

Factsheet

Helping to keep you safe 1

Keeping you safe on Metro is very important to us. All our passengers are kept safe by a combination of Nexus staff, officers from our own Metro police unit and backed up by a CCTV cameras.

We have Help Points on every Metro platform and these can be used to alert us of an emergency or to make an enquiry about fares, metro times or any other help you may need.

You can help to keep yourself safe by doing the following:

- Keep your Metro fare separate, this means you don't need to get your purse or wallet out in front of others. If you are not sure how much your fare is, use the help point and ask a member of staff
- At the station, stand in view of the CCTV cameras and keep out of isolated areas
- On the train, sit near others on the train and, or sit near the drivers cab. You can speak to the driver if its an emergency when they've stopped at a station



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Helping to keep you safe 2

You should never go on the track, even as a shortcut home.

Metro's overhead wires carry 1,500 volts of electricity in the wires you can see above the trains.

That's enough electricity to kill a huge elephant, so imagine what it can do to you.

And don't think you are safe just because you're not touching the overhead wires. Electricity can jump up to 1-2 metres.

You should never play near the Metro

Metro trains travel at up to 50 mph - there's no time to get out of the way if you're messing about on the track and don't notice the train is coming.

Metro trains take 150 metres to stop - the length of one-and-a-half football pitches. The trains cannot brake quickly or swerve out of the way like a car.

Metro trains are very quiet, which means you probably won't even hear the train coming until it's too late.



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Helping to keep you safe 3

You should always stand behind the yellow line

Not all Metros stop at all stations. If you are standing too close to the platform edge the suction from the pressure of the wind can easily drag you under a train.

Be sensible

The only way to stay safe around the Metro tracks and overhead wires is to avoid them in the first place and find somewhere else to play.

