



Travel Safe

A guide to help young people and people with learning disabilities travel safely and being out and about in the community



Introduction to Travel Safe

A guide to help young people and people with learning disabilities travel safely and being out and about in the community.

This guide will help when you are out and about and need to use a bus, train or taxi. It explains some of the things that you need to know to travel safely by yourself.

When we made this guide we found out everything we could about travelling safely. We read other guides, we looked things up on the internet, we talked to the police and to road safety officers. We also talked to people with a learning disability about what they felt people needed to know.

When we had done all that, we put all the information together in this book.

To help make this book easy to understand, we took pictures of the things you will see when you are travelling.

We hope that this book helps you to get out and about and travel safely.

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SECTION 1

My Safety

Before you go out



Always tell someone:
Where you are going.



How you are getting there
and back.



What time you will be back.



Who you're going with.

When you're out and about



Try to look confident – look like you know where you're going ✓

Remember

Don't wear lots of jewellery and keep valuables like your mobile phone out of sight.



Be aware of what is happening around you. Don't use headphones while you are out and about. ✗



If you carry a bag always make sure it is closed. Keep it where you can see it. ✓

When you're out and about



Carry your **keys** in a pocket in case you lose your bag. **A pocket with a zip is best.** ✓



Don't use short cuts that go across waste ground or alleyways. ✗



Don't use your mobile phone to text while you are walking. ✗

Keeping your money safe



Don't carry more money than you need. ❌



Keep your money in a **purse or wallet**. Keep your purse or wallet in a **safe place** and try not to let other people see it. ✔️



Remember...

Don't get your purse or wallet out in the street. ❌

When you buy something in a shop



Put your money away safely.



Always put your purse or wallet away before you leave the shop.



Remember...

Be extra careful when you're leaving a bank or post office or using a cash machine.

Things you should take with you



Keep your keys in a safe place.



Take some change so you can make a phone call or pay for a bus fare.



If you have a bus pass, Smartlink or ylink card, bring it with you



If you're out at night you may want to take some money for a taxi home.



Keep the number of a taxi firm that you know and trust with you at all times.

Things you should take with you



ID

Carry some **ID** and keep it separate from your bus pass. If you have an Autism card, you might like to carry it with you as well. You can get one of these from Autism NI.



Phone Numbers

Make sure you have a list of useful phone numbers with you or stored on your mobile phone. These might be your Mum or Dad, carer, day centre, college or work.

Have you got an ICE number? This is called “**In Case of Emergency**” and can be kept on your mobile phone. It means that if you are taken ill or in difficulty, other people who can help you will be able to find the **ICE number** on your mobile and phone whoever you have given as your contact, such as a family member or friend.



Personal Alarms

You might feel safer if you carry a personal alarm, especially if you go out when it's dark.



Mobile Phone

If you have a mobile phone make sure it's charged up and has enough credit to make a phone call. Keep it out of sight when you are not using it.



Medical Information

If you have a medical condition, like diabetes or epilepsy, make sure you are wearing a medical tag with your information on it. This lets people know if you need help.

Using a phone box



Find a phone box.



Pick up receiver.



Put the money in the slot
(60p should be enough)



Dial number and make your call.



Put down receiver.



Check to see if you have any change.



SECTION 2

Road Skills

Crossing the road

Where there is a crossing nearby, use it.

It is safer to cross using a pedestrian crossing, a footbridge, a traffic island, a subway or where there is a police officer or school crossing person.

Using a pedestrian crossing



Most traffic lights will have a button to help you cross. Push the button and look for the red and green men. On most crossings these will be on the other side of the road but on some they will be above the button.



Wait until the **green man** is lit up. ✓



Don't cross when the **red man** is lit. ✗

Using a pedestrian crossing



When the green man lights up, make sure all the traffic has stopped, before crossing the road. Walk quickly but do not run across the road.

Keep looking and listening for traffic while you cross the road.

If the green man is flashing do not start to cross the road.

Using a zebra crossing



Stand on the pavement beside the zebra crossing.

Look right and left, and wait until the traffic has stopped from both directions. Walk across on the black and white lines.

Keep looking and listening while you cross the road.



Traffic Islands

A Traffic Island can help you to cross the road.

You must cross each as if you're crossing two roads and look left and right while doing this.

Remember...

Cars do not have to stop for you when you are crossing at a Traffic Island.

Bridges and subways



Footbridges can be used to cross very busy roads.



Subways

If you are alone, subways may not be the best place to cross the road. It is better to walk a bit further and find a pedestrian crossing or other safe place to cross.

The green cross code



There probably won't be a pedestrian crossing on smaller roads. You will have to use the “**Green Cross Code**”.



Find a safe place to cross.

A safe place is where you can see the traffic clearly in all directions.



Stop just **before** you get to the kerb.



Look all around for traffic.

Look right, look left and then look right again.

Listen for traffic.



If there is any traffic coming
let it pass.



When the road is clear
go straight across. Walk
quickly but **don't run.**

**Keep looking and
listening while you cross
the road.**



It is better not to cross
between parked cars
as drivers find it hard to
see you. Try and find
somewhere nearby where
there are no cars.

If you have to cross near parked cars look and listen to
make sure the cars are not going to move.

Stand in the road between the parked cars and use the edge
of the cars like the kerb.

Do not cross near a large vehicle, like a lorry or van.

Remember...

Use the Green Cross Code to cross the road.
Keep looking and listening.

Where it is not safe to cross



Near a junction. ❌



Near a bend. ❌



On the top of a hill. ❌

Using roads in the countryside



If there is no footpath you should always walk facing traffic that is coming towards you. Remember to walk close to the side of the road.

Take extra care when two cars are meeting.



If you are with someone do not walk side by side. You should walk one behind the other or in line. The person with the brightest clothing should walk in front.

Getting off a bus on a country road



Wait on the footpath or verge until the bus has moved well away. Stay on the verge and look both ways and listen for traffic.

When no traffic is coming walk straight across the road **looking** and **listening** as you go.

Other things to look out for

Look out for emergency vehicles with blue flashing lights and sirens.



Police cars



Fire engines



Ambulances

If you see an emergency vehicle coming or hear a siren do not cross the road. They can go very fast and may not be able to stop.

Other things to look out for



Cyclists

Remember that you may not hear them coming.



Bus Lanes

Buses may be moving faster than the rest of the traffic.

Cyclists might also be using this lane. They might be travelling quietly and fast.



Be Seen

You can make it easier for drivers to see you by wearing the right clothes.

You should wear or carry something that is bright.

At night drivers can see you if you wear something reflective.



SECTION 3

Using the bus

Different types of buses

Most of the buses and trains that run here belong to a company called Translink.



Translink has 3 different types of buses:

Metro buses are pink and are in Belfast.



Ulsterbus buses are blue and you will see them in cities, towns and villages as well as Belfast.



Goldline buses are blue and gold. These buses are fast buses between towns and cities. Goldline buses only stop at certain bus stops. Check before you get on that this is the bus you need for your journey.

Planning your journey



Before you travel you need to think about all of the information that you will need to know like:



What number bus you need to catch and where the nearest bus stop is and how long it will take you to walk to the stop.



Where you need to get off the bus.

What bus you will get back and what bus stop to use. You can also use the Translink Journey Planner by visiting its website at www.translink.co.uk/Journey-Planner/

Have you an “Access Travel Wallet”?



Remember...

You can find out about all Translink services by phoning:

028 90 66 66 30

You can also visit Translink's website at www.translink.co.uk

An ‘**Access Travel Wallet**’ can be used by anyone needing help from the driver or transport staff to make their journey by bus or train. The yellow coloured travel wallet, can be used to show a message in words or pictures to let the driver know where you are going or want to get off or for any other help you think you will need when travelling. It can also be used to hold your travel ticket or travel pass.

The travel wallet is free and if you think it will help we will be happy to send you one.

Please email atsinfo@drdni.gov.uk or phone **02890540363/02890540468**. You may also be able to get one at a bus or train station.

At the bus stop



A **bus stop** has a sign with a black bus symbol. The sign will show the numbers of buses that use that stop. If your number is not on the sign, look for another sign nearby.



There are **Metro** bus stops which you will only see in Belfast. Metro buses only stop at these pink bus stops.



Ulsterbus stops can be seen outside Belfast in towns and villages and in the countryside. Ulsterbus buses only stop at blue bus stops.



Goldline buses only stop at Goldline bus stops.



Some bus stops in Belfast have a computer screen on them. This will tell you when the next bus is coming and where it is going.



Some bus stops have a shelter. Make sure you're standing or sitting **where the driver can see you**.



When the bus is coming hold your arm out to let the driver know you want him/her to stop.

If you are not sure, always hold out your arm.



If the bus is too high for you, you can ask the driver to make it lower.

If you are not sure if this is the right bus, ask the driver, or if you have a Travel Wallet with a message in it, you can show the wallet to the driver.

At the bus stop



Have your **SmartPass**, **ylink** or money ready before the bus arrives.

Always bring a little extra money with you just in case.

Make sure you know if you are going to buy a single ticket or a return ticket. Don't worry if the bus is a few minutes late.

If the bus doesn't turn up, wait for the next one. If you are not sure ring home.

Paying for your ticket



To be able to use a bus you will need to buy a ticket.

On most buses you can pay for your ticket on board.

For Goldline buses that start at a main station you will have to pay for your ticket at the ticket desk before you get on the bus.



You can buy a ticket by:

- Paying with money.
- Using an electronic card called a Smartlink card or a ylink card.
- You can buy these from Translink or from some shops and newsagents.
- Using money and your half fare concessionary pass if you have one.



On the bus



Place your Smartpass on the top of the ticket machine or hand it to the driver.

Wait to get a ticket.

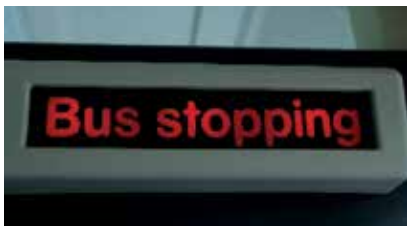


Try to sit at the front of the bus near the driver. If the bus is a Double Decker sit downstairs.



Most buses have a space for people who use a wheelchair.

You can sit here, but if someone gets on the bus who needs this space, you will have to move.



When you are near your stop, ring the bell once.



The bus stopping sign should light up. Stay in your seat until the bus has stopped.

If you need help



Ask the driver to help you if –

- You think you have missed your stop.
- You are unsure about when to get off the bus.
- People are bothering you on the bus.
- You are feeling ill
- The bus breaks down or changes its route.

Remember

The bus driver will help you.

If you are worried or scared speak to the driver.

If you have a Travel Wallet with a message in it asking for help, let the driver see the wallet and message

Have you got an ICE number? This is called “In Case Of Emergency” and can be kept on your mobile phone



SECTION 4

Using the train

Planning your journey



Find out **what time** the train will arrive and **what platform** it will arrive at.

Make sure the train will be stopping **where you want to get off**.



If you have a Travel Wallet with a message in it asking for help, show the wallet to the conductor or any railway staff



Find out what train you will get home.

Remember...

You can find out about all Translink services by phoning: 028 90 66 66 30
You can also visit Translink's website at:
www.translink.co.uk

Getting your ticket



Get your train ticket at the ticket desk before you get on the train.



You can use your money or half fare concessionary pass and money.



Don't worry if there is no ticket desk at the station. You will be able to buy your ticket on the train from the conductor.

On the platform



Always stand well back from the edge, behind the yellow line.



You can bring your bicycle on the train if you want but only after 09:30 in the morning.



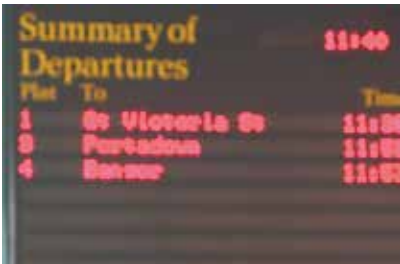
Remember

Listen carefully for announcements. These might be about delays or changes to the train service.

On the platform



If you are not sure about things ask a member of staff on the platform for help.



Some train stations will also have an electronic sign. This will tell you when the next train is going to arrive and where it is going to.



If you need help speak to a member of staff at the station, or show them your Travel Wallet.

On the train



When you get on, **look around** before you choose your seat. Sit where there are other people around.



Try to sit near the emergency button. If you get in trouble you can push the button to get help.

If you don't feel safe move to another seat on the train.



When you are on the train keep your ticket where you can get it easily. The conductor may want to see it.

Getting off the train



Listen for announcements about where the train will be stopping next. The screens on the train show this information too.



Follow the signs for the Way Out of the train station. Show your Travel Wallet to staff if you need help

Remember...

Make sure you take all your belongings with you when you get off the train.



SECTION 5

Disability Action Transport Scheme (DATS)

About DATS



If you were a member of the door-to-door scheme you do not need to do anything as your membership will have already transferred over to the new DATS.

DATS is a local specialist transport service for people living in towns or cities who find it difficult to use public transport. It used to be known as the Door 2 Door service which was almost the same as the new Disability Action Transport Scheme (DATS).

You can use this service to take you to your work, local shops, town centre, hairdressers, the doctor or just to visit your family or friends.

To use DATS services you must become a member of the scheme. To become a member you need to request an application form by:

Email: transport@disabilityaction.org
or by phoning:
0845 608 5555

Planning your journey



Once your membership is confirmed you will receive a card which will have your membership number and telephone booking line number. We would recommend that you save these details in your phone if you have one.

The booking office is open from Monday to Friday from 9.00am to 4.00pm (excluding Public Holidays).

You can book a trip up to seven days in advance of the day you want to travel. Members can request their trip on the day they want to travel but it is recommended that trips should be requested at least 48 hours prior to date.

Make sure you have the right money to pay the driver. This is usually £1.50 for each single journey.

When you travel



The driver will pick you up outside your house. They will then make sure you get into the vehicle and have your seatbelt on.

The driver will take the payment from you for your journey.

When you arrive at your destination the driver will make sure you get out of the vehicle safely.



The same will happen when the vehicle is due to pick you up on the way home.

Further information:

If you would like further information on how the scheme works you can visit Disability Action's Website on www.disabilityaction.org/transport or call us on **0845 608 5555**

When you are waiting to come back home the driver will again wait outside where you are being picked up.

If you need to cancel your booking, please call your booking office as early as possible.



SECTION 6

Community Transport

About Community Transport



The Department for Regional Development provides money for 11 community transport operators to deliver the rural 'Dial a Lift' service. This service is available across Northern Ireland.

Community Transport is provided by: church groups, youth organisations, charities and community associations in minibuses or volunteers' cars.

Every community transport organisation operates on a not-for-profit basis, is a registered charity and is managed by a board of local volunteer trustees. The majority of drivers are volunteers. Many groups receive grant funding or raise money to cover the cost of delivering the service.

There are community transport operators in all parts of Northern Ireland.

Dial a Lift

What is Dial a Lift?

Dial a Lift is a service for people living in rural areas who are unable or find it difficult to use public transport.

If you live in a larger town then you may qualify for the Disability Action Travel Scheme (**DATs**), formerly known as the **Door 2 Door** scheme – **please call 0845 608 55 55**

You can use Dial a Lift for a variety of purposes including:

- Shopping
- Doctor and local Health Centre appointments
- Hairdressers
- Pharmacy
- Post Office

You can also use the service to access training or recreational opportunities or even just to visit friends or family.

Dial a Lift cannot be used for the following purposes

- Hospital appointments outside the local area
- Regular transport every day for work or college
- By people living in larger towns
- To replace statutory education, health or social service transport

Who can use Dial a Lift?

To qualify for Dial a Lift you must meet the following criteria:

- Live in a rural area i.e. an area not covered by the DATs urban scheme.
- Have difficulty accessing everyday services due to lack of transport (this service is not appropriate for people who have another transport solutions e.g. have a motability car, are on a bus or train route and can use public transport or who can get lifts from friends or family).
- Priority is given to older people and people with disabilities



Do I need to register to use Dial a Lift?

Yes, you must be a member of your local community transport provider. Application forms are available upon request. Please remember to give as much detail as possible to ensure your needs will be met.

When is Dial a Lift available?

Dial a Lift is available Monday to Friday, from 8am to 6pm with exceptional operating hours during public holidays.

How do I make a booking?

All bookings must be made through your local Community Transport office. Please call at least 2 working days in advance. Bookings can be taken up to 7 days in advance. Please note: making a booking does not confirm transport will be provided. Your local community transport provider will confirm if transport is available.

Dial a Lift is provided by your local community transport group. They will use minibuses, voluntary car drivers and local taxi providers to deliver transport within the local community.

Dial a Lift will provide transport using the most appropriate and cost efficient means possible. This will mean sharing a vehicle with another person. You may be asked to travel earlier or later to enable sharing to take place. Please note: transport is not always

available as that depends on vehicles and volunteers being available.

Dial a Lift is available thanks to money from the government. Dial a Lift is financed through the Department for Regional Development's Rural Transport Fund. Money is limited therefore transport is prioritized and available where and when resources are available.

Low call (from a landline)
0845 650 1190

How do I pay for Dial a Lift transport?

Dial a Lift has set fares agreed by the Rural Transport Fund

Passenger Miles	Single Fare
0<5 miles	£2.00
5<10	£3.00
10<15	£4.00
15<20	£5.00
20<25	£6.00
25<30	£7.00
30+	+ 30p per mile

Through the Assisted Rural Travel Scheme (ARTS) you can travel free of charge on Dial a Lift if you hold one of the following SmartPasses:

- Senior
- 60+
- Blind
- War Disabled

You can travel for ½ fare on Dial a Lift if you hold the following SmartPass:

- Half Fare SmartPass



SECTION 7

Taxis

About Licensed Taxis



All taxis should have licence plates shown. These will be on the front, back and side of the taxi.

The colour of the licence plate shows what type of taxi it is.

Never use a taxi that does not have a licence plate.



A licensed taxi driver must have an ID badge showing their photograph and badge number.

These are examples of a taxi driver's badge. Do not use a taxi if the driver does not have one.



When using a taxi



- Always sit in the back of the taxi.
- if you want to chat keep it to things like the weather.
- Always wear your seatbelt.



Fares

Some taxis use taxi meters to work out the fare.

It is a good idea to check what the minimum fare is and make sure the taxi meter shows this amount before you set off.

You should not be charged more than is shown on the taxi meter.

When using a taxi



If the taxi does not have a taxi meter ask the driver how much they think the fare will be.

Get your money ready when you get near where you are going.

Remember...

When you book a taxi -

- Tell them what time you want the taxi
- Say where you are and where you want to go
- Ask how much the fare will be.

Taxis with yellow plates



In Belfast a public hire taxi will have yellow licence plates and may look like this.

A yellow licence plate means that you can stop a taxi in the street. Hold your arm out to let the driver know you want them to stop while you are standing in a safe place on the footpath.

You can also get a taxi like this from a taxi rank. These taxis are wheelchair accessible and must have a taxi meter.

You don't have to phone up and book.

Taxis with white plates



Outside Belfast a public hire taxi will usually look like a normal car but it must have white taxi licence plates.

A white licence plate means that the taxi can be booked before you travel or you can stop a taxi in the street by holding out your arm.

These taxis can only be hailed outside Belfast and do not have to be wheelchair accessible or have a taxi meter.

Taxis with green plates



Remember

Always carry the number of a taxi company when you go out.

A private hire taxi usually looks like a normal car but it must have a green licence plate.

You cannot stop these taxis in the street. You must phone up and book the taxi or call in at a taxi depot.

These taxis are not required to be wheelchair accessible or have a taxi meter.

Ask friends and family if they can tell you about a good taxi company that they use.

Taxis with white and blue plates



Taxi buses look like this and have white and blue taxi licence plates.

They work like buses on some routes, picking up and leaving off passengers at bus stops or on demand.



You will be charged a set fare for your journey and you may have to share the taxi with other people.

These taxis are not required to have a taxi meter but are wheelchair accessible.



SECTION 8
Don't bother me

Someone's following me



If you think someone is following you



Go into a shop or busy place and ask for help. ✓



Don't try to hide somewhere quiet. ✗

Never get into a car with a stranger



Never get in a car with someone you don't know unless you've booked a taxi.

Even then, check that the driver is a licensed taxi driver.

If someone stops to ask you directions do not get too close to the car. Never get into the car with them.

If someone tries to touch you, shout as loud as you can and keep shouting.

Tell the people around you what is happening. If you're on a bus tell the driver.



Remember

If someone is bothering you, say 'I'm meeting a friend in a minute'.

Out and about at night



If you are out on your own at night you may feel safer if you carry a personal alarm. You can buy them in DIY shops or ask at your local police station.

If you have to travel on your own at night **arrange a taxi** in advance.

It is a good idea to try to travel with a friend especially at night.

Remember

If someone is calling you names or threatens you:

- Try to **ignore them**
- **Don't shout back** – it might make it worse
- Keep as calm as you can
- **Go somewhere busy** like a shop or library and ask for help

Who can help?



If you need help while you're out, it's best to talk to someone in uniform. People in uniform are usually trained to help. People in uniform who can help include:



- A police officer
- A school crossing patrol
- A bus driver
- A traffic attendant



If you can't find someone in uniform go into a shop or library and ask the staff there to help you.



Talking to the Police



There are other crimes that could happen to you when you're out.

Remember, this does not happen very often.

If something does go wrong try to remember as many details as possible. This will help the police catch the person or people.

Try to remember:

- Where it happened?
- How it happened?
- When it happened?
- What happened?
- Who did it?



SECTION 9

What I need to remember?

Some things to remember

Here are some of the things which you will need to ask yourself before you set off to make a journey:

1. Who will I contact if there is an emergency?
2. How do I normally travel by bus / train / taxi?
3. What route/ bus number do I normally take?
4. Where will I get the bus / train / taxi?
5. What time will I need to leave home at?
6. How long will it take me to walk to my stop?
7. What time will the bus / train / taxi arrive at?
8. When will I arrive at the place I am going to?
9. How much is the ticket for this journey?
10. How will I get home?



SECTION 10

Contact us

Contacts



If you have any questions or comments about the information in this guide or would like further copies we would be glad to hear from you.

Copies of this guide are also available in Braille, audio cd or Daisy formats. You can contact us by using the details below:

**Department for Regional
Development**

Sustainable Transport
Branch

Room 301, Clarence Court
10-18 Adelaide Street
Belfast BT2 8GB

Email: atsinfo@drdni.gov.uk

Telephone: 028 9054 0468

Fax: 028 9054 0604

Textphone: 028 9054 0642

This is also available on the
following Internet site:

www.drdni.gov.uk/ats

Public Transport Information



The public transport system in Northern Ireland is provided mainly by Translink. The easiest way to get public transport information is to telephone Translink.

Phone: 028 90 66 66 30

You can also go online at www.translink.co.uk

Acknowledgements

The Department for Regional Development would like to thank the following for helping us make this guide.



Stepping Stones

www.stepping-stones.org.uk



Now Project

www.nowproject.co.uk



Omnibus Partnership

omninc@mac.com



IMTAC

**Inclusive Mobility
Transport**

Advisory Committee

www.imtac.org.uk



**Police Service of
Northern Ireland (PSNI)**

www.psni.police.uk



Department of the Environment (DoE)
www.doeni.gov.uk



Leonard Cheshire Disability
www.lcdisability.org



Mencap
www.mencap.org.uk



Travelwise NI
www.nidirect.gov.uk/travelwise



Translink
www.translink.co.uk



Roads Service
www.roadsni.gov.uk



Royal National Institute of the Blind (RNIB)
www.rnib.org.uk

Acknowledgements



Autism Network NI
www.autismnetworkni.org.uk



Volunteer Now
www.volunteernow.co.uk



Action on Hearing Loss
www.actiononhearingloss.org.uk



Disability Action
www.disabilityaction.org



Community Transport Association
www.ctauk.org



ional Development
www i

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