



Our aim is to

maintain a safe and secure transport environment for passengers and staff whilst improving the overall passenger experience.



The TravelSafe Partnership consists of Merseytravel, Merseyside Police, British Transport Police, public transport operators and other key stakeholders.

For further information about the TravelSafe Partnership

Tel: 0151 227 5181

Email: comments@merseytravel.gov.uk



Contact Numbers

If you experience or witness an incident of crime or anti-social behaviour whilst travelling on public transport you can report it in the following ways:

Emergencies In an emergency call 999

Non-emergencies

Bus

Call Merseyside Police on 101

Rail

Call British Transport Police on 0800 40 50 40 or text 61016



Travelling Safely Personal Safety Tips



Safety on transport

We want to help you prepare for your journey and stay safe while you travel. These tips will help to improve your safety and increase your confidence.

Be prepared

Plan your journey before you travel.



- Make sure you know your route and stop.
- Check the times of the last buses and trains.
- Try to have your ticket, pass or change ready in your hand so your purse or wallet is out of sight.
- Make sure someone knows when and where you are travelling. Carry a mobile phone in case you need to contact them.
- When travelling in a group, arrange a meeting point in case you get separated and supply everyone with the same contact number.
- If travelling at night or in an unfamiliar area, try to arrange for someone to meet you at the bus stop or train station.

Stay aware



- Be aware of your surroundings and look confident about where you are going.
- Avoid poorly lit areas and try to stay in sight of CCTV cameras or close to other people.
- Wait for a bus or train in a well-lit place near to other people whenever possible.
- Keep your own belongings close to you and make sure valuables are kept out of sight.
- Avoid listening to personal stereos, as they can prevent you from being aware of what's happening around you.

On public transport



- When you board, choose a carriage or a seat where you feel comfortable.
- On a train, try to sit with other people and avoid empty carriages.
- If a bus is empty or it is after dark, it may be safer to stay on the lower deck and sit near the driver.
- If you feel uneasy, move to another seat or carriage.
- If you feel threatened, make as much noise as possible to attract the attention of the driver or guard.