



BIG RED BOOK

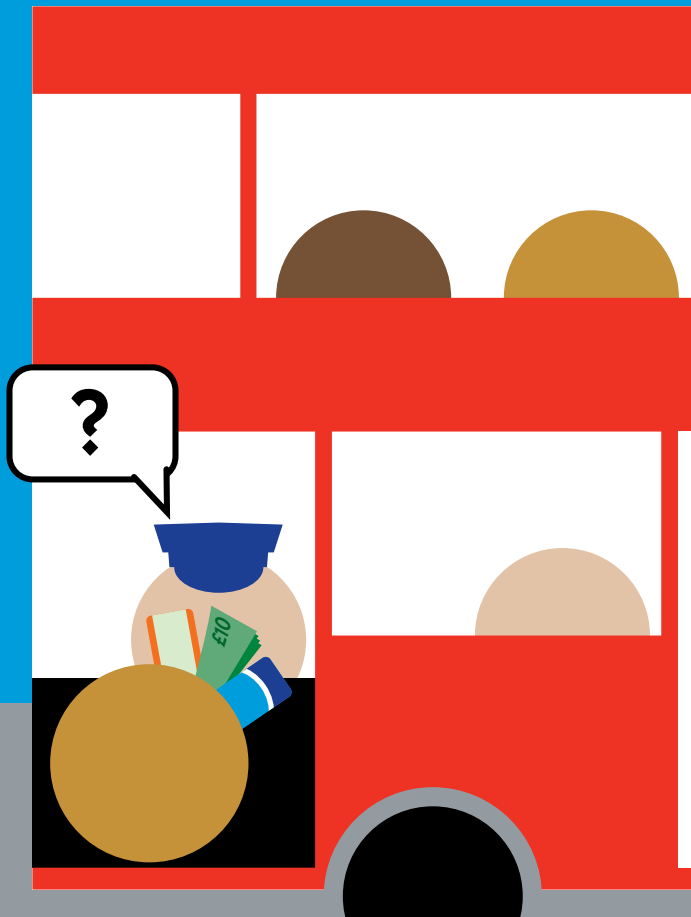
MAYOR OF LONDON

Transport for London



A DRIVER'S GUIDE TO TICKETING

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INTRODUCTION

This guide gives you some basic information you will need to do your job. Other ticketing information you may see includes:

- **Driver's Reference Guide**

A laminated folding card explaining how the driver's ticket machine (ETM) works

- **A complete staff guide to ticketing on London's buses**

An electronic document available to your garage manager for reference, with information for staff about the full range of bus tickets and passes


- **Passes and tickets accepted on the London bus network**

A poster showing the full range of bus tickets and passes

- **Your guide to fares and tickets**

A leaflet for passengers with full details of all fares and Oyster capping rates across the Tube and DLR as well as buses

OYSTER CARDS

 Do not press the [pink] 'Pass' button for a valid Oyster card – the card reader records it for you.

Oyster fares you'll see on the card reader:

Adult (including students over 18)		90p	£1 from 2 Jan 2009
New Deal (any age) and Bus & Tram Discount Card		45p	50p from 2 Jan 2009
16 - 17	Londoners in full time education	FREE	
	Other 16 & 17s	45p	50p from 2 Jan 2009
11 - 15*		FREE	

* Under-11s don't need a photocard to travel free but children who look 11 or over must touch their photocard on the reader.

Hints and Tips:

- Oyster card holders must touch their Oyster card flat on the yellow card reader. They only need to do this once when they board

OYSTER CARDS

Oyster card validity:

Valid:

- **Green light on the reader** and one short beep (or eight quick beeps for Oyster photocard used by under-16s)

The reader will show details of the card on both the driver and passenger displays.

Not valid

- **Red light on the reader** and two low beeps

Card communication failure

If the card is not touched flat on the yellow target of the card reader, the ticket machine may reject it and display 'Card Communication Failure'. Ask the passenger to try again. If the card keeps being rejected, see below.

Other reasons

The driver and passenger displays will show what is wrong. To find out more, press the 'More' button on your ticket machine. You can press the 'Print' button to print out this information and give it to the passenger to help them sort out the problem. If the passenger still wants to travel they will have to pay a cash fare.

11-18 year olds

11-18 year olds need an Oyster photocard to get free travel and must touch it on the card reader when they board a bus.

Under-11s who look older should use one too.

Hints and Tips:

- An Oyster photocard application form by itself or a receipt is not a valid ticket
- If the card is not valid (red light, reader beeps twice) the holder should pay the full adult cash fare
- Oyster photocard holders that show 'N' on the front, for example 11-15N, do not allow free travel – holders pay half-rate Oyster fares

OYSTER CARDS

Freedom passes

Freedom passes are Oyster-style cards that allow Londoners who are aged 60 or over, and many disabled people of all ages, to travel free.

Hints and Tips:

- If a freedom pass shows as 'not valid' on the card reader, ask to see the passenger's card. Check it's their photograph on the photocard and check the date on the freedom pass. If all looks OK, and the name on the photocard is the same as the name on the pass, allow the passenger to travel – press the 'Pass' button once – and advise them to get a replacement pass
- Elderly persons' freedom passes are valid from 09:00 Mondays-Fridays and at all times on weekends and public holidays. From 04:30-09:00 the card reader will reject the pass, but you should be flexible and allow the passenger to travel free up to five minutes after 04:30 or before 09:00. NB: this will change to all day validity (same as the disabled pass) from 2 January 2009. Watch for further information in your garage

- Disabled persons' freedom passes are valid anytime
- Blind people without guide dogs usually use freedom passes. They may need help in using the card reader. Do not insist they use the card reader if it is causing them a problem. A blind person with a guide dog does not need to show any pass in order to travel

TICKETS AND PASSES THAT PASSENGERS SHOW THE DRIVER

Press the [pink] 'Pass' button once to record each passenger.

Bus Passes and Travelcards

The TfL roundel

"Bus Pass" or "Travelcard"



Expiry date

Hints and Tips:

There are a number of tickets and passes that passengers can use across the London bus network. You should look for at least one of the following:

- The words "Bus Pass" or "Travelcard"
- The TfL roundel (logo)
- Also check the expiry date. Tickets can be used up to 04:30 the next morning. For example, if it says "15 Jun", you can accept it until 04:30 on 16 June

Note: Not all under-16s use an Oyster photocard. Some may show a Day or 3 Day Travelcard instead.

Tickets from Roadside Ticket Machines (RTMs)



RTMs issue Single Journey tickets and One Day Bus Passes.

Hints and Tips

- Check for a valid time and date on single tickets
- Check for a valid date on One Day Bus Passes
- Passengers must keep their ticket in case a Revenue Protection Inspector (RPI) wants to see it

TICKETS AND PASSES THAT PASSENGERS SHOW THE DRIVER

Saver tickets



Hints and Tips:

- Keep the hexagonal part that says “Staff receipt only” until the end of the trip. The exception to this is when an RPI boards the bus, when you must give the staff receipts to him/her
- If there is a crew change during a trip, or passengers have to be transferred to another bus, give the staff receipts to the new driver
- At the end of the trip, tear the staff receipts in half completely and dispose of them in a bin

Do not discard them inside the bus or on the ground.

School Party Tickets



These are valid after 09:30 and before 16:30 on school days only. One ticket allows travel for a group of up to 10 school children aged 18 or under, with a maximum of two adults.

Hints and Tips

- If there are disruptions on the network, the return journey can start after 16:30
- Each group will only have one ticket, which they keep, but the 'Pass' button should be pressed for every member of the group

TICKETS AND PASSES THAT PASSENGERS SHOW THE DRIVER

Temporary Authority to Travel (TATTs)



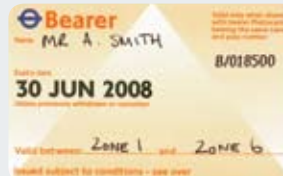
RPIs sometimes issue these to passengers after withdrawing a ticket or pass. The RPI will validate it by crossing out the sections that don't apply to the passenger, and will write on an expiry date.

Puppy Walkers



'Puppy Walkers' train Guide Dogs for the Blind. They will not be blind themselves but are allowed to travel free with their puppy as long as they show you their pass. Passes will say 'puppy walker', 'staff' or 'boarder'.

Bearer passes



Bearer passes must be shown with a valid identity card.

Hints and Tips

- Check expiry date
- Check that the ID card has the same name as the pass
- Watch out for similar passes saying "Contractor" instead of "Bearer" – only the "Bearer" passes are valid on buses

TICKETS AND PASSES THAT PASSENGERS SHOW THE DRIVER

Parking/Council Attendant Staff Pass



Free travel with this pass only when the holder is in full uniform.

Police officers



Free travel at all times for the following police forces only:

British Transport, City of London, Essex, Hertfordshire, Kent, Metropolitan, Surrey and Thames Valley.

Police Community Support Officers and Metropolitan Police Traffic Wardens



+



Free travel at all times (the Police Staff card on the left can be used by itself if the holder is in full uniform)

Please note:

PCSOs have no powers of arrest. When off duty, they only have the same powers as an ordinary passenger.

TICKETS AND PASSES THAT PASSENGERS SHOW THE DRIVER

English National Concessionary Pass scheme



Elderly and disabled people across England can travel free anywhere on London's bus network with the English National Concessionary Pass. These passes are not valid for free travel on trams, Tube, DLR, London Overground and National Rail services.

Each pass includes:

- A red 'Tudor' rose logo
- A red ribbon St George's cross
- A hologram

Elderly and disabled passes are issued as smartcards but these do not work on London bus readers so holders must show their pass.

On TfL bus services, the National pass is valid at the same times as the London freedom pass:

Elderly pass - 09:00-04:30 Mondays to Fridays, anytime Saturdays, Sundays and public holidays (see note on page 88); Disabled pass – any time.

i Drivers should press the [green] 'Other Passes' button once to record each passenger with this kind of travel pass.

i Some TfL bus routes that operate beyond Greater London may offer additional availability and free travel for companions. Drivers on those routes should check fare charts for further information.

TICKETS NOT NORMALLY ACCEPTED ON BUSES:

Tube, Docklands Light Railway (DLR) and rail-only tickets either printed or handwritten, are not normally accepted on the London bus network. You might have to accept these tickets when there is disruption on the Tube, rail or DLR. If this is the case, you will be told by CentreComm over your radio, and given a 'resolution number'. If there is a planned rail closure, a Fares Notice will be posted at your garage to say where tickets should be accepted.

What to do with a resolution number:

- Select 'End Journey' and sign on to the ticket machine again
- As you sign on, 'LUL Resolution?' will come up on the screen. Press the 'up' arrow to select 'Y'
- Type in the number you have been given when the screen says 'LUL No'
- Until the disruption is over, answer 'Y' to 'LUL Resolution?' as you sign on to the ticket machine every trip

PASSENGERS WHO DON'T NEED TO SHOW A TICKET

Children under 11

 Press the [pink] 'Pass' button once to record each passenger.

Children don't need to show a ticket or photocard if they look under 11.

Blind people with guide dogs

 Press the [pink] 'Pass' button once to record each passenger.


Blind people with guide dogs don't need to show a ticket or photocard. Blind people without dogs also travel free, but usually have a Oyster-style freedom pass.

Wheelchair users

 Press the [blue] 'Wheelchair' button once to record each passenger in a wheelchair.

Wheelchair users don't need to show a ticket or photocard. However, companions to wheelchair users don't automatically travel free – they must have a valid ticket or pass.

PASSENGERS WHO BUY A TICKET ON THE BUS

 Do not press the [pink] 'Pass' button if you sell a passenger a ticket on the bus.

Cash fares:

For anyone paying cash, the fare is £2.

Don't issue a cash fare inside the Pay Before You Board (PBYB) area. Passengers can buy tickets from a Roadside Ticket Machine (RTM). They can see they are in a PBYB area from the yellow panel on bus stops.

UNPAID FARE NOTICES, PASS WITHDRAWAL ENVELOPES AND YOUTH DATA FORMS

You can issue an Unpaid Fares Notice (UFN):

- When a passenger can't buy a ticket and they are potentially vulnerable or in distress
- When a faulty RTM has taken a passenger's money without issuing a ticket
- Outside the Pay Before You Board area, when a passenger wants to pay but you haven't got enough change

Further information is printed on the inside front and back covers of the yellow UFN pad.

How to use UFNs:

- **Always** fill in the bus route number on the driver section, and the date and time on both staff and passenger sections. This information helps us to identify routes and times that RPIs should be targeting
- **If you feel comfortable doing so**, ask the passenger for their name, house/flat number and postcode on the form; or ask the passenger to fill in these details. If the situation is already becoming difficult, you do **not** have to ask for this information

- Tear off the bottom part of the UFN and give it to the passenger. They must send their unpaid fare to the address shown within five days
- Hand in the top part of the UFN at your garage at the end of that day's duty

Pass Withdrawal Envelope (PWE)

When you need to withdraw a damaged or invalid ticket or Oyster card/photocard:

- **Always** fill in the date and time, the bus route number, and the fare due. On the front of the PWE please also fill in the reason for withdrawal. This information helps us to track the withdrawal
- Tear off the PWE and seal the top part. Hand this in to your garage at the end of that day's duty
- Tear off Customer's Copy and give it to the passenger. They must send any fare due to the address shown within five days

UNPAID FARE NOTICES, PASS WITHDRAWAL ENVELOPES AND YOUTH DATA FORMS

You can fill in a Youth Data Form (YDF):

- When a large group of youths board your bus and do not touch in, or pay a fare, and it is not possible to issue them with standard UFNs, you can use the blue YDFs to record what happened

Further information is printed on the back of each YDF.

How to use YDFs:

- **Always** fill in the bus route number and the date and time. This information helps us to identify routes and times that RPIs should be targeting
- Hand in any filled in YDFs at your garage at the end of that day's duty

If an RPI gets on your bus, tell them if you have issued any Unpaid Fares Notices, customer copies of Pass Withdrawal Envelopes or filled in any Youth Data Forms on that trip.

USE OF FARESTAGES

Set the correct destination stage at the start of each trip.

You do not have to update farestages during a trip unless your company has asked you to, and as follows:

- If you are turned short of your original destination
- At Pay Before You Board area boundaries
- On routes outside Greater London, where County or District Council passes or special fares apply

Always select the final farestage before you "End Journey".

Paper fare charts provided for each route show the stage numbers to be used on ticket machines, including those to be used when a trip is turned short of its original destination.

ACCEPTABLE COINS AND NOTES

Scottish and Northern Irish Bank notes must be accepted.

Isle of Man, Channel Islands and Gibraltar **notes** must be accepted but **coins** from these places are not accepted.

Foreign money – including the Euro – must not be accepted.

Accepting change:

When passengers try to pay with large amounts of small change, drivers must accept coins up to the following amounts:

- Bronze coins (1p and 2p) to the value of 20p
- Silver 5p and 10p to the value of £5
- Silver 20p and 50p to the value of £10
- £1 and £2 coins – NO LIMIT
- £5 'commemorative' coins – NO LIMIT

Above these limits, it is up to you whether you accept more small change as payment of a fare. However, you should not exceed these legal limits when giving change.

