



London's buses return to front-door boarding: changes from 13 June 2020

From Saturday 13 June, new signage will start to appear on 76 bus routes - plus 16 bus routes operated by New Routemasters moving from middle-door payment - instructing customers to board using the front door and touch-in using their Oyster, contactless or concessionary cards.

To further ensure the safety of customers and bus drivers, new limits to the number of customers on board at any one time will be introduced **only on buses with front-door boarding**. This will help customers to observe the national guidance to maintain a two-metre distance wherever possible. Note: A wheelchair or mobility scooter user (and a carer if needed) can be carried in addition to these limits.

- Double Deck – 20 individuals, up to 25 in groups
- Single Deck 10.2m and longer – 10 individuals, up to 14 in groups
- Single Deck 8 to 9m – 8 individuals, up to 11 in groups
- Single Deck 7m – 6 individuals, up to 7 in groups

Please select preloaded SMS message '27 Heavy loadings' whenever buses become full or heavily loaded. This helps to identify locations where Enforcement Officers or police are needed to support bus staff.

Face coverings will need to be worn by customers from Monday 15 June, in line with Government guidance, so a new automated announcement will play every six or seven stops: **You must wear a face covering at all times when using public transport**

Driver activated pre-recorded announcements - Social distancing and Bus full announcements will remain in positions 1 and 2.

- The announcement in position 3 will change slightly to include a message about face coverings
- The **Driver Changeover** announcement was removed to make space for the new announcements. A PA announcement can be made in place of this announcement or the **Service Regulation** announcement in position 15 can be used instead.

12 June 2020

Pre-recorded announcements on iBus: changes from 13 June 2020



No	Driver Text	Manual Announcement (MP3 file)
1	Social Distancing	Please use all available space in the bus. Do not stand or sit near to the driver, keep away from the doors and stay two metres away from other people at all times. Thank you
2	Bus Is Full	The bus has reached its safe limit. For everyone's safety the driver has been instructed not to continue if there are too many people on board
3	Face Coverings	You must wear a face covering at all times when using public transport. To respect social distancing, all customers must be seated
4	Seats Upstairs	Seats are available on the upper deck
5	Bus Terminates here	This bus terminates here. Please take all your belongings with you
6	Bus on diversion	This bus is on diversion. Please listen for further announcements
7	Destination Change	The destination of this bus has changed please listen for further information. Would you please see the driver if you paid an Oyster or contactless payment fare to get a transfer voucher to continue your journey
8	Wheelchair Space 1	A customer needs the wheelchair priority area. Please make space
9	Move down the bus	Please move down inside the bus
10	Next Stop Closed	The next bus stop is closed
11	CCTV in operation	Closed circuit television is in operation on this bus
12	Safe Door Opening	The driver will open the doors as soon as it is safe to do so
13	Buggy Safety	For your child's safety please remain with your buggy
14	Wheelchair Area 2	Customers are required to make space for a wheelchair user. The bus will wait while this happens
15	Service Regulation	The driver has been instructed to wait at this bus stop for a short time to help even out the service
16	Bus ready to depart	This bus is ready to depart

9 June 2020