

# N

# SAFER TRANSPORT NORTHUMBRIA

## FAQS

- **Can I still phone 999?**

Of course, in an emergency you must always phone 999. Existing reporting processes will continue exactly the same, the app is designed to make it easier to tell us something when you're not sure who to tell or don't want to be heard doing so.

- **How much does it cost?**

It's completely free and we would encourage as many people as possible to download it as you never know when it might be useful.

- **How quickly will I get a response?**

It will vary depending on what is being reported but all partners are committed to responding as appropriate.

- **What if I run out of data or don't have a Wifi connection?**

In an emergency always phone 999. The app can be used at the soonest opportunity when Wifi is available.

- **Can I tell you things anonymously?**

Yes the app provides the opportunity for you to flag concerns anonymously via Crimestoppers.

- **Is this app just for women?**

Absolutely not. This app is about encouraging everyone to report their concerns and by making our transport systems safer for women we are making them safer for everyone.

- **Do I need to login or give my details to download the app?**

No it is a free app and you don't need to provide any personal details to download it. it will automatically log you in.