

# Yarra Trams Passenger Service Charter



Easy English



TRANSPORT FOR VICTORIA

yarra trams

PUBLIC  
TRANSPORT  
VICTORIA **PT** >

Authorised by Transport for Victoria, 1 Spring Street, Melbourne.

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

## About this book



This book is by Yarra Trams.



This book is about our  
**passenger service charter.**



Our passenger service charter is about how  
we make sure your tram trip is good.



You can read the full charter at  
[www.yarratrams.com.au/service-charter](http://www.yarratrams.com.au/service-charter)

## How we make sure your tram trip is good



We want our trams to be

- on time



- easy to use



- safe



- clean.

## **We have trained staff**



Our staff

- are trained to give everyone help and respect.



- are trained to keep you safe



- will help you get to your last stop.

## **We want everyone to access our trams**



We work with lots of groups to make public transport more accessible.

## We run lots of trams

We run trams



- Monday to Saturday from 5 am to 1 am



- Sunday from 7 am to 11 pm.



We also run some trams all night on Fridays and Saturdays.

## We aim to be on time



Our goal is for all trams to be on time.



To do this we

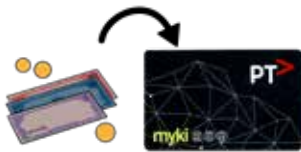
- check our tram times



- write reports about our tram times



- show our reports online.



You might be **compensated** if

- our reports show too many trams have been late
- there are problems that make trams late
  - for example, a big car crash.

Compensated means we put some money back into your myki account.

## **We want our trams to be easy to use**

We help you to plan your trip.



You can use 2 apps to plan your trip.

1. The **PTV** app helps you plan your tram, train and bus trips.



2. The tramTRACKER app helps you plan your tram trip.

PTV means Public Transport Victoria.



You can find **timetables**

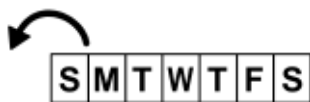
- at all tram stops



- on the PTV website.



Timetables tell you what time your tram will come.



We tell you when there are planned changes to a timetable or your service 1 week before the change.



For example, we will tell you

- on our website



- on Twitter



- at stops



- in the tram.



We will also

- help you at some stops on the day



- help you get to your last stop.



When there are problems that make trams late  
we will give you information

- in the tram

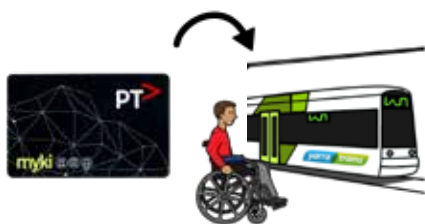


- at some tram stops



- on our website, tramTRACKER and Twitter.

## We make it easy to pay for your travel



You need a myki card to use public transport in Victoria.



You touch your card on the myki machine in the tram when you get on.



If you travel into the **free tram zone** you do **not** have to touch your card unless you leave the zone.



The free tram zone is in the main part of the city.



You can get a map of the free tram zone on the PTV website.



You can buy a myki card or add money to your card at lots of places.

For example

- myki machines at stations and stops



- 7 Eleven stores

- at the PTV Hub



- on the PTV website.



You can also call 1800 800 007.



You can get a **concession fare**.

For example, if you are

- a child



- a student



- an older Australian.

Concession fare means you pay less.



If you have a pensioner concession fare you **must** have your government card with you when you travel.



If you have a disability you might be able to travel on the tram for free.



You can find out more about different mykis on the PTV website.

We have **Authorised Officers** on some trams and at some stops.

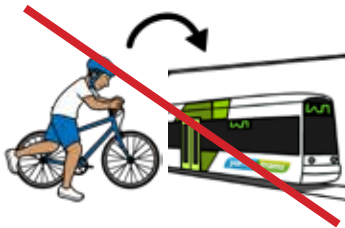


Authorised Officers

- wear a uniform and badge
- can check your ticket and government card.



## We have rules about things you can take on trams



You must **not** bring big things on the tram that could hurt someone.

For example



- bikes



- surf boards.



You can bring some big things on the tram.

For example

- prams



- shopping jeeps.



You can also bring

- Guide Dogs



- assistance animals with a special pass



- small animals in a pet travel case.

## We make sure our trams are clean



Our staff clean and fix

- trams



- tram stops and shelters.



We also aim to keep our **environment** safe and clean.

Environment means the world we live in.



## We want to hear your ideas

Your **feedback** makes our service better.



Feedback means you tell us

- things you like about our trams or staff



- things you do **not** like about our trams or staff.



You can give feedback about trams to PTV.

Contact information is at the end of this book.



If you give feedback to PTV and they do **not** help you can go to the

**Public Transport Ombudsman.**



The Public Transport Ombudsman aims to fix problems with public transport.



## More information



### Contact Yarra Trams

Call 1800 800 007



Website [www.yarratrams.com.au](http://www.yarratrams.com.au)



Mail

Yarra Trams

GPO Box 5231

Melbourne VIC 3001



### Contact PTV

Call 1800 800 007



Website [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

## Lost property

Call 1800 800 007



## **Contact Public Transport Ombudsman Victoria**

Call 1800 466 865



Website [www.ptovic.com.au](http://www.ptovic.com.au)

## **If you need help to speak or listen**



Contact Public Transport Victoria through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

[www.relayservice.gov.au](http://www.relayservice.gov.au)

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in August, 2020.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact Yarra Trams.

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