

A COMPLETE staff guide to ticketing on London's Buses

01 May 2009

Private – for staff use only.



Introduction

This reference guide covers fares and ticketing across the London bus network, including sections of routes outside Greater London.

The information contained in “A complete guide to ticketing on London's buses” lists the basic requirements asked for by TfL. Some bus companies may have additional requirements for their drivers – and drivers should make sure they also follow their own bus company's rules.

Other helpful information includes:

- **Big Red Book**
A printed book available to all drivers that includes “A driver's guide to ticketing on London's buses” - basic information about bus tickets and passes
- **Driver's Reference Guide**
A laminated folding card explaining how the driver's ticket machine (ETM) works
- **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, Tram and DLR as well as buses

If your garage needs more copies of any ticket guides, posters, Unpaid Fare Notice (UFN) pads, Youth Data Form (YDF) pads, yellow envelopes to send completed UFNs and YDFs to Revenue Protection, contact CDL on 020 8312 7950.

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Fares and tickets

These single fares apply, at all times, for any journey, including sections of route outside Greater London.

		Cash	Oyster Single
Adult (including students over 18)		£2.00	£1
New Deal (any age) and Bus & Tram Discount Card		£2.00	50p
16 - 17	Londoners in full time education	£2.00	FREE
	Other 16 & 17s	£2.00	50p
11 - 15		£2.00	FREE
Under-11		FREE (No Oyster photocard or ticket needed) but children who look 11 or over must touch their photocard on the reader.	

Any Bus Pass or Travelcard is accepted across the London bus network, including sections of routes outside Greater London – whatever zone(s) is/are printed on the ticket.

On the Tramlink network passengers can use:

- Any Bus Pass
- Travelcards including Zones 3, 4, 5 or 6

On Tube, DLR and National Rail services, Travelcards are accepted only within the zone(s) printed on the ticket.

Penalty fares

A £50 penalty fare is payable by any passenger, except if they appear to be under 11, who fails to show on demand a valid ticket or permit for the whole of their journey on a bus. Penalty fares are charged only by Revenue Protection Inspectors (RPIs) who are trained and authorised to do so.

This is reduced to £25 if the passenger pays within 21 days.

Oyster cards – listen for the beeps.

① Drivers must not press the (pink) 'Pass' button for a valid Oyster card – the card reader records the information.

There are two types of travel that can be put on to most Oyster cards:

1. 7 day, monthly and longer period Bus Passes and Travelcards
2. Money on Oyster cards so that the single fare is deducted from the balance when they touch the card on the reader, to 'pay as you go'

Capping

The total amount paid by passengers for Oyster single fare travel between 04:30 on the first day until 04:30 on the following day is limited by Oyster capping rates. A maximum of £3.30 applies for bus and/or tram travel.

Different daily price caps apply when Tube, Docklands Light Railway (DLR) and some National Rail services are also used.

Hints and tips for drivers:

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

✓ Valid: green light on the reader

- One short beep (or eight quick beeps for an Under-14, 5-10, 11-15, 14-15 or Child Oyster photocard)
- Green light displayed on the card reader
- The reader will show details of the card on both the passenger and driver displays

✗ Not valid: red light on the reader

- Two low beeps
- Red light on the card reader

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'. Drivers should 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, drivers can press the 'More' button on the ticket machine. The 'Print' button will print out this information for the passenger to help them sort out the problem. If the passenger still wants to travel they will have to pay a cash fare.

These are the most common 'other reasons':

Passback attempted

Most Oyster cards can only be validated successfully once on each bus trip – so the card cannot be passed back for someone else to use on the same journey. The cash fare should be paid. The driver should withdraw the Oyster card if he/she is certain the passenger has deliberately tried to use the card fraudulently.

Oyster photocard expired

If an Oyster photocard has expired, it cannot be accepted for travel. The cash fare should be paid. The driver should withdraw the Oyster card.

Oyster card stopped

If an Oyster card has been reported lost or stolen, or stopped by a Revenue Protection Inspector, it will have been added to a 'hotlist'. It will be stopped automatically by the card reader and is not valid for travel. The cash fare should be paid and the passenger advised to contact the Oyster card helpline immediately. The driver should withdraw the Oyster card.

Oyster card error or defective card

The passenger should be asked to touch their card against the yellow target of the card reader again. If the problem continues, the cash fare should be paid and the passenger advised to contact the Oyster card helpline immediately. The driver should not withdraw the Oyster card.

Oyster not valid – not enough money

If a passenger does not have a valid ticket or enough value on their card, it cannot be accepted for travel. The cash fare should be paid. The driver should not withdraw the Oyster card.

Types of Oyster card:

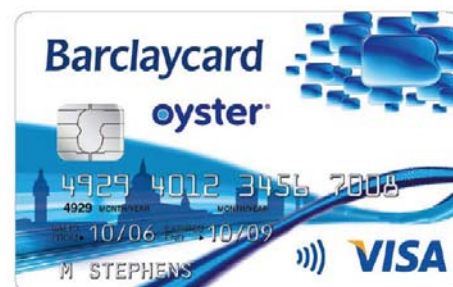
Standard public Oyster cards

- Adult rate Travelcards and Bus Passes (except 7 Day Bus Passes issued from some Ticket Stops), are issued on Oyster cards, from TfL outlets. These Oyster cards do not need a photocard



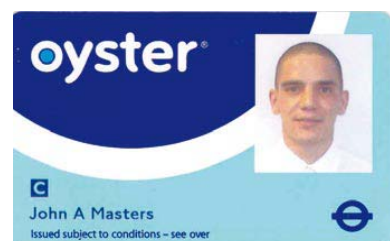
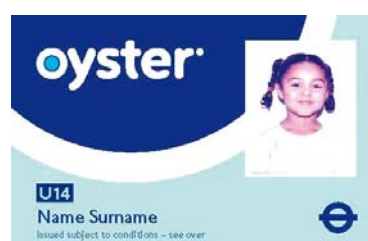
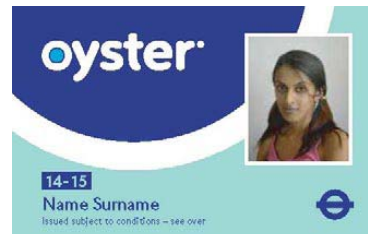
Barclaycard OnePulse (Oyster card)

- Adult rate Travelcards and Bus Passes (except 7 Day Bus Passes issued from some Ticket Stops), are issued on Oyster cards, from TfL outlets. These Oyster cards do not need a photocard



Oyster photocard for under 16s:

5-10, 11-15, Under-14, 14-15 and Child Oyster photocard

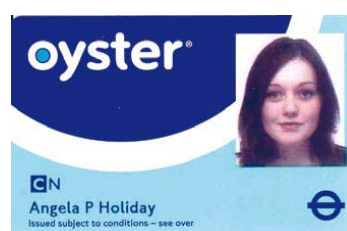
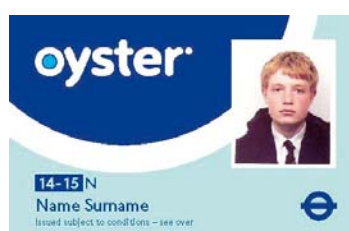


Under 11s who look older than their age are advised to get the 5-10 Oyster photocard as proof of age.

11 – 15s need an Oyster photocard to get free travel across the London bus and tram networks, including sections of routes outside Greater London. They **must** touch their photocard on the card reader when they board a bus.

The Child, Under-14 and 14-15 Oyster photocard include an expiry date on the back, with either a 'C', 'U14' or '14-15' on the front. The 5-10 and 11-15 Oyster photocard include an expiry date and either a '5-10' or '11-15' on the front.

Non-concessionary Child and - Oyster photocard



11 – 15s who breach the behaviour code will be issued with a Non-Concessionary 11-15, 14-15 or Child Oyster photocard. These are also issued if parents do not want to sign-up to the behaviour code. Holders will have to buy a Child rate Bus Pass or Travelcard, or pay half rate bus Oyster fares.

These Oyster photocard have '11-15N', '14-15N' or 'CN' on the front of the photocard (as shown) and do not allow free travel on the London bus and tram networks. There is also a Zip version of the 11-15N Oyster photocard.

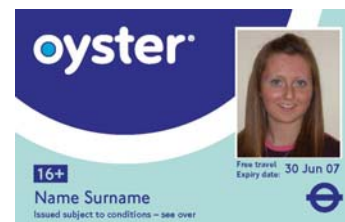
- An Oyster photocard with '11-15N', '14-15N' or 'CN' on the front should **not** be accepted for travel if there is not enough 'pay as you go' value on the photocard
- Any child who looks 11 or older and does not have enough money to pay the adult cash fare, should only be allowed to travel if they could be vulnerable and an Unpaid Fare Notice issued

Oyster photocards for 16 – 18 year olds



16 – 18 year olds who live in London, and are still in full time education, can travel free on buses. To get free travel they must use a 16+ Oyster photocard. The 16+ Oyster photocard includes a free travel expiry date on the front.

Other 16 and 17 year olds can still get reduced rate travel and they must also use a valid 16+ or 16-17 Oyster photocard.



Hints and tips for drivers:

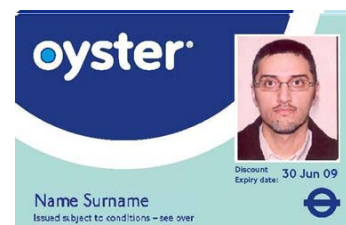
- An Oyster photocard application form by itself or a receipt is **not** a valid ticket
- If the card is not valid (red light, reader beeps twice) or has failed the holder should pay the adult cash fare. If appropriate, an Unpaid Fares Notice can be issued.
- Where free travel is given to 16-18s, this is only available for one year and may expire before the date on the back of the card (the holder's 18th birthday). When free travel on existing cards expires, as shown on the front, holders must re-apply at the Post Office if still eligible for free travel

18+ Student Oyster photocards

Some London students aged 18 and over can get a special discounted price when they put a season ticket on their Oyster photocard. This applies only to Bus Passes and Travelcards valid for 7 days or more.

Holders are not allowed a discount on cash fares, Oyster single fares or on tickets valid for less than seven days.

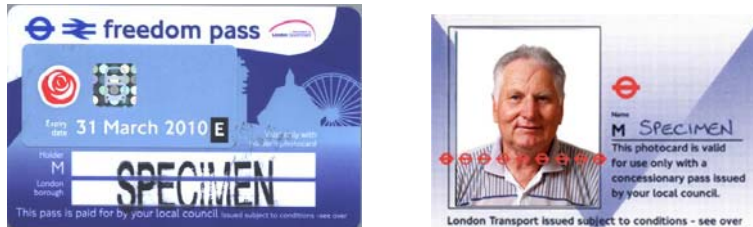
When the discount expires, as shown on the front, the Student Oyster photocard can have an adult rate ticket put onto it or be used with a printed adult rate Travelcard valid for one month or more.



London Borough freedom passes

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

Elderly person's freedom pass:



These are issued to Londoners aged 60+. They are valid with a purple photocard. Elderly person's freedom passes are valid at any time.

Disabled person's freedom pass:



These are issued to disabled Londoners, including blind people, of all ages. They are valid with a brown photocard. Disabled person's freedom passes are valid at any time.

Freedom passes updated with a new expiry date of "31 March 2010" applied to the front, include a Tudor Rose logo that also allows holders to get free travel across the rest of England.

Hints and tips for drivers:

- Companions to freedom pass holders do not get free travel and must hold their own pass/ticket or pay a fare.
- If a freedom pass shows as 'not valid' on the card reader, drivers should ask to see the passenger's card. They should check it's the passenger's photograph on the photocard and check the date on the freedom pass. If all looks okay, drivers should allow the passenger to travel and let them keep the pass – pressing the pink 'Pass' button once – and advise them to get a replacement pass

Blind people without guide dogs usually use freedom passes. They may need help in using the card reader. Drivers should 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.

War Veterans' Oyster photocard:



War veterans are able to travel free on buses with an Oyster photocard. The cards are issued under the Veterans' Concessionary Travel Scheme (VCTS).

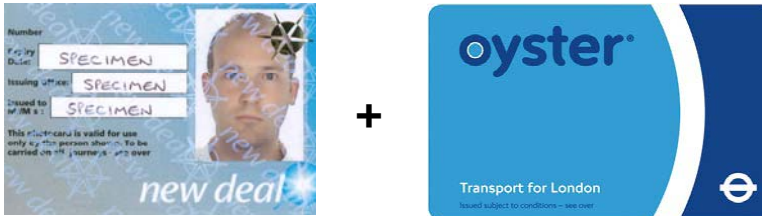
The Ministry of Defence (MOD) will send application forms to those eligible for a VCTS Oyster photocard. Anyone already holding an Elderly or Disabled person's Freedom Pass will not need to apply for this Oyster photocard.

VCTS Oyster photocards will generally expire on 31 May 2012 (as shown) and are valid at all times.

New Deal Ticketing

New Deal photocards are issued by the Employment Service and valid for up to three months. Holders can benefit from half rate single fares and reduced rate Bus Pass/Travelcard season tickets when they use an Oyster card.

There is no discount on cash fares or One Day Bus Passes.



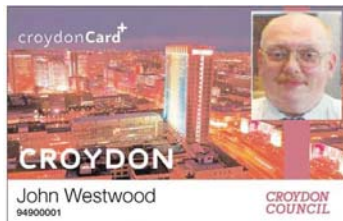
Discount photocard: Bus & Tram

Bus & Tram Discount photocards are issued by the Post Office, valid for up to four months, to those claiming Income Support, Job Seekers Allowance or Employment Support Allowance. Holders can benefit from half rate bus and tram Oyster fares and reduced rate Bus Pass season tickets when they use an Oyster card.

There are no discounts on cash fares, rail fares, Saver tickets, One Day Bus Passes or Travelcards.



London borough Oyster cards



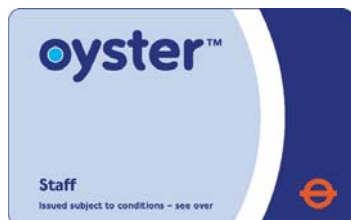
Some London boroughs issue smartcards for use in libraries and leisure centres, that can also operate as Oyster cards. The TfL logo and Oyster logo are printed on the back of these cards.

The cards have a photograph of the holder on them. If there is a problem with one of these cards, the holder needs to contact the borough that issued it – the back of the card will have contact details.

Staff Oyster cards

Issued to active staff, nominees/partners and retired staff – valid on all services operated as part of the London bus network.

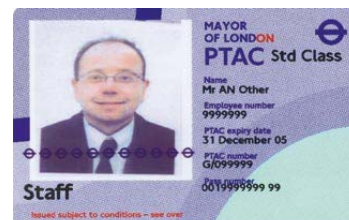
TfL staff Oyster card



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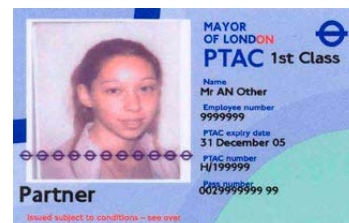
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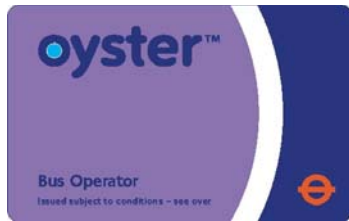


Staff/nominee cards must be used with a valid identity card or PTAC photocard instead.

A COMPLETE staff guide

Ticketing on London's Buses

Bus Operator staff Oyster card



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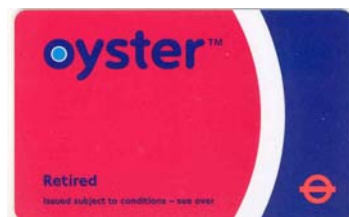
Bus operator/nominee cards must be used with a valid identity card.



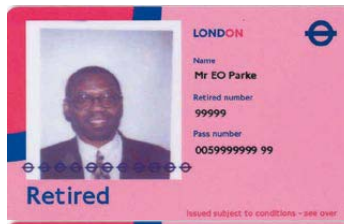
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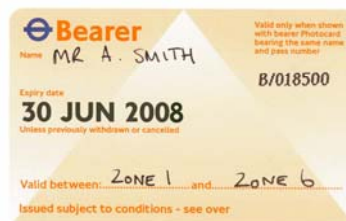
Retired staff Oyster card



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Bearer pass



Must be used with a valid identity card.

Tickets and passes that passengers show the driver – check they're valid.

① Drivers should press the (pink) 'Pass' button once to record each passenger

Hints and tips for drivers:

- Not all under 16s use an Oyster photocard. Some may show a child rate Day or 3 Day Travelcard instead, without a photocard
- For month abbreviations used on printed passes and TATs - see page 34

Tickets that don't need photocards

No photocards are needed with Saver tickets; any One Day tickets (One Day Bus Passes, Day Travelcards, Anytime Day Travelcards or Family Travelcards), 3 Day Travelcards, Weekend Travelcard; adult rate printed 7 Day Bus Passes or 7 Day Travelcards:

One Day Bus Passes



One Day Bus Passes can be used from 00:01 on the day printed on the ticket until 04:30 on the following day.

Day Travelcards



Anytime Day Travelcards can be used from 00:01 on the day printed on the card until 04:30 on the following day. They are issued only on ordinary working days (Mondays-Fridays except public holidays).

Off-peak Day Travelcards can be used from 09:30 on Mondays-Fridays, and from 00:01 on Saturdays, Sundays and public holidays, on the day printed on the card until 04:30 on the following day.

Family Travelcards

A One Day ticket, sold only by some National Rail stations outside Greater London. It allows up to two adults with up to four under 16s, to travel at a discounted price. The group do not have to be related to each other; but they must all travel together.



Family Travelcards are valid at the same times as an Off-peak Travelcard.

Weekend Travelcards

A discounted 2 Day Travelcard, sold only by some National Rail stations outside Greater London. It is valid for travel on Saturdays and Sundays and for any two consecutive days over a public holiday period. Weekend Travelcards are valid from 00:01 on the start date until 04:30 on the day after the expiry date.



3 Day Travelcards

Peak Day Travelcards can be used from 00:01 on the start date until 04:30 on the day after the expiry date. Off-peak Day Travelcards can be used from 09:30 on Mondays-Fridays and from 00:01 on Saturdays, Sundays and public holidays. They are valid on the start date until 04:30 on the day after the expiry date.



Printed 7 Day Bus Passes and Travelcards (adult)



These tickets can be used from 00:01 on the start date until 04:30 on the day after the expiry date. (For details about adult rate printed Monthly or longer period Travelcards - see page 16.

① Hand stamped 7 Day Bus Passes are still issued by some outlets and remain valid for travel.

Tickets from Roadside Ticket Machines (RTMs)

RTMs issue Single Journey tickets and One Day Bus Passes.

Single Journey tickets can be used for one journey on any bus serving the stop where the ticket was bought, or any bus serving a nearby stop. The name of the stop is printed on the ticket.

The journey must start by the time printed on the ticket – no more than one hour after it was purchased.

One Day Bus Passes can be used from 00:01 on the day printed on the ticket until 04:30 on the following day.

Hints and tips for drivers:

- Drivers should check for a valid time and date on single tickets
- Drivers should 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



Saver tickets

Saver tickets are no longer available to buy, but are still valid for travel. A Saver ticket is valid for one single journey on one bus and is made up of two parts. The passenger keeps the top part and gives the bottom part to the driver. On articulated buses, Saver ticket holders must board through the front door only.

Hints and tips for drivers:

- Drivers should keep the hexagonal part that says 'Staff receipt only' until the end of the trip. The only exception to this is when an RPI boards the bus, when drivers 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, drivers should tear the staff receipts in half completely and dispose of them in a bin. They must not discard them inside the bus or on the ground



School party tickets

These are valid from 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.

The bus route to be used on each section of the journey will be printed on the ticket, although any other direct reasonable route should be allowed.

Hints and tips for drivers:

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



Temporary Authority to Travel Ticket (TATT)

Revenue Protection Inspectors (RPIs) issue these to passengers in some cases where it has been necessary to withdraw their 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 (up to 21 days ahead).



Under 18s who are waiting for their Oyster photocard:

To get their free (or half rate) travel, 11-18 year olds need to apply for an Oyster photocard from the Post Office.

The application form by itself or a receipt is not a valid ticket.

All applicants pay adult fares until they get their Oyster photocard. If they do not show another valid ticket.

Photocards, and tickets that need photocards

Please note: Any female passenger wearing a burqa or yashmak can hold a valid photocard, with a valid Bus Pass or Travelcard, that shows the face also covered. Under no circumstances should a female passenger be asked to uncover her face or be refused travel when holding a valid ticket with such a photocard.

Printed monthly and longer period Travelcards (season tickets) – adult

Adults only need a photocard with a printed Travelcard lasting one month or longer. The serial number must be the same on the ticket and the photocard.

These tickets can be used from 00:01 on the start date until 04:30 on the day after the expiry date.



A Travelcard season ticket can also be issued on an Oyster card, in which case the passenger does not need a photocard.

Printed 7 Day and longer period Travelcards (season tickets) – child

Under 16s who are still using a printed Travelcard season tickets valid for 7 Days, one month or longer need a photocard. The serial number must be the same on the ticket and the photocard.

These tickets can be used from 00:01 on the start date until 04:30 on the day after the expiry date.



New Deal photocards are issued by the Employment Service and are valid for up to three months.

Holders can get a discount on Oyster single fares when they use an Oyster card (see page 8) but may use a printed reduced rate 7 Day, one month or longer period Travelcard instead. There is no discount on cash fares, Saver tickets or One Day Bus Passes.

Tickets presented with the New Deal photocard must expire on or before the expiry date on the photocard.

Puppy Walkers

'Puppy Walkers', 'Staff' and 'Boaders' working for Guide Dogs for the Blind train assistance dogs. They will not be blind themselves but are allowed to travel free with their puppy as long as they show their pass.

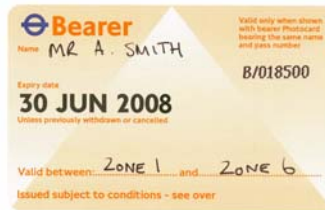


Non-Oyster staff passes - Bearer passes

Bearer passes must be shown with a valid identity card.

Hints and tips for drivers:

- Drivers should check expiry date
- Drivers should check that the ID card has the same name as the pass
- Drivers should watch out for similar passes saying "Contractor" instead of "Bearer", only "Bearer" passes are valid on buses



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Council/Parking attendant staff passes



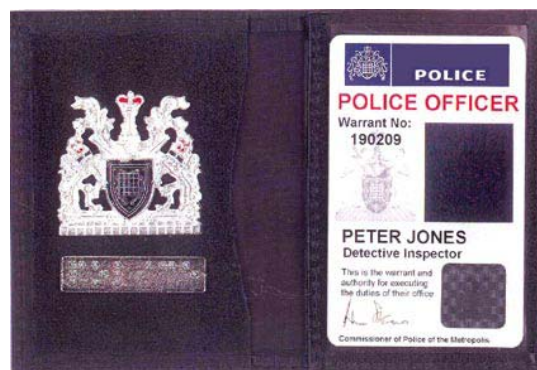
OR



Valid up to the expiry date, only when the holder is in full uniform and on duty.

Police officers

Police officers from certain forces* travel free, at all times with a Warrant card (as shown).



Police Community Support Officers (PCSOs) & Metropolitan Police Traffic Wardens

PCSOs from the British Transport Police & Metropolitan Police and Metropolitan Police Traffic Wardens travel free, at all times, with a Police Staff card and Bus Pass (as shown). PCSOs from certain forces* can use the Police Staff card (on the left) by itself only when the holder is in full uniform.

Please Note:

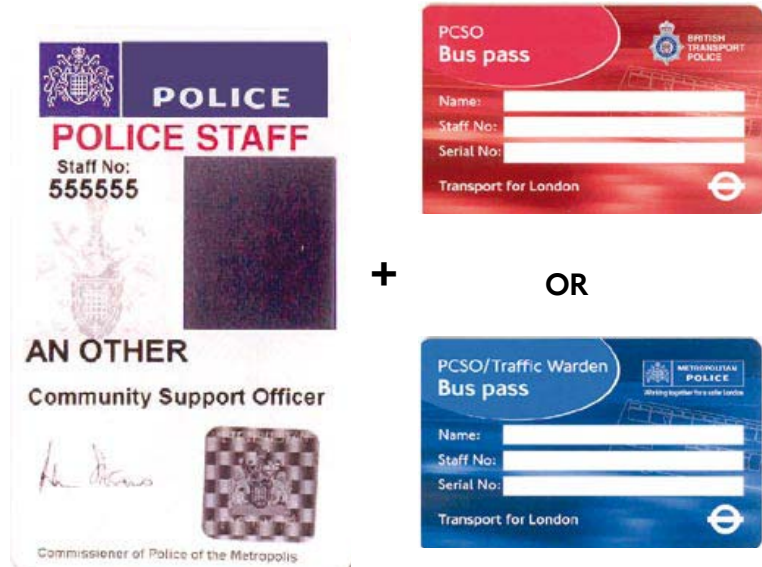
PCSOs have no powers of arrest. When off duty, they only have the same powers as an ordinary passenger. They do not carry handcuffs, batons or other defensive equipment, whether on or off duty.

However, they are trained in particular skills that contribute to safer travel. If an incident occurs on the bus, PCSOs and Traffic Wardens can:

- Act as witnesses if required
- Use their training in emergency life support, evidence gathering and communication with the public
- Help with calling the police or other emergency services

***Free travel applies to the following police forces:**

- British Transport Police (including special constables) and PCSOs
- City of London Police (including special constables) and PCSOs
- Essex Police and PCSOs
- Hertfordshire Police and PCSOs
- Kent Police and PCSOs
- Metropolitan Police (including special constables and Traffic Wardens) and PCSOs
- Surrey Police and PCSOs
- Thames Valley Police and PCSOs



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 will not work on London bus readers so holders must show their pass to drivers.

On TfL bus services, the National pass will be valid at the same times as the London Boroughs' freedom pass: Elderly and Disabled passes are valid at any time.



① Drivers should press the (green) 'Other Passes' button once to record each passenger with this kind of travel pass.

① 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.

Routes that accept other tickets

The Airports Travelcard issued to workers at Gatwick, Heathrow and Stansted Airports is **not** accepted for travel on the London bus network, except on route 140 on Sundays.

① Drivers should press the (green) 'Other Passes' button once to record each passenger with this kind of travel pass.

① Some other TfL bus routes offer special ticket acceptance arrangements. Further information will be shown on the fare chart for that route.

Tickets not normally accepted on buses:

Tube, DLR and Rail only tickets

Tube, National Rail or Docklands Light Railway issued paper tickets, either printed or hand-written, are not normally accepted on the London bus network. Rail tickets marked 'London Transfer' and 'Cross London Transfer' tickets are not accepted on the bus network. Drivers might have to accept these tickets when there is disruption on the Tube, National Rail or DLR.

If this is the case, CentreComm will give a message and 'resolution number' over the radio. If there is a planned rail closure, a Fares Notice will be sent to garages to say where tickets should be accepted.

Hints and tips for drivers:

Resolution numbers

- Drivers should select 'End Journey' and sign on to the ticket machine again
- As the driver signs on, 'LUL Resolution?' will come up on their screen. They should press the 'up' arrow to select 'Y'
- They should type in the number given when the screen says 'LUL No:'
- Until the disruption is over, the driver should answer 'Y' to 'LUL Resolution?' as they sign on to the ticket machine every trip

Other tickets

There are a number of tickets and passes that passengers can use across the London bus network.

Drivers should look for **at least one of the following**:

- The words 'Bus Pass' or 'Travelcard'
- The TfL roundel (logo) or it is listed in this booklet or on the fare chart for a particular route.
- Also check the expiry date. Tickets can be used up to 04:30 the next morning. For example, if it says '24 JNR', it can be accepted until 04:30 on 25 January

The TfL roundel

"Bus Pass" or "Travelcard"



Expiry date

Passengers who don't need to show a ticket

Children under 11

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

① Drivers should press the (pink) 'Pass' button once to record each passenger

Blind people with guide dogs

Blind people with guide dogs don't need to show a ticket. (Blind people without dogs also travel free, but usually have an Oyster card freedom pass).

① Drivers should press the (pink) 'Pass' button once to record each passenger

Wheelchair users

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

① Drivers should press the (blue) 'Wheelchair' button once to record each wheelchair

Passengers who buy a ticket on the bus

① Drivers do not need to press the (pink) 'Pass' button when they sell a passenger a ticket on the bus.

For anyone paying cash the fare is £2.

Drivers should not 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.

Cash with student concessionary passes (routes that go outside Greater London only) Hertfordshire SaverCards and Surrey Student farecards are no longer accepted for discounted travel on London bus services. Holders should be advised to get an Oyster photocard (see pages 5-6).

Emergency tickets

If the ticket machine breaks down, drivers will need to use an emergency ticket pack for passengers wanting to pay cash fares. The emergency ticket pack contains a range of different value tickets – colour coded according to value. The text is black and the value is printed in security fluorescent green. The driver should issue the emergency tickets in exchange for cash up to the value of the fare. If the bus breaks down and the passengers are transferred to another bus, they take the tickets with them.






The sealed ticket pack includes an emergency cash total sheet – drivers should fill this in at the end of their duty, including the section marked 'reason for use'. The sheet must be paid in with the unused tickets and any cash collected at the end of the shift. Drivers should not mark the remaining unused tickets.

Front

Instructions for use:

1. Do not open the pack until you need to use it.
2. When you receive the pack, check that the starting serial numbers on the tickets are the same as the starting numbers printed on the cash total sheet.
3. Before starting to use the pack, fill in the four **double ruled** boxes on the cash total sheet.
4. At the finish of your duty fill in all the remaining **ruled boxes** on the cash total sheet before paying in.
5. The remains of the pack must be returned on paying in.

This pack is the property of London Buses:
If found, return to: Ticket Technology Manager, FREEPOST NW4519, London SW1W 9ZZ

E	A	B	C	D
Emergency bus ticket	Emergency bus ticket	Emergency bus ticket	Emergency bus ticket	Emergency bus ticket
50p	£2	£2	£2	£2
Not transferable	Not transferable	Not transferable	Not transferable	Not transferable
				

Back

Pad	Quantity in pack	Starting number	Closing number	Quantity sold	Value (pence)	Amount	£	p
E	20	316461			0.50p			
A	20	316461			£2.00			
B	20	316461			£2.00			
C	20	316461			£2.00			
D	20	316461			£2.00			

Date used: / /

Route used:

Time opened: : :

Duty:

Total value of Emergency bus tickets sold

Total value of tickets sold by ticket machine

Total amount to be paid in

Why was this pack used? (Please tick)

☐ (1) OPO ticket machine failure

☐ (2) Conductor ticket machine failure

☐ (3) Garage equipment failure

☐ (4) Module not signed on

☐ (5) Other, please specify below

(5) ETM No. _____

Name (Block capitals) _____

Signed _____

Received £ _____ p _____

Cashier's initials _____

Amount paid in £ _____ p _____

Company _____


Bus No. _____

Date / /

DVR No. _____

Garage _____

Cash total sheet for pack no. **AF 316461**



See also 'acceptable coins and notes' on page 29.

Unpaid Fares Notices (UFNs)

Drivers 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 drivers feel comfortable doing so, they should 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, drivers 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
- Drivers should hand in the top part of the UFN at their garage at the end of that day's duty

Any passenger wanting to discuss the matter further should be advised to contact the Investigation Section of London Buses on 020 7027 9158. They will need to allow ten working days for the paperwork to arrive from the garage.

Pass Withdrawal Envelope (PWE)

Drivers should use a PWE when they need to withdraw a damaged or invalid ticket or Oyster card/photocard:

How to use PWEs:

- 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. Drivers should hand this in at their 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

Drivers 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 drivers should use YDFs:

- **Always** fill in the bus route number and the date and time. If possible, fill in your exact location and the school as well. This information helps us to identify routes, times and areas that RPIs should be targeting.
- Drivers should hand in any filled in Youth Data Forms at their garage at the end of that day's duty.

If an RPI gets on the bus, drivers should tell them if they have issued any Unpaid Fare Notices or filled in any Pass Withdrawal Envelopes or Youth Data Forms on that trip.

Unpaid Fare Notice

Date:

Time: UFN 0000004

Route: Location: PLAISTON STN

Passenger's full name: MELVIN CHOLIE

House/Flat No: 26 Postcode: E15 6NE
P.T.O

Unpaid Fare Notice

Date:

Time: UFN 0000004

Fare due:

This form authorises you to travel on the bus on which it was issued. Payment of any fare due must be made within five days of issue.

Payment can be made by credit/debit card by calling 020 7918 3423, or by sending a postal order or cheque payable to 'Transport for London' to:

Revenue Protection, Transport for London
PO Box 3893, London SW1W 9TN

Youth Data Form YDF 0000000

Under 18s who do not validate their cards.
Not valid for travel – hand in to garage at end of duty.


Date: 4 Oct 2008 Time: 3.30pm

Location: Acton Town Stn Route: E3

Number of under 18s at that location: 30

School (if known): Acton High

Other useful information: (e.g. if they boarded using the middle doors):
Abusive (spitting)

MAYOR OF LONDON Transport for London 

Ticketing equipment: advice for drivers

Use of farestages:

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

Drivers do not have to update farestages during a trip unless their bus company has asked them to and as follows:

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

Do not select the final farestage until the end of the trip, 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.

Use of 'OYS' button:

If there is a problem with an Oyster card, or a passenger needs printed details about what is on the card, the 'OYS' button can be useful. Press 'OYS' on the ticket machine, followed by the red button, to access three options as 'OYS Functions':

1. Oyster card details

- Press the 'Oyster Card Details' button and touch the card flat on the card reader. The information held on the card will appear on the driver's screen
- Press the 'Card Usage' button to display the journey history of up to the last eight previous transactions on the card
- Press the 'Print' button to print out these details for the passenger

2. Stop Oyster card

- To be used only under instruction from an RPI

3. Cancel Oyster operation

- You can cancel an Oyster single fare in the same way as a cash fare, as long as you do it straight after the Oyster card was read and the fare deducted (within 60 seconds)
- Press the 'Cancel OYS Operation' button to display the transaction details on the driver's screen
- Ask the passenger to touch their Oyster card on the reader again, and the amount previously deducted will be refunded back to the card

You can give the passenger a printout using 'Oyster card details' (see above) to confirm that the Oyster single fare has been refunded to the card.

LUL Resolution facility:

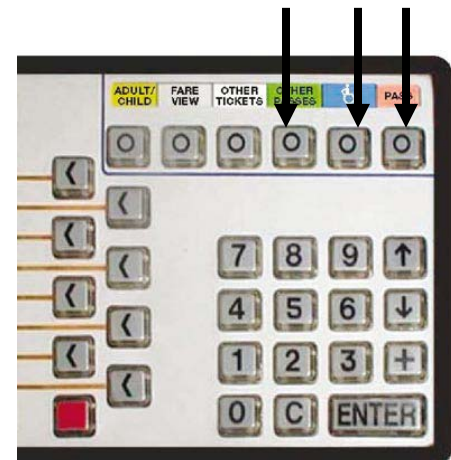
See "Tickets not normally accepted on buses" on page 21.

Ticketing on articulated (bendy) buses:

There are Oyster card readers at each doorway. Passengers using Pay as you go on Oyster cards must touch their card on a card reader as soon as they enter. Other Oyster card holders and freedom pass holders don't have to do this (but they can if they want to). Passengers with printed tickets do not have to show them to the driver (but they can if they want to).

When drivers should press the top buttons (on their ETM)

1. Drivers should press the **(green) 'Other Passes' button once to record:**
Each passenger using a valid English National Concessionary pass issued by An English council (outside of London).
2. Drivers should press the (blue) 'Wheelchair' button once to record:
Each passenger using a wheelchair.
3. Drivers should press the (pink) 'Pass' button once to record:
 - Under 11s
 - Each passenger using a valid printed ticket
 - Blind people with guide dogs



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.

* Bank notes issued for amounts in pounds sterling by the following banks are legal tender and must be accepted to pay cash fares:

- Bank of England
- Allied Irish Bank
- Bank of Ireland
- Clydesdale Bank
- Isle of Man Bank
- Northern Bank
- Royal Bank of Scotland
- States of Guernsey Treasury
- States of Jersey Treasury
- Ulster Bank

What happens if...

...my ticket machine breaks down?

You must use your emergency ticket pack. Instructions for use are provided on the pack. Fill in the 'reason for use' at the end of your duty. Ask a supervisor if you are unsure or if you have any problems.

...my Oyster card reader breaks down?

Report it immediately so it can be replaced quickly. If the card reader isn't working or isn't fitted, allow all passengers with Oyster cards to travel without having to pay. People without Oyster cards still need to pay or show valid travel documents in the usual way.

...my bus breaks down or is turned?

If your bus breaks down, or is turned short of its original destination, passengers can transfer onto any other London bus service going the same way. Drivers of articulated buses are unable to issue a 'transfer' ticket from their ticket machines.

- Issue a 'transfer' ticket from the ticket machine (you do this by issuing an inspector's ticket for '9999') and give it to the driver of the bus picking up your passengers. You may have to do this with more than one bus, until all of your passengers have been picked up
- Make sure all your passengers are safely aboard another bus – don't leave anyone stranded
- Remind passengers with Oyster cards that they should not touch their card on the card reader when boarding the second bus

...a passenger's Oyster card isn't working properly?

If the card isn't working, there is little a driver can do to solve the problem, but always be patient and polite. Ask the passenger to try again, touching their card flat on the yellow target of the reader. If it still doesn't work, use the information on the card reader display to explain what is wrong, and print it out if necessary. Passengers can get help to sort the problem out at:

- tfl.gov.uk/oyster
- Tube Stations
- The Oyster helpline on 0845 330 9876

If the passenger still wants to travel they will have to pay the cash fare. In the Pay Before You Board (PBYB) area, passengers must buy tickets before they board.

Freedom pass holders don't have to pay if their card isn't working, as long as you have checked the expiry date, their photocard is a true likeness and the name on the photocard is the same as the name on the pass; except if it has been stopped – see page 4.

...a passenger says their Oyster card should have more money on it?

If a passenger didn't touch in or out with their card when they left a Tube or Docklands Light Railway station, they may have less money on their card than they expected. They should sort out this problem at the Tube station, or ring the Oyster helpline. If they don't have enough value on the card they must pay a cash fare. In the PBYP area, passengers **must** buy tickets from an RTM.

...a passenger says the Roadside Ticket Machine (RTM) is not working?

If the RTM is showing a red light, it is not working. If it is practical to do so, take the passenger to the next bus stop so they can buy their ticket from another RTM. If this isn't possible, or if they've already lost their money in the RTM, issue an Unpaid Fare Notice (UFN).

....a Revenue Protection Inspector (RPI) finds someone without a valid ticket on my bus?

If you think someone may have been trying to avoid paying a fare, but you weren't able to challenge them for any reason, let the RPI know when he/she gets on the bus. Where customers are found by RPIs with either incorrect, or no valid passes or tickets, the customer will either be issued with a penalty fare or a notice which will lead to prosecution.

...I withdraw a ticket, pass or Oyster photocard

Remember to be polite at all times, and never accuse a passenger of trying to avoid payment. The only time you should withdraw a ticket or pass is if it isn't valid (for example, it has been 'stopped' or is out of date). Barclaycard OnePulse cards are different – you must never withdraw them because they are the customer's credit card as well as their ticket.

Issue a PWE and indicate if the passenger couldn't pay a cash fare. Hand in the withdrawn ticket/pass with the PWE at your garage at the end of that day's duty.

Don't withdraw a ticket if a passenger is breaking other rules (for example, smoking or playing music loudly).

If they just need more money on their Oyster card, don't withdraw the card, simply explain that they need to pay a cash fare.

...someone can't or won't pay, but still wants to travel?

If someone won't pay, don't allow them to travel. However, you must not leave anyone stranded who is potentially vulnerable or in obvious distress – if they can't buy a ticket, allow them to travel, but issue a UFN.

...a group of kids deliberately avoid paying or touching in with an Oyster photocard?

If you are unable to stop a group of youths from boarding without payment, or you don't feel safe doing so, fill in a Youth Data Form (YDF) as soon as possible after the incident.

...someone wants to pay, but I can't give change?

Ask if any passenger on the bus can help with change. Otherwise, allow the passenger to travel, and issue a UFN.

...I issue a ticket but the passenger changes their mind about travelling on my bus?

If you cannot cancel the ticket, the ticket must not be sold on. You must put a cross on the front of the ticket and hand it into your garage at the end of your duty. Fill in a 'ticket issued in error' form, if your company has one.

...a passenger wants to know where to buy tickets and Oyster cards, or where to get arefund?

Advise them to ask at:

- Oyster Ticket Stops
- Tube Stations
- London Travel Information Centres

They can also:

- Visit TfL's website - tfl.gov.uk
- Call 24 hour travel information – 020 7222 1234
- Call the Oyster helpline - 0845 330 9876

Passengers can get the 'Your guide to fares and tickets' booklet, which includes details about tickets and their availability, at Oyster Ticket Stops, London Travel Information Centres and at most bus and Tube stations.

Other common questions:

What if...

...a passenger wants to bring an animal on board?

Guide dogs and other assistance dogs must be allowed to travel at any time, and all animals travel free. It is up to the driver whether they let other kinds of dogs and 'inoffensive animals' travel. If the animal seems dangerous or likely to upset other passengers, it should not be allowed on board. Drivers are not allowed to take charge of any animal.

...a passenger wants to bring luggage on board?

If passengers have luggage or a shopping trolley they must not put it on the seats or allow it to block gangways or stairs.

Passengers may bring with them:

- personal luggage, folding buggies, folding pushchairs and other items that they are able to carry themselves

Passengers must not bring with them anything that:

- Is more than 2 metres long
- They are unable to carry themselves
- Is a hazardous or inflammable substance

- Is likely to cause injury or offence to other passengers or to staff
- Is likely to cause damage to buses

Drivers have the right to prevent passengers from bringing anything onto buses, if they believe it may create a security risk. Open bottles or cans of alcohol are also not allowed on buses.

Drivers can refuse permission to allow any item onto our services. If passengers are not sure if a particular item will be allowed, they should contact London Travel Information for advice before they travel.

...lots of passengers with buggies want to board?

Pull into the kerb and kneel the bus if possible.

Drivers should allow as many unfolded buggies onto their bus as they feel is safe. There is no fixed number of buggies allowed because each situation's different – it depends on the size of the buggies and how full the bus is.

Drivers should only ask passengers to fold their buggy if it will cause an obstruction to other passengers.

...a passenger with a double buggy wants to board?

Passengers with double buggies may board buses by the middle doors, where possible, as it is too difficult for them to get on at the front.

- Passengers **must** ask the driver's permission first
- They do **not** need to use the ramp, but drivers must check they get on safely
- Passengers must still show the driver their ticket/pass or touch their Oyster card on the reader
- Single buggies continue to board by the front door **only**

...a buggy user and a wheelchair user both want to use the wheelchair bay?

Wheelchair users have priority because the wheelchair space is the only safe place they can travel on the bus.

If the space is occupied by other passengers, drivers should ask them to move or ask people with buggies or pushchairs to fold them away. If there is a public address system on the bus, it may help to use it to explain the situation to passengers. Most passengers are willing to co-operate if the driver is friendly and polite, although a small minority may not and we appreciate it's difficult to make them. If the passengers on the bus won't move, the driver should politely explain this to the wheelchair user and advise they will have to wait for the next bus.

What are the month abbreviations used on printed tickets and TATTs?

JNR – January	FBY – February	MCH - March
APR – April	MAY – May	JUN – June
JLY – July	AUG – August	SEP – September
OCT – October	NOV – November	DMR – December

Other common questions:

How do I recognise a Revenue Protection Inspector's (RPI's) identity card?

Most RPIs have a silver metal badge, some have a gold metal badge. The RPI's number is displayed on the photocard and on the badge (below the Buses roundel).



Useful contact details to give passengers:

Roadside Ticket Machine helpline:

0845 458 3496

Lost Property Office:

0845 330 9882

(0830 to 1600, Monday – Friday, except public holidays)

Oyster Helpline:

0845 330 9876

(0800 – 2000 every day)

London Buses Customer Services:

0845 300 7000

(0800 – 2000 Monday - Friday)

Useful contact details to give passengers:

24 hour travel information

020 7222 1234

Textphone

020 7918 3015

Website

tfl.gov.uk