

## Cash-free operation on London's buses

Cash use in London was very low, at around one per cent of all journeys by the end of 2013. By going cash-free, you won't have to carry cash, worry about having enough change, or pay cash in at the end of your duty.

This puts London's bus service at the forefront of innovation and you can feel proud to be a part of the biggest fares policy change in over a decade.

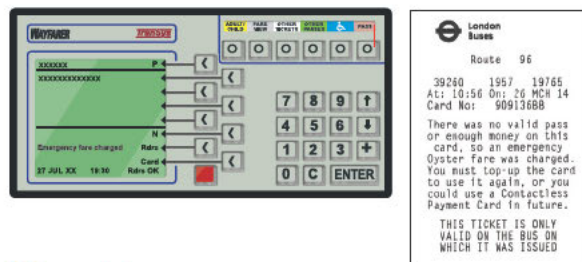
Passengers who turn up and attempt to pay with cash should be asked if they have another way to pay for travel. If they have no alternative method of payment, they should be politely refused travel on your bus unless you feel they could be vulnerable.

*See information below about the one more journey feature on Oyster and opposite about vulnerable passengers.*

### One more journey

This feature on Oyster cards allows the user to dip into their balance if they do not have the full Oyster fare remaining on their card. If passengers have at least £0.00 value on their card, they will hear a different sound on the ticket machine and 'Emergency fare charged' will be shown on the driver and passenger displays. An emergency fare slip will be printed out telling them to top up before making their next journey. You can help by making sure they take the slip and politely explaining this to them.

Green light on the reader and high-low-high beeps.



### Vulnerable passengers

Do not leave anyone stranded if they are vulnerable or obviously in distress. For example:

- ◆ Young or older people
- ◆ People who could be at risk if left behind, including those in isolated places or at quieter times
- ◆ People who are disabled, injured, unwell or who have had an accident, assault or similar incident
- ◆ People who show you a travel support card and may have learning difficulties. Not all impairments are obvious

If you decide to let someone travel in this situation you must issue an Unpaid Fare Report (see page 122).