Tech Savvy Seniors

Introduction to Transport apps (NSW)

Intermediate Guide

TOPIC	**INTRODUCTION TO TRANSPORT APPS (NSW)**
USING TRANSPORT APPS TO GET AROUND	For decades we've used public transport the same way. You've had to know which bus numbers to catch, which train line to use, which ferry to ride on. You needed to refer to a booklet, or ask around. You'd never know if your bus or train was running late, or if you'd missed a connection.
	Travel apps help change all this by making getting around on public transport much easier, and potentially cheaper. You can think of an app as your personal travel agent.
WHO IS THIS WORKSHOP FOR?	You will probably already own a smartphone, and want to know how it can help you get around with confidence. You will know some smartphone functions, including how to use the touchscreen, how to download and install an app from the phone's app store, and how to perform a web search using the smartphone's inbuilt web browser.
	If you have attended the Tech Savvy Seniors *Introduction to Smartphones* and *Introduction to Email Part 1* workshops you will have a good knowledge of many of the concepts covered in this workshop.
WHAT YOU'LL NEED	▶ An internet-connected smartphone; either your own or supplied by the workshop organisers. You may need to share a smartphone with others in the workshop.
	▶ An Apple account (or Apple ID) for downloading apps to an iPhone smartphone, or a Google account (or Google ID) for downloading apps to an Android smartphone.
	▶ An email address (if you have an Apple or Google ID, you will have used an email address to set up the account).
	▶ An active Opal card to register on the opal.com.au website.
WHAT YOU'LL LEARN	In this workshop you'll learn what an app is, and how to use three different transport apps for trains, buses and other forms of public transport to get around. The activities within this course are optional, depending on attendees' knowledge or requirements.
THE APPS	We'll look at three of the more popular apps in this workshop. If you are using your own smartphone, you can download and install the apps before the workshop. If you are using the workshop's demonstration handsets, the apps should be already installed.
	It is important to note that here are other transport apps available, with similar functions, that you are able to investigate via **https://transportnsw.info/apps.**

APP	Transport for NSW Trip Planner
OVERVIEW	Trip Planner is a portal on the Transport for NSW website, which can be linked to the smartphone home screen, just like an app. You just enter where you are starting from, where you are going to and the Trip Planner will give you step-by-step directions, showing all legs of the trip, along with the cost of those parts which you pay with an Opal Travel card. View help page: **https://transportnsw.info/plan/help-with-planning/trip-planner-help**
DEVICE:	Any device with a web browser, including a smartphone, tablet or PC

APP	Opal Travel
OVERVIEW	This app can plan your trips in Sydney and regional New South Wales, and will tell you when your stop is nearing so you can be ready to get off. Its main feature is that it manages your Opal Travel card, allowing you to check your balance and top it up. It also displays the cost of planned trips. Watch the video: **https://transportnsw.info/apps/opal-travel**
DEVICE:	iPhone and Android phone

APP	Moovit
OVERVIEW	This app can take you just about anywhere. It has detailed public transport information about more than 12,000 cities and towns around the world, including NSW of course. You can share details of your trip with other smartphone users. This is very useful to set up meetings, or for a quick and easy way to let someone know you're nearby. Watch the video: **https://transportnsw.info/apps/moovit**
DEVICE:	iPhone and Android phone

TIMETABLE

This workshop is broken down into five sections, with a break in the middle. Feel free to ask questions and seek assistance with menus in the apps.

SUBJECT	DURATION
Introduction to apps	10 minutes
Using the Trip Planner	20 minutes
Using the Opal Travel app	20 minutes
Break	*10 minutes*
Using the Moovit app	25 minutes
Recap	*5 minutes*
TOTAL	**90 minutes**

SUBJECT:	**AN INTRODUCTION TO APPS**
TIME: 🕐	10 minutes

WHAT IS AN APP?

A smartphone is a powerful, compact computer, carefully designed to be easy to use. Apps are the computer programs, and each app is designed to perform a specific task. There are apps to tell you the weather forecast, apps to give you the time, and apps to manage your bank account.

Social media depends on apps. Games on your smartphone are apps. You use the smartphone's camera with an app, and you access the internet on your smartphone via its web browser app.

Often the app connects to the internet, but not necessarily.

Sometimes the functions of apps overlap with functions on the internet. For example, we will be looking at the Transport for NSW Trip Planner, which doesn't have a special app at all. But you can use it with the web browser on your smartphone or on a computer.

HOW DO I GET AN APP?

Your smartphone will come with many pre-installed apps, including an app to an online store where you can get more apps. You'll need to create an account with that store to download apps. (If you're using the workshop's demonstration handsets, these accounts should be already set up.)

The most common app stores are the iTunes App Store (on the iPhone), and Google Play (on most Android devices).

GET IT ON
Google Play

Available on the
App Store

You can find transport apps and more from the app stores.

SMARTPHONE AND TABLET TRAINING VIDEOS

There are some excellent Telstra Tech Savvy Seniors videos and training materials available to help understand smartphones and tablets.

Check them out at: **www.telstra.com.au/tech-savvy-seniors/start-learning.**

THE COST OF APPS

Most apps are free from the app stores. However, some can cost a few dollars, up to a few tens of dollars. If there is a charge, this will be marked on the button you use to get the app. You can use a credit card to make purchases from the app stores.

Most apps are a few megabytes in size. If you download quite a few of them, they might start to use up your mobile phone plan's data allowance. So, it can be a good idea to only install new apps when you're connected to WiFi. Most apps are also updated from time to time, and this can use your data allowance too.

FINDING APPS ON YOUR PHONE

Once you've installed an app from your phone's app store you can usually start it by tapping the **Open** button within the store. We'd recommend against that, however, as it can be hard to find the app again among all the apps on a phone.

Instead, look at the icon in the store. Make sure you know what it looks like. Close the store and find the icon on your phone's app screens. Usually iPhones put the new app on the page closest to the Home screen (not on the Home screen itself) which has a free slot for the icon. If you check for that space before installing the app you'll find it easily.
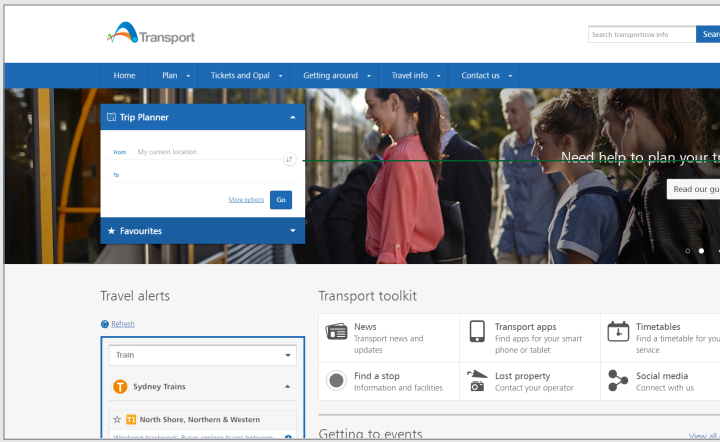
Android phones will do the same, except that if there's space on the Home page, it will put the app there. Same deal - check first.

A home screen showing installed apps

IN-APP PURCHASES

While many apps cost nothing to download, some might have 'in-app purchases'. These are often the main business of the app. For example, if you sign up to the Netflix streaming TV and movie service, you can use the Netflix app to watch TV shows on your smartphone, but you might have to pay a subscription for the service from time to time (not for the app itself, which is free). That will be an 'in-app purchase'.

SUBJECT:	**USING TRANSPORT FOR NSW TRIP PLANNER**
TIME: 🕒	20 minutes

OVERVIEW ①

PLATFORM:
THE WEB
PRICING: FREE

The Transport for NSW Trip Planner is for anyone who wants to plan a trip anywhere in NSW.

The Trip Planner can give you a step-by-step route using public and private transport options from anywhere in NSW. You get a choice of routes and times of departure, along with a cost estimate for all segments of the journey which can be paid with an Opal card.

Trip Planner is a portal on the Transport for NSW website, which can be linked to your smartphone Home Screen. It can also be used on any computer.

Every smartphone comes with a web browser pre-installed: on iPhones, the web browser is Safari; on Android devices, it's called Chrome, and on Windows it's called Edge.

Keep in mind data charges. If you're using it on a smartphone, downloading maps to the phone could use up significant amounts of your mobile data.

Web browser icons for (from top left clockwise) Edge, Firefox, Safari and Chrome.

HOW TO ACCESS AND SETUP ①

In your web browser type in **transportnsw.info/trip**

You can then link Trip Planner to your smartphone Home Screen. On an IPhone, enter the bottom middle share button and then **Add to Home Screen**. On an Android smartphone click on the three dots on the top right of screen then **Add to Home Screen**.

Once you have linked this page to your Home Screen, you can start entering your planned trip there, or click on **More options** to go to the full Trip Planner website.

Enter your journey into the Trip Planner

HOW TO ACCESS AND SETUP

Alernatively, you can touch and hold on **Plan** in the menu at the top of the page until some options appear and then click on **Trip Planner**.

And you're there!

Trip Planner will remember your details from when you last used it. But it will only do that if you are using the same browser on the same device. If you make your plans on your computer, you're going to have to start again when using your smartphone.

You may also have to give Trip Planner permission to know your location. Just click Yes or Allow if a box pops up asking you.

Check the box to allow Trip Planner to know your location

transportnsw.info wants to

Know your location

Allow   Block
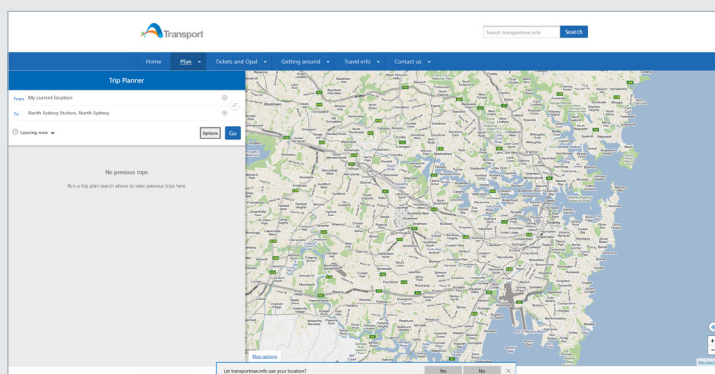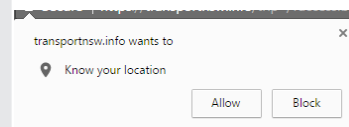
You may also see a pop-up box asking you to Rate this App. You can choose not to, but you might want to, especially if there are things about it that you think could be improved.

LET'S PLAN A TRIP

Let's say you live in Miriam Road in West Ryde and want to go to the Sea Life Aquarium at Darling Harbour. Here's how Trip Planner can help.

1. Go to Trip Planner as explained above.

2. We must enter our starting point. You do that on the **From** line.

3. You will see that the **From** line already has some text there in light grey. It says **My current location**. If you leave that there, Trip Planner will try to work out where you are and use that as the starting location. Check, because it's not always very accurate.

4. But in this activity, you're starting from West Ryde, so select **My current location** and you should be able to start typing.

5. You can enter a location by typing in a full address, even including the house number. Or you can just enter a street name, or even a landmark name. Most of the time you won't have to type in the whole thing. A drop-down list will appear, offering suggestions based on what you've typed so far. If what you're after isn't on the list, keep typing and the list will change, taking into account what you've typed.

6. Click next to **From** and type "**mir**" (remember, we're starting from Miriam Road, West Ryde). You'll see a list appear, but it doesn't have Miriam on it. Yet.
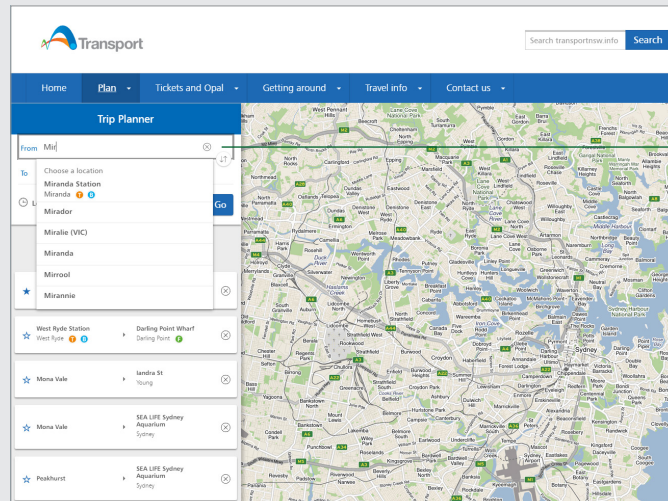
Type in your destination to view a list of options

7. Type in the rest of **Miriam**. Now the list will show several Miriam Streets, Places and Closes. Miriam Road, West Ryde is third on our list. Select it to complete the entry.

8. Now we should put in the destination – the Sea Life Aquarium at Darling Harbour. What's the address? We don't need to know. Trip Planner knows the names of an enormous number of public buildings and venues. Click in the space to the right of **To** and start to type **Sea Life**. Before you finish that, the list will show the **SEA LIFE Sydney Aquarium**. Tap on it.

9. We're almost ready to see the way there, but there are two other things you might want to take care of first. Are you planning to travel right now? Maybe you're planning for next Thursday. The bus and train timetables might be different then. So, select **Leaving now** and a new box will slide down below that section, allowing you to choose the date and time for your journey. You can even plan the trip so that you arrive at a particular time.
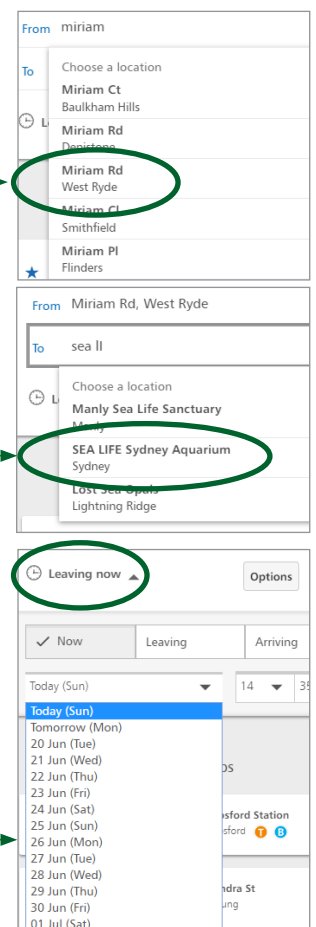
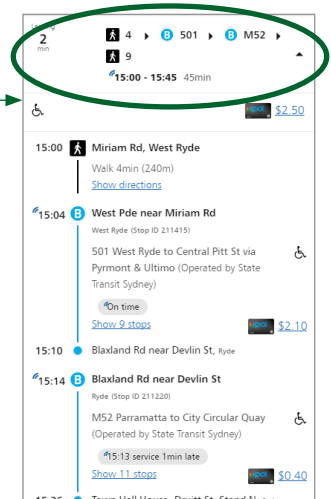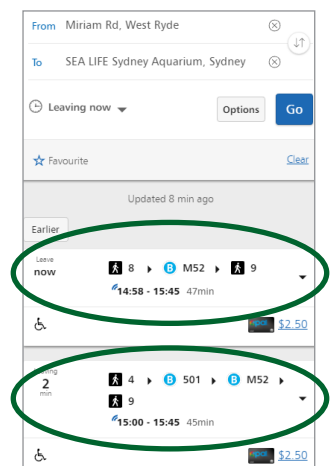## CHOOSE YOUR MODE OF TRANSPORT

1. What if you're happy with buses, but hate trains? Or you can't walk very far? Click on **Options** and you can choose your preferred modes of transport and how much you're prepared to walk, along with several other options. Click **Done** when you're finished there.

Modes of transport

☑ **T** Train   ☑ **L** Light rail

☑ **B** Bus   ☑ **C** Coach

☑ **F** Ferry   ☐ **B** School bus

2. Now, let's generate our trip. Click the blue **Go** button. After a couple of seconds, a list of travel options will appear. Train rides will be shown in orange; bus in blue; ferry in green; light rail in red; coach rides in purple, and walking in black.

3. Let's look at each box a little more closely (see image opposite). It shows you how long before you should leave. Below that is a list (with little arrows between them) showing each leg of the trip. The walking symbol has a number estimating how long the walk will take. The public transport sections have the bus number or train line next to them. The wheelchair symbol marks trip options suitable for wheelchair users (sometimes that will say **Booking required**, so you know that you need to make arrangements). The start and completion times are shown, along with how long the trip takes and the cost to your Opal card. All you need, in other words, is to choose between the different trip options.

4. Let's look at the second option shown on Trip Planner (see image opposite). It says that we'd have to leave in two minutes, then walk four minutes to the bus stop, catch bus 501, then change to bus M52 and then walk nine more minutes after getting off. But which bus stop do you have to get off at? Click on the option and the route will be drawn on the map and the option will expand, showing you details.

5. As you can see, each stop for getting on and off is clearly shown, along with the Opal cost for each leg of the trip. If you click on **Show stops** on each bus leg, all the bus stops on that leg will be shown on the map.

From Miriam Rd, West Ryde   ⊗

To   SEA LIFE Sydney Aquarium, Sydney   ⊗

⏱ Leaving now ▾   Options   **Go**

☆ Favourite   Clear

Updated 8 min ago

Earlier

Leave
now   🚶 8 ▸ **B** M52 ▸ 🚶 9
         14:58 - 15:45 47min
♿   🚌 $2.50

2 min   🚶 4 ▸ **B** 501 ▸ **B** M52 ▸
         🚶 9
         15:00 - 15:45 45min
♿   🚌 $2.50

2 min   🚶 4 ▸ **B** 501 ▸ **B** M52 ▸
         🚶 9
         15:00 - 15:45 45min
♿   🚌 $2.50

15:00 🚶 Miriam Rd, West Ryde
          Walk 4min (240m)
          Show directions

15:04 **B** West Pde near Miriam Rd
          West Ryde (Stop ID 211415)
          501 West Ryde to Central Pitt St via   ♿
          Pyrmont & Ultimo (Operated by State
          Transit Sydney)
          On time
          Show 9 stops   🚌 $2.10

15:10 ● Blaxland Rd near Devlin St, Ryde

15:14 **B** Blaxland Rd near Devlin St
          Ryde (Stop ID 211220)
          M52 Parramatta to City Circular Quay
          (Operated by State Transit Sydney)
          15:13 service 1min late
          Show 11 stops   🚌 $0.40

15:36 ● Town Hall House, Druitt St, Stand N, Sydney

6. Finally, while the map will give you an overall sense of where the trip is taking you, you can zoom in and out easily on the map. Just put two fingers on the map on your smartphone screen and move them apart. You can examine every part of your proposed trip in detail.

Now, why don't you repeat this, but choose your own home address and somewhere that you'd like to visit.

PLANNING FOR MOBILITY TRAVEL

Not all of us can get around easily. Trip Planner can consider your transport needs, such as wheelchair accessibility and other mobility options. That's where that **Options** button comes in. Let's try a few of those options on our Sea Life Aquarium trip.

1. On the Trip Planner, click the **Options** button (it's right next to the blue **Go** button). That will display a box called **Trip options**.

2. Do you need wheelchair access on your trip? Halfway down the **Trip Options** box is a section called Mobility. Tick the box next to **Accessible services only**. Then click the **Done** button (top right-hand corner). Trip Planner will generate a new list of options, showing only trips which provide wheelchair support.

3. Recall how the trip plan had you walking at certain points, and indicated how many minutes you'd be walking for? But how fast do you walk? You don't want to miss a bus because Trip Planner says it'll take you five minutes to get to the bus stop, but it actually takes you eight. Under **Mobility** in the **Trip options** box is **Walk speed**. Click in the box next to it and you can choose between **Slow, Normal** and **Fast**. A Normal walk of eight minutes becomes 13 minutes if you choose Slow and 4 or 5 minutes if you choose Fast. Just click the **Done** button at the top right-hand corner to generate a new list.

4. You might be fine walking for ten minutes, but find 20 minutes too tiring. In **Trip Options** you can set the maximum amount of time you're prepared to walk on each leg. In the section headed **To and from transport** click in the time box next to **Walk, up to**. You can choose from five to 60 minutes in five minute steps. Click **Done** and a new list will be generated.

Mobility

☐ ♿ Accessible services only

SAVING A TRIP FOR THE FUTURE

There's no need to re-enter your trip details all the time. Trip Planner will automatically remember your trips for you.

Let's see how Trip Planner saves your trips and how you can make good use of this feature.

1. After the first activity, you should have planned two trips: one from West Ryde to the Sea Life Aquarium, and one from your own home to somewhere you'd like to visit. Normally the section under the entry box in Trip Planner will be showing suggested routes. But we can make it show our previous trips by deleting the entry from either the **From** or **To** lines in Trip Planner. You do that by clicking the **X** in the circle next to the line.

2. Any trip details shown in the section underneath that will disappear and be replaced by a list, headed **Previous trips**. The top two items in the list are most likely the two trips you've created in this session).

3. Each entry shows the starting and ending points, along with a little star to the left (see image above). You can delete any entry from the list using the **X** in the circle to the right. Remember, only the start and finish points are saved, not the travel details, as these may change each time you journey.
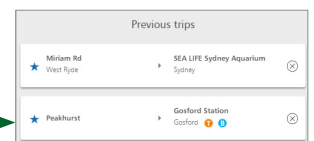
SAVE A TRIP AS A FAVOURITE

1. Remember that star from point 3 above? It's very useful. It's the way you make a trip a **Favourite**. Click on the **Star** and two things happen. It becomes solid, instead of just an outline. And the entry moves up in the list. Favourite trips always appear above the other trips which have just been memorised.

2. Now, make a new trip starting from **My current location** and ending at your own home address. Click **Go**.

3. That will create options for travel. Now empty the **To** line (click the **X** in the circle). And look down the **Previous trips** list. You will see the one you just created from **My current location** to your home address.

4. Click the star to make it a **Favourite**. Then drag it to the top of the **Previous** trips list.

5. Whenever you go to Trip Planner on that device, that's the option that will appear at the top of the list.

SUBJECT:	**USING THE OPAL TRAVEL APP**
TIME 🕐	20 minutes

OVERVIEW ⓘ

PLATFORM:
IPHONE/ANDROID

PRICING: FREE

The Opal Travel app is for anyone with an Opal card account who uses public transport in Sydney, along with other areas in NSW where the Opal card is used for public transport. You need to have set up an Opal account or sign in to an existing account to use this app. If attendees do not have an account, your presenter may use a dummy account and card for activities in this workshop.

The Opal Travel app manages the Opal card and helps you with your public transport trips. You can use it to check your Opal card balance, top it up (or set automatic top ups). The app can alert you as you're approaching your stop so that you don't miss it. It can also display your public transport travel history.

You can also manage your Opal card and account with any computer or smart device through the Opal website at **opal.com.au**.

But you will need to get an Opal card if you don't already have one. The card is free, but must be 'loaded' with at least $10 at the time of purchase. That 'load' is value that will be used for paying your public transport fares.

REGISTERING YOUR OPAL CARD ⓘ

Install the app on your phone using the Play Store for Android phones or the App Store for iPhones. Just search for **Opal Travel**. Make sure you have the right app: it's the one published by Transport for NSW. Its symbol is a multi-coloured ring.

Before you can use the app, you must register your Opal card on the website. If you have already registered your Opal card, or are using a demonstration Opal card provided by the workshop presenter, you can skip this next part.

To register an Opal card, use the internet web browser on your phone to go to the site **opal.com.au**. Find the section on the Home page which says **I have an Opal Card** and choose the item under it which applies to you. Most likely it will be **Activate the Opal card I received in the mail** or **Register my Opal card to protect my balance.**

Register your Opal card on the Opal Travel website

You will need to have your Opal card on hand because you're going to have to enter its number. Once you've clicked, just follow the website instructions through, step by step. Once your card is registered you can add value from the website, but we'll be doing that with the Opal Travel app.

As you register your card on the Opal website, be sure to make a record of the username (typically you'll just use your email address) and password that you used. You'll need to remember them to logon to the website and the app.

GETTING SETUP FOR OPAL TRAVEL

To logon to Opal Travel from your smartphone, tap the Opal Travel icon to open the app. The first thing you'll see are three pages which mention some of the things the app can do. Just tap **Next** on each of those until you get to the page headed **Sign in.**

Enter the username and password that you used to register your Opal card on the website and tap the large **Sign in** button underneath that. This will take you to the Home page. The app won't stay logged in for you indefinitely, so from time to time you'll have to sign in again.

At the top of the Home page is information about your Opal card: the card number and the amount of value presently on it, and information about your weekly travel rewards.

The first time you use the app's Trip Planner function, you'll be asked to select your card type - Adult, Senior / Pensioner, Child or Student - so that the app can work out your fares.
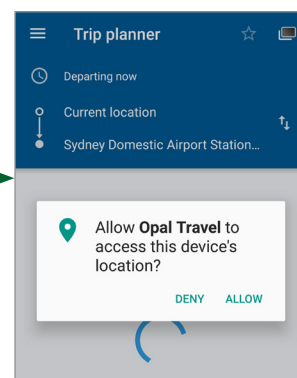
You'll also be asked to give permission for the app to access your location and to give you notifications. Grant permission for both to get full benefit of the app, including alerts for when you're approaching your stop.

And now we're ready to go!
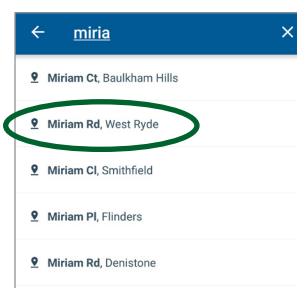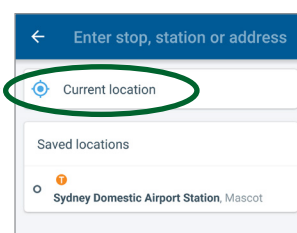
LET'S FIND HOW MUCH A TRIP IS GOING TO COST!

You're still in Miriam Road in West Ryde and want to visit the Sydney Opera House, using your Opal card on public transport. How much will the trip cost?

1. To work this out, we must plan the trip using the **Trip Planner** function of the Opal Travel app. You can start the Trip Planner either from the Home page or the main menu.
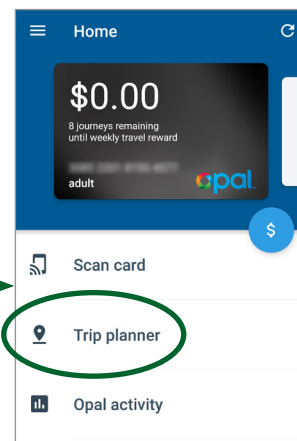
   Tap it and you'll be taken to a new screen with room for you to enter three things:

   ▶ Where you are departing from

   ▶ Your destination

   ▶ When you want to leave.

2. Set your departure time. On an Android phone the departure time is the first option. On an iPhone it's the third option.

3. The departure point is already filled in with **Current location**, which is why the app needed permission to use your location. But we're planning for a departure from Miriam Road, West Ryde, so tap **Current location** and an enter that location on the new page.

4. Underneath the entry section is a list of locations that you've previously saved, if any, along with **Current location** again, in case you change your mind. But we should just start typing Miriam. As you type, a list of possible addresses appears. Tap it, and the Trip Planner page will display **Miriam Rd, West Ryde**.

5. Now tap **Destination** and type in **opera**. The app can anticipate what you're searching for, will quickly display **Sydney Opera House, Sydney**. Tap it, and the Trip Planner page appears again, with destination now also filled in.

6. With your starting point and destination established, the app can present a list of travel options. The time before departure is shown for each one, along with the departure time and arrival times, trip duration, the modes of transport (eg. train line, bus number, walking). And the total cost to your Opal card.

PLANNING A SUNDAY OUTING
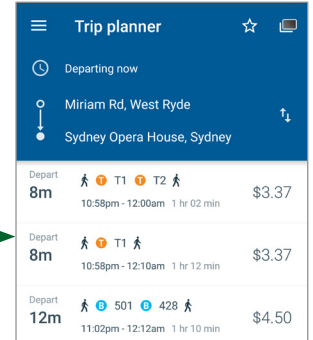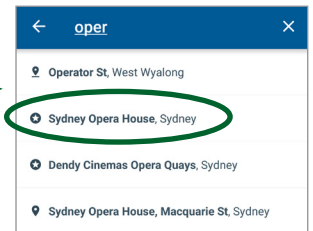
Let's plan a trip to the Opera House for next Sunday.

1. From the home page of the Opal Travel app, tap **Departing now** to display the time page. This will let you choose the time and day to depart, or to arrive at your destination.

2. Tap **Arrive at,** then scroll the day, hour, minute and am/pm settings by moving your finger up and down on each one. Double-check, sometimes moving the minutes to **00** can make the hour move forward by one.
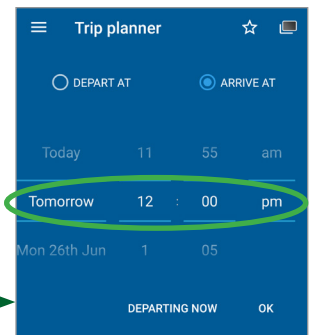
3. Set the **Arrive at** time for **Sunday at 12:00 pm** and tap **OK**. A new set of options will be shown, with the one arriving closest to 12:00pm on Sunday at the top. You might notice that the prices are cheaper on Sunday.
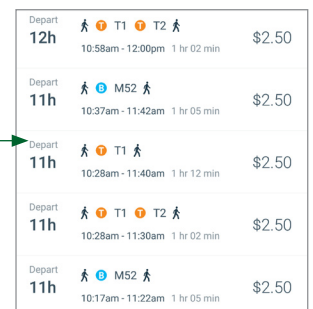
4. So now you know how much it will cost your Opal card to make the trip. Let's see how changing the type of Opal card affects the cost of travel. Tap the picture of a blank card in the top right corner of the screen to change the card type. Select **Child/ Youth** or **Concession,** and see how the costs are recalculated.

5. You can make the app do much more. Tap the star up near the top right and you'll mark this trip a **Favourite** so you can reuse it easily in Trip Planner.

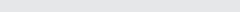   Tap one of the trips and you'll be given detailed instructions and details.

   Tap **Go** on that screen and a tracking map will appear, showing your position on it along with the path you should be following.
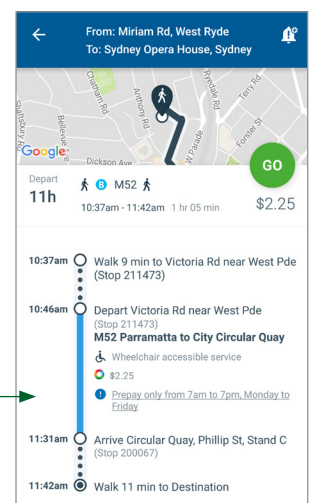
CHECK YOUR OPAL CARD BALANCE

So, we've been travelling a fair bit. Might the balance available on our Opal card be running a bit low? Let's use the app to check.

1. Checking the balance on your card is extremely easy. All you need do is go back to the Home page of the app. Just check the amount shown in the picture of an Opal card at the top.

2. What if you decide to add some more dollars to your card? That's easy too. It's called **Top up**. If **Top up** is one of the options on the Home page, tap it. If it isn't, tap the dollar sign in a blue circle to the right of the Home page. Or you can use **Top up** from the menu that appears when you tap the menu button at the top left.

3. This gives you a choice of five amounts you can add, from $40 to $120. Whichever one you choose, a line tells you the **Total balance after top up**. Choose one of the amounts by tapping on it.

4. At the bottom of the screen you'll see **Add Billing Details**. Tap that and you will be taken to a new page where you enter in your credit or debit card details. You can save your billing details inside the app, which is convenient if you don't want to re-enter your credit or debit card details each time you need to add funds to your card. The Opal app uses encryption technology to protect your banking details.

5. You may want to use the app's **Auto top up** option, which automatically adds $40 to the card whenever it falls below $10 in remaining value, which means you don't have to keep an eye on your balance.

6. After you've topped up the balance of your Card, you will be returned to the Home page. Chances are you will see no change in the value of your card at that moment. It typically takes a little while to go through.
That's it. You're all ready to travel further using your Opal card.
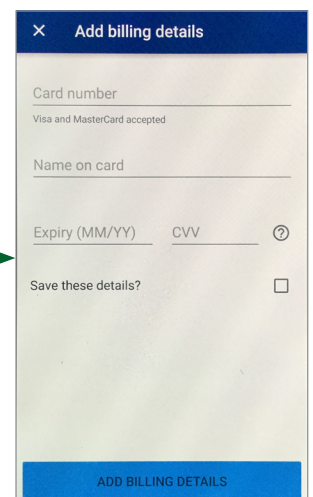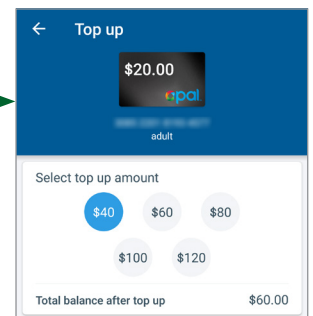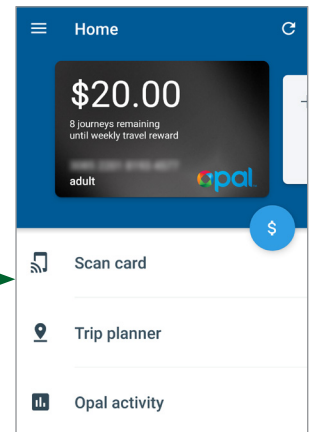
CHECK YOUR TRAVEL HISTORY

One of the fun features of the Opal Travel app is that it can remind you of the travel you've previously undertaken. Let's have a look at that.

1. Log onto the Opal Travel app. Go to the Home page and tap **Opal activity**.

2. You will be presented with a page showing the places you have tapped on and off public transport, along with the date and place of each top up. Scroll through the list by flicking it up and down with your finger.

SUBJECT:	**USING THE MOOVIT APP**
TIME: 🕐	25 minutes

| OVERVIEW ① PLATFORM: IPHONE, ANDROID, WEB PRICING: FREE | The Moovit app is for those who want to travel on public transport - not just in NSW, but in any one of 1200 cities and towns around the world, including the major regional cities and towns of NSW.

The Moovit app lets you plan trips within any of those cities, and can guide you through the trip, updating information live as conditions change. You can plan your journey, have the app tell you when it's time to get off the train or bus, and guide you every step of the way. You can share the details of your journey with others so they'll have it on their phone as well. |
|---|---|

HOW TO ACCESS AND SETUP ①

There are two ways of using Moovit. The best way is to run it on a smartphone. Versions for the Apple iPhone and for Android phones are available. But there's also a version that runs on any internet web browser.

Keep in mind data charges. Using it on a smartphone, downloading maps to the phone will use some of your mobile data.

Install the app on your phone using the App Store (for iPhones) or the Play Store (for Android phones). Just search for Moovit. Make sure you have the right app. On Android, the full name is **Moovit: Bus, Rail, Tube, Maps** and its symbol is an orange teardrop shaped face.

With the iPhone the app is called **Moovit: Live Transport app. For Bus, Train & T**. Its symbol is a white teardrop shaped face with an orange background.

Now there are a few simple things we must do to get going. First, you're going to have to give it permission to do certain things the first time you run it.

So, tap the app icon on your device to start it up, and then press the **Get started** button. As you proceed you will be asked if you will **Allow access to your location**, and separately, whether you want **Notifications**. Press **Allow** each time so that Moovit can warn you of upcoming bus stops, and all the other things that will help you on your trip.

Tap the screen to get through the explanation page. Then you will see a 'hamburger' menu indicator at the top (left on Android, right on iPhone).

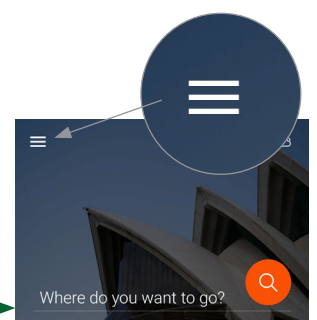Touch this and there are several choices.

Android Moovit icon

iOS Moovit icon

Allow "Moovit" to access your location even when you are not using the app?
By allowing access to your location, you'll enjoy information about real-time arrivals, get off alerts and more GPS-based features.

Don't Allow   Allow

'Hamburger' menu icon

What we want to do now is sign up for a free Moovit account. You can use Moovit without doing that, but by signing up all your settings and trips will be saved, and they'll be 'synched' with (copied between) any other devices you've signed into. That makes it easy to switch between, say, a tablet at home and your phone while you're travelling.

So tap on **Sign in** and you'll have a choice of signing up using your Facebook or Google details, or by using a separate logon. We're going for this last one to avoid confusing things. Touch **Connect with Email**.

Enter your name, your email address and a password and tap **Sign up**. After a second you'll go back to the main menu, but now your name appears at the top, with **Connected** printed underneath. You're signed up and ready to go!

LET'S PLAN A TRIP

Let's say you want to go from your home to Taronga Park Zoo. Let's see how the Moovit app can help. (Note: this activity will save your home address into the app. If you want to keep your address details private, enter a nearby address instead.)

Touch the Moovit app on your phone to start it. The app will open on the main page with a box at the top that says **Where do you want to go?**

1. You could enter in your home address right there, but you'll often be using your home address so let's set it up as a **Favourite**. You'll see a list of Favourites on this page. Tap **Home**. Then touch **Location address**. You can then type in your home address. Or you can tap on **Your current location** and the app will enter that address in for you. We're going to use the third option: **Choose on map**.

2. Touch **Choose on map**. This is useful if you're not currently at your home. This will show a map of where you are, with your precise location on the map marked by a blue circle.

3. Use your finger to drag the map around the screen. You can also zoom in (pinch two fingers together on the screen) or out (spread two fingers apart). As you move the blue circle away from the centre of the screen, a red one will appear in the centre. Move the map around so that the red circle is at your home address and press **OK**. The address of the place under the red circle will be entered in to the location. If you want to change the house number you can touch that address and then edit it. Then press **Save**.
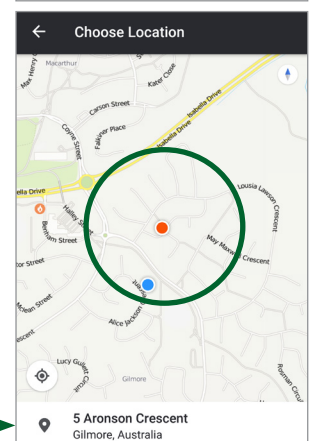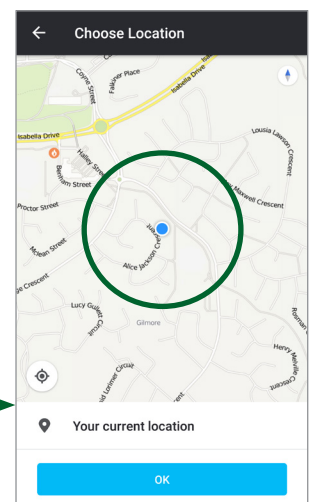
4. Now you'll be back at the main screen and your address will appear in the **Favourites** slot for **Home**, and we're ready to use it to start planning our trip.

5. You start by touching the **Where do you want to go?** line. Again, we're presented with choices similar to the ones when we set up our Home Favourite. You can type in an address or location or choose it from a map. Let's type it in.

6. By the time you've typed in **taro** the list should show **Taronga Zoo – Mosman**. If it doesn't yet, keep on typing. When it does, touch it and you'll go to a page showing the **Start** and **End** of your journey at the top, with a map at the bottom.

7. But **Start** will be **Your current location**. We're planning a journey from home. If you're not currently there, touch the **Start** box and touch **Home** in **Favourites**.

8. You'll see that there's a setting for when you want to travel. We'll leave it at **Now**, but you can touch that and set a time for tomorrow, or next month.

9. The next choice is, how do you want to travel? Touch **Transport options** and you can choose the type of public transport you want, and the kind of route you want. The app on our phone is showing Bus, Train, Light Rail and Ferry, but sometimes there might be other options such as Uber. Tick all the types that you are prepared to travel on. Then choose whether you want your journey to involve the least walking or the fewest transfers.

10. Now tap **Find routes**. You'll be presented with a list of options. Each one will show the total trip time, show the steps – number of minutes walking, Bus number, Train number and so on – and when and from where you will start your journey.

11. Tap on one and you will be presented with step-by-step directions. You can drag up the list to see read it all the way through, or you can drag it down to make more room for the map at the top of the screen. The list is very detailed, telling you which platform or bus stop to use, how many stations or stops before you get off, and even the amount of waiting time at the train station when switching. Those details are updated live, moment by moment, so if there are sudden changes or delays, you'll be able to see right away.
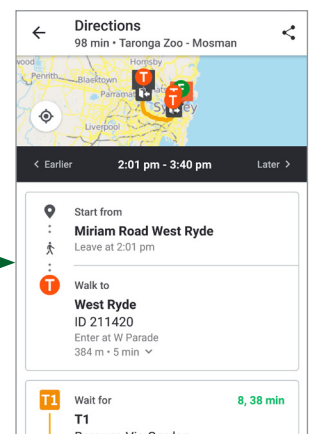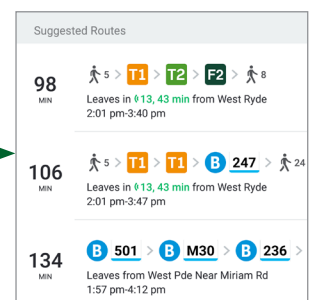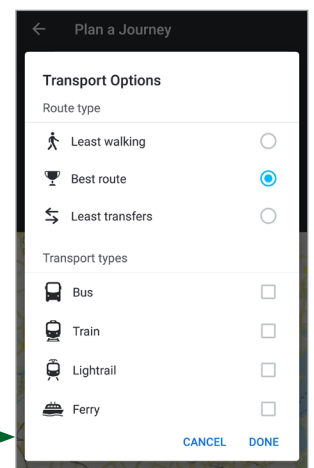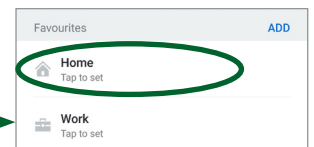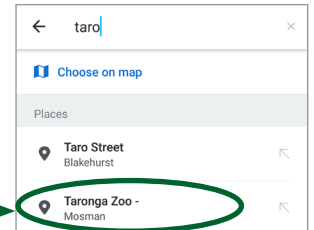
TRACK YOUR JOURNEY IN REAL TIME

At the bottom of the **Directions** page in the last activity was a button labelled **Start live directions**. Tap on that and the app will guide you every step of the way. Since we're not taking the trip at this moment, we can't really go through it step-by-step. But we can point out the highlights, and how they can help you get around with confidence, especially where you are going somewhere unfamiliar.

1. Moovit can do this because it knows where you are. It knows that because you gave it permission to track your location when first setting up the app. And it knows that by the various means that phones know their location. That's principally through using the Global Positioning System – GPS. A system of satellites out in space circling the Earth sending out special radio signals, from which smartphones can determine very accurately where they are. Moovit downloads maps from the internet and matches the GPS location to a position on the map, so it can show you where you are.

2. Moovit's maps also know where all the train stations and bus stops are. So, as you're travelling on a bus, it can tell when you're nearing your stop and warn you that it's nearly time to get off.

3. But what if the bus is late? If a segment of the journey is running late so that you're likely to miss a connection, Moovit will generate a new set of instructions based on the time and the available connections and transport options. Things can go wrong, but Moovit can deal with that.

4. As you're travelling, you can inspect the map in Moovit at any time to see precisely where you are. That can be by the street you're on, but you can also reference landmarks. These things help assure you that you're on the right track.

5. Just because you're not on a bus anymore doesn't mean that Moovit stops working. It can guide you with moment-by-moment instructions as you're walking from a train station to a specific address.
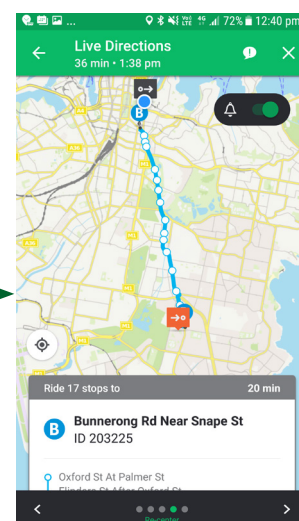
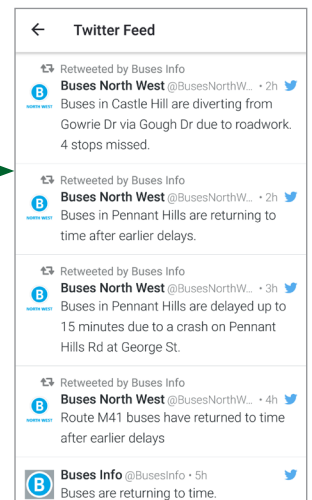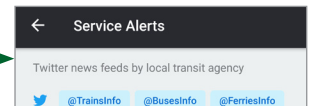Maps show each stop on the way to your destination

IMPORTANT INFORMATION ABOUT YOUR TRIP

Moovit will tell you tell you about things which might affect your trip as they're happening, but you might want to check things out more directly. There's a feature of the Moovit app called **Service alerts** which can help there.

1. Go back to the main page of Moovit (the one asking, **Where do you want to go?**). Touch the menu button (top left for Android, top right for iPhone).

2. Near the top of the menu is an entry called **Service alerts**. Tap that. That will take you to a page with information feeds from local public transport providers. Those feeds are shown as buttons across the top of the screen. In NSW there are three Twitter feeds, one each for Trains, Buses and Ferries.

3. Just tap the one of interest and you can see whatever official information has been sent out about delays and diversions. For example, the **@BusesInfo** twitter feed was reporting three hours ago that buses in Pennant Hills were delayed up to 15 minutes due to a crash. Then an hour later, it reported that the Pennant Hills buses were **returning to time**.

4. Moovit also uses 'crowd sourced' information, where people report to other Moovit users things that might affect their journeys.

Have a group discussion about what information would be useful share with other travellers. There's an option to rate the driver. Do you think that you should? Do you think crowd sourced information is reliable?

← Service Alerts

Twitter news feeds by local transit agency

@TrainsInfo @BusesInfo @FerriesInfo

← Twitter Feed

Retweeted by Buses Info
Buses North West @BusesNorthW... • 2h
Buses in Castle Hill are diverting from Gowrie Dr via Gough Dr due to roadwork. 4 stops missed.

Retweeted by Buses Info
Buses North West @BusesNorthW... • 2h
Buses in Pennant Hills are returning to time after earlier delays.

Retweeted by Buses Info
Buses North West @BusesNorthW... • 3h
Buses in Pennant Hills are delayed up to 15 minutes due to a crash on Pennant Hills Rd at George St.

Retweeted by Buses Info
Buses North West @BusesNorthW... • 4h
Route M41 buses have returned to time after earlier delays

Buses Info @BusesInfo • 5h
Buses are returning to time.

SUMMARY	After this workshop, you will have learnt that there is a choice of apps which make it amazingly easy to plan journeys, both across the city of Sydney, and around the State.
TIME: 🕐	5 minutes
RECAP ←	We've learnt quite a lot about how apps to help us in our daily and special commutes, including:

- ▶ How to specify start and finish points in a journey
- ▶ How to select different modes of transport for a journey
- ▶ How to plan a trip with consideration to personal mobility
- ▶ How to view our trip history
- ▶ How to estimate the cost of a trip
- ▶ How to share travel plans with others

Furthermore, they provide one with confidence that even if one makes a misstep, an app can tell us where we are and how to resume our journey to get where we need to be.

That said, no one app is perfect and able to do everything for us. Each of us has our personal preferences and differences, so different apps may prove easier for some of us to use. And, of course, each of the apps is better for some things than others.

The **Transport NSW Trip Planner** is a portal on the Transport for NSW website, which can be linked to the smartphone home screen, just like an app.

Even though the **Moovit app** covers 12,000 cities and towns around the world, it also turns out to be very good for planning end-to-end trips in Sydney, and lets us share details of our trip with other smartphone users.

Since all Sydney public transport requires the Opal Card, the ability of the **Opal Travel app** to manage it, check its balance and top it up with funds, along with its trip planning capabilities and nearing-stop notifications, makes it an essential.

GLOSSARY

TERM	EXPLANATION
ANDROID	An operating system for mobile phones and tablets.
APP	A program for a smartphone or tablet that does a specific well-defined task.
APP STORE	An online market for apps movies and books on Apple iOS devices.
DATA PLAN	A contract with your mobile phone company that usually includes a monthly allowance of mobile data for using the internet. It generally involves fixed limits to the amount of data, measured in gigabytes, that can be downloaded from the mobile network each month.
EMAIL	An electronic message that is sent over the internet or a private computer network
EMAIL ADDRESS	The unique address of an email recipient. It looks something like mary@mycompany.com.au.
GOOGLE PLAY	An online market for apps movies and books on Android devices.
IOS	An operating system for Apple mobile phones and tablets.
OPAL TRAVEL CARD	The method one uses to travel on NSW public transport, rather than paying cash. The card contains electronic elements that allow it to be identified by scanners on buses and at trains stations so that the user's account can be debited for trips.
SMARTPHONE	A mobile phone with internet connectivity and the ability to run apps.
WI-FI	A wireless internet connection available at, perhaps, your home and in some public places. Your phone switches to use this when it's available rather than your 4G data plan.
WEB BROWSER	A computer program (or app) for connecting to internet.
WINDOWS PHONE	An operating system for Windows phones and tablets.
4G	A type of mobile service that also offers internet access.

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