



## Safety on Public Transport

You are encouraged to consider and implement strategies that most suit your needs and your lifestyle. In all situations, if you feel your safety is being threatened, call triple zero (000).

- **Police and Protective Services Officers (PSOs)** patrol train stations, station car parks, tram hubs, bus interchanges and surrounding areas, or on-board trains and trams to help
- **Closed circuit television (CCTV)** are installed in all metropolitan railway stations and in some train carriages, trams and buses.

### General advice

- Avoid unnecessary waiting and plan your travel by consulting a timetable. Go to Public Transport Victoria website <https://www.ptv.vic.gov.au/journey> to plan your journey
- Advise a responsible person of your expected arrival and route.
- Wait wherever you feel the most comfortable and safe, such as in a well-lit area (**at night**) near other people.
- If you feel your safety is threatened by a fellow passenger:
  - respond assertively, e.g. 'Leave me alone, or I will report you'
  - move
  - seek help from other passengers by asking specific people for assistance rather than making a general call for help
  - activate an emergency button or help phone, if available
  - report the incident to the bus driver, train guard, police or to the transport company.
- When leaving public transport, be sure to notice who gets off with you.
- Have a plan to get to your car or home when you get off public transport.

### Bus Travel

- Sit wherever you feel the most comfortable and safe. If the bus is empty, or nearly empty, consider sitting near the driver.
- If the driver is threatening your safety, take details of the bus and the driver and report the matter to police and/or the bus company.
- In the case of emergency, help phones are available on many busway station platforms.

### Train Travel

- Sit wherever you feel the most comfortable and safe. If the train is empty, or nearly empty, consider sitting near the train guard or driver.
- In an emergency, seek help by alerting the guard or by pushing the emergency contact button for assistance.

Adapted from: <https://www.ptv.vic.gov.au/more/travelling-on-the-network/travelling-safely/safety-you-can-see/>;  
[http://www.police.nsw.gov.au/safety\\_and\\_prevention/safe\\_and\\_secure/public\\_transport](http://www.police.nsw.gov.au/safety_and_prevention/safe_and_secure/public_transport)



- Guardian train services have private security officers on board for the duration of the service. Check your train timetable for guardian train information.
- **Emergency assistance buttons** (red) are available at every metropolitan train station platform, inside all train carriages and on-board trams. This enables you to access a staff member for assistance.
- **Safety Zones** (yellow marked safety zones) are areas located at every metropolitan train station with enhanced lighting (**at night**), near red emergency assistance buttons and in line with CCTV cameras.

### Taxi and Online Rides Travel

- Book a taxi or ride (App, phone or SMS) in preference to hailing one. A record is kept by the companies of all bookings made.
- Don't get into the vehicle if the driver makes you feel uncomfortable.
- Take note of the taxi company and fleet number or your ride's registration number and driver's name.
- Sit wherever you feel most comfortable and safe. The left rear is recommended.
- Specify the route you wish to take. Speak up if the driver takes a different route.
- Avoid disclosing personal information to the driver. Let the driver know if you feel the conversation is inappropriate.
- If your safety is being threatened by the driver, ask the driver to stop.
- If the driver refuses to stop, some options may include:
  - press the emergency button on the App if using online rides
  - read out the fleet/registration number and advise the driver you will report him/her
  - call out to someone on the street to attract attention
  - scream/yell at the driver to stop
  - do whatever you believe will best preserve your safety
- **When getting off at night**, consider asking your driver to illuminate your path, or to drop you a couple of doors down if you do not feel comfortable with the driver knowing your address.



### Questions:

1. List three examples of the general safety advice to keep you safe when travelling with public transport.

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2. What are some ways to travel safely at night? \_\_\_\_\_

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3. What do you do if someone harass or make you feel unsafe? \_\_\_\_\_

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4. Where is the best place to sit in a bus when it is empty? \_\_\_\_\_

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5. Where is the best waiting area for train travel? \_\_\_\_\_

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6. What do you do if your taxi driver refuses to stop? \_\_\_\_\_

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7. What do you do when there is an emergency situation in a train? \_\_\_\_\_

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