

HOW TO USE YOUR ACCESS WALLET ON THE BUS AND TRAIN



Please read through this carefully.

It will tell you what you need to know
to help you use your access wallet.

What is an access wallet?

An access wallet will help you use the bus or train on your own.

The wallet will let people know that you may need help on your journey.

It can make your journey easier.



- You can use your wallet on any bus in Devon.



- You can also use your wallet on any GWR train.



- You can use your wallet at any time of the day.
- Anyone can have a wallet.

Your wallet **does not** give you free or discounted travel on the bus or train.



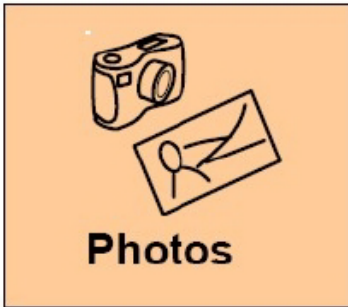
This is a picture of your wallet.

The wallet has plastic pockets where you can put words and pictures to show where you want to travel to.

How do I use my wallet?

Exeter city centre

First you will need to put the name of the place you want to go to into your wallet.

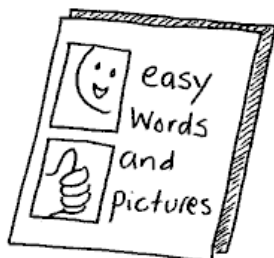


You can also put in a picture or photo to help you and other people know where you want to go.

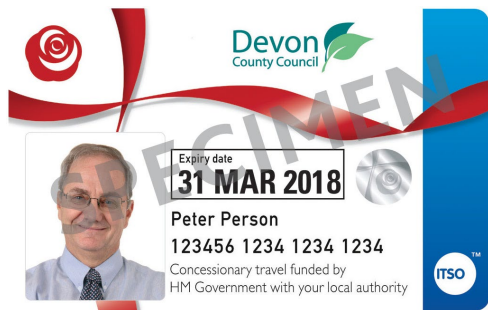
You can also put in some words that you may use on your journey.

Here are some things you could put in:

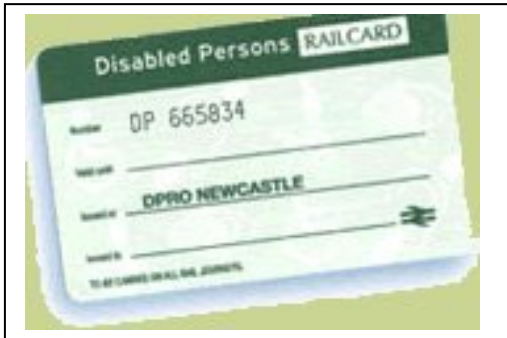
- Single or return fare please.
- Please let me know when I get to my stop.
- Which platform do I catch my train from?
- Could you tell me where the nearest toilet is please?
- Please call this person in an emergency.



Make sure your words are clear and bold. You can ask your carer or a friend or relative to help you write or type the words.



If you have a weekly or monthly bus ticket or a National Bus Pass, you can put this into your wallet as well.



If you have a Disabled Persons Railcard you can put this into your wallet to make sure you pay the right fare.



Using the bus

It is important to put the right bus stop name for the place you want to travel to.



If you want to go to Exeter City Centre, you should put the words Exeter City Centre.



Do not put in the name of a shop in the city centre.



When you see the bus coming try to show your wallet to the driver.

You could hold your wallet up in the air.

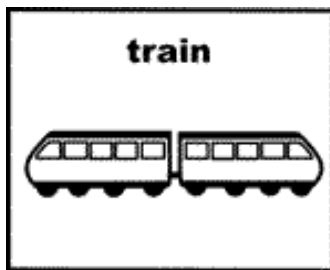
This will let the bus driver know you may need some help.



When you get on the bus show the driver the word or picture of the place you want to travel to.

You can also show them any other information you want them to know.

Using the train



When you are using the train, find out what time it is due so that you don't have to wait around too long at the station.

Always wait on a well lit platform where there are other people around and stand well back from the edge.



If you are in a wheelchair or need help getting around, you can call the train company for advice before you travel.

They can tell you about the stations and trains you want to use.



They can also arrange for someone to meet you at your station, to help you to your train and see you safely on board.



They can also help you when you arrive at your station stop or if you need to change trains on your journey.

Before you travel it is important to find out the right name of the stations you are travelling to.

Some places have more than one station stop.



If you wanted to go to Bristol City Centre your station stop would be Bristol Temple Meads.

When you get to the train station you must go to the ticket office to buy your ticket before you get on your train.

Show your access wallet to the person behind the counter.

This will let them know that you may need extra help with buying your ticket.

You must make sure that you have all the correct information in your access wallet to buy your ticket.



This is the information you will need to buy your ticket.

- Where you want to go.
- If you want to go one way or return.
- When you want to come back.
- What time you want to travel.
- How you want to pay.





When you have brought your ticket put it into your purse or wallet to keep it safe.

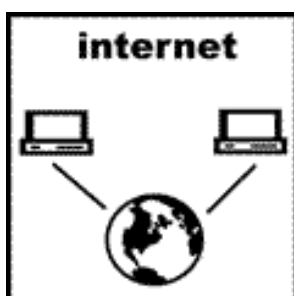
If the ticket office is closed or there is no ticket office at the station you can buy your ticket on the train.



You can arrange help, buy a ticket and reserve a seat on any GWR train by calling
0 8 0 0 1 9 7 1 3 2 9

text phone **1 8 0 0 1 0 8 0 0 1 9 7 1 3 2 9**

Please call at least 24 hours before the day you want to travel.



You can also go online at:

www.gwr.com



Planning your journey

Before you go out you should think about what you need to do to help you have a safe and easy journey.

You may want to make a list of things to do before you travel.

Here are some things you should think about:

- Where am I going?
- How will I get there and back?
- How much money will I need?
- What will I need to take with me?

Before you go out always remember to tell someone:

- **Where** you are going.
- **How** you are getting there and back.
- **What** time you will be back.
- **Who** you are going with.

What to do if you lose your wallet

If you lose your access wallet you should tell the person who gave the wallet to you.

If you can't do this then please write to:



Access Wallet
Devon County Council
Transport Co-ordination Services
Room 120
County Hall
Exeter EX2 4QD.



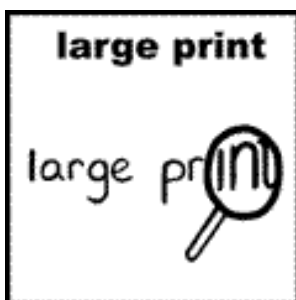
Tel: **0 1 3 9 2 3 8 2 1 2 3**

Email: accesswallet@devon.gov.uk

Please tell us how to get in touch with you.

This can be by phone, letter or email.

Alternative formats



If you would like this document in another format (i.e. large print, Braille or audio version) or in another language please write to the address above or email accesswallet@devon.gov.uk



For more information

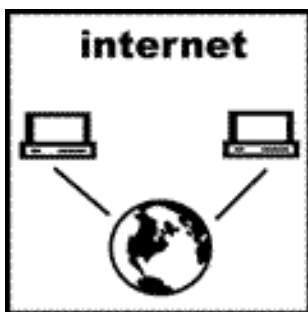
If you need help to find out which bus to catch and what times they run you can telephone traveline on **0 8 7 1 2 0 0 2 2 3 3**



Calls cost 12 pence every minute from your phone at home.



If you use your mobile phone you will have to pay more money.



You can also use the internet:

www.travelinesw.com

If you want more information on using public transport in Devon you can look at this website:

www.traveldevon.info



If you need help on train times and train fares you can telephone National Rail enquiries on **0 8 4 5 7 4 8 4 9 5 0**

text phone **0 8 4 5 6 0 5 0 6 0 0**



You can also look at their website at:

www.nationalrail.co.uk

If you are unsure about any of the information in this leaflet or need help putting words and photos into your wallet then please ask someone who can help. This could be a friend or relative, a carer or someone at your Day Centre.