

# Using the tramTRACKER app 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 my journey.



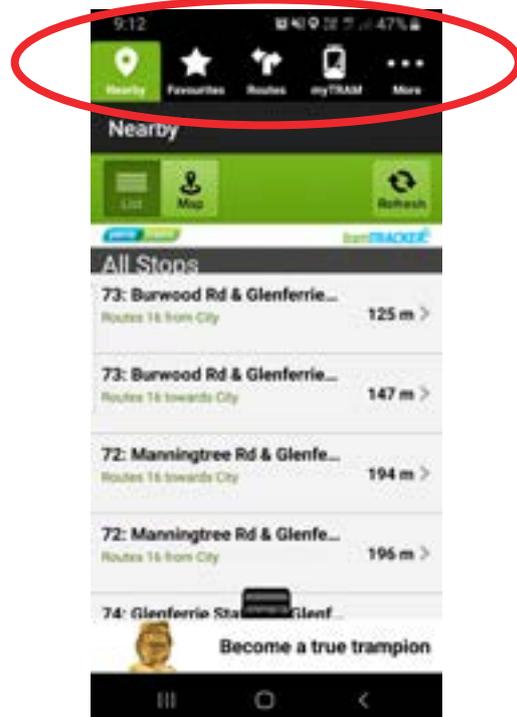
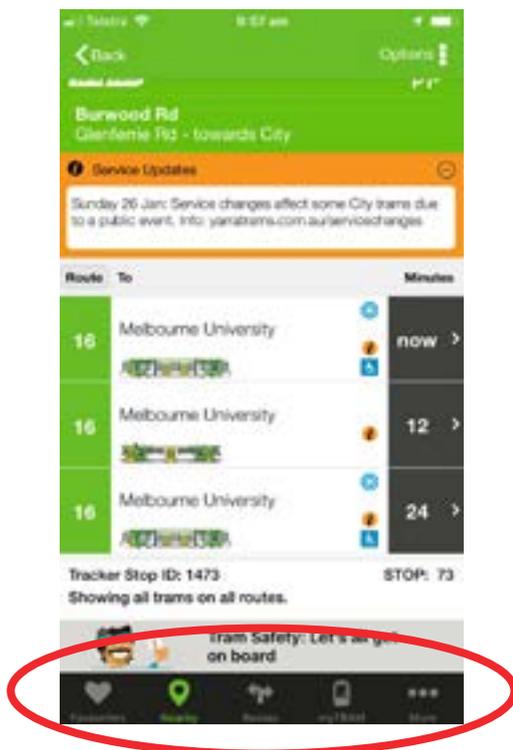
There is information for planning on the **tramTRACKER app**. I might use the tramTRACKER app on my phone or tablet.



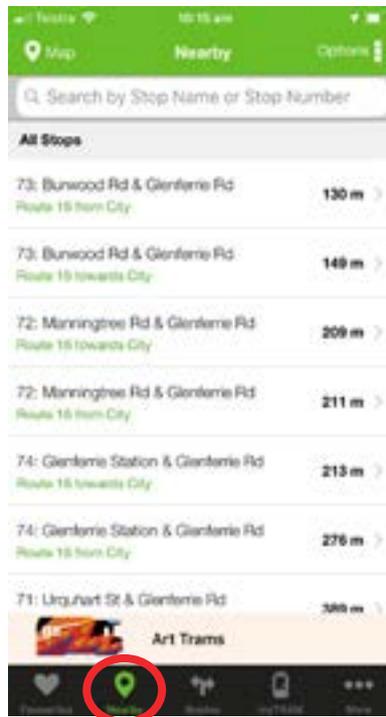
The tramTRACKER app will open when I touch the app icon. I could turn on my phone's voice assistant to read information aloud if I need.



The tramTRACKER app has 5 symbols at the top or bottom of the screen.



The **Nearby** page tells me a list of the stops and routes that are near me.



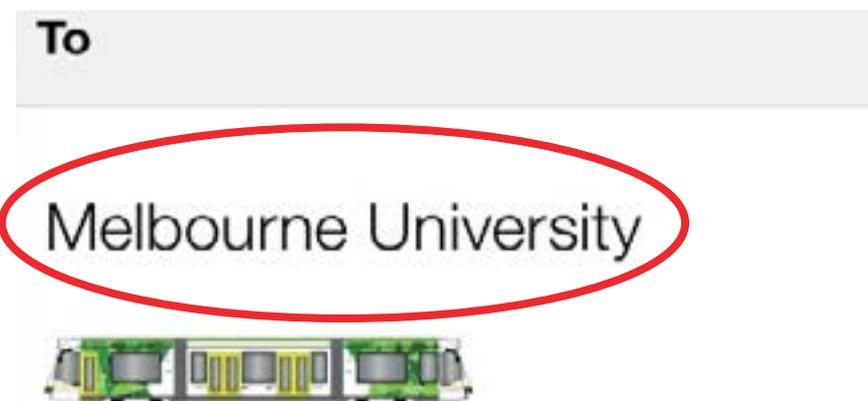
When I tap on a stop, tramTRACKER will show me information about that stop.

Route	To	Minutes
16	Melbourne University 	now >
16	Melbourne University 	12 >
16	Melbourne University 	24 >

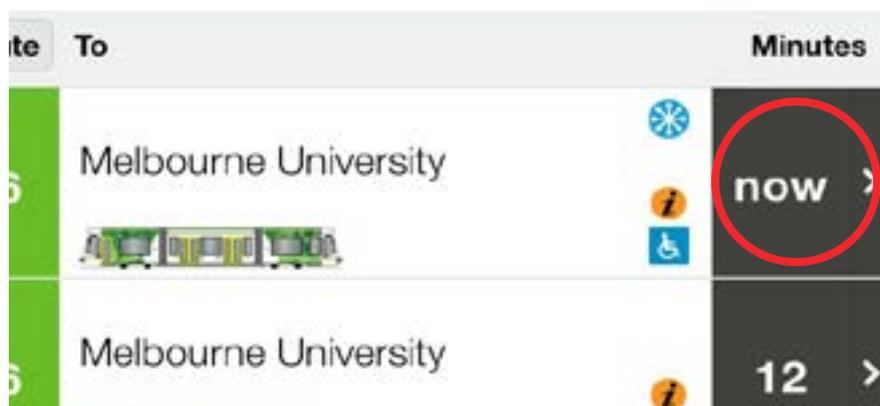
It will show me  
the tram routes coming to the stop,



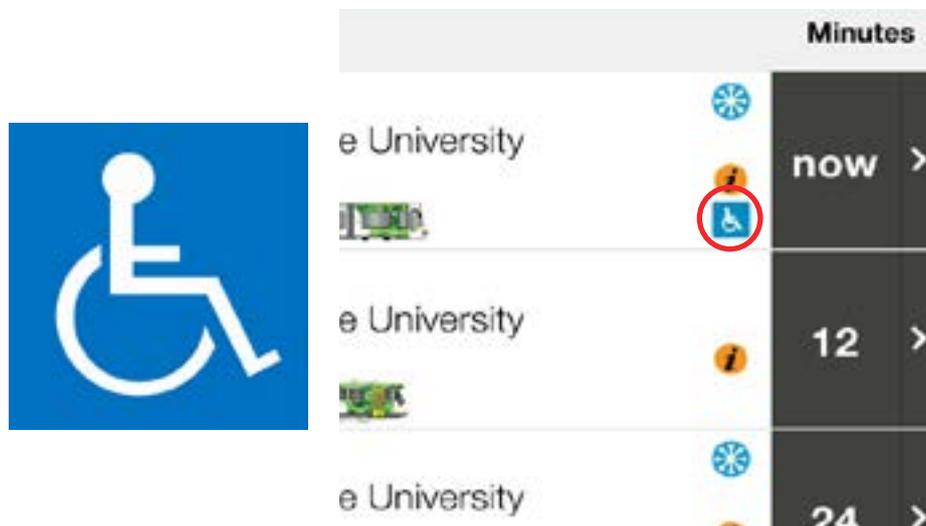
where the tram is going,



how many minutes until the next tram arrives.



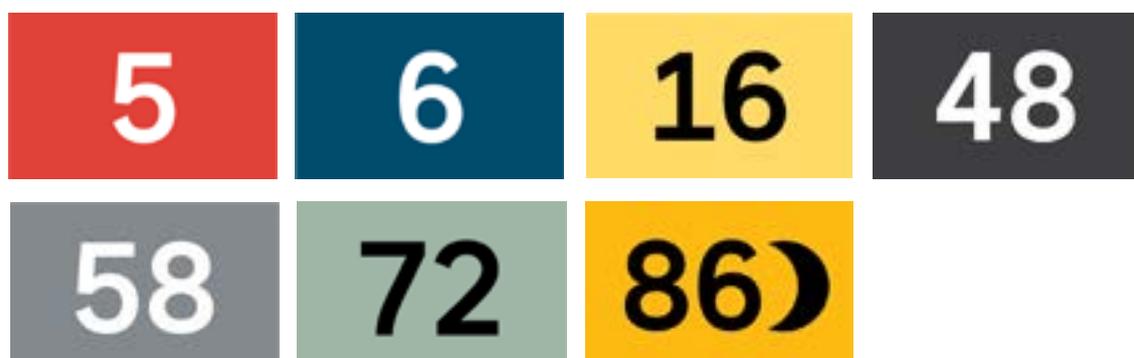
Some tram routes have a **blue access symbol**. This means the tram has a low floor. Low floor trams have no stairs and can be used by everyone.



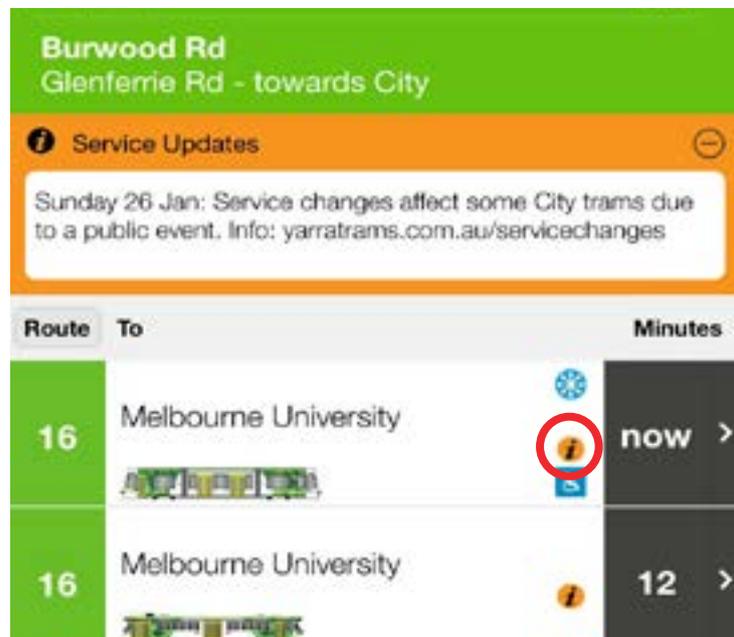
Most trams on routes 11, 19, 96 and 109 are low floor.



Some trams on routes 5, 6, 16, 48, 58, 72 and 86 are low floor.



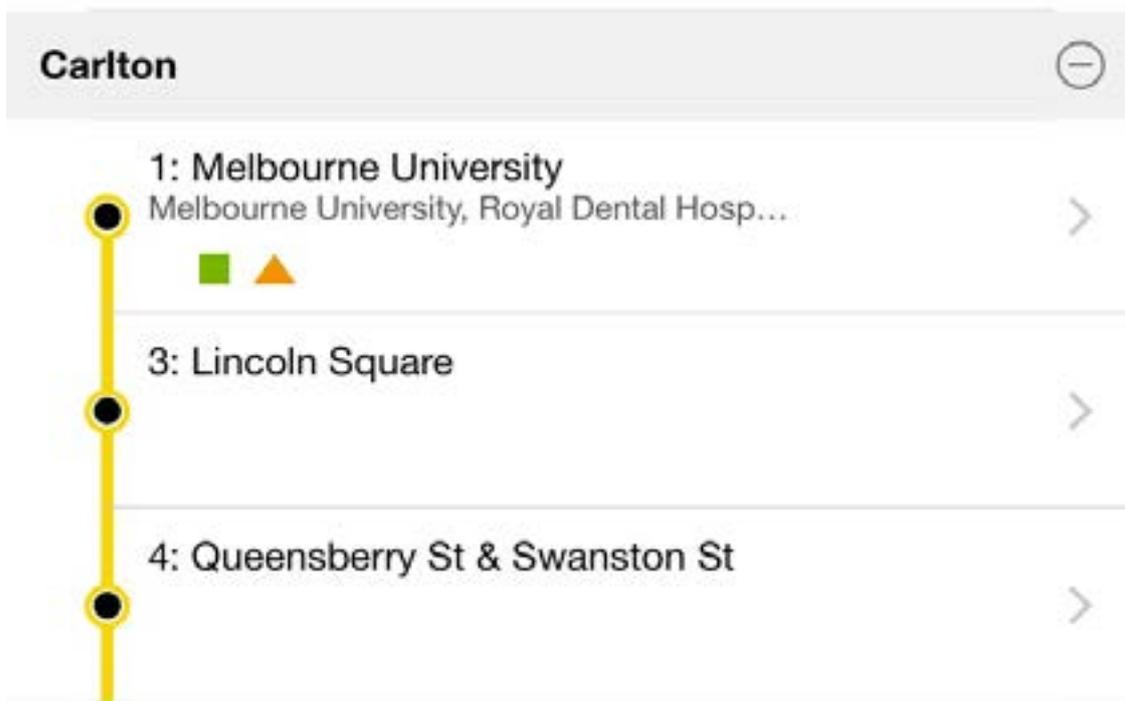
Some tram routes have an orange information symbol. It means there is a change in the tram service, called a **disruption**. Find out about the disruption is in the orange box.



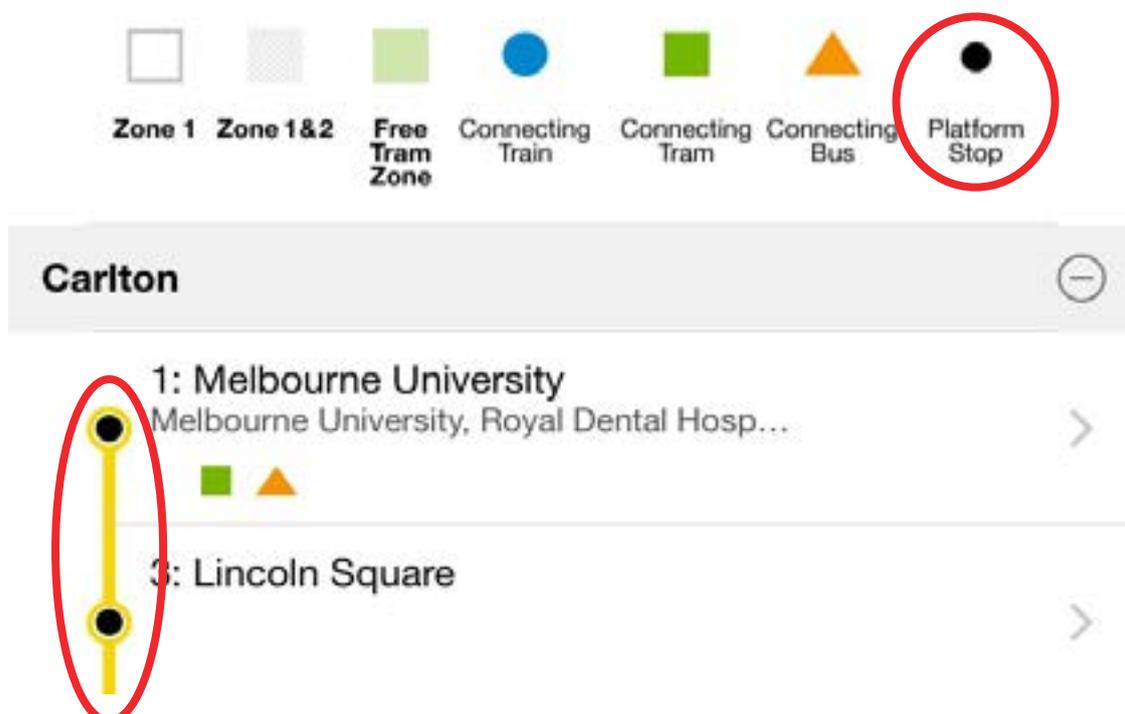
The **Routes** page gives a list of all the route numbers. Each route goes in two directions, so it's important to choose the right direction. I can find my route and direction by scrolling down the page.



When I tap on a tram route, tramTRACKER will show me the stops on that route. This can be helpful so I can plan where to get off the tram.



tramTRACKER can show me which stops are on a platform. Platform stops have a black dot next to the name and number of the stop.



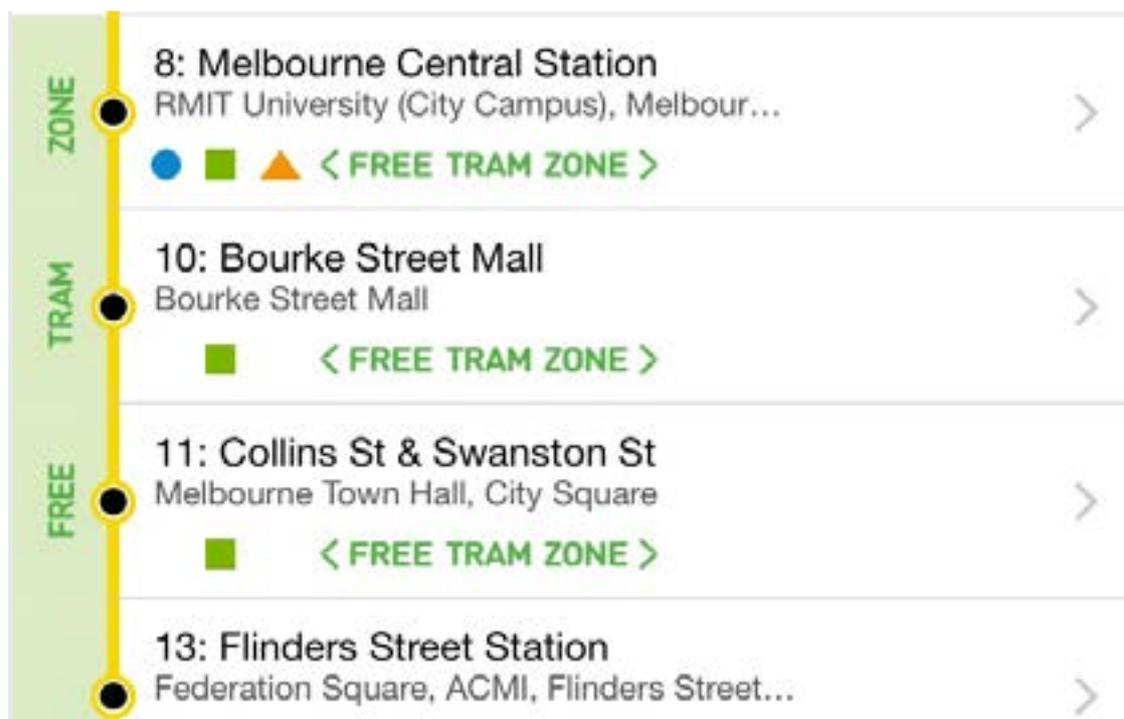
People who use wheelchairs or mobility aids can only get on and off the tram at a platform stop.



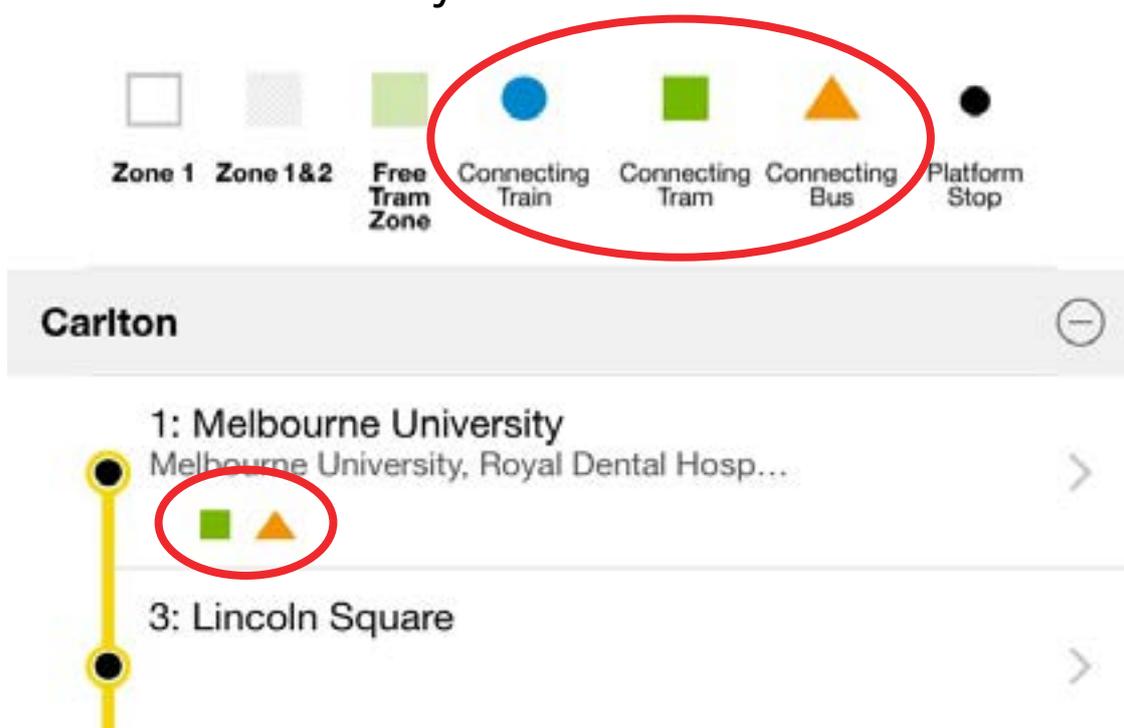
There is an area in the city centre where people can travel for free. This is called the **Free Tram Zone**.



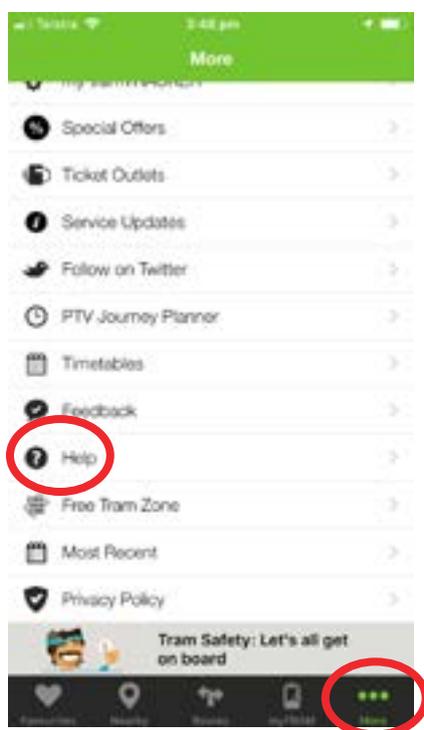
The tramTRACKER app shows which stops are in the Free Tram Zone. If I leave the Free Tram Zone, I will need to use my myki or another ticket.



The tramTRACKER app shows me which stops connect to a train line, another tram or a bus. Each of these has it's own symbol.



If I need help to use the app, I could tap on **More** and choose **Help**. This gives me instructions about how to use the app.



Planning my tram route on the tramTRACKER app 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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