



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).

- all Metro bus drivers are trained in safe driving practices
- all Metro buses are fitted with multiple CCTV cameras
- MetroTas work with Tasmania Police to encourage social behaviour on public transport.

General advice

- If you need help, ask your driver for assistance or contact our customer service team on 13 22 01.
- Avoid unnecessary waiting and plan your travel by consulting a timetable. Go to Transport Tasmania website <https://www.transport.tas.gov.au/public-transport> to plan your journey.
- Advise a responsible person of your expected arrival and route.
- 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, 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

- When waiting at a bus stop, stand with other people or in a well-lit area at night.
- Sit wherever you feel the most comfortable and safe. If the bus is empty, or nearly empty, consider sitting near the driver.
- Alert the driver if you have concerns about your safety in the bus.
- 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.

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.
- Use vehicle tracking and other safety features in the Apps if you feel unsafe.

Adapted from: <https://www.metrotas.com.au/travel-tips/howto/>;
<https://www.choice.com.au/transport/cars/general/buying-guides/rideshare-services>;
<https://www.police.tas.gov.au/services-online/pamphlets-publications/personal-safety-handbook/>



- 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.

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

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

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

5. What do you do if your taxi driver refuses to stop? _____
