



## 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).

### General safety advice

- Avoid unnecessary waiting and plan your travel by consulting a timetable. Please call Adelaide Metro InfoLine on 1300 311 108 or refer to their website [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au) 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 emergency 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.

### Police and security services

- Plain clothed and uniformed SAPOL (South Australia Police) officers regularly circulate throughout the public transport network
- In addition to SAPOL, contracted security services and guards also patrol across the public transport network.
- All Adelaide Metro bus, train and trams have been fitted with CCTV. Train and tram drivers can oversee onboard customer areas through the CCTV.

### Lighting and emergency phones

- Lighting continues to be upgraded at stations across the network.
- 24 hour emergency phones continue to provide access to a live operator.
- Using an emergency phone immediately activates CCTV recording the area around the phone

### Level Crossings

- It is illegal to enter a level crossing while the lights are flashing or when warning bells sound.
- When crossing train or tram tracks always:
  - Wait until the lights and bells stop and the boom gates (if fitted) go up. If the boom gates stay down and the bells keep ringing, it means that there is another train coming, usually from the opposite direction

Adapted from: <https://adelaidemetro.com.au/Using-Adelaide-Metro/Safety-Courtesy>;  
<https://adelaidemetro.com.au/Using-Adelaide-Metro/Safety-Security>



- Wait until you can see that the tracks are clear in both directions before crossing
- Wheelchairs, prams and strollers should always cross the rails at right angles to the track so that the wheels don't get trapped.
- Never queue over a level crossing. Not for any reason

### 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 do you do if a stranger or other passenger harass or make you feel unsafe? \_\_\_\_\_

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3. Who patrol the public transport network?

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4. What happen if you use an emergency phone? \_\_\_\_\_

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5. Is it legal to cross a level crossing when the light is flashing?

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6. What does it mean when a boom gate stays down and warning bell keeps ringing? \_\_\_\_\_

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7. How do you cross a level crossing safely when travelling with prams?

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