



# Helpful things on the tram

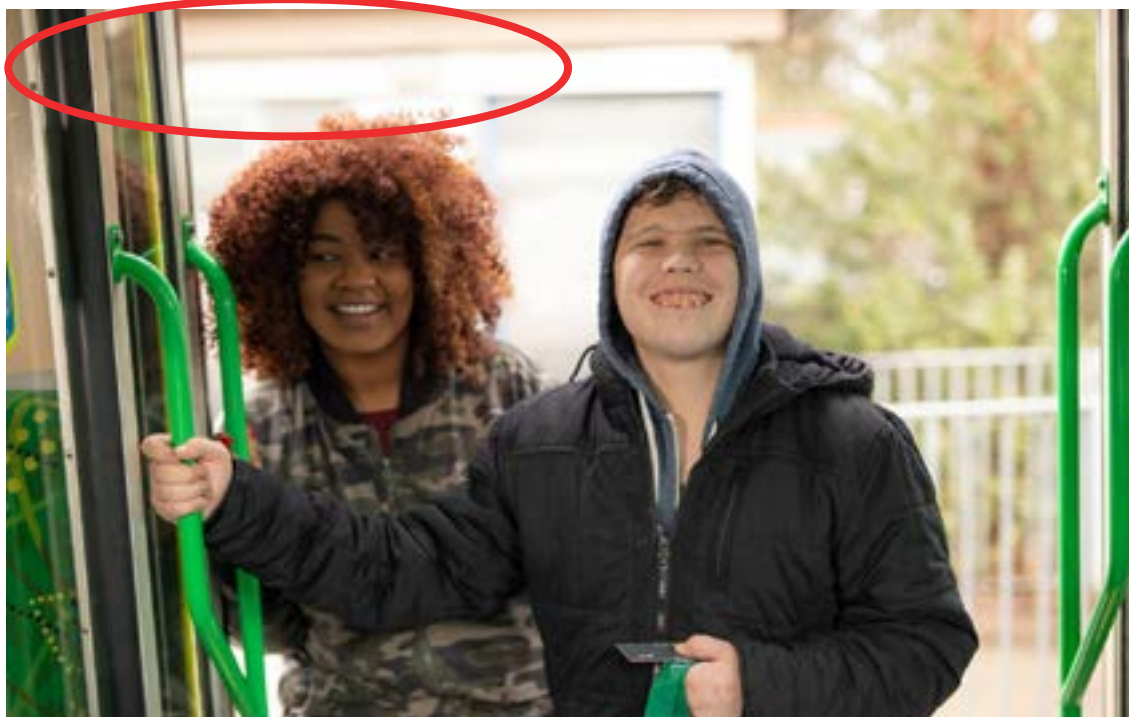


Images taken before the COVID-19 pandemic, you must wear a face mask while travelling on public transport.

On a tram, there are many things to help people have a good journey.



Trams show the route number and name on the front. When the tram arrives, it's important to check that this is the right tram for me.





I may not be able to get on and off every tram that arrives at the stop.



Sometimes the tram is busy and there is no space. I will need to wait for another tram.



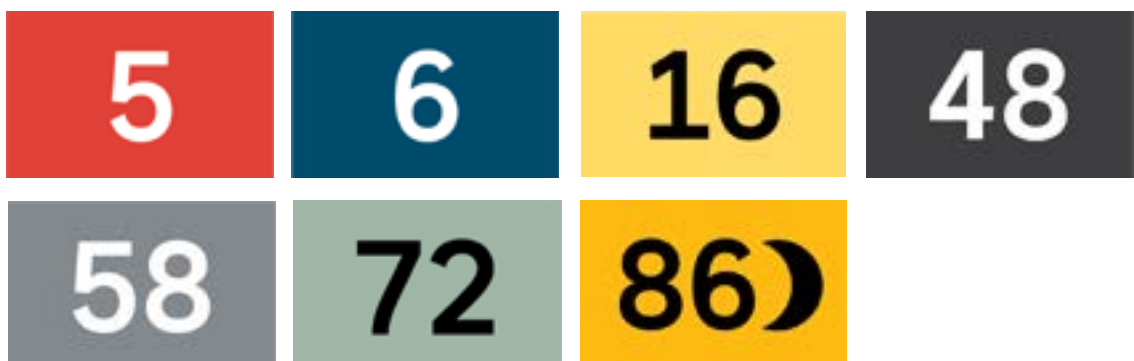
Some trams have no stairs. These are called **low floor trams**. If I use a wheelchair or mobility aid, I can only use a low floor tram.



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.





Trams have between 3 and 6 doors. Some doors have a **blue access symbol**. This shows the best door if I use a wheelchair or mobility aid.



When my tram arrives, people wait near the tram door until it opens.



Tram doors open automatically. On the low floor trams, the door beeps and a button will flash.



I will need to wait for people to get off the tram first, before I get on. It's ok to wait, the tram driver will give everyone enough time to get on and off.



On the tram, there are myki readers near the door. These can look different, depending on the tram. People touch on their myki on the reader to pay for their journey.



It's important to take care when I get on the tram. I might hold on to handrails to keep me safe.





If I use a wheelchair or mobility aid, I can use the **Accessible area** near the door. This is marked on the floor with a yellow rectangle.



There are orange **Priority seats** behind the driver and in the middle of the tram.



Priority seats have a sign above them. These seats are for people who are older, have a disability, are injured or are pregnant. It's ok to ask people to move out of the Priority seats if I need them.



Some people stand on the tram. Trams can shake and move suddenly. It's important to hold on to the poles or handles to keep safe.





Drivers sit in the front cabin to drive the tram. If I need help, I might talk to the driver when the tram is not moving.



Near the doors and in the Accessible area, there is a green **Driver Intercom** button. I could press this button to speak to the driver. The driver will answer me when it is safe to do so.





In the Accessible area, there is a blue button for people who use a wheelchair or mobility aid. When I press this button, it tells the driver that I would like more time to get off the tram.



Sometimes there are **Authorised Officers** on the tram checking tickets. They also help people on the tram.



There are lots of signs and maps on the tram to give me information about the trip. There is usually a map of the whole tram network.



There is a map with all the stops on the tram route. Stops with a **blue access symbol** are built on a platform. I must use a platform stop if I have a wheelchair or mobility aid.



Trams can get very full at busy times of the day. People might stand close to each other and sometimes it can be noisy.



There are rules that most people try to follow on the tram. This helps everyone have a safe and comfortable trip. I could check the rules by looking up at the signs near the roof.





There is also a red **Emergency Door Release** lever on the tram. This is only to be used to open the door in an emergency, like after an accident.



Most trams have a digital display to see what stop is next. There might also be announcements on the tram to tell people which stop is next.



I need to let the driver know when I want to get off the tram. I could push the stop button on the poles or pull the stop cord near my head.



When my stop is near, I will need to get ready to go.



When the tram stops, the doors will open automatically. I might need to ask people to move to let me through. It's important to take care when going through the doors.



It's good to know about the many things on trams that help people to feel safe and comfortable for their trip.







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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