

Merseytravel Season tickets and Passes Staff Handbook

(now includes smartcards)

**November
2015**

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Free Travel Passes

National Travel Passes

Merseytravel national passes are valid on:

- Mersey Ferries cross river services (not River Explorer Cruises),
- Merseyrail trains within Merseyside and as far as Chester, Ellesmere Port and Ormskirk Stations
- Any local bus service in England.

Visitors to Merseyside can use their national travel pass on most local bus services for free. It will look similar to a Merseytravel pass but will have a different logo, depending on where the visitor lives.

Concessionary passes from Wales or Scotland are not valid in England and therefore, are not accepted.



Disabled Person's English National Travel Pass

A Disabled Person's English National Travel Pass issued by Merseytravel can be used all day, every day.

A disabled person's pass from another area is only valid from 9.30am until 11.00pm Monday to Friday and all day Saturday, Sunday and bank holiday.

Older Person's English National Travel Pass

An Older Person's English National Travel Pass issued by Merseytravel is valid Monday to Friday at any time, except for journeys starting between 6.31am and 9.29am and at any time Saturday, Sunday and bank holiday.

Older persons' travel passes from other areas are only valid on bus services from 9.30am until 11.00pm Monday to Friday and all day Saturday, Sunday and bank holiday. They are not valid on rail services or on the Mersey Ferries.

Free travel passes must now be validated on your ETM on a bus or gate at a rail station or on a mobile hand-held device.

If the card reader cannot read the card please use your discretion and check the details on the card. If the photograph is a good likeness of the passenger and the card is in date then allow the passenger to travel, but advise them to call in at the nearest Travel Centre as soon as possible with their card.

If you find that no cards are being read by your machine or gate, the fault may be with the equipment. Report this to your Manager.

Checklist

- The expiry date on the card is still valid
- The hologram.
- Merseytravel logo or the name of the other local authority or other Passenger Transport Executive (PTE).
- The photograph matches the person travelling.
- The ITSO mark on the right-hand side.

Merseytravel Local Travel Pass for Older People

The Merseytravel local travel pass is valid on all buses, trains and ferries in Merseyside. This pass is for Merseyside residents who are over 60 but are not yet eligible for an English National Travel Pass.

It is valid Monday to Friday at any time

except for journeys starting between 6.31 am to 9.29 am Saturday, Sunday and bank holiday at any time. It is not valid on buses outside of Merseyside. It is valid on trains within Merseyside and as far as Chester, Hooton and Ellesmere Port.



Free travel passes must now be validated on your ETM on a bus or gate at a rail station or on a mobile hand-held device.

If the card reader cannot read the card please use your discretion and check the details on the card. If the photograph is a good likeness of the passenger and the card is in date then allow the passenger to

travel, but advise them to call in at the nearest Travel Centre as soon as possible with their card.

If you find that no cards are being read by your machine or gate, the fault may be with the equipment. Report this to your Manager.

Checklist

- The expiry date on the ticket is still valid.
- The photograph matches the person travelling.
- The hologram.
- The Merseytravel logo.

Smartcards

Q. What is a Smartcard and how do they work?

A. A smartcard is a credit card-sized travel pass. There is an electronic chip inside the card which can be 'read' or validated by a card reader.

Concessionary travel passes are already smartcards. Currently Saveaway and some Solo tickets are also on smartcards called Walrus cards. Eventually all of Merseytravel's tickets will be changed to smartcards.



Q. What is a Smartcard Reader?

A. A Smartcard reader (or validator) is the device used to scan and read the data on the smartcard. This information can then be used to decide if a ticket on the card is valid or not. The passenger simply has to hold their smartcard onto the reader, wait for it to register with a green light and then continue on their journey.

All buses in Merseyside have electronic ticket machines (ETMs) which can read Walrus cards. Some stations have gates with smartcard readers. Mersey Ferry terminals and revenue protection officers have an app which can check the details on the cards.

All smartcards must now be validated on your ETM on a bus or gate at a rail station or on a mobile hand-held device.

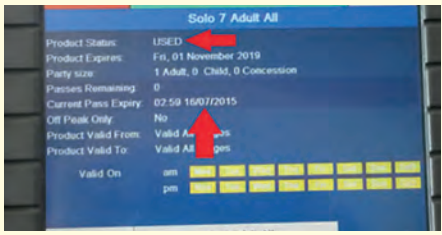
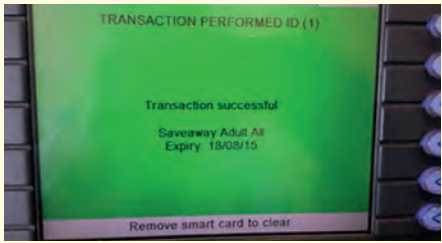
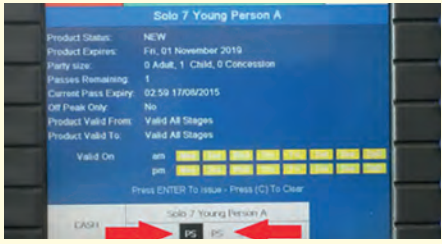
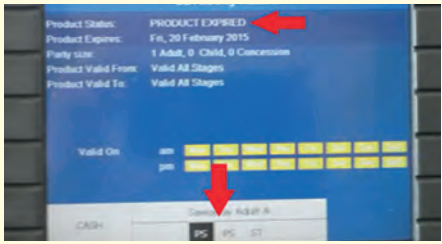
Q. What if a passenger forgets their smartcard?

A. They will have to buy a ticket to travel that day.

Smartcard Error Messages		
Ticket Machine Message	What the Message Means	Driver Action / Customer Advice
INVALID HERE/ OUT OF AREA	The ticket on the card is not valid in that area.	Full fare is payable.
PRODUCT EXPIRED / CARD INVALID EXPIRED	The ticket on the card has expired	Full fare is payable. If the customer claims a valid ticket should be listed, refer the customer to the nearest Merseytravel Centre (Contact details are on the back of the card).
INVALID PRODUCT/ NOT SUPPORTED ISAM/ INVALID – TRAVEL NOT ALLOWED	No valid ticket on smartcard	Full fare is payable. If the customer claims a valid ticket should be listed, refer the customer to the nearest Merseytravel Centre (Contact details are on the back of the card).
PASSED BACK CARD ALREADY USED	Card has been used in the past 3 minutes – to prevent customers from passing back for someone else in the queue.	This smartcard has already been recorded for this journey. Full fare is payable.
CARD ERROR / READ ERROR	The card had not been read. This could be because it was taken off the machine too quickly.	Ask the customer to try again. If it still doesn't work – it could be damaged. The customer may be able to produce a receipt for the card. The serial number on the receipt will match that on the card and the date for which it is valid will also be on the receipt. Refer the customer to the nearest Merseytravel Travel Centre. (Contact details are on the back of the card). Full fare is payable if you do not accept the receipt.
CARD ERROR MULTIPLE CARDS DETECTED/ PROBLEM READING CARD	The card cannot be read or more than one card is placed on the ticket machine.	If two cards are placed on the ticket machine at the same time ask the customer to ensure only his/her smartcard is placed on the reader.
If the card cannot be read electronically and no message appears, follow action for Card Error above. Please consider whether other cards are not being read by the machine and that it is faulty.		
If your company issues specific guidance for dealing with vulnerable customers, who cannot pay, please follow your company's advice.		
DO NOT CONFISCATE THE CARD		

Products on card	ETM display\Action to take	Example ETM display
Valid Saveaway only	<p>This is unchanged and existing advice around on-screen messaging should be followed</p> <p>ETM will auto-transact as normal.</p>	
Saveaway for "tomorrow" only	<p>Product status will be displayed as "not yet valid"</p> <p>Full fare is payable</p>	
Unused Solo only	<p>Confirmation screen will appear, showing Product Status as NEW.</p> <p>Message will appear at the bottom of the screen saying Press ENTER To Issue – Press (C) To Clear</p> <p>Press Enter to activate Solo product at which point a green transaction screen will appear</p>	
Previously used Solo, still valid	<p>Confirmation screen will appear, showing Product Status as USED.</p> <p>Message will appear at the bottom of the screen saying Press ENTER To Issue – Press (C) To Clear</p> <p>Press Enter to transact with Solo product at which point a green transaction screen will appear</p>	

Check the date. Don't let them take you for a ride.

Products on card	ETM display\Action to take	Example ETM display
Previously used Solo, no longer valid	<p>Confirmation screen will appear, stating that the product is used. The current pass expiry date should be checked for validity.</p> <p>Note: there will NOT be a prompt to press Enter to "Confirm", 'C' to clear as the product is not valid</p> <p>Full fare is payable</p>	
Valid Saveaway and any Solo product	ETM will auto-transact with the valid Saveaway	
Two different, unactivated Solo products	<p>Product list will appear at the bottom of the screen</p> <p>Navigate through the products using the left/right arrow keys</p> <p>Confirm with the customer which product they want to activate, then select Enter to issue</p>	
Mixture of products (some of which may have expired)	<p>Product list will appear at the bottom of the screen – note: this will include expired products, and can be up to 5 or 6 products in total</p> <p>Navigate through the products to find a valid one – Note: there may be more than one valid product</p> <p>Confirm with the customer which product they want to activate, then press Enter to issue</p> <p>If no valid products are found, full fare is payable</p>	

Saveaway Tickets

Saveaway Tickets:

- Cannot be used between 6.31am and 9.29am, Monday to Friday (the departure time on the timetable decides whether or not off-peak tickets are valid).
- Can be used all day on Saturday, Sunday and bank holiday
- Can only be used beyond the Merseyside boundary as far as Chester, Ellesmere Port and Ormskirk by rail, not bus. It must be an all areas Saveaway.
- Can be used on Mersey Ferry Cross River journeys only. Cannot be used for River Explorer Cruises. Passengers must buy a supplementary ticket to enjoy the full cruise
- Are valid for one day only.
- A Young Person's Saveaway can now be used by anyone aged 18 and under

Travel Zones and Areas

Area A – brown

Area B – blue

Area C – green

Area D – red

All Zones – grey

There are now four styles of Saveaway Ticket

1. Walrus Smartcard Saveaway

Saveaway tickets can be bought on Walrus smartcards from over 800 PayPoint outlets in Merseyside.

All Walrus smartcards must be read, on use, to make sure they are valid.

This is the only way to tell whether the card is valid. It can be on the card reader on the buses ETM, at a rail gate at some stations or via a hand-held mobile device.



2. Rail Ticket Saveaways (Rail Ranger)

Although this ticket looks like a rail ticket, it can be accepted on buses too.

It is only available from rail stations in Merseyside.

You should check for:

- Today's date
- The name 'Saveaway' in the bottom left corner
- The valid area
- The time. These tickets are not valid for journeys starting between 6.31am and 9.29am Monday to Friday. The departure time on the timetable decides whether or not off-peak tickets are valid.



3. Ticket Vending Machine tickets

These tickets are sold in Merseytravel Centres from ticket vending machines. They can only be used on the day they are bought.

Please check

- That the ticket is in date – these tickets can only be used on the day of purchase.
- The ticket is for the correct area.
- The faint word ‘Merseytravel’ runs up either side of the reverse of the ticket.
- Check for hologram.

- The time. These tickets are not valid for journeys starting between 6.31am and 9.29am Monday to Friday. The departure time on the timetable decides whether or not off-peak tickets are valid.

Young person



Adult



4. Scratch Off Saveaways

These scratch-off Saveaway Tickets are being phased out by 2016 and will be replaced with Walrus Saveaway Tickets (see page 9) Please allow passengers to use these tickets if they show the correct date.

Undated ticket: Wrong



Dated ticket: Right



The samples above show adult tickets which can be used in all travel areas.

Adult

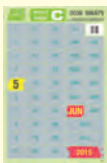
Area A



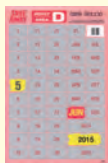
Area B



Area C



Area D



Young person

Area A



Area B



Area C



Area D



All Area



Please check

- The correct date, month and year have been scratched off.
- The ticket is sealed.
- The ticket is for the correct area (colour coded).
- The time. These tickets are not valid for journeys starting between 6.31am and 9.29am Monday to Friday. The departure time on the timetable decides whether or not off-peak tickets are valid.
- The passenger is 18 or under if they present a young person's Saveaway.

PLUSBUS is a bus ticket you can buy at the same time as a train ticket. It gives unlimited bus travel around the town where you buy your rail ticket to.

The bus operators which take part in the scheme:

Liverpool PLUSBUS: Arriva, Stagecoach, Merseytravel, Halton Borough Transport, Huyton Travel, Peoplesbus

Birkenhead PLUSBUS: Arriva, Avon Buses, Stagecoach and Merseytravel

St Helens PLUSBUS: Arriva, Halton Transport, Merseytravel and Stagecoach

Southport PLUSBUS: Arriva, Merseytravel and Stagecoach

They are not valid on Arriva route 500, sports buses, night buses or special bus services.

Adult



Young person



Checklist

You should check for:

- today's date;
- the name PLUSBUS; and
- the origin or destination of the journey has +BUS shown next to it.
- The passenger is 15 or under if they present a young person's ticket.

Trio tickets

Adult weekly



Adult monthly



Adult annual



Adult annual off-peak



(see note one below)

Young person weekly



- Can be used at any time, on any day (except off-peak, term time or student year tickets).
- Can be used on buses, trains and Mersey Ferries within the Merseyside boundary only.
- Can be used on Mersey Ferry Cross River journeys only. Cannot be used for River Explorer Cruises. Passengers must buy a supplementary ticket to enjoy the full cruise.
- A Young Person's Trio can now be used by anyone aged 18 and under

See page 16 for terms and conditions for term time and student year tickets.

Checklist

The ticket is in date

- Make sure the photograph matches the person travelling
- The ticket is for the correct area (colour coded).
- The passenger is 18 or under if they present a young person's Trio.

Note: the adult off-peak ticket is valid:

- Saturday, Sunday and bank holiday – any time, and
- Monday to Friday – any time except for journeys starting between 6.31am and 9.29am or between 4.01pm and 5.59pm.

The departure time on the timetable decides whether or not the off-peak ticket is valid.

Travel zones and areas

Area A – brown
Area B – blue
Area C – green

Area D – red
All Zones – grey
All Zones off-peak – blue

Check the date. Don't let them take you for a ride.

Solo Tickets:

- Can be used on any bus service within the Merseyside boundary only.
- Can be used at any time, on any day (except off-peak, term time or student year tickets).
- A Young Person's Solo can now be used by anyone aged 18 and under.

See page 16 for terms and conditions for term time and student year tickets.

There are now two types of Solo Ticket

1. Walrus Smartcard Solo



Adult weekly and 4-weekly Solos and young persons' weekly Solo tickets can now be bought on Walrus smartcards from over 800 PayPoint outlets in Merseyside.

All Walrus smartcards must be read to make sure they are valid.

This is the only way to tell whether the card is valid. It can be on the card reader on the buses ETM, at a rail gate at some stations or via a hand-held mobile device.

2. Paper Solo Tickets



Adult term time and annual Solos and young persons' term time Solo tickets are still paper tickets. They will gradually be transferred onto Walrus cards over the next few years.

Please check

Paper Ticket:

- The ticket is still in date
- The ticket has an orange fluorescent band
- The hologram on the ticket and over the photograph
- The heat-sensitive blue spot
- The hologram line through the expiry date
- The photograph matches the person travelling
- The ticket is for the correct area (colour coded)
- The passenger is 18 or under if they present a young person's Solo.

Travel zones and areas

Area A – brown
 Area B – blue
 Area C – green
 Area D – red
 All zones – grey

Railpass tickets

Railpass Tickets:

- Can be used on any train service within the Merseyside boundary and as far as Chester and Ellesmere Port on the Wirral Line and Ormskirk on the Northern Line
- Can be used at any time, on any day (except off-peak, term time or student year tickets).
- A Young Person's Railpass can now be used by anyone aged 18 and under

See page 16 for terms and conditions for term time and student year tickets.

Please check

The ticket is in date

- The photograph matches the person travelling
- The ticket is for the correct zone or area
- The passenger is 18 or under if they present a young person's Railpass.

Annual



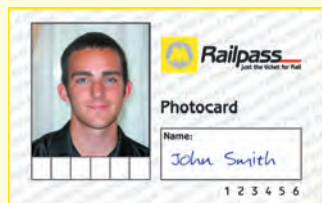
Monthly



Weekly



Railpass Photocard



Check the date. Don't let them take you for a ride.

Student year and Term Time tickets

Solo

Young person

Adult (18 and over)

Young person

Adult (18 and over)



Trio

Young person

Adult (18 and over)

Young person

Adult (18 and over)



Railpass



These tickets are valid:

- Monday to Friday up to 8pm.

They are not valid:

- Saturday or Sunday;
- Christmas or Easter holidays (dates printed on the tickets);
- Monday to Friday after 8.00pm; and
- During half term.

Adult Term Time Tickets are for educational purposes only. The adult (aged 19 and over) must be in full-time education, training or work-based learning.

A Young Person's Term Time Ticket can now be used by anyone aged 18 and under.

Checklist

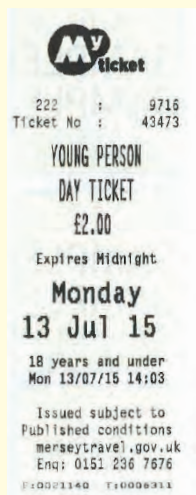
- The ticket is still in date.
- The photograph matches the person travelling.
- The date under photograph has not passed.
- The date. These tickets cannot be used at weekend, during half term or during the Christmas or Easter holidays.
- The ticket is for the correct zone or area.
- The passenger is 18 or under if they present a young person's ticket.

MyTicket:

- Is a one-day bus ticket for young people aged 18 and under.
- It is valid at any time on the day it is bought.
- It is bought on the bus and can be used as many times as the passenger likes on any of the participating operators' services in Merseyside and Halton.
- You can accept a MyTicket that has been sold on another operator's service.

Please check

- The date
- That the young person is 18 or under (follow your company's procedure)
- The ticket says 'MyTicket'.



Check the date. Don't let them take you for a ride.



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Contact Numbers
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