *Appendix 2 Glossary* in the main report (pp. 6 and 16).

1. Burnley Railway Station

The Burnley Railway Station services four routes which are Alamein, Belgrave, Glen Waverley and Lilydale.


TABLE 1. BURNLEY STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSi	TGSi platform edge 4/4 TGSi entrance 4/4 TGSi Ramps 2/3	<ul style="list-style-type: none"> • Large parts of TGSi are worn out and present trip hazard. • Damaged TGSi needs replacing. • Madden Grove top of ramp TGSi is worn out and needs replacing. • Tunnel from Madden Grove towards Swan Street does not have directional TGSi for pathway finding. 	<p>Evidence of damaged TGSi on platform.</p> 



TABLE 1. BURNLEY STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Madden Grove exit ramp shows TGSi worn out.</p>  <p>No directional TGSi in tunnel from Madden Grove heading towards Swan Street.</p> 




TABLE 1. BURNLEY STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Shelter at WAP	Shelter at WAP available 1/3 Shelter on P3 &4 has a combined platform and shelter	<ul style="list-style-type: none"> Platform P1 and P2 require shelter. 	
Ramp Gradient	Ramp gradient 0/3	<ul style="list-style-type: none"> Non-compliant access ramps gradient 3/3 P1 & P2 = 1:8 P3 & P4 = 1:8 Other 1:8 	
Ramp Width	Ramp width compliant 3/3		
WAP	WAP compliant 4/4 P 1 = 4m P 2 = 4.1m P3 & P4 = 10.6 combined platform width		
Handrails	Handrails 3/3 Compliant Hand Rail in Tunnel	<ul style="list-style-type: none"> Some parts of the tunnel do not have handrails. 	Handrails missing.

TABLE 1. BURNLEY STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Signs	WAP signs on platform E 4/4 Signs at WAP 4/4	<ul style="list-style-type: none"> Sign - station name needs to be larger 	
Accessible Parking Bays	Nil	<ul style="list-style-type: none"> There are currently no accessible parking bays. Capacity identified for construction of 3 bays. 	Yarra could identify where additional bays may be installed on land under Yarra's jurisdiction.
Hazard	N/A	<ul style="list-style-type: none"> Barrier hoops make it difficult for double prams, scooters, wheelchairs to navigate and become a hazard. 	<p>Bollards are a hazard for people with double prams, scooters and people with low vision. If possible make the gap larger or remove them.</p> 

2. Clifton Hill Railway Station

Clifton Hill is a major station with train lines to Hurstbridge and South Morang. It is also the gateway to Clifton Hill bus exchange precinct.



TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI 0/2 on Platforms' edge TGSI 0/2 at entrance TGSI ramps 0/4	<ul style="list-style-type: none"> Clifton Hill is a transfer point railway station, frequently used by many. Install TGSI on both Platform 1 & 2, and at the station entrances. 	<p>Platforms 1 and 2 require installation of TGSI along the platforms' edge.</p>  <p>TGSI need to be installed at Platform 2 railway station entrance both on footpath and on platform.</p> 


TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>TGSI need to be installed at Platform 1 railway station entrance both on footpath and on platform entrance.</p> 
Shelter at WAP	Shelter at WAP 2/2		<p>A lovely brand new large shelter close to WAP on both Platform 1 and Platform 2.</p>



TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Ramp Gradient	0 out of 4 ramps	<ul style="list-style-type: none"> • Non-compliant access ramps gradient 4/4. Examples: P1 = 1:10 (and 1:12 at some points) P2 = 1:9 • On northern side of Clifton Hill Station, P1 & P2 have extra space where the ramps can be extended to be more accessible. 	<p>This is the northern side of P1.</p> 
Ramp Width	Ramp width compliant 4/4		
WAP	WAP 1/2 P 2 = 5.5m	<ul style="list-style-type: none"> • P 1 = 2.8m • P1 can be easily widened. 	<p>This photo shows the narrowing of Platform 1 at the wheelchair access point for boarding the train. This point can be widened by pushing fence back, and thus meeting compliancy (which is 3145mm as per VRIOGS002.1</p>



TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			version A). 
Handrails	Handrails 4/4 on the ramps Rails present on south side of tunnel 1/2	<ul style="list-style-type: none"> Handrail missing on north side of tunnel underpass and needs to be installed (1/2) 	
Signs	WAP signs compliant 2/2 on platform, P1 & P2 WAP at entrance compliant 2/2	<ul style="list-style-type: none"> Sign -Larger print on the Station name 	The Printed name on sign could be larger and bold writing. 
Accessible Parking Bays	There are currently two accessible parking bays on P1 side near bike	<ul style="list-style-type: none"> There is room for 3 more accessible bays at Clifton Hill station, north car park. Clifton 	Two accessible parking bays very close to P1 main entrance.



TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
	storage area.	<p>hill is an interchange station and used by many.</p> <ul style="list-style-type: none"> Capacity has been identified for construction of 3 additional bays at north of P1 where there is more parking 	 <p>Below is PTV land where some more accessible parking bays could be installed.</p> 
Hazard		<ul style="list-style-type: none"> Footpath Bollards/Barrier hoops. These bollards do not allow enough room for scooters, double prams and some wheelchairs. There is a space of 92 cm in 	<p>Footpath Bollards can be an obstacle for people with vision loss; and they are difficult to navigate around for people with twin prams, wheelchairs and scooters.</p>

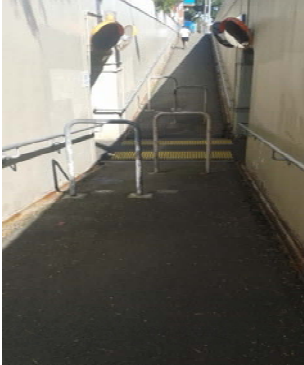

TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
		width and 160 cm area to navigate between bollards.	
Other Improvements		<ul style="list-style-type: none"> • Widen P1 glass door at entrance. • The double entrance to platform 1 has a fixed glass door and an automatic opening door that slides. It would be strongly recommended to change the door for both sides to open making it accessible for wheelchairs, scooters and double prams. 	<p>Picture Clifton Hill P1 main entrance door which only half opens. Access through both doors would be advisable. The doorway measures at roughly 82 cm - far too narrow.</p>

TABLE 2. CLIFTON HILL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			

3. Collingwood Railway Station

Collingwood station has both Hurstbridge and South Morang lines.



TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI at platforms 2/2 TGSI entrance 2/2 TGSI ramps 4/4 TGSI Stairs 2/2		
Shelter at WAP	Compliant 0/2	<ul style="list-style-type: none"> Requires shelter at WAP on P1 & P2 	<p>Having a Shelter at WAP means that commuters who need assistance boarding the train are sheltered from the sun, rain and wind. It also means less time for driver to wait for commuter to board train. Photo indicates no shelter on P1 and P2 at Collingwood Station.</p> 

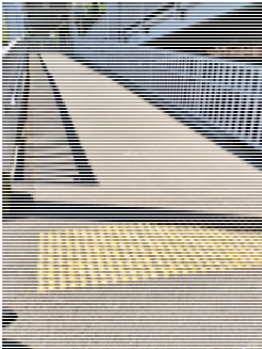
TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			Platform 1 Platform 2
Ramp Gradient	Compliant 0/2	<ul style="list-style-type: none"> • Non-compliant access ramps 2/2 • P1 = 1 : 10 and 1:12 at other points. • P2 = 1 : 10 	<p>Very steep ramps make access difficult for manual wheelchairs, people on crutches or walking aids and people with shopping buggies. They are steep and quite high resulting in a lengthy ramp. Ramps need to be a maximum grade of 1:6 or less. The installation of an elevator is also an option to consider (see over page).</p> 
Ramp Width	Compliant 2/2 P1 & P2 = 2.2		
WAP	Compliant 1/2 P1 = 3.2	<ul style="list-style-type: none"> • Non-compliant 1/2 • P2 = 2.5 	Platform 2 is too narrow.



TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			 <p>Please refer to Case Study (Appendix 4 Community Appraisal of Disability Access Report) describing harm endured by a commuter when using electric powered wheelchair at this very point.</p>
Handrails	Handrails 2/2		
Signs	WAP sign on platform 2/2 WAP sign on entrance 2/2	<ul style="list-style-type: none"> Larger station signs would be advantageous. 	<p>Photo shows station name signs which can be larger text and illuminated for night reading.</p> 
Accessible Parking Bays	There are currently no accessible parking bays on PTV owned land (i.e.in the existing car park on the west site of the station).	<ul style="list-style-type: none"> 2 accessible parking bays are recommended. 	<p>Commuters are likely to take the two bays allocated for the library on P2 side of platform. Photo shows library accessible parking bays.</p>



TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Hazard		<ul style="list-style-type: none"> Pedestrian crossover access is too steep. This needs to be recommended for Yarra City Council to fix. 	<p>This is a photo of a person using an electric wheelchair getting stuck on footpath crossover due to steepness of crossover. The front footplates are scraping the ground and could cause a wheelchair to topple over. This footpath crossover requires YCC to eliminate danger and modify crossover.</p> 




TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Other Improvements: No 1		<ul style="list-style-type: none"> Car parked blocking pedestrian access - install bollards. The Blue sedan is parked in a pedestrian walkway. This path leads to the Collingwood Library. This occurs extremely often. These car parking bays belong to PTV. 	
Other Improvements: No 2		<ul style="list-style-type: none"> Towbar obstructs pedestrian footpath. This footpath access's Gipps Street and Stanton Street to Collingwood Library, Collingwood Railway Station and Collingwood Town Hall. It is used by many. Blocked footpath provides only 110 cm pass for pedestrians. Move cement blocks further away from the footpath. 	<p>These cars are parked on PTV land, the cement rectangular blocks guide cars on how far they can park. The cement blocks are too far back and cars overhang onto footpath. It is an extra hazard if cars have a towbar.</p> 

TABLE 3. COLLINGWOOD STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			

4. East Richmond Railway Station

East Richmond railway station is situated near Swan St and Church St. It services four routes which are Alamein, Belgrave, Glen Waverley and Lilydale.



TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI Platform edge 2/2 TGSI at Entrance 2/2 TGSI Ramps 2/2 TGSI Stairs 0/2	<ul style="list-style-type: none"> Both Platform 1 and 2 have stairs requiring TGSI. 	<p>P1 missing TGSI on top and bottom of Stairs.</p>  <p>P2 missing TGSI at top of stairs. There is also a step up from the gutter which is a hazard. Flat entry to steps is advisable.</p> 


TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Shelter at WAP	Shelter 1/2 P2 has at shelter	<ul style="list-style-type: none"> • Non-compliant 1/2 • P 1 requires shelter 	<p>Photo of P1 demonstrates lack of shelter.</p> 
Ramp Gradient	Compliant 0/2	<ul style="list-style-type: none"> • Non-compliant access ramps 2/2 P1 = 1:8 P2 = 1:8 and 1:15 at other points of ramp. • Ramps need to be a maximum grade of 1:6 or less. The installation of an elevator is also an option to consider. There is a significant issue for people walking up this ramp, particularly if you could not walk far,, you had to carry your shopping, or push a pram up on a daily basis 	<p>This photo indicates how steep and long the ramp is on P1. Steep ramps make access difficult for manual wheelchairs, people on crutches or walking aids and people with shopping buggies. They are also quite high resulting in a lengthy ramp.</p>



TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			 <p>This is a flat entrance to East Richmond Platform 2 that is currently not being used but with some modifications could be an excellent wheelchair accessible entry. The pathway leads to a car park.</p> 



TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>The ticket scanner could be moved over for clearer access. Path width is 1400 mm (there are possible room for pathway to be widened).</p>  <p>This is the other end of path leading into car park. A level entry into car park would be necessary and here is the scope for widening the pathway.</p> <p>This could be an alternate path to railway station on P2. The Surrounding has a flat entrance. The path is narrow but could be widened for wheelchair level access from swan street car park.</p> 

TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD


Category	Compliant	Needs Improvement	Image/Commentary
			
Ramp Width	Compliant 2/2 P1 = 2.4 P2 = 2.2	<ul style="list-style-type: none"> • Non-compliant 0/2 	
WAP	Compliant 2/2 P 1 = 390mm or 3.9 metre P 2 = 460 mm or 4.6 metre	<ul style="list-style-type: none"> • Non-compliant 0/2 	
Handrails	Handrails compliant at 1/2 platforms. P1 has a handrail	<ul style="list-style-type: none"> • Non-compliant 1/2 • Handrail required on P2 ramp on side of the brick wall. 	Handrail missing. Add a hand rail on right hand wall of access ramp/pathway to railway station.




TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Signs	<p>WAP sign Platform edge 0/2</p> <p>WAP sign Entrance 2/2</p>	<ul style="list-style-type: none"> WAP sign on edge of Platform 2 to be installed. Sign - larger station name sign. 	<p>Train station name sign could be larger text size and illuminated for night time visibility.</p> 
Accessible Parking Bays		<ul style="list-style-type: none"> No disability access parking bays available. 	<p>City of Yarra owns the land at the Swan Street car park next to the P2 side of the station. There are plenty of car parks available and could be there and 2 accessible</p>

TABLE 4. EAST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
		<ul style="list-style-type: none"> It is recommended to implement 2 accessible parking bays on P2 side of East Richmond railway station. 	<p>parking bays could be constructed for train commuters with disability.</p> <p>There is a flat pathway leading to station if there was a second entry into station.</p> 

5. North Richmond Railway Station

This train station frequently used for Victoria Street shopping precinct East Melbourne Medical Precinct and city travel. Both South Morang and Hurstbridge lines pass through North Richmond.



TABLE 5. NORTH RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI on Platform 0/2 TGSI on entrance 0/2 TGSI on Ramps 0/4 TGSI on Stairs N/A	<ul style="list-style-type: none"> TGSI is required on P1 & P2 at both platforms, ramps and at entrance. 	<p>Photo shows that P1 requires TGSI along platform.</p>  <p>This photo indicates absence of TGSI on P2 and at main entrance.</p>  <p>This photo shows that P2 requires TGSI along platform and at entrance of railway station.</p>


TABLE 5. NORTH RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Shelter at WAP	Compliance 0/2 no shelter at WAP point	<ul style="list-style-type: none"> Required to install Shelter at WAP on P 1 & P2. 	Having a Shelter at WAP means that commuters who need assistance boarding the train are sheltered from the sun, rain and wind. Having a shelter at WAP also means less time for driver to wait for commuter to board train.
Ramp Gradient	0/4 compliant	<ul style="list-style-type: none"> Non-compliant 4/4 P 1 = 1:9 P 2 = 1:9 	<p>Very steep ramps make access difficult for manual wheelchairs, people on crutches or walking aids and people with shopping buggies (see picture over page). They are steep and quite high resulting in a lengthy ramp.</p> <p>Ramps need to be a maximum grade of 1:6 or less. The installation of an elevator is also an option to consider (see over page).</p>





TABLE 5. NORTH RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Ramp Width	Compliant 4/4 P1 = 2.2 P2 = 2.2		
WAP	Compliant 0/2	<ul style="list-style-type: none"> • Non-compliant 2/2 P1 = 1.9m P2 = 2.2m • P1 is dangerous and most people in wheelchairs would avoid this at all costs. Once the portable ramp is put in place by driver there is just over 1 metre to get off train, navigate a wheelchair and make a left turn in wheelchair to head to exit gate. 	<p>Photo shows extremely narrow WAP boarding point (3 metres is the minimum WAP recommendation.) Dangerous for people requiring wheelchair access. Also limited room for blind people to navigate safely.</p>  <p>Below is link that shows video footage of the difficulties Martin has getting off the train at North Richmond Station.</p>

TABLE 5. NORTH RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			https://www.dropbox.com/sh/c4n1396z1uyhgaz/AAAnASQZ4RF11EPP-HqX6u33a?dl=0
Handrails	Handrails 4/4. Both P1 & 2 have handrails		
Signs	WAP Sign on Platform 2/2 WAP sign on Entrance 2/2	<ul style="list-style-type: none"> Larger font on station name sign is required. 	<p>Writing on North Richmond sign could be larger in print and bolder.</p> 
Accessible Parking Bays	There are no accessible parking bays.	<ul style="list-style-type: none"> Requires 2 accessible parking bays to be located in Elizabeth Street. City of Yarra (ownership). 	<p>Possible location for accessible parking bay in Elizabeth Street.</p> 

6. Richmond Railway Station

Richmond Railway Station has 10 platforms and is extremely busy due to multiple train route lines stopping there. These routes include Alamein, Belgrave, Cranbourne, Frankston, Glen Waverley, Lilydale, Pakenham and Sandringham line. The station services AMMI Park (rugby, soccer), MCG (cricket, AFL), Tennis Centre (tennis, concerts) and is used by tourists.

TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI 10/10 TGSI on Platform 10/10 TGSI on entrance 10/10 TGSI on Ramps 10/10 TGSI on Stairs 10/10 External Ramps Swan street and Punt Road entrance. Sports Subway Sports Subway entrance Olympic boulevard to Brunton Ave Swan to Stewart Stewart Street entrance Main Customer service entry point at east end of Station from Swan St ramp and stairs. Richmond middle corridor from stairs to platform.	<ul style="list-style-type: none"> TGSI Blue low contrast, replace with high contrast TGSI. Replace (they are wearing out) TGSIs (i.e. on ramp, platform, etc.). Requires TGSI at entrances, ramps internal and external steps. Swan Street stairs have TGSI on top but <u>not</u> bottom of stairs. Swan Street Ramp - TGSI at top but not bottom of ramp. Richmond Sports Subway entrance of Railway Station does not have TGSI at northern entrance near ticket validation machine nor directional TGSI heading to platforms. Install TGSI directional way finder TGSI at Punt Road end of Sports subway. Stewart Street stairs. Replace TGSI at top and bottom of stairs. Choose a better colour for high colour contrast. Stewart Street ramp. Replace worn out TGSI with 	At Richmond train station, there are many points where the TGSI are worn out making it difficult to see or feel. Replace with high colour contrast TGSI. The blue TGSI is not considered a high colour contrast. It is not easily seen by those with low vision. High colour contrast is best. Other TGSI colours used by PTV are orange, yellow and terracotta. When replacing TGSI in future use a higher colour contrast TGSI.





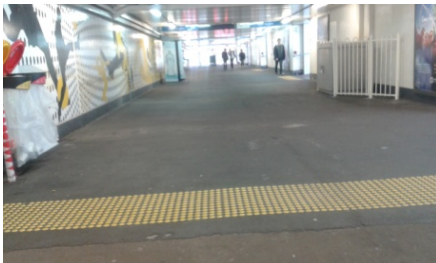
TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
		<p>high colour contrast TGSi</p> <ul style="list-style-type: none"> Stewart Street entrance ticket validation machine entrance from ramp and stairs - install TGSi. Install TGSi at Customer Service desk and directional TGSi along entrance to platforms. Install TGSi at Ticket Validation point at main entrance near customer service area. Install directional way finder TGSi from subway entrance, corridor to platforms. 	<p>Swan Street stairs lack of TGSi at bottom of stairs.</p>  <p>Swan street ramp does not have TGSi at bottom of ramp.</p>  <p>Richmond Sports Subway does not have TGSi at northern entry point/Ticket validation machine. Directional Way finder TGSi to platform entrance is also missing.</p> 




TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Lack of TGSI directional way finder from Sports Subway Swan street.</p>  <p>Worn out TGSI at top and stairs.</p>  <p>Worn out and low contrast of TGSI on ramp. Replace with high colour contrast TGSI.</p> 


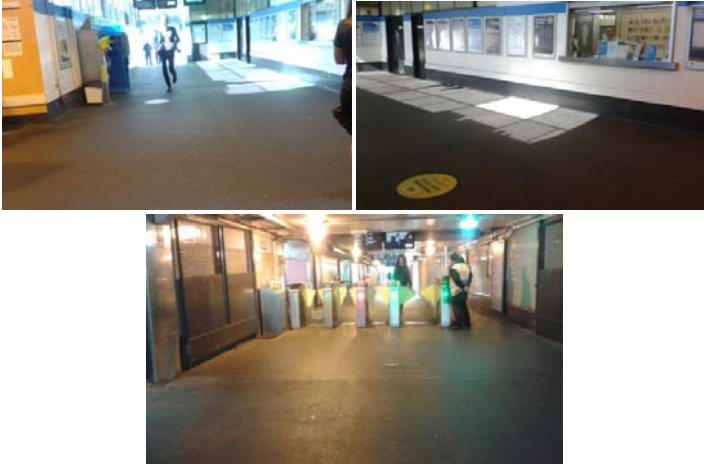
TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Stewart Street entrance shows lack of TGSI at Ticket Validation machine.</p>  <p>The photos below show the lack of TGSI through the main area of Richmond station including amenities, Customer Service desk and pathway to platforms.</p> 


TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>a) Missing TGSi at Ticket Validation point and lack of directional way finding TGSi and b) Lack of TGSi directional Way finder at steward to Swan street eastern subway entrance.</p>  <p>Lack of TGSi directional Way finder to platform at middle stairway corridor Richmond. TGSi are an important way finder for people who are blind or vision impaired. Richmond is a pivotal train station for many train routes, extremely busy and frequently used.</p> <p>By Installing TGSi way finders at the above mentioned locations at Richmond station will assist people with disability to be more independent in their travels.</p>



TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Shelter at WAP	Shelter 10/10		
Ramp Gradient (external ramps)		<ul style="list-style-type: none"> • Non-compliant station access ramps 2/2 • Ramp gradient is 1:9 • Compliance could be feasible at Stewart and Swan Streets with extension. • Explore alternative to external ramps 	<p>External ramp too steep. Ramp has room to be extended for a better more accessible gradient.</p> 
Ramp Gradient (internal ramps)	Both sides of the ramp walls leading from main area of station to individual platforms are different colours. This is a great example of colour coding.	<ul style="list-style-type: none"> • Non-compliant 10/10 • P 1 to P10 = ramp gradient 1:9 	<p>Photos show colour coding of ramps. Very effective.</p> 
Ramp Width	Internal compliant 10/10 P1 –P 10 = 3.1ms External compliant 2/2 (i.e. 2.7ms & 3.3ms)		


TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
WAP	Compliant WAP 1/10 (P 1 = 3.1)	<ul style="list-style-type: none"> 9 out 10 WAPs are non-compliant. WAP is restricted by platform furnishing. P2 = 2.6 P9 = 2.8 P10 = 2.8 	<p>Platform furnishing can cause smaller area for WAP. Either move furnishings away from WAP sign or move WAP sign and place of boarding.</p> 




TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Handrails	Handrails 10/10 Handrails in tunnel 0/4 Handrails in main entrance 0	<ul style="list-style-type: none"> Requires handrails in both tunnels, main entrance and city 	<p>a) Middle tunnel from stairs to platform missing handrail, and b) Missing handrail in corridor from Swan to Stewart Street.</p> 
Signs	WAP signs platform edge 10/10 Trains heading into City leave from platforms 1, 3, 5, 7 & 8. WAP signs at entrance N/A due to layout of station. WAP entrance sign N/A	<ul style="list-style-type: none"> The written word on the Station name signs could be larger print and bold. 	<p>There is room on name sign to enlarge font and in bold letters. This would make sign easier to see for people with vision loss, elderly people and general public as well. Signs would be more visible if they were illuminated during the evenings.</p> 

TABLE 6. RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Accessible Parking Bays	There are currently no accessible parking bays	<ul style="list-style-type: none"> Recommend two accessible parking bays installed near 25 Swan St Richmond. 	YCC to install 2 accessible parking bays near 25 Swan street Richmond.
Hazard		<ul style="list-style-type: none"> Footpath on Stewart Street stops and leads onto road. Hazard for people with little or no vision. 	<p>Footpath leads onto Stewart street road. Remove barrier wall and clear pathway.</p> 

7. Rushall Railway Station

The Rushall railway station is on the South Morang line.



TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI compliance 1/2 P2, TGSI on platform 2/2 P2 TGSI on entrance 2/2 TGSI on ramps 0/4 TGSI on stairs 0/1	<ul style="list-style-type: none"> • TGSI is required on P2 at top and bottom of stairs. • TGSI required at top and bottom of ramps. 	<p>Stairs on P2 side of station requires TGSI at top and bottom of stairs.</p> 
Shelter at WAP	Shelter 1/2 Shelter at WAP on P2	<ul style="list-style-type: none"> • 1/2 Shelter non-compliant • Shelter requires at WAP on P1. 	<p>Great shelter at WAP on P2.</p> 



TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Photo of P1 requires shelter at Wheelchair Access Point of platform to protect commuters from the weather.</p> 
Ramp Gradient	External railway station access ramps 1/4 P2 – 1:6	<ul style="list-style-type: none"> • 2/3 non-compliant access ramps on P 1 & P2 • P1 South ramp is 1:8, and North ramp is 1:9 	<p>Ramp gradient too steep.</p> 


TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Photo of P1 above gradient that meets compliancy. This is graded at 1:6. The only one in Yarra that is compliant.</p> 
Ramp Width	Ramp width compliant 3/3 Flat in tunnel		
WAP	Compliant 2/2 P 1 = 3.2 P 2 = 4.9	<ul style="list-style-type: none"> 0/2 	
Handrails	Handrails 3 /3 compliant		
Signs	WAP Sign on platform 2/2 WAP sign on entrance 1/2	<ul style="list-style-type: none"> WAP sign at entrance required Sign- larger station name signs 	<p>There is room on current name sign to enlarge font and in bold letters. This would make your sign easier to see for people with vision loss, elderly people and general public as well.</p> <p>Signs would be more visible if they were illuminated during the evenings (see over page).</p>



TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Accessible Parking Bays	There is currently no accessible parking bay.	<ul style="list-style-type: none"> • 4 disability access parking bays on the site of P2 could be installed. • 2 are PTV ownership. 	<p>The photos below and over page of P2 area currently gravel could be appropriate for the implementation of two accessible parking bays. Accessible parking bays are located very close to P2 entrance which has an accessible ramp.</p> 



TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			
Hazard		<ul style="list-style-type: none"> • Bollards are a hazard for people who use scooters, double prams and those with low or no vision. • Black Pole needs colour contrast. 	<p>The photo below shows a footpath bollard located on P1 and on P2 ramps to railway station. Footpath Bollards can be an obstacle for people with vision loss and difficult to navigate around for people with twin prams, wheelchairs and scooters.</p> 




TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Black poles are a hazard for people with low vision (particularly when overcast). To make poles more visible, paint entire pole with a bright colour contrast coloured paint or add a high colour contrast strip, at eye level.</p> 
Other improvements		<ul style="list-style-type: none"> • Surrounding access to station. • P1 side of station is inaccessible. Consider either putting in a level crossing or another crossing that has a better ramp gradient. • P1 possible crossing across train tracks. • An accessible pathway from P1 to P2 would need to be put in place. • P2 can be extended by PTV. 	<p>This photo of Platform 1 is a possible crossing over train tracks to make Rushall Station accessible for people. A recommended accessible parking bay could be located on P2 side where these cars in photo are parked.</p> 

TABLE 7. RUSHALL STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>This is the southern point of P2 walking path to train station. There is space for pathway, ramps or other railway access improvements.</p> <p>It is recommended to make Platform 1 accessible otherwise commuters can only travel in one direction which means, although P2 is accessible, it will not be used of a commuter cannot return.</p> 

8. Victoria Park Railway Station

Victoria Park has two train route, South Morang and Hurstbridge lines.



TABLE 8. VICTORIA PARK STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI platform 0/2 TGSI on Entrances 0/2 TGSI on ramps 0/4 TGSI Stairs N/A	<ul style="list-style-type: none"> Requires TGSI at the edge of P1& P2, and at entrances to P1& P2, as well as at the top and the bottom of ramps 	<p>Platform 1 & 2 requires the installation of TGSI along the edge of platform.</p>  <p>Platform 1 Platform 1 Platform 2</p> <p>Platform 1 and P 2 requires the installation of directional TGSI at Station entrance</p>  <p>Platform 1 Platform 2</p>
Shelter at WAP	0/2 shelter	<ul style="list-style-type: none"> Shelters requires at P1 & P2 	<p>The photos overpage show absence of shelter on P1 and 2. Recommen to instatll shelter.</p>



TABLE 8. VICTORIA PARK STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Having a shelter at WAP means that commuters who need assistance boarding the train are sheltered from the sun, rain and wind. Having a shelter at WAP also means less time for driver to wait for commuter to board train.</p> 
Ramp Gradient	Compliance 0/4	<ul style="list-style-type: none"> Non-compliant access ramps 4/4 P 1 = 1:12 P2 = 1:12 	<p>Both P1 and P2 ramps (4 of them) are too steep to navigate for people in wheelchairs, scooter and people with mobility difficulties</p> 



TABLE 8. VICTORIA PARK STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>The two photos below show both sides of Victoria Park Railway Station. It appears that ramps could be extended to achieve a better ramp gradient.</p> 
Ramp Width	Ramp width compliant 4/4 P1 = 3m P2 = 3m		<p>The widths of these ramps are 3 metres wide, compliant and ample space.</p> 





TABLE 8. VICTORIA PARK STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
WAP	WAP 1/2 P 1 = 3m	<ul style="list-style-type: none"> P2 = 2.1m, which is too narrow for wheelchairs and scooters or to turn. 	<p>The photo indicates that P2 is too narrow at WAP point. It is 2.1 metres wide. WAP width is recommended to be 3 metres or more.</p> 
Handrails	Handrails 4/4 Handrails are present on all 4 ramps to station. They are a great help.		<p>The handrails wrap around the path. Excellent installation of handrails.</p> 

TABLE 8. VICTORIA PARK STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
Signs	WAP signs on Platform 2/2 WAP sign on entrance 2/2	<ul style="list-style-type: none"> Signs – larger station name signs 	<p>Train station name signs could be larger text and illuminated for night time visibility.</p> 
Accessible Parking Bays	There are currently no accessible parking bays.	<ul style="list-style-type: none"> Recommended 6 parking bays. There is ample space for parking and can accommodate many accessible parking bays. 	<p>City of Yarra and PTV (ownership). This station has plenty of space and is used by two major routes. It could be a good point to drive to and catch train from.</p>
Hazard		<ul style="list-style-type: none"> Pole near WAP on P1 is too close, which make it difficult to navigate a wheelchair. 	<p>Platform 1 has WAP point which is located very close to a pole allowing even less room to navigate a mobility aid. Recommend a wider platform and blue WAP sign to be located further away from pole.</p> 

9. West Richmond Station

West Richmond has two train routes - South Morang and Hurstbridge lines.

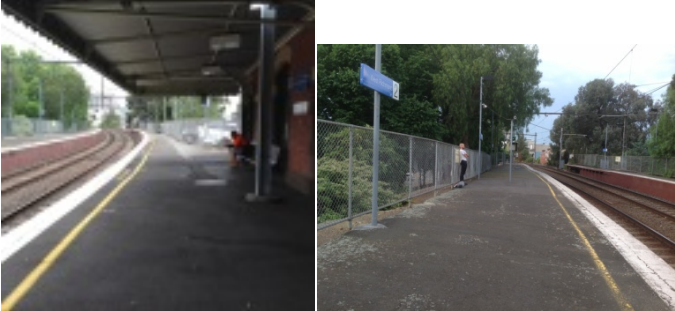

TABLE 9. WEST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI on platform 0/2 TGSI on Entrance 0/2 TGSI on Ramps 0/1	<ul style="list-style-type: none"> TGSI required on P1 & 2 platform edge 0/2 Requires TGSI o P1 & 2 at entrance 0/2 	<p>Platform 1 & 2 requires the installation of TGSI along edge of platform.</p>  <p style="text-align: center;">Platform 1 Platform 2</p> <p>Platform1 & 2 requires the installation of TGSI at Station entrance.</p>  <p style="text-align: center;">Platform 1 Platform 1 Platform 2</p>
Shelter at WAP	Compliance 0/2	<ul style="list-style-type: none"> Shelter at WAP required on P1 & P2 	<p>Platform 1 & 2 require the installation of Shelter at WAP</p>


TABLE 9. WEST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>point. Having a Shelter at WAP means that commuters who need assistance boarding the train are sheltered from the sun, rain and wind. Having a shelter at WAP also means less time for driver to wait for commuter to board train.</p>  <p style="text-align: center;">Platform 1 Platform 2</p>
Ramp Gradient	Ramp gradient 0/1 External ramps P1 n/a	<ul style="list-style-type: none"> • P1 = N/A • P2 = 1 in 12 and also has a footpath 	<p>P1 has general footpath which leads to train station.</p> <p>P2 footpath access to railway station has too steep gradient.</p>
Ramp Width	Compliant 1/1 P2 = 2.2m		
WAP	Compliant 2/2 P 1 = 4.5 P 2 = 4.5		Both platforms have an excellent WAP.
Rails	Handrails 1/1 (i.e. on P2)		Handrail only required on P2 side of station and it already exists.
Signs	WAP signs on platform 2/2 WAP signs on entrance 2/2	<ul style="list-style-type: none"> • Sign- larger station name sign 	There is room on current name sign to enlarge text size and in bold letters. This would make your sign easier to see for people with vision impairment, elderly people and general public as well.



TABLE 9. WEST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			<p>Signs would be more visible if they were illuminated during the evenings.</p> 
Accessible Parking Bays	There are currently no accessible parking bays	<ul style="list-style-type: none"> Two additional bays recommended: P2 Jika place – YCC’s ownership, and P1 & PTV ownership 	<p>On P2 side of station in Jika place there is a possibility to place an accessible parking bay in the street.</p>  <p>It would be advantageous to place an accessible parking bay on P1 West Richmond..</p>



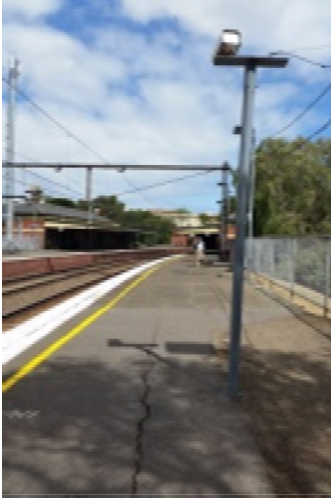
TABLE 9. WEST RICHMOND STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
			 <p>Platform 1</p>
Hazard		<ul style="list-style-type: none"> Station entrance to P2 is steep (1 in 10 G) & slopes to the road. -Jika Place (gradient is 1 in 10). 	<p>Sudden steep footpath at entrance of P2 is a trip hazard. Asphalt is dark colour and darker when it rains making it difficult to see and navigate.</p> 
Other Improvements		<ul style="list-style-type: none"> The pole with surveillance camera needs colour contrast 	<p>This photo shows a dark pole with a surveillance camera. The pole is situated in middle of P2. It is recommended to move pole to one side of station if possible and make pole more visible.</p>

TABLE 9. WEST RICHMOND STATION APPRAISAL RECORD

Category	Compliant	Needs Improvement	Image/Commentary
			<p>The black pole is a hazard for people with low vision (particularly on overcast days). To make the poles more visible, paint entire pole with a bright high colour contrast paint, or colour at eye level.</p> 

10. Best Practice Example - Tarneit Station

The Tarneit Railway Station is the newest station in Victoria constructed in accordance to the DDA public transport accessibility requirements. Accessibility appraisal has been conducted there to provide a best practice example. Reflections on experiences of persons with disability have been included in this appraisal.



TABLE 10. TARNEIT STATION APPRAISAL RECORD			
Category	Compliant	Needs Improvement	Image/Commentary
TGSI	TGSI Compliant 2/2 TGSI also in front of lift, stairs, ramps and on platforms.	<ul style="list-style-type: none"> • GSI are different colours, it would be better to have consistency. • Directional TGSI in front of elevator requires is required linking to the other areas of train station. • The pathway through the main entrance at reception to platform requires TGSI to maintain a continuous pathway. Install TGSI on other side of double doors, directional TGSI externally from door to platform and internally across main entrance to double doors. The installation of TGSI in reception area may also be useful, • Install directional TGSI pathway from P 1 & P2 towards pathway to car park and bus stops, 	<p>TGSI on P 1 & P2 has great colour contrast along the platform edge.</p>  <p>TGSI have been placed at top and bottom of stairs and ramps indicating start and finish points. The photos also show the yellow directional TGSI which guides the way to platform.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD


Category	Compliant	Needs Improvement	Image/Commentary
			<p>The photos below indicate the TGSi at top, bottom and middle landing of ramp and stairs. Some are yellow and some grey. Both grey and yellow TGSi have been used here. It is best to have continuity of colour.</p> <p>These photos also depict the vast difference in colour contrast when using yellow or grey TGSi. The yellow TGSi is more visible. The color difference is shown in the first set of photos (previous page).</p>  <p>The first photo overpage (left) has Yellow TGSi in front of the elevator and directional TGSi leading to platform. The second photo show the lack of TGSi in front of elevator and the directional TGSi are missing making it difficult to navigate to platform.</p>

TABLE 10. TARNEIT STATION APPRAISAL RECORD



Category	Compliant	Needs Improvement	Image/Commentary
			 <p data-bbox="1325 803 2047 925">This photo showd TGSi at internal main entrance on one side of door but not the other side of the door. The directional TGSi are missing both internally and externally.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD



Category	Compliant	Needs Improvement	Image/Commentary
			<p>Both TGSIs are missing in front of double doors and the directional TGSIs leading to platform.</p>  <p>TGSIs are at top and bottom of stairs. TGSIs are missing from other external area to main entrance, such as from bus stops, car park, elevator or car park.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD


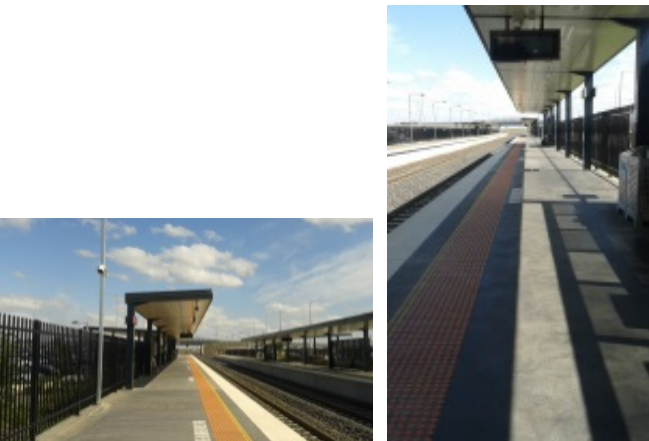
Category	Compliant	Needs Improvement	Image/Commentary
			<p>TGSI are absent at pick up points.</p> 
<p>Shelter at WAP</p>	<p>Shelter at WAP 2/2 Both, P 1 & P2 have shelter area on platform. Fully enclosed indoor waiting room as well.</p>		<p>Both Platform 1 and 2 have ample shelter from sun and rain at wheelchair access boarding points.</p>  <p>The fully indoor waiting room is great protection from heat, cold weather and wind (see overpage).</p>

TABLE 10. TARNEIT STATION APPRAISAL RECORD




Category	Compliant	Needs Improvement	Image/Commentary
			
Ramp Gradient	External ramps Compliant 2/2 P 1 = 1 :12 P 2 = 1 :12		
Ramp Width	Compliant 2/2 P 1 = 4 m P 2 = 4 m		

TABLE 10. TARNEIT STATION APPRAISAL RECORD

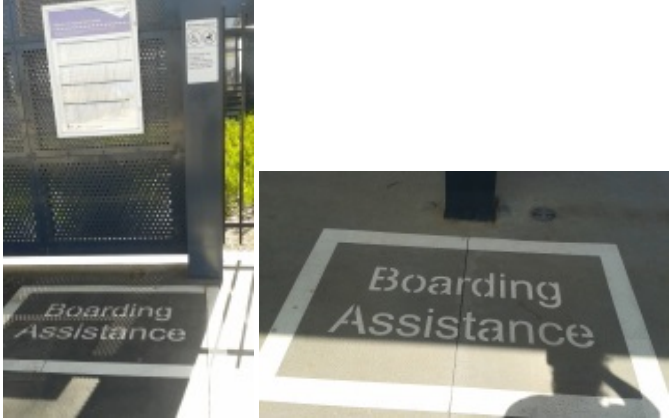

Category	Compliant	Needs Improvement	Image/Commentary
WAP	Compliant 2/2 WAP is replaced by Boarding Assistance sign on both platforms.	<ul style="list-style-type: none"> The Boarding Assistance sign is a new concept and not introduced as yet at railway stations in Yarra (or other inner city stations). On P1, the Boarding Assistance point is closer to front of train, however, on P 2 it is positioned at the end of train. Not sure how this works in relation to time allocated for boarding. 	<p>The WAP sign is replaced by the Boarding Assistance sign.</p> 
Handrails	Handrails 2/2		<p>The hand rails are placed in all the right places and very effective. They also extend a little past the end points at end of path/stair/ramp, which is great.</p> 
Signs	WAP signs are replaced by Boarding Assistance sign.		<p>The size of station name on the signs are bigger than the other train stations. Easier to read for everyone. It</p>

TABLE 10. TARNEIT STATION APPRAISAL RECORD



Category	Compliant	Needs Improvement	Image/Commentary
	<p>Signage on platforms and reception is excellent.</p>		<p>would be nice to have illuminated signs that could be read easily at the night.</p>  <p>The customer service signage is large enough for easy reading.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD



Category	Compliant	Needs Improvement	Image/Commentary
			<p>The boarding Assistance sign on the ground is large and clear. The sign on post is small and could be in larger print.</p>  <p>The writing on the LED monitor display is small and difficult to read. Sunlight effects legibility making it harder to read. Larger display would be more beneficial.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD





Category	Compliant	Needs Improvement	Image/Commentary
<p>Accessible Parking Bays</p>	<p>12 accessible bay (two very large accessible bay) They have direct access to platform. Excellent</p> <p>12 accessible bays (including two very large accessible bays) They have direct access to platform (on platform only???) Excellent positioning.</p>	<ul style="list-style-type: none"> There are 12 accessible parking bays out of 400 bays (3%). Increased percentage would be welcome. 	<p>Here are two very large bus size accessible parking bays. It is great to know they have been installed. Excellent idea.</p> <div style="display: flex; justify-content: space-around;">   </div> <p>This photo shows 4 accessible parking bays close to platform entrance. A design like this with a walkway between them allows more options for people using wheelchairs, whether a passenger or a driver. The crossing point across roadway is direct, convenient and well thought out.</p> 

TABLE 10. TARNEIT STATION APPRAISAL RECORD

Category	Compliant	Needs Improvement	Image/Commentary
Hazards	There is a wheelchair accessible customer service desk which has plenty of space around it.	Ensure that wheelchair accessible window can be operational.	
Other	Audible hearing device. There are many speakers implemented along platform.	<ul style="list-style-type: none"> • Audible announcement were not given on platform, waiting room or on train. Although when train approached Southern Cross and announcement was made. • It is advisable to announce train in waiting room in advance of train arrival. • Audible announcements before arrival to each train station is always recommended 	