

## 11. Trams

### 11.1. Considerations

In Dubai, due to social cultural considerations, there is a need to designate sections for family and gender seating within the vehicle.

Next-stop announcements, a dynamic visual route display and announcements in audio and text of the station number would especially help visitors not familiar with the local environments.

Education, sensitization, and training of both operators and passengers on their respective rights and responsibilities will contribute to making the Dubai transport system a universally accessible and socially responsible model.

Access to a tram shall be universal and apply to the dimensions and maneuvering characteristics of all persons using mobility aids, luggage, prams/ strollers, service animals, persons with vision, hearing and cognitive and other disabilities.

### 11.2. Boarding

#### 11.2.1. Gaps of tram

There shall not be any significant gaps between the platform and the tramcars to hinder passengers using mobility devices from boarding and disembarking. The low floor tramcar shall be level with the platform.

The maximum gap between the doorsill of a car and the edge of a platform shall be:

- 75 mm measured horizontally
- 50 mm measured vertically

If a gap is wider than 75 mm, it shall be connected with a foldable bridge plate or a ramp.

If a gap is higher than 50 mm, it shall be overcome with a ramp.