



Social distancing on London's buses – Revised advice for Drivers from 11 July 2020

From Saturday 11 July, social distancing on public transport in London will change based on revised guidance from the UK Government. The guidance accepts there are situations where 'one metre plus' distancing may not be possible, but it remains important that social distancing is followed as much as possible.

We have revised the number of customers allowed on each bus:

- **Double Deck – 30 individuals, up to 35 in groups**
- **Single Deck (10m and longer) – 14 individuals, up to 18 in groups**
- **Single Deck (less than 10m) – 11 individuals, up to 14 in groups**

This has been possible by introducing several initiatives:

- Mandatory face coverings, enforced by police and TfL officers
- Safety improvements made to driver screens to make it possible to return to front-door boarding, working collaboratively with UNITE and bus operators. This has improved social distancing for customers entering or exiting the bus by reinstating the traditional flows on and off the bus
- In line with the national guidance to maintain social distancing wherever possible, we have been able to maintain the safety of customers and bus drivers by limiting the number of customers on board at any one time
- To identify areas where the police and enforcement officers can support the bus network, you can use SMS codes:
 - 11 – 'Heavy Loadings' to identify the hotspots
 - 12 – 'Face coverings, non-compliance' to identify areas where individuals or groups choose not to wear a face covering
- TfL will continue to advise customers to spread themselves around the bus. For example, to sit individually by the window unless travelling with a family/household member (who can sit with them) and sitting directly behind or in front of a person 'back-to-face'.

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In managing capacity limits, please remember that:

- The capacity limits for individual customers can be exceeded at your discretion, when household groups are travelling together.
- Standing is only permitted when a customer is accompanying a buggy or a wheelchair/mobility aid user and should not be permitted anywhere else on the bus (except on routes 507 and 521).
- Wheelchair or mobility aid users should always be permitted to board the bus and make use of the wheelchair space when it is available, even when this is in addition to the advisory seating capacities.

We understand that this can be very challenging where there may be many people waiting at some stops. Please try to manage boarding to ensure that the advisory capacity limits are not exceeded:

- There may be situations where full social distancing cannot be maintained, particularly where vulnerable passengers could be put at risk by being left at a bus stop. Use your best judgement, as you will not be penalised for error.
- Continue to use the 'Bus Full' sign to indicate the bus is full to waiting customers. **Don't forget to turn it back to the blank side when the number of customers on the bus falls below the maximum seating capacity**
- When your bus is full, you should continue along the route until someone wishes to alight, allowing customers to board on a one-on and one-off basis.
- Please take reasonable steps to allow a safe number of people on board, and then politely inform customers the bus is full, close the doors and depart.
- Customer messaging will mainly advise –
 - You must wear a face covering over your mouth and nose for the duration of your bus journey, unless exempt
 - **One** person per pair of seats, unless travelling with a member of your household
 - Sit by the window in each pair of seats with the window open where possible, sitting directly behind or in front of a person 'back-to-face'
 - No standing, unless travelling with a wheelchair user or buggy
 - Use all space within the bus, including the upper deck (on double deck buses).

10 July 2020