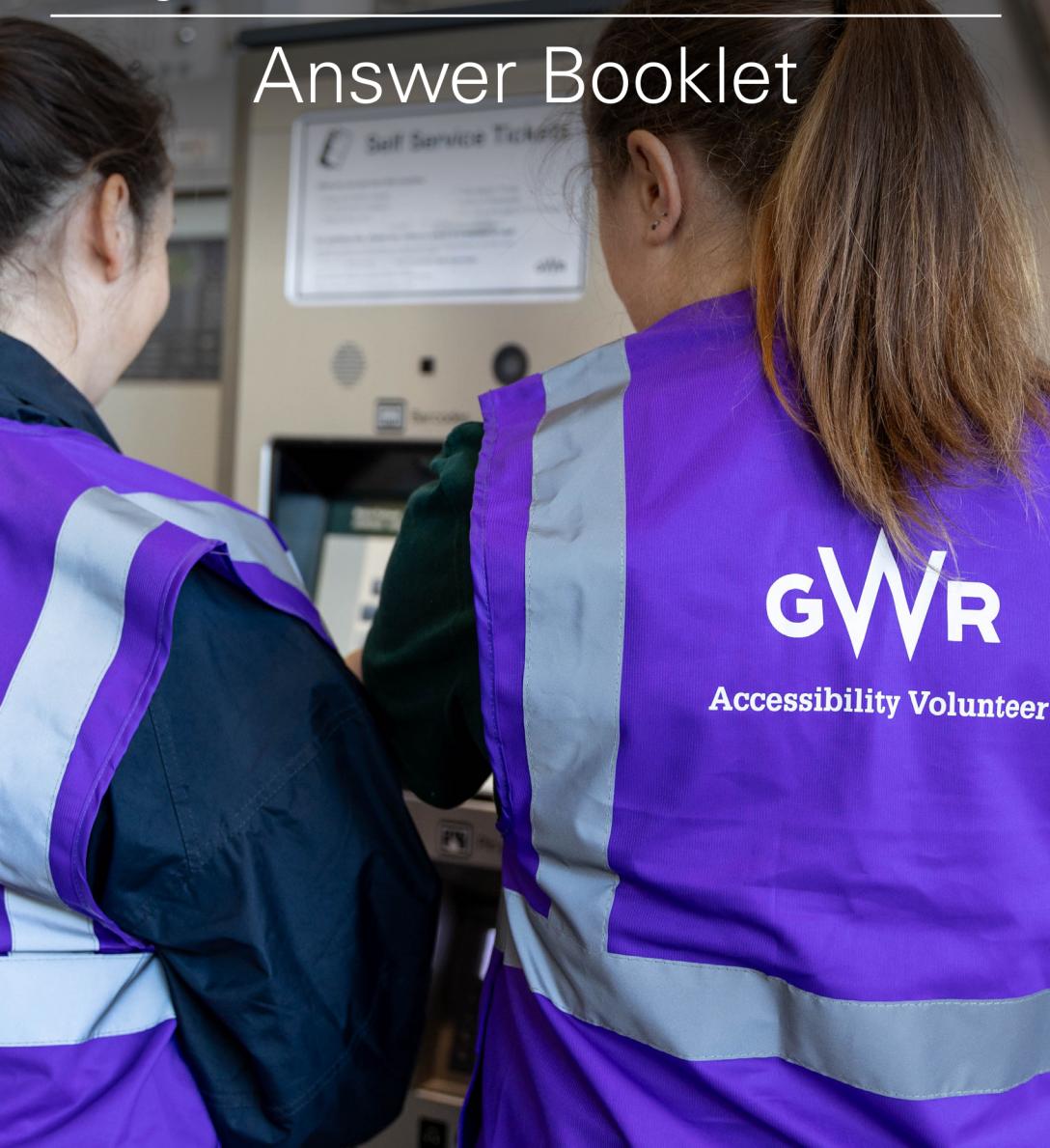




# Try a Train Workbook

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## Answer Booklet



**GWR**

Accessibility Volunteer

## Introduction

This workbook has been developed to support groups to retain knowledge delivered during Try a Train sessions .

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## This is my journey

Use this journey planner to help plan your journey

### Day of Travel

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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### Getting there

Start station		How many stops?	
Destination station		What time does the train leave?	
What time to leave?		What time does the train arrive?	

### Returning

Start station		How many stops?	
Destination station		What time does the train leave?	
What time to leave?		What time does the train arrive?	

### Check list - things I need - fill in what you need to take

### Need help? Action plan - If things don't go to plan - what to do?

## Tickets

What four ways are there to buy a ticket?



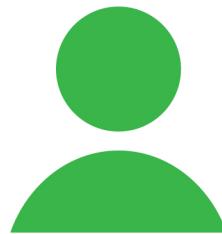
Using the internet



Using an application



A ticket vending machine



A person

Connect the ticket types with their corresponding description

Advanced Single

**Timing restrictions apply.  
One way journey.**

Anytime Return

**One way journey.  
Must travel on the train  
specified on the ticket.**

Off-Peak Single

**Timing restrictions apply.  
Return journey.**

Super Off-Peak Return

**Travel any time of day.  
Return journey.**

What do you need to bring with you if you are collecting your tickets at a station?

Reference number

The card you paid with

## Gateline

Circle which of these gates you'd be able to use?



Give three reasons why you would use the wide aisle gates?



**Pushchair, bicycle, pets luggage, mobility aid**

**Mobility impairment, elderly individuals**

**Children, anyone needing more time**

## Help

What ways can you get help and information at a station?



**Information Help Point**



**A staff member**



**Customer information screen**



**Signage**

What two things do all colleagues working on the railway have on them at all times?

**Colleague ID**

**Colleague name badge**

## Platform

Why do we stay behind the yellow line until boarding?

Trains are very ..... **Fast**

Trains take a long time to ..... **Stop**

What else is around the railway? ..... **Electricity**

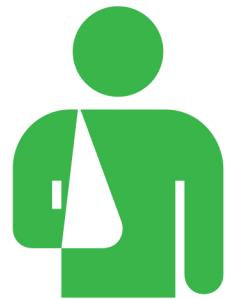
What can happen if you trespass on the railway?



£1000 fine



Arrested



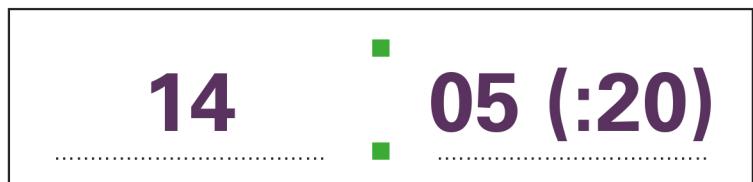
Injury/harm

How do you know if the train doors are locked or unlocked?



**Orange light on the side of the train = doors open**

A train is scheduled to depart at 14:06. What time do the train doors close?



If you wanted support crossing the gap between the train and the platform what could you do/use?



Ask for a ramp



Use the train handles

## On-Board



Can you sit in seat 81? Yes  No

Can you sit in seat 82? Yes  No

When would you need to move seat if sat in seat 82?

**At Swindon**



Can you sit in seat 57? Yes  No

Can you sit in seat 58? Yes  No

When would you be able to sit in seat 57?

**At Reading**

List three ways you can tell when to get off the train at your stop:

1. **Using an application on your phone** **Using a journey print off**
2. **Asking a staff member** **Using a journey planner**
3. **Using the customer information screens**

When travelling by train, which of the following do you think are correct?

	<b>Yes</b>	<b>No</b>
You should let passengers off the train before you get on	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can take your bike on the train during the week	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can play your music out loud in the quiet carriage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
You should take some water with you for the journey	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can eat on the train	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can put your ticket in the bin after entering the station	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Only people who have luggage or have a mobility aid can use the wide aisle gates	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If there's no staff at a platform and you drop an item on the track you can go get it yourself	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If you are unable to or are nervous about speaking to someone, you can use a travel assistance card	<input checked="" type="checkbox"/>	<input type="checkbox"/>

What can you do to help staff identify your luggage if it is lost?

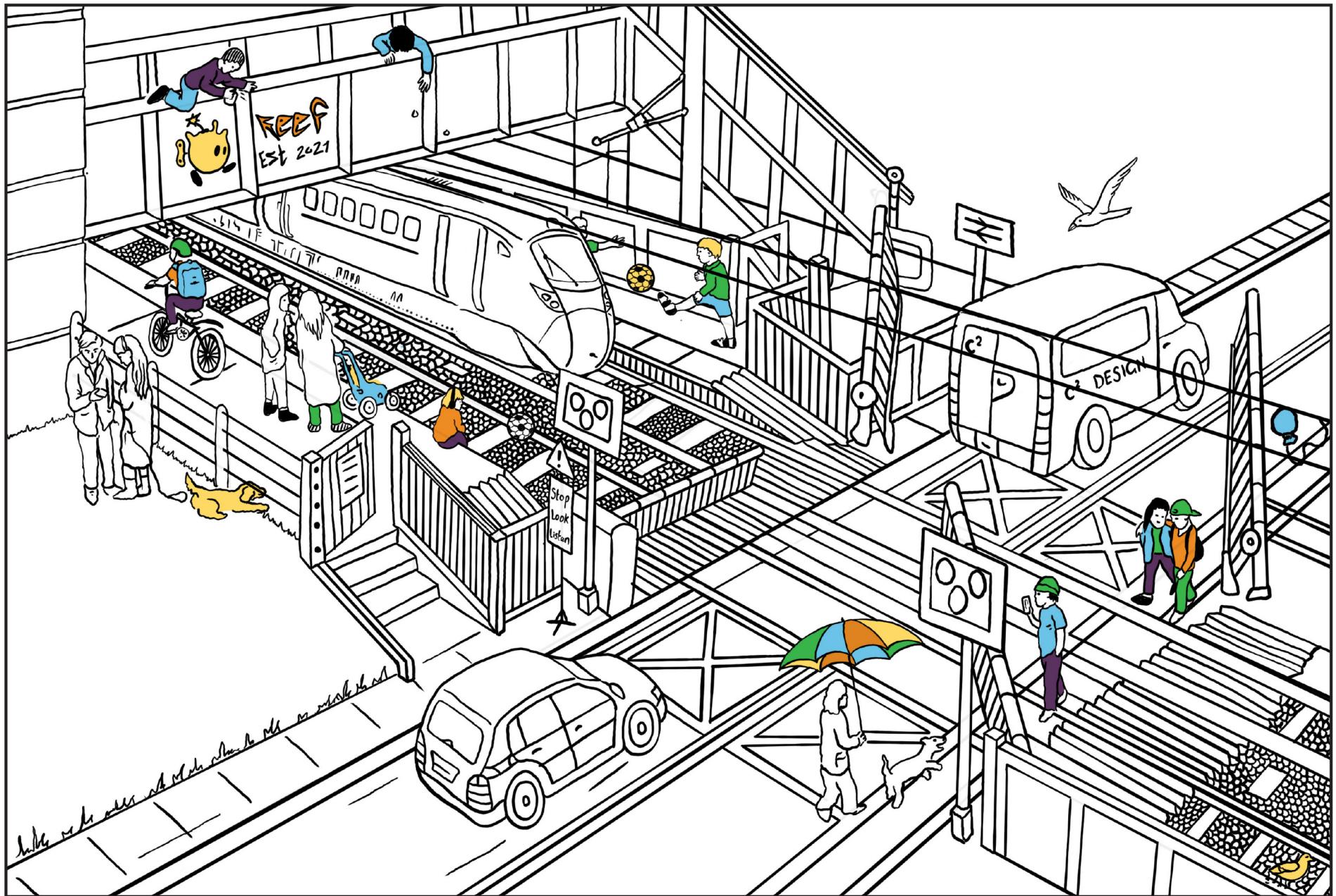
**Label it with name and contact**

.....

.....



## Hazard Spotting



Name the Hazards you can see in the image on pages 11 & 12.

1. **Graffiti - Trespass and danger of falling**
2. **Balloon/item trapped in overhead line equipment (OLE)**
3. **People playing football on the platform**
4. **Rocks being dropped from height/the bridge**
5. **Person cycling on the platform**
6. **Person not concentrating using their phone**
7. **Umbrella being used near overhead line equipment (OLE)**
8. **Ball/item on the track**
9. **Brakes not applied to the pram**
10. **Person sat on platform edge over yellow line**
11. **Person sat with headphones on unaware of risks**
12. **Dog off the lead**

Can you think of any other hazards you may come across on the railway?

1. **Bird excrement** **Spillage on the platform/train**
2. **Broken equipment e.g. OLE** **Overgrown vegetation**
3. **Person running on the platform**  
**Vehicles and/or people crossing as the barriers are closing/before opening**

## Stations and trains accessibility information

Available from our website at:

- **GWR.com/stations**
- **GWR.com/PassengerAssist**

Day of travel queries or issues:

- WhatsApp on **07890 6080430**
- Twitter using **@GWRHelp**
- **0800 197 1329**

Passenger Assist service:

- **PassengerAssistance.com**
- **0800 197 1329** open 24 hours a day, 7 days a week (except 25 and 26 December)
- **Text Relay: 18001 0800 197 1329**  
(for people with hearing impairments).



gwr