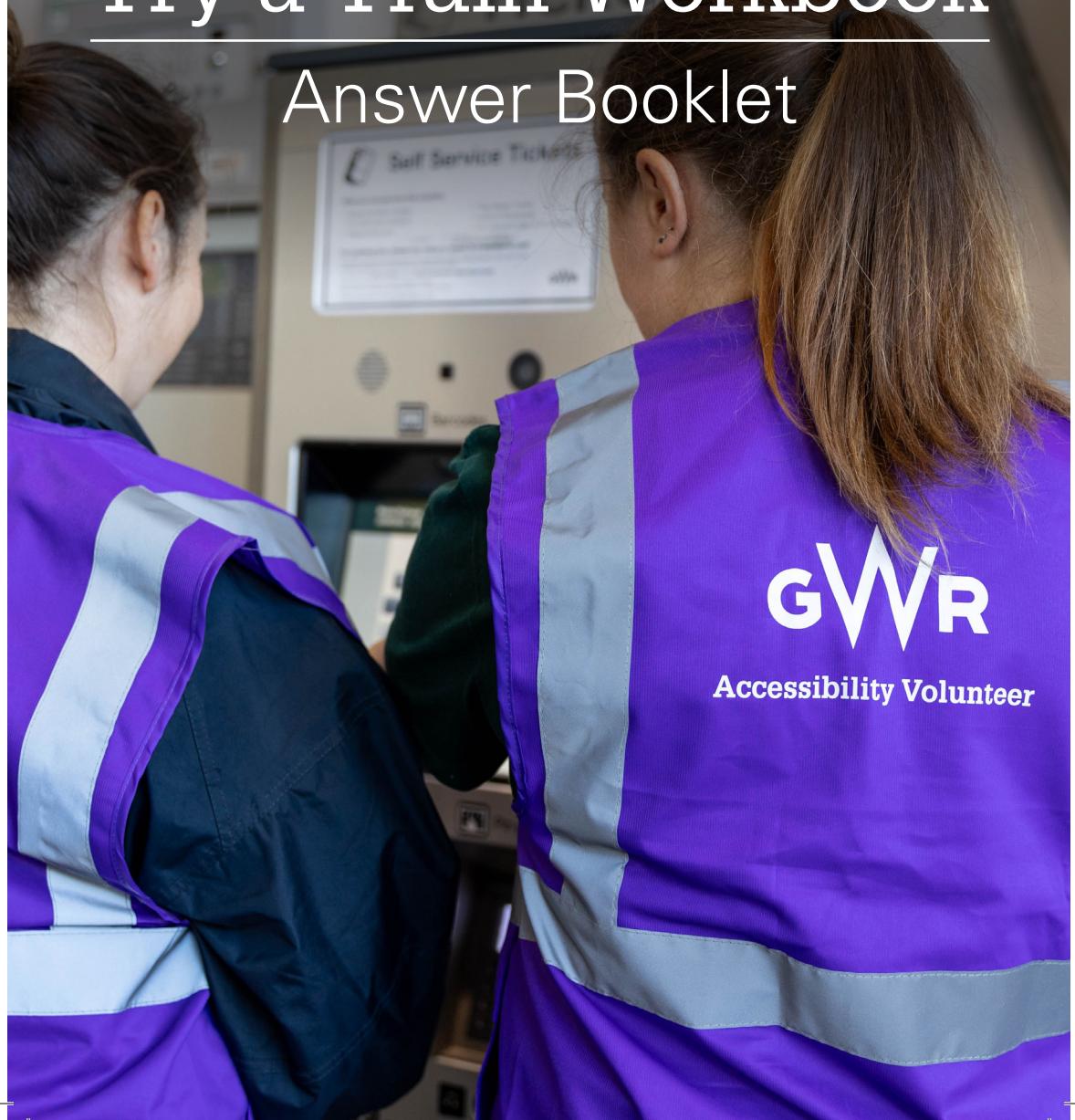




Try a Train Workbook

Answer Booklet



Introduction

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

Contents

Journey planner	2
Tickets	3
Gateline	5
Help	6
Platform	7
On-Board	9
Hazard spotting.....	11

This is my journey

Use this journey planner to help plan your journey

Day of Travel

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
--------	---------	-----------	----------	--------	----------	--------

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?



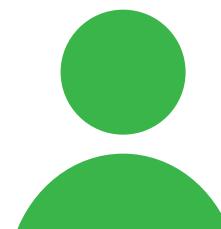
Using the internet



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

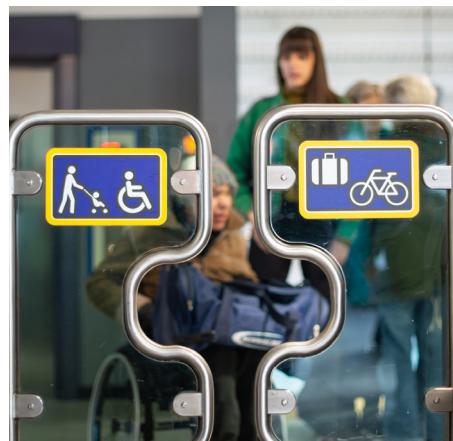
The card you paid with

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

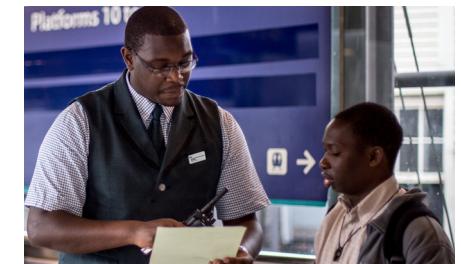
Children, anyone needing more time

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



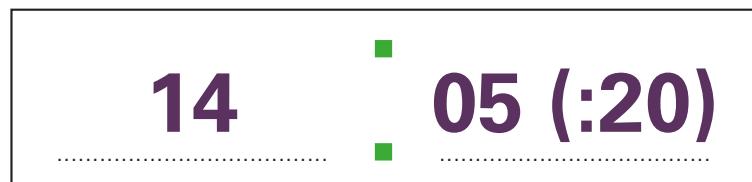
Injury/harm

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?

	Yes	No
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?

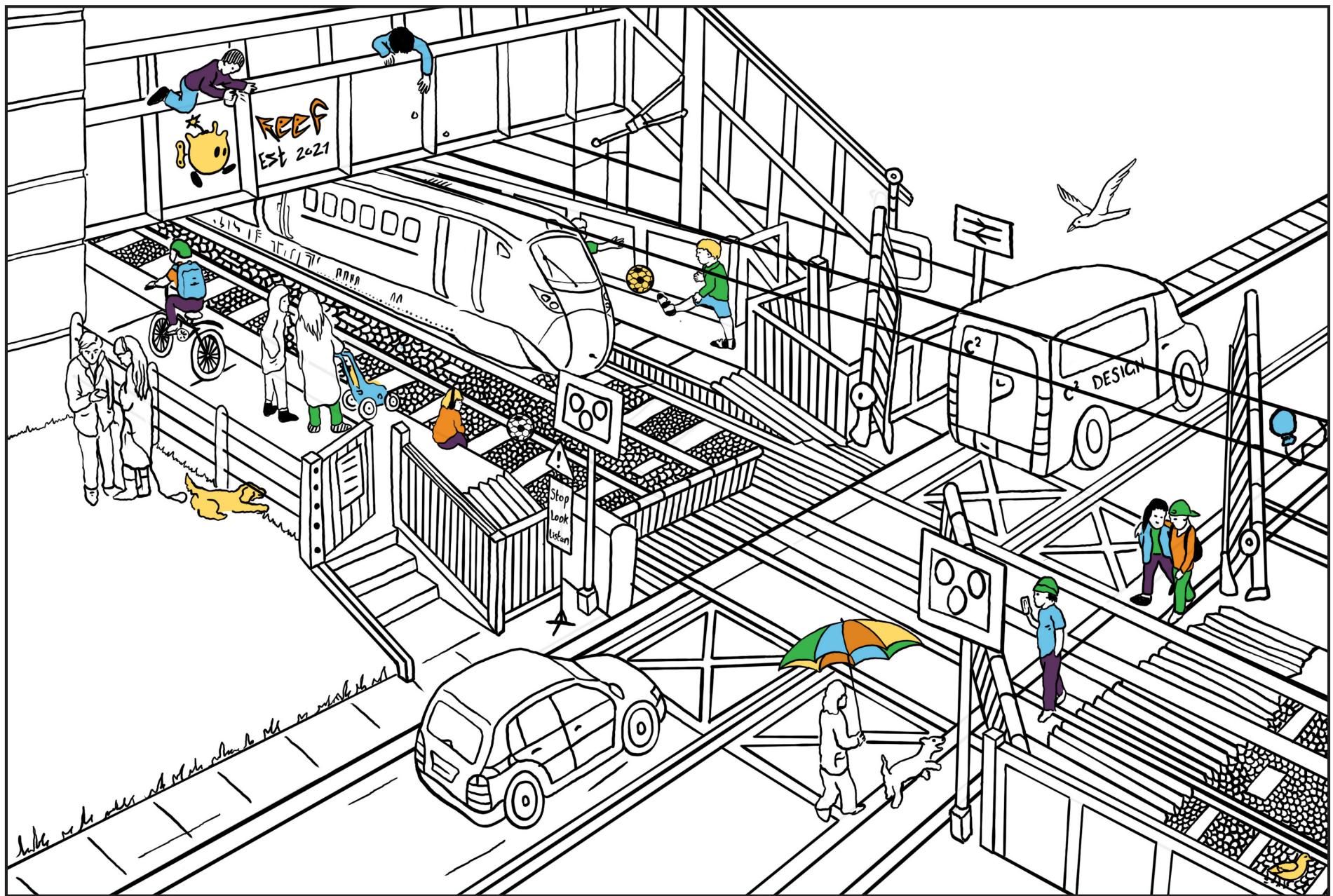
Label it with name and contact

.....

.....



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**
4. **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