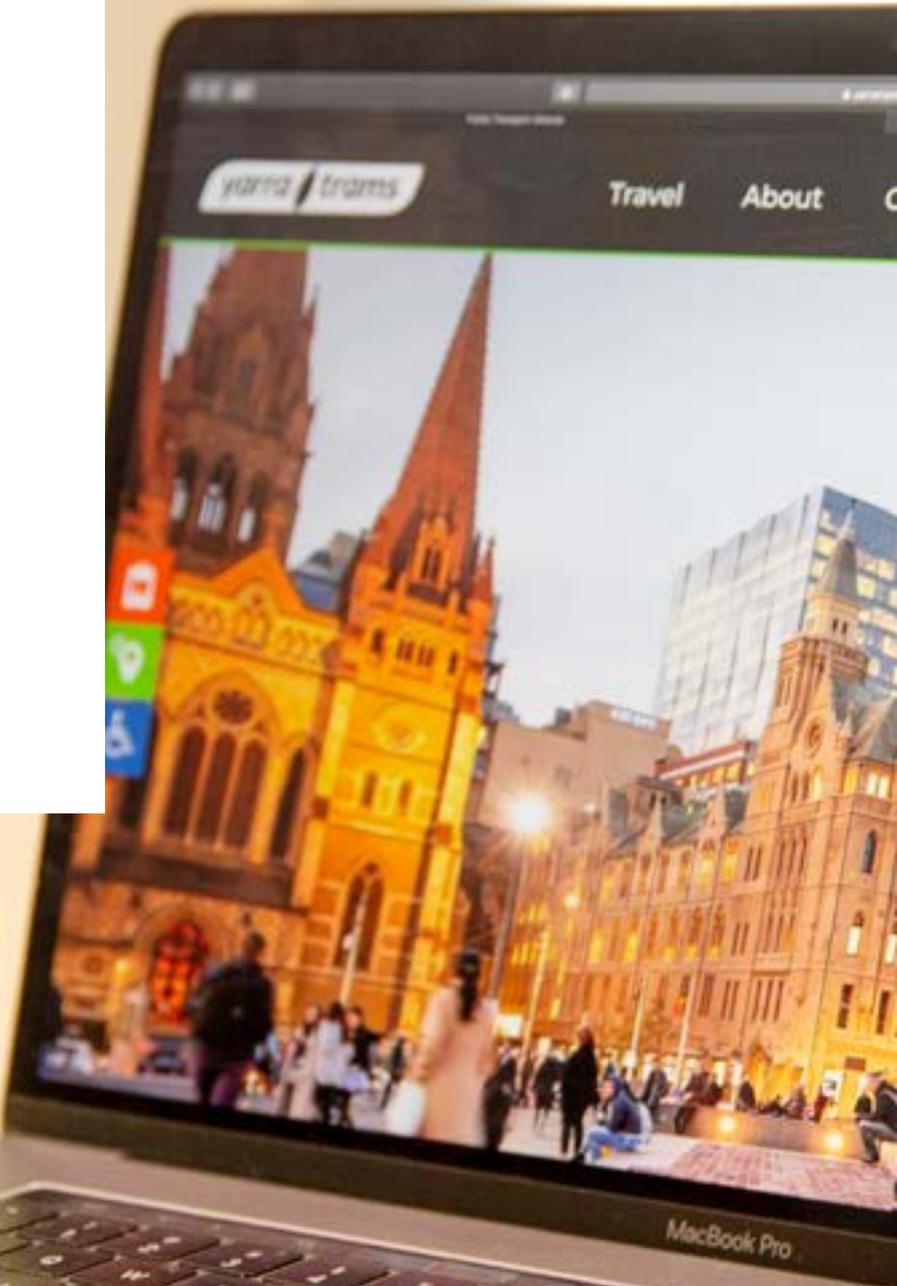




Using the Yarra Trams website to plan my journey



Images taken before the COVID-19 pandemic, you must wear a face mask while travelling on public transport.

Many people use trams to travel in Melbourne.
I might take a tram to go somewhere.



Before I take the tram, it is helpful to plan
the journey.



It is good to check:

which tram to take,



what stop to get on at,



what stop to get off at.



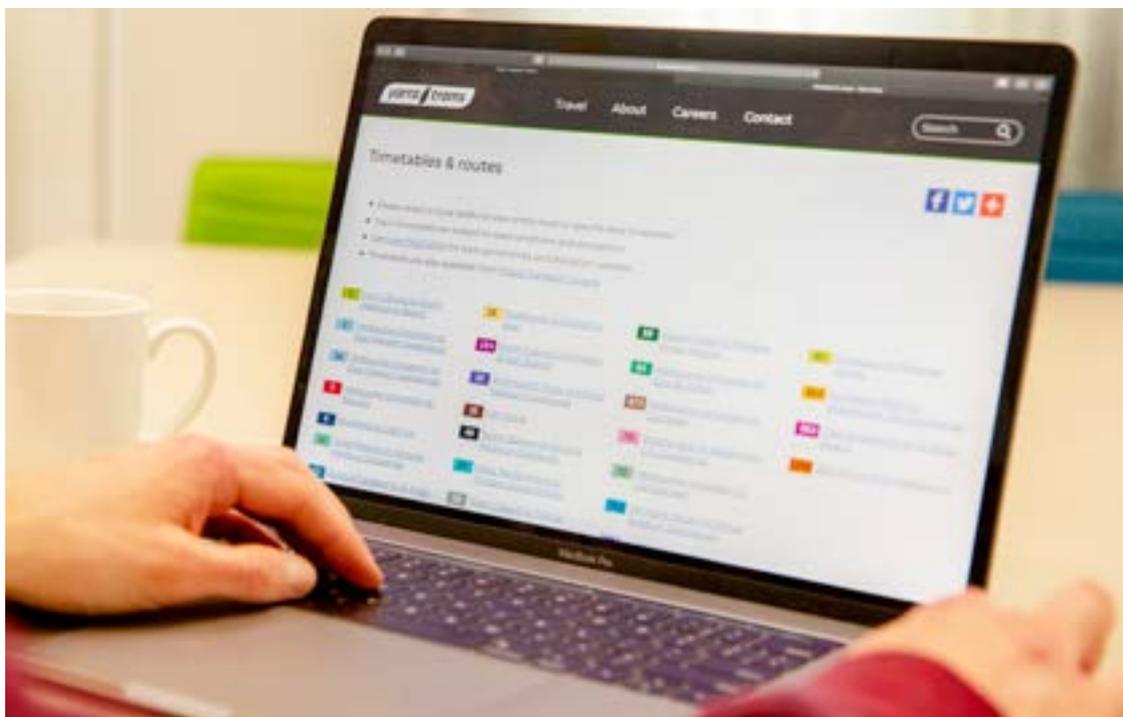
There is information for planning my journey on the Yarra Trams website at yarratrams.com.au



The Yarra Trams website may be opened on a phone, tablet or computer. It can be used with a screen reader to read information aloud.



The Timetables and Routes section will show me where the different tram routes in Melbourne.



Each route will have a number and a colour. This helps me to check the route number for where I want to travel.

Timetables & routes

- Please select a route below to view entire route or specific stop timetables
- Tram timetables are subject to road conditions and disruptions
- Get [tramTRACKER!](#) for tram arrival times and disruption updates
- Timetables are also available from [Public Transport Victoria](#)

1 East Coburg to South Melbourne Beach	16 Melbourne University to Kew	59 Airport West to Flinders Street Station
3 Melbourne University to East Malvern (weekdays)	19 North Coburg to Flinders Street Station	64 Melbourne University to East Brighton
3a Melbourne University to East Malvern (weekends)	30 St Vincent's Plaza to Etihad Stadium Docklands	67 Melbourne University to Carnegie
5 Melbourne University to Malvern	35 City Circle	70 Wattle Park to Waterfront City Docklands
6 Moreland to Glen Iris	48 North Balwyn to Victoria Harbour Docklands	72 Melbourne University to Camberwell
11 West Preston to Victoria	67 West Maribyrnong to Flinders Street Station	

Many trams have stairs to get on and off.



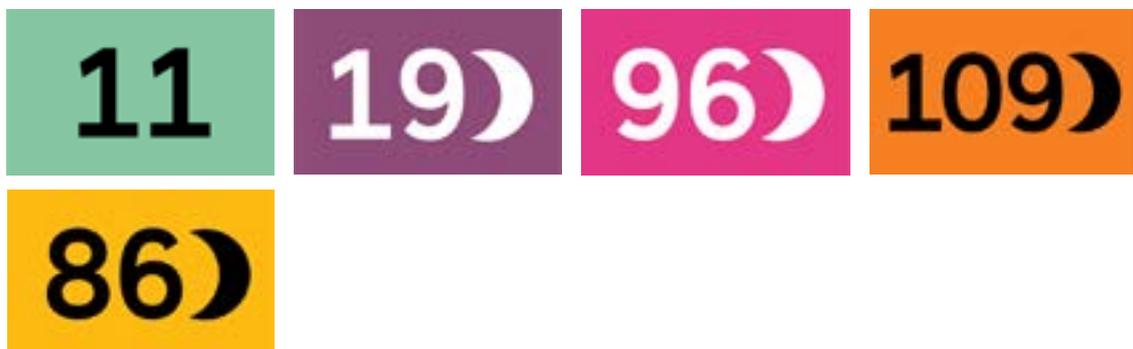
Some trams have no stairs. These are called **low floor trams**. Everyone can use a low floor tram.



People who use a wheelchair or mobility aid will use low floor trams.



Most trams on routes 11, 19, 96, 109 and 86 are low floor.



Some trams on routes 5, 6, 16, 48, 58 and 72 are low floor.



Some stops are built on a platform. People who use a wheelchair or mobility aid will need to use a platform stop. You can find which stops have platforms on the Yarra Trams website or tramTRACKER



It is important to choose which tram and stop is best for me.



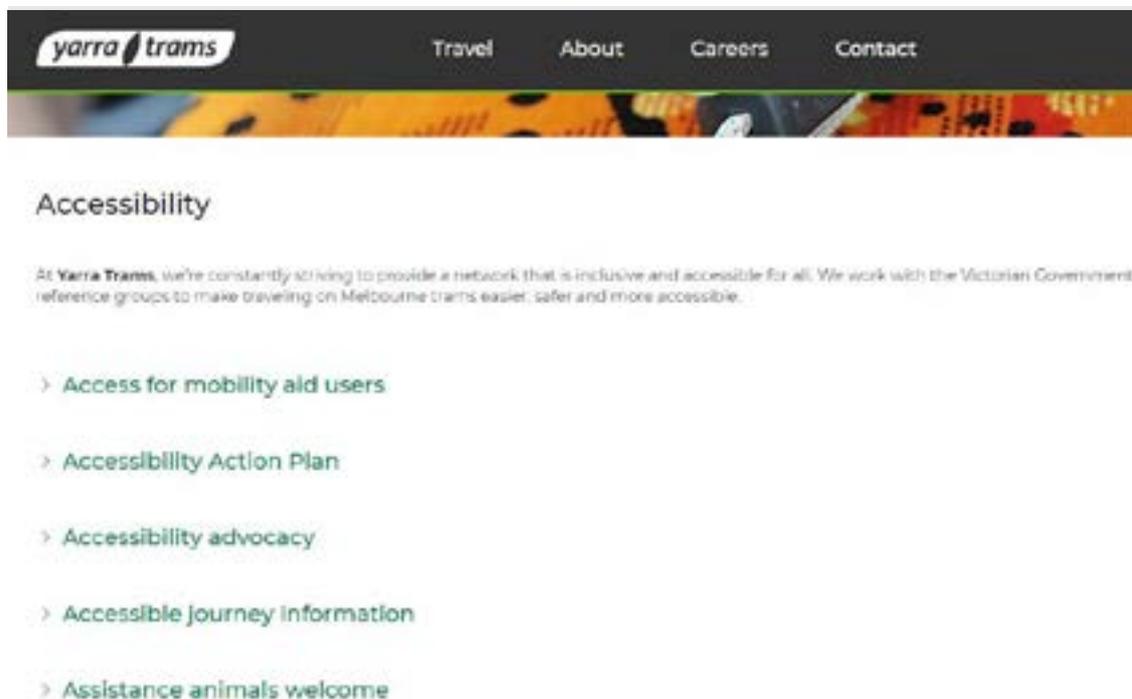
Information about the different types of trams is on the [Yarra Trams website](#).

The screenshot shows the Yarra Trams website header with navigation links: Travel, About, Careers, Contact, and a search bar. Below the header, the text 'Melbourne's tram fleet' is displayed next to social media icons for Facebook, Twitter, and a plus sign. A large green banner reads 'MELBOURNE'S TRAM FLEET'. Underneath, an 'OVERVIEW' section features five icons with corresponding statistics: a tram icon for 'More than 475 trams', a grid of tram icons for '9 classes of trams', a ladder icon for '250km of double track', a depot icon for '9 depots', and a map icon for '24 Routes plus City Circle'. Below this is a table with columns: INTRODUCED, CLASS, QUANTITY, ROUTE/S, CAPACITY, and FEATURE/S. The first row shows '1951-56' in a blue box, a yellow and green tram icon labeled 'W-Class T856 - T1020', the number '13', a small red box, '75' with a person icon, and a tram icon.

Sometimes tram routes change. The Yarra Trams website has information about changes in the orange box that says **Service changes**.

The screenshot shows a mobile-style interface for 'Service changes'. At the top is an orange header with a calendar icon, the text 'Service changes', and a signal icon. Below the header are two tabs: 'Current' (selected) and 'Upcoming'. The main content area lists several service change events with dates and route numbers: 'Wednesday 22 January' with routes 30 and 35, 'Monday 20 January 2020 to Sunday 2 February 2020' with routes 35 and 70, 'Wednesday 1 January 2020 to Friday 31 January 2020' with routes 86, 57, 70, 75, and 48, and 'Friday 9 August 2019 to Saturday 1 August 2020'. Each entry includes a calendar icon and a right-pointing arrow. At the bottom is a grey bar with a 'view by route' button.

The Yarra Trams website also has a page called Accessibility. This has lots of information about travelling on the tram.



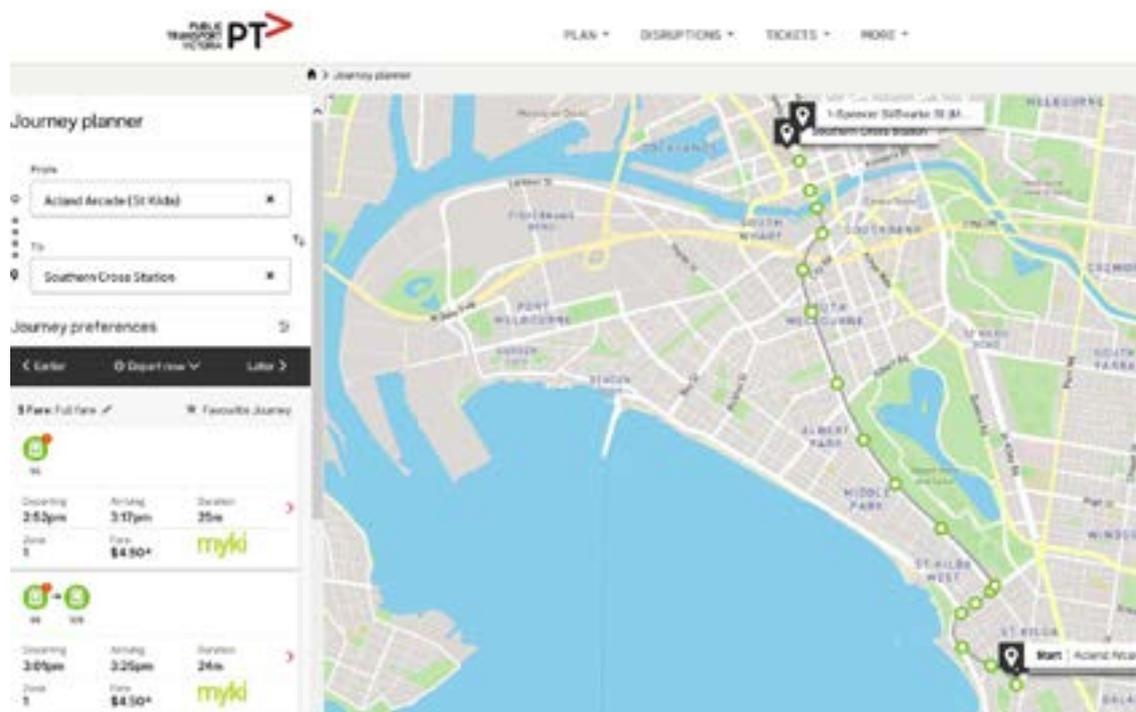
If I need help to plan my trip, I could call Public Transport Victoria (PTV). The number to call is 1800 800 007. I could use the National Relay Service to call.



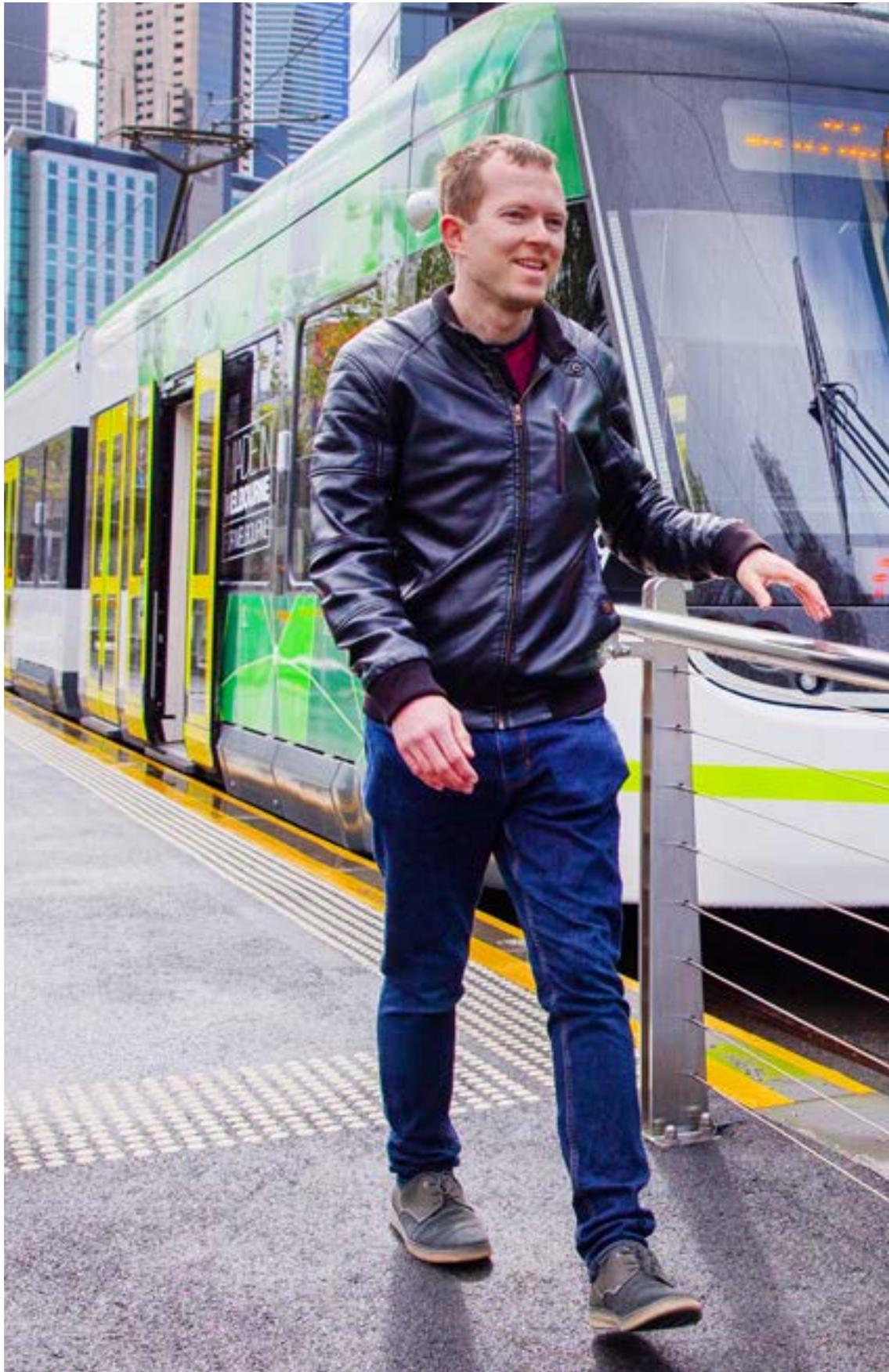
I could visit the PTV Hub at Southern Cross Station. This is an office with PTV staff who can help me to plan my journey.



I may also need to take a bus or train. The PTV app is an app that can help. I could use the app by going to ptv.vic.gov.au/journey



Planning my tram journey on the Yarra Trams website is a good way to help me feel prepared and safe to travel.





Produced by Scope's Communication & Inclusion Resource Centre

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This social story was created by Scope Australia in conjunction with Yarra Trams. Images within this social story are of people with lived experience of Autism and people with other disability. This social story was created with reference to the Social Story™ guidelines by Carol Gray (2018).

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