

Factsheet

Enjoying the railway safely 1

Keeping you safe on the railway is very important to us. All our passengers are kept safe by a combination of Southern staff, and officers from the British Transport Police.

In addition we have CCTV on most of our stations and trains. We also have Help Points on many platforms.

These can be used to alert us of an emergency or to make an enquiry about fares, train times or any other help you may need. Use the green button in an emergency and the blue one for advice about trains.

You must never go on to the track.

The electricity to power the train is always on and is carried in one of the three rails. The voltage is so high that it can kill large animals, so imagine what it would do to you. It is even strong enough to travel a short distance through the air and through clothing.

Our new trains can travel at up to 100mph and can take the length of ten football pitches to stop.

They are much quieter than older trains, so it is also difficult to hear them coming.



Factsheet

Enjoying the railway safely 2

Some handy tips to remember when travelling by train:

- You must have a valid ticket to travel by train. If you are not sure how much your fare is, use the help point or ask a member of staff.
- Don't make a big thing about using your mobile phone or other equipment such as an iPod.
- At the station, stand in well lit areas where staff can see you, or in view of the CCTV cameras, and make sure you keep well back from the edge of the platform.
- Do not run, cycle, skate or play games anywhere on a station.
- If you are travelling on your own sit near to other people.
- In an emergency on a train you can use the emergency button or handle if you need to contact the driver. These can be found in the doorway areas of our trains.
- Please respect other passengers when travelling on our trains by behaving sensibly and keeping your belongings out of the way of doors and walkways.

