

“What if there’s an emergency on board?”

- Familiarise yourself with the location of emergency exits on trains and buses.
- On the rail network, report non-emergency incidents by texting the British Transport Police on 61016. This is a free service. **In an emergency, always call 999.**
- To enable texting to the police during emergencies, text ‘register’ to 999 and follow the instructions to register your phone to the service.

“What if I lose signal or my phone dies?”

- Make sure you charge your phone before you set off. Most public transport has USB ports so carry a charging cable for your device.
- If the USB port or plug socket isn’t working in one carriage on a train, try moving to another carriage.
- Most train services, and many bus services, have free wifi onboard. Be careful not to send private information when using this unless using a secure webpage.

AFTER YOUR JOURNEY

What if I’m travelling to and from the station by car?

- Check where the nearest parking is before you set out.
- Park near an exit if you will be returning after dark.
- Make sure your car is locked and any valuables are out of sight.
- Some stations have multiple exits and car parks. Confirm where your pick-up will be if getting a taxi.
- Use a reputable taxi service e.g Andy Cars & book in advance if possible.

USEFUL RESOURCES

Glos travel: gloucestershire.gov.uk/thinktravel

Route planning: traveline.info

Assisted travel: passengerassistance.com or gwr.com/travel-information/passenger-assist

Sunflower lanyard: hiddendisabilitiesstore.com

Gloucestershire Access Maps: gloucestershirecommunityrail.org/access-maps

STAYING SAFE ON YOUR JOURNEY



Top tips and practical ideas to help you feel confident when travelling on public transport

Find more travel confidence and money saving tips at gloucestershirecommunityrail.org/lets-talk-travel or email us at info@gcrp.org.uk

FIND OUT MORE

Scan here to visit our website or go to gcrp.org.uk



GCRP
Gloucestershire
Community Rail Partnership

Supported by:
GWR Great Western Railway

Travelling alone on public transport can be empowering, but it's natural to feel nervous, especially in unfamiliar surroundings. To help you stay safe, here are some common 'what if's' and practical solutions:

BEFORE YOU TRAVEL

"I'm nervous about travelling to a new place."

- Plan your route using apps like Google Maps to map out your journey. Familiarise yourself with your route and alternative paths in case of disruptions.

"How can I make paying for public transport easy?"

- Use contactless payment methods on buses.
- Use the GWR pay-as-you-go card which includes every station in Gloucestershire except Lydney and Moreton-in-Marsh:
[gwr.com/your-tickets/smart-tickets/payg/bristol](https://www.gwr.com/your-tickets/smart-tickets/payg/bristol)

"I'm nervous – I haven't been on train before!"

- Find train layout diagrams online showing onboard facilities, so you know what to expect before you travel.
- GWR has helpful YouTube videos (Soundbites & Virtual Station Tours playlists) to get you familiar with station sights and sounds.
- Their Travelling with Confidence Guide explains each step of a journey and offers tips and links. Find more here: [gwr.com/travel-information/passenger-assist](https://www.gwr.com/travel-information/passenger-assist)

"What if I want extra reassurance on my journey?"

- Let someone know your travel plans and keep in touch with them during your journey, especially if you're travelling late.
- Use apps like *WhatsApp* or *Find My* to share your location in real time.

"Can I stay updated on local safety issues?"

- Gloucestershire Police can send real-time safety alerts about what's going on in your area with their *Your Community Alerts* service. Register at: yourcommunityalerts.co.uk

DURING YOUR JOURNEY

"What if I need help with my journey?"

- If you have any concerns or need help, don't hesitate to ask staff for assistance.
- 'Help Points' at train stations allow you to talk directly with staff for advice when at an unstaffed station.

"I'm thinking about my safety on public transport."

- Stay in view of CCTV and near other passengers. Avoid poorly lit or isolated areas.
- Sit near the driver/drivers cab for added visibility and security.

"I'm worried about disruptions to my journey."

- For live real-time information for trains on the rail network, check realtimetrains.co.uk or nationalrail.com. The Stagecoach app provides live updates for buses.