



# All about tram stops



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



To take a tram, I need to find the nearest tram stop. I could use apps like **tramTRACKER** or **PTV app** to find the nearest tram stop.



Tram stops can be in the middle of the road or at the side of the road. I need to take care when going to a tram stop.



To get to a stop safely, it is important to use traffic lights, footpaths or zebra crossings.



Some tram stops are built on a platform. These stops have stairs, handrails, a ramp and bumps on the ground to help me get to the platform.

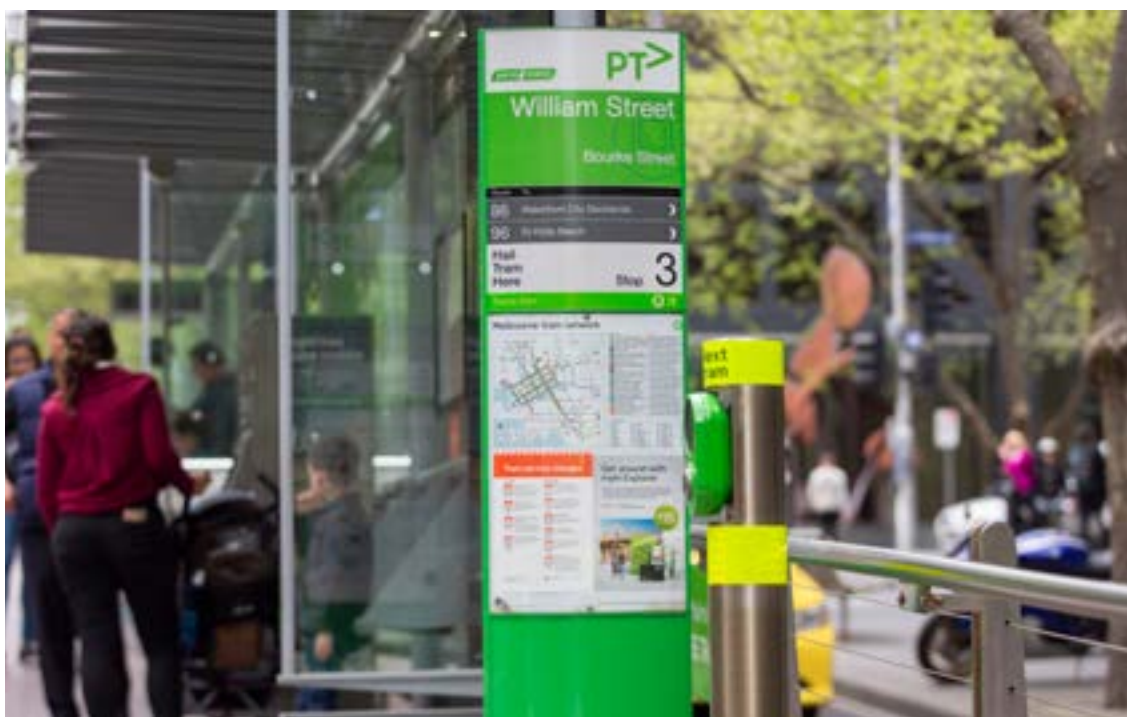




Some stops have a shelter to protect people from the sun and rain.



Green signs at the stop give information about tram routes, timetables, myki and stops.



There may be a sign showing if the stop is in the **Free Tram Zone**. I do not need to touch on a myki to travel in this area.



Signs at the stop show the name of the stop and the stop number. This is helpful for finding the stop in the tramTRACKER app or on a map.





Signs at the stop show which direction the tram is travelling in. This is helpful for knowing which side of the platform to stand on.



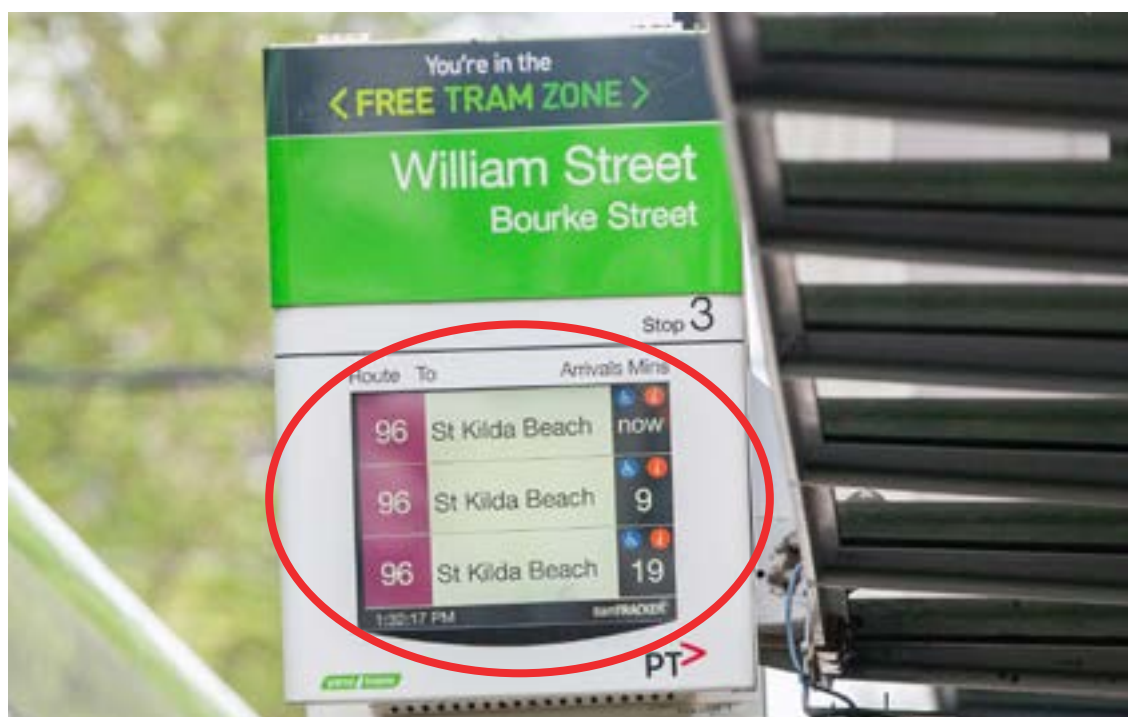
There is always a timetable at the stop. Sometimes there is also a map.



There may be an audio button. People press this to hear information about the when the next tram is coming.



Some stops have a screen at the top of the shelter. The screen shows the number and colour of the tram routes that are coming. It will also show how many minutes until the next tram.





The screen uses symbols to show information about the trams. The physical access symbol shows when a low floor tram is coming. If I use a wheelchair or a mobility aid, I will need to wait for a low floor tram.



The information symbol will show when there is a change to a tram route. This is called a **disruption**.



There may be a yellow line and bumps at the edge of a platform. It's important for everyone to stand behind the bumps to wait for the tram. This helps to keep everyone safe.



At the stop, I may want to sit down. There may be **Priority Seats** at a tram stop with a sign above them. These seats are for people who are older, have a disability, are injured or are pregnant.





Some stops have a myki machine. People can use this to put more money on their myki.



Yarra Trams staff may also be at the stop. They may wear a uniform and an orange vest. They help me if I have any questions about the trams.



There may be lots of other people at the tram stop or on the tram. It might be noisy and busy. If I can't get on a tram, I could wait for the next tram or go to a different stop.



Knowing about the tram stop is helpful for getting ready for a tram trip.







Produced by Scope's Communication & Inclusion Resource Centre

1300 4 72673 [www.scopeaust.org.au](http://www.scopeaust.org.au) [circ@scopeaust.org.au](mailto:circ@scopeaust.org.au)

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).

Scope (Aust) Ltd (Scope) provides the services and products on an “as is” basis on the information provided by the individual. Scope does not provide any representations, recommendations or endorsements of any kind. Except to the extent permitted by law, Scope makes no warranties as to the accuracy, reliability or guarantee merchantability of the products provided. Scope accepts no responsibility or liability for any loss or damage resulting from use and reliance of the services or products. The individual using the services and products is responsible for seeking independent advice to ensure that the services and products are fit for their intended use.



Yarra Trams  
Level 3, 555 Bourke Street  
Melbourne, VIC 3000

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