

# TRANSFER TO ECB AND LC TRAINING

Name: \_\_\_\_\_  
Payroll: \_\_\_\_\_

TO BE RETURNED TO A MANAGER/SUPERVISOR



## Welcome to EastCoastbuses & Lothian Country!

Thank you for your transfer request to transfer. In order to process this request, you must now successfully complete the following Training Booklet.

Your safety and that of your colleagues and customers is the company's top priority. Much of the information in the booklet will be familiar to you from your initial driver training or garage induction and whilst you may have driven a city bus previously, some vehicles and/ or routes may be less familiar to you. You should familiarise yourself with all vehicle types and routes in order that you can smoothly and safely adjust to your new role. **You must complete this Training Booklet & return it to your supervisors / manager before they can progress with your transfer to a city garage.**

Some differences you need to prepare for include:

- Vehicle height.
- Low Bridges on or around routes.
- Common hazards on routes
- Routes and timings – both in and out of service.
- Relief points, service layover, and WC facilities.
- Current staff notices, roadworks and diversions notices.
- Vehicle types you may not have driven previously.
- Cab layout and warning lights
- On bus fire safety equipment and evacuation points
- Reversing of vehicles in garages and in service.

MyLothian ([www.my-lothian.com](http://www.my-lothian.com)) also contains most of the information you should need to help you. If you have not yet registered on MyLothian, or you haven't looked at it for some time, please register and/or log in or refer to the attached leaflet that should help you.

I would ask you to pay particular attention to the following sections on MyLothian:

- **Route Maps** – that also have links to our training department route videos on YouTube.
- **Route Risk Assessments** including known hazards, incident hot spots and low bridges on or near each route.
- **Drivers' Guides** providing vehicle information for vehicle types you may not have previously driven.




The **LB Roads website** provides current and up to date planned roadworks information, off service routes and hazards that you should check before arriving at the garage.

Don't hesitate to speak to your Manager or Supervisor if you need any help finding anything you need.



I would strongly recommend you refresh vehicle type knowledge in the days before your first shift and spend some time travelling on any routes you are unfamiliar with if at all possible. The garage supervisors at your garage will also try to arrange access to any vehicles you might wish to familiarise yourself with or time with the garage trainer if you think this might help.
















**Walter Herring**  
**Head of Risk**
















## Vehicle Type Training

Bus	Comments	
 <p><b>Volvo B7RLE</b> Vehicle Height is:</p>	<p><b>Vehicle familiarisation;</b></p> <ul style="list-style-type: none"> <li>• Seating position</li> <li>• Vehicle controls (master switch, broms brake)</li> <li>• Vehicle dimensions</li> <li>• Mirror setup / Blind spots</li> <li>• Emergency exits / Fire extinguisher</li> <li>• Emergency cut off (engine compartment)</li> </ul> <p><b>Driving the bus;</b></p> <ul style="list-style-type: none"> <li>• Overhang / Tail swing</li> <li>• Turning circle</li> <li>• Braking system (Retarder/footbrake/handbrake)</li> </ul>	<p><b>Student Sign:</b> _____</p> <p><b>Trainer Print:</b> _____</p> <p><b>Date:</b> _____</p>
 <p><b>Volvo B8RLE</b> Vehicle Height is:</p>	<p><b>Vehicle familiarisation;</b></p> <ul style="list-style-type: none"> <li>• Seating position</li> <li>• Vehicle controls (master switch, broms brake)</li> <li>• Vehicle dimensions</li> <li>• Mirror setup / Blind spots</li> <li>• Emergency exits / Fire extinguisher</li> <li>• Emergency cut off (engine compartment)</li> </ul> <p><b>Driving the bus;</b></p> <ul style="list-style-type: none"> <li>• Overhang / Tail swing</li> <li>• Turning circle</li> <li>• Braking system (Retarder/footbrake/handbrake)</li> </ul>	<p><b>Student Sign:</b> _____</p> <p><b>Trainer Print:</b> _____</p> <p><b>Date:</b> _____</p>
 <p><b>Volvo B5TL</b> Vehicle Height is:</p>	<p><b>Vehicle familiarisation;</b></p> <ul style="list-style-type: none"> <li>• Seating position</li> <li>• Vehicle controls (master switch, broms brake)</li> <li>• AVL (if applicable)</li> <li>• Vehicle dimensions</li> <li>• Mirror setup / Blind spots</li> <li>• Emergency exits / Fire extinguisher</li> <li>• Emergency cut off (engine compartment)</li> </ul> <p><b>Driving the bus;</b></p> <ul style="list-style-type: none"> <li>• Overhang / Tail swing</li> <li>• Turning circle</li> <li>• Braking system (Retarder/footbrake/handbrake)</li> </ul>	<p><b>Student Sign:</b> _____</p> <p><b>Trainer Print:</b> _____</p> <p><b>Date:</b> _____</p>

## Vehicle Type Training
















Bus	Comments	
<div data-bbox="140 398 411 595">  </div> <div data-bbox="140 618 411 797">  </div> <p data-bbox="140 819 411 898"><b>Volvo B9TL</b> Vehicle Height is:</p>	<p data-bbox="469 443 724 472"><b>Vehicle familiarisation;</b></p> <ul data-bbox="469 479 991 685" style="list-style-type: none"> <li>• Seating position</li> <li>• Vehicle controls (master switch, broms brake)</li> <li>• AVL (if applicable)</li> <li>• Vehicle dimensions</li> <li>• Mirror setup / Blind spots</li> <li>• Emergency exits / Fire extinguisher</li> <li>• Emergency cut off (engine compartment)</li> </ul> <p data-bbox="469 689 647 719"><b>Driving the bus;</b></p> <ul data-bbox="469 723 1026 842" style="list-style-type: none"> <li>• Overhang / Tail swing</li> <li>• Turning circle</li> <li>• Braking system (Retarder/footbrake/handbrake)</li> <li>• Mid Exit Door- safe operation (where applicable)</li> </ul>	<p data-bbox="1058 488 1445 517"><b>Student Sign:</b> _____</p> <p data-bbox="1058 584 1445 613"><b>Trainer Print:</b> _____</p> <p data-bbox="1058 680 1445 710"><b>Date:</b> _____</p>

	Meaning	Contact Control? Y/N
	<ul style="list-style-type: none"> <li>• High temperature, coolant, engine</li> </ul>	
	<ul style="list-style-type: none"> <li>• High level, coolant, engine</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low level, hydraulic fluid for cooling fan.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low level, hydraulic fluid for cooling fan.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fault in electric steering servo.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low oil pressure, engine.</li> </ul>	
	<ul style="list-style-type: none"> <li>• High temperature, engine oil</li> </ul>	
	<ul style="list-style-type: none"> <li>• Temperature too high, engine oil.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fault in engine pre-heating.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Engine fault</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fire alarm</li> </ul>	
	<ul style="list-style-type: none"> <li>• Idling engine turned off.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Turbo pressure, no data.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Water in fuel</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low fuel level</li> </ul>	

	Meaning	Contact Control? Y/N
	<ul style="list-style-type: none"> <li>• Bad AdBlue quality Engine torque reduced and speed limited</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low air pressure to gearbox</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low level, transmission fluid.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low oil pressure, gearbox</li> </ul>	
	<ul style="list-style-type: none"> <li>• High temperature, transmission fluid</li> </ul>	
	<ul style="list-style-type: none"> <li>• Temperature too high, transmission fluid.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Gear selector not in neutral (engine will not start).</li> </ul>	
	<ul style="list-style-type: none"> <li>• High oil temperature, hydraulic retarder</li> </ul>	
	<ul style="list-style-type: none"> <li>• High temperature, brakes</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fault in braking system</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low parking brake pressure</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fault in compressor</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low pressure in air suspension system</li> </ul>	
	<ul style="list-style-type: none"> <li>• Level control active (raising/lowering)</li> </ul>	
	<ul style="list-style-type: none"> <li>• Fault in air suspension system.</li> </ul>	

TRANSFER TO ECB & LC TRAINING

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	Meaning	Contact Control? Y/N
	<ul style="list-style-type: none"> <li>• Vehicle kneeling.</li> </ul>	
	<ul style="list-style-type: none"> <li>• ABS or traction control function TCS (Traction Control System) enabled</li> </ul>	
	<ul style="list-style-type: none"> <li>• Luggage hatch open.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Door open.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Faulty door.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Engine cover open</li> </ul>	
	<ul style="list-style-type: none"> <li>• Faulty headlamp.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Faulty direction indicator.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low level, washer fluid.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Ice warning.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Regeneration required</li> </ul>	
	<ul style="list-style-type: none"> <li>• Stop at next bus stop.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Signal for boarding or alighting with pram.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Low battery voltage, consumer batteries</li> </ul>	
	<ul style="list-style-type: none"> <li>• Regeneration in progress</li> </ul>	

## Fire on a vehicle

1. Stop the vehicle as quickly and safely as possible
2. Do not stop in tunnels, busy junctions, outside schools or petrol stations etc. if possible **(if the fire is getting out of control, you may need to stop immediately)**
3. Once stopped, apply handbrake, select neutral gear, open the doors, switch off engine, turn on hazard lights and isolate emergency cut off in cab
4. Inform all passengers in a loud voice, to evacuate the bus quickly and safely. If regular doors are blocked, direct passengers to emergency exits or use hammer to break windows if required
5. Assist with evacuation of passengers. Request assistance with any disabled passengers as lifts or ramps won't operate i.e. "lift and carry"
6. Ensure all passengers have left the vehicle without endangering yourself and take time board with you
7. Direct passengers to the safest location i.e. at least 100m upwind and away from any danger i.e. roads etc.
8. Call the emergency services on 999 and then contact Control on this number 0131 557 8766
9. The Fire Extinguishers primary purpose is to assist you and your passengers in safely evacuating the vehicle. Whilst a minor fire may be controllable and prevent further spread by using your on-board extinguisher; your safety and that of your passengers is the priority. Never risk yours or others' safety in doing so.
10. Do not open the engine compartment to investigate a fire
11. Do not return to the bus and inform passengers to do the same unless told otherwise by the emergency services

I acknowledge I have been informed of the correct procedure in the event of a fire on a vehicle.

Driver sign: \_\_\_\_\_

Manager sign: \_\_\_\_\_

Manager print: \_\_\_\_\_

Date: \_\_\_\_\_

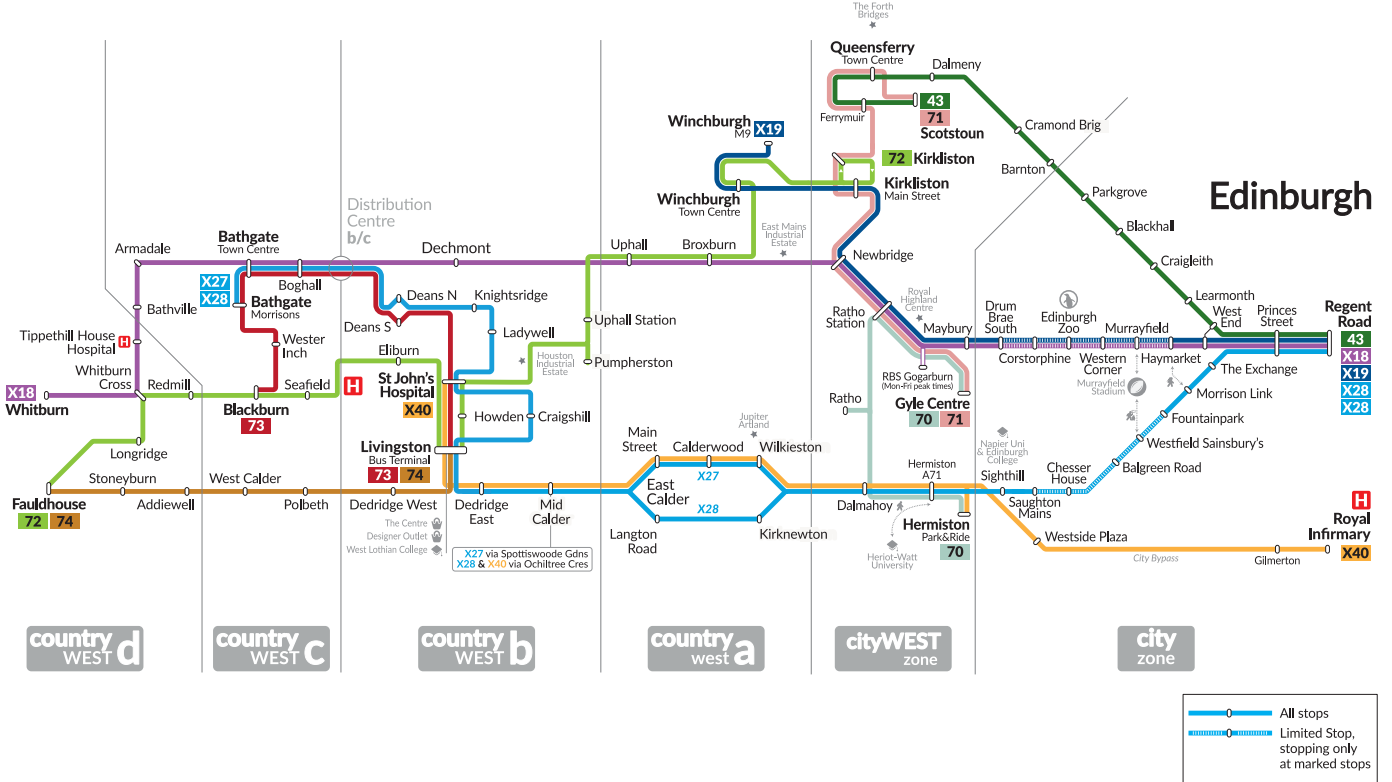
## Routes by Garage

	Relief Point	Sign	Date
<b>Livingston</b>			
<b>X18</b> Whitburn - Armadale - Bathgate - Broxburn - <b>Edinburgh</b>			
<b>X19</b> Winchburgh - Kirkliston - Corstorphine - <b>Edinburgh</b>			
<b>X27</b> Bathgate - Livingston - East Calder - Calderwood - <b>Edinburgh</b>			
<b>X28</b> Bathgate - Livingston - East Calder - Kirknewton - <b>Edinburgh</b>			
<b>X40</b> St. John's Hospital - Livingston - Hermiston P&R - Westside Plaza - <b>Edinburgh</b>			
<b>43</b> Queensferry - Dalmeny - Blackhall - Craighleith - <b>Edinburgh</b>			
<b>70</b> Gyle Centre - Ratho Station - Ratho - <b>Hermiston Park &amp; Ride</b>			
<b>71</b> Queensferry - Kirkliston - Newbridge - Ratho Station - <b>Gyle Centre</b>			
<b>72</b> Fauldhouse - Whitburn - Livingston - Broxburn - Winchburgh - <b>Kirkliston</b>			
<b>73</b> Blackburn - Bathgate - Livingston - Ladywell - <b>Livingston</b>			
<b>74</b> Fauldhouse - Bents - Loganlea - West Calder - Polbeth - <b>Livingston</b>			
<b>Musselburgh</b>			
<b>X4</b> Tranent - Prestonpans - Wallyford - <b>Edinburgh</b> <i>express via A1</i>			
<b>X5</b> North Berwick - Gullane - Longniddry - <b>Edinburgh</b> <i>express via A1</i>			
<b>X6</b> Haddington - Macmerry - Tranent - Wallyford - <b>Edinburgh W General</b> <i>express via A1</i>			
<b>X7</b> Dunbar - East Linton - Haddington - <b>Edinburgh</b> <i>express via A1</i>			
<b>106</b> Dunbar - Haddington - Tranent - Musselburgh - <b>Queen Margaret Uni</b>			
<b>113</b> Pencaitland - Ormiston - Tranent - Musselburgh - <b>Edinburgh</b>			
<b>120</b> North Berwick - Tantallon Castle - Tynninghame - East Linton - <b>Dunbar</b>			
<b>121</b> North Berwick - Drem - Athelstaneford - <b>Haddington</b>			
<b>123</b> Haddington - Pencaitland - Glenkinchie - Gifford - <b>Haddington</b>			
<b>124</b> North Berwick - Gullane - Longniddry - Prestonpans - Musselburgh - <b>Edinburgh</b>			
<b>125</b> Musselburgh - North Berwick HS			
<b>126</b> Aberlady - North Berwick HS			
<b>127</b> Longniddry - North Berwick HS			
<b>128</b> Longniddry - Preston Lodge HS			
<b>139</b> Dalkeith Campus - Woodburn - Eskbank - <b>Midlothian Community Hospital</b>			
<b>140/141</b> Musselburgh - Dalkeith - Bonnyrigg - Loanhead - Roslin/E. Bush - <b>Penicuik</b>			

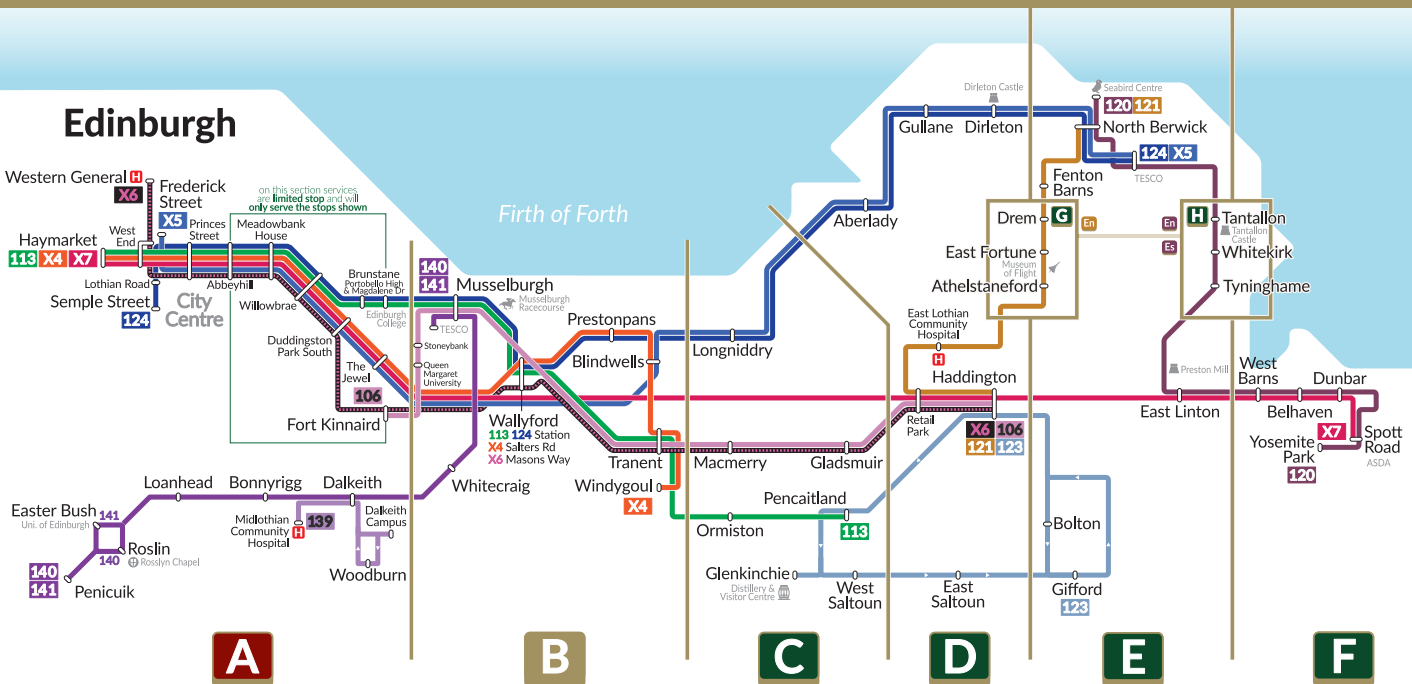
# Route Maps

## Lothiancountry Network Map

from 1 December 2024



## EastCoastbuses Network Map



## Reversing at your Garage and on the road

Whilst you will be familiar with the reversing rules for garages, the risks associated with reversing Double-Deck vehicles cannot be overstated. The following is a reminder of the correct procedures for reversing, both at your garage and on road.

### Reversing at Garages

We have ensured that every effort has been made to reduce the need for reversing of buses or large vehicles in our garages however, it is recognised that there will be occasions where this is necessary.

Our policy is that no reversing of buses or other large vehicles will take place in any of our garages without the aid of a trained banksman.

Only employees who have had specific training as a banksman may undertake the duty therefore, if someone requests assistance with reversing and you have not been trained, **YOU MUST DECLINE.**

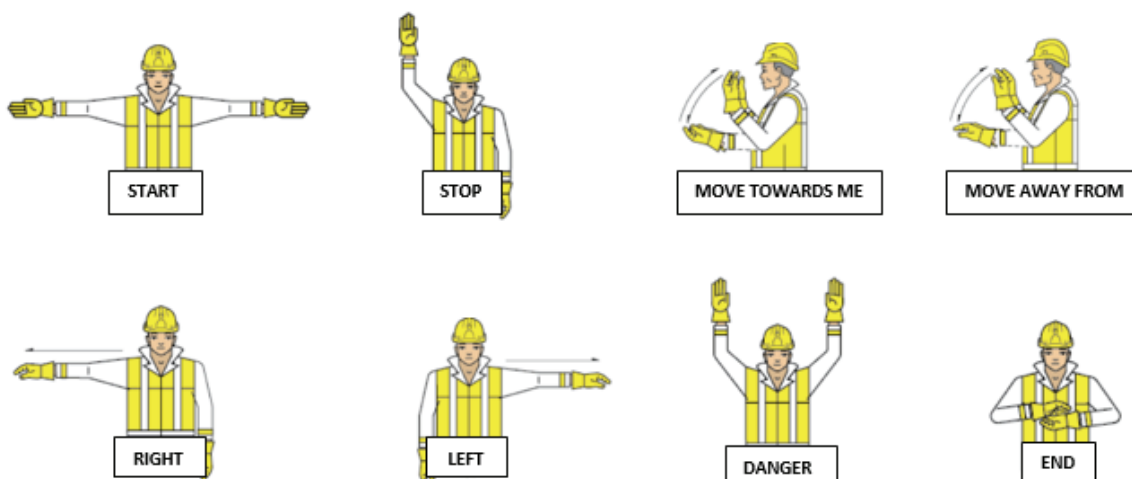
All gatemen, garage floor runners, desk supervisors and engineering employees have been trained. Unless **YOU** have had specific training, you **ARE NOT** authorised to act as a banksman.

Drivers of vehicles must remember it is their responsibility to ensure the safety of their vehicle and others affected by their actions.

If you are the driver of a vehicle which needs to be reversed by a banksman the following procedures must be followed:

- Switch on the vehicle four-way hazard lights
- Check both mirrors for pedestrians and hazards
- Wait for the signal/command from the banksman.
- On receipt of the start to manoeuvre command you should look over your right shoulder to check the offside blind spot
- Commence reversing, only if you are confident it is safe to do so and the banksman indicates it is clear to proceed
- Keep the banksman in your field of vision, **IF YOU LOSE SIGHT OF THE BANKSMAN, YOU MUST STOP** until indicated that it is safe to recommence the reversing manoeuvre
- If any pedestrian, vehicle or other hazard appears then you must **STOP** the vehicle until it is safe to recommence the reversing manoeuvre.

#### Banksman Signals:



You should report any incident or near miss to your manager/supervisor in writing immediately

## Reversing on the road

Whilst we can always ensure a banksman is available for you whilst on company premises, this is not always possible once you leave the garage.

Due to their size and blind spots, reversing of buses on the road must be kept to an absolute minimum. Every route has been assessed by the Training School for the requirement to reverse and whilst there are small number of locations on routes where unassisted reversing has been assessed as necessary and safe (these are detailed in route Risk Assessments), the vast majority of routes, if driven correctly, do not require you to reverse.

Should you ever find yourself in a situation in which you need to reverse somewhere other than an approved location, you must **always contact Control**.

- 1) Control will, wherever practicable, dispatch a trained banksman to assist you.
- 2) Depending on the location and circumstances, Control may request you to reverse on street unassisted, if you and they consider it safe to do so.

Having spoken to Control, if you are reversing a bus without a trained company banksman remember:

- You must be sure that this can be done safely. If in doubt – get out and check.
- Wherever possible, you should not ask other drivers or members of the public to act as a banksman. They may not be trained and may unwittingly place you or themselves in danger.
- If you do need to ask for (or are offered) the assistance of others, you must recognise that their safety is your responsibility. You must ensure they position themselves well away from your vehicle and if at any point they go out of sight, stop immediately.
- Switch on four way hazards (and reverse alarm if it is turned off)
- Check mirrors throughout and offside blind spot regularly – watching for pedestrians or hazards
- Go slow – never more than at walking pace

### Driver Acknowledgement

I understand that no reversing of buses on company premises can take place without a trained banksman and the procedures to be followed when reversing with a banksman.

I further acknowledge that (other than the locations specified within individual route risk assessments), if I need to reverse in service that I must contact Control and seek their advice on how to proceed.

If ever reversing on road without a trained banksman, I know that it is my responsibility to do this safely and in line with the guidance provided above and by Control.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Early Operation

Whilst there may be a number of uncontrollable reasons for late running, there is never any acceptable reason for early running.

As part of your route familiarisation, you should ensure you know all running times for routes you may operate and all timing points along the route to avoid early running.

Following the Public Inquiry with the Traffic Commissioner at which the company was fined due to an excessive level of early running it is imperative that there is no repetition of these offences.

The Traffic Commissioner has made it absolutely clear that any bus which operates more than **1** minute early is unacceptable. If the company was subject to a further public inquiry on early running then the penalty will be more severe and could include conditions on the company's Operator License which could include a reduction in fleet in addition to a far higher financial penalty.

It is imperative that all staff are made aware of our commitment not only to the Traffic Commissioners but also to our customers to operate our services as scheduled.

**DO NOT RUN EARLY AND PUT YOUR JOB AT RISK.**

**INACTIVE INEO? TIMING BOARD MUST BE ADHERED TO AT ALL TIMES**

**Operations Director**

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I acknowledge that I recognise the importance of not operating early.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Dealing with Conflict & Anti-Social Behaviour

You will have had training on how to deal with difficult passengers during new starter training. The following is a reminder of how to handle conflict situations and some tips on how to respond to anti-social behaviour (ASB) towards you, other passengers or towards the bus.

Whilst the vast majority of passengers and members of the public are polite and behave appropriately on and towards our staff and buses, it is a regrettable reality that a small number do not.

ASB takes many forms and a wide range of severity.

Some examples include:

- Passengers responding angrily to you running late or fare disputes
- Rowdy or disruptive behaviour by passengers
- Fights between or assaults upon passengers
- Smoking, vaping, drinking alcohol or drug use on bus
- Road rage incidents involving other road users
- Youths trying to prevent the bus from progressing by blocking its path, opening doors or stop the bus using the emergency engine cut off switch
- Bus 'surfing'
- Criminal damage to the bus – graffiti /throwing things on or at the bus
- Shining laser pens at drivers
- Arson – setting fire to newspapers or seat backs
- Verbal or physical assault

Whilst every situation is different and relies on you to assess how best it should be handled, the following tips may help you to manage the situation, keep you and others safe and assist in identifying and bringing those responsible to justice.

### On Bus

- Do not leave your cab if you have any concerns about your safety.
- Stop the bus and if possible ask (don't tell) those acting in an anti-social manner to stop what they are doing.
- Where you believe it is appropriate, ask those acting in an anti-social manner to leave the bus. If they will refuse, do not try to remove them forcibly.
- Radio Control using the urgent button, providing a description of what has happened, the current situation and any injuries to you or your passengers and damage to your vehicle. Control will advise you further on what to do.
- Try to provide a brief description of those involved (it might help the police find the culprits and/or Control may want to alert other drivers in the area not to uplift).
- If anyone spits at you or the assault screen, if possible, do not clean it up – Supervisors will want to collect a sample for police DNA testing.
- If at any point you feel in imminent danger, press the in-cab emergency alarm button and stay in your cab.

## Dealing with Conflict & Anti-Social Behaviour

### Off Bus

- Never leave your cab if you feel in any way in danger..
- Stop the bus, apply the handbrake & radio Control.
- Do not confront groups of persons.
- If you are refusing travel or attempting to leave a situation of danger, only move the bus
  - o Once the doors are closed and clear
  - o You are satisfied that no-one can be harmed when moving the bus
  - o At walking pace, leaving plenty of time for those near the vehicle to move out of its path

**ASB towards our staff and vehicles is never acceptable and we will always seek to ensure those responsible are held accountable. We will help the police to identify offenders and press for the strongest possible action. You should report any incident, however minor.**

## Dealing with Conflict & Anti-Social Behaviour

### Conflict avoidance

Most of your trips will be trouble free, but occasionally, passengers may become aggressive and we want you to stay safe.

Here are a few tips to keep you out of harm's way:

Stay in your cab if you feel unsafe

Look and listen for signs of anger; for example, a change of voice tone

Be aware of your own tone of voice or body language. Do not use sarcasm as this will inflame the situation

Assess the risk of harm to yourself and your passengers. If you are out of your cab for any reason, think about your exit route and if possible put some distance between you and the threatening passenger

If passengers raise their voice at you politely but firmly ask, rather than tell them to stop

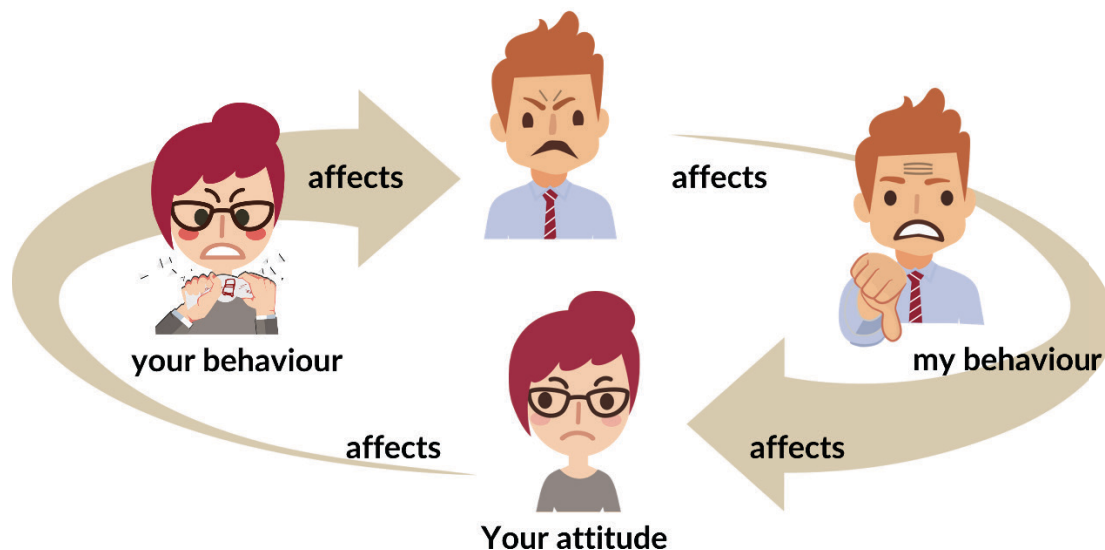
If a passenger is making a complaint, acknowledge their point and offer a genuine apology, even if you think it is not your fault. This will calm down most situations

Try to offer the passenger help or a 'way out' of the situation.

For example, explain how they can complain to Lothian if this is appropriate and point out the contact information on the ticket/website

If you feel threatened and unable to resolve the issue yourself, press the 'urgent' call button. Lothian control will advise you what to do and send help if necessary

Remember, you have the right to carry out your work without the fear of attack



## Low Bridge Awareness

It is essential that you are aware of the height of your vehicle and location of low bridges near the route.

Whilst all planned in/off service routes and diversions have been assessed for safe operation to avoid any low bridges, with low bridge locations listed on each route risk assessment and shown on LB Roads; there are some situations when you will need to consider the height of your vehicle and plan your route accordingly.

These include:

- 1) You go off route by mistake.
- 2) You are instructed by the emergency services or contractors to take a diversion due to an emergency road closure.
- 3) You are asked to 'run back light', 'miss part of a route to make up time' or join service 'mid route' - by using a more direct route than following the usual service / off service route.
- 4) You are operating during a special event where there are variable route options available.
- 5) You are instructed by a member of Engineering or Control to return to the garage after a vehicle defect.

**Whenever you are operating anywhere other than on a planned service route or planned diversion you MUST speak to Control and agree a safe route that will avoid any low bridges.**



Scan to get a copy or view on MyLothian



- I understand the importance of knowing the height of my vehicle, location of low bridges.
- I will contact Control whenever I go off route by mistake.
- I will always agree a safe route with Control if I am ever required to operate away from normal route / published diversion for any reason

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

# Contactless Guide

There are two ways to use contactless – please ensure that you use the correct mode, otherwise it may result in the customer being overcharged:

## TapTapCap

### CAPPED CONTACTLESS PAYMENTS

TapTapCap should be used for:

- Adult bus passengers – one card or device per passenger.

The customer taps the same card or device for every journey across our entire network.

## Retail Mode

### PAPER TICKETS

Retail Mode should be used for:

- child/family tickets,
- multiple passengers travelling with one card or device,
- passengers travelling on Edinburgh Trams.


**Payments are not capped**, so the customer needs to request the appropriate ticket(s) (e.g. Single or Day Ticket) depending on the number of journeys they plan to make.

How to use TapTapCap:

## Lothian


1. The customer boards and taps their contactless card or device against the card reader.
2. If successful, the ticket machine will beep and show a green 'Transaction Success' screen – the customer can board.

## Airlink & Skylink

1. Press the UP key 
2. Select the customer's destination to issue an Adult Single Ticket, or select Adult Return.
3. If successful, the ticket machine will beep and show a green 'Transaction Success' screen. A ticket will be issued showing the fare for that journey only.

How to use Retail Mode:

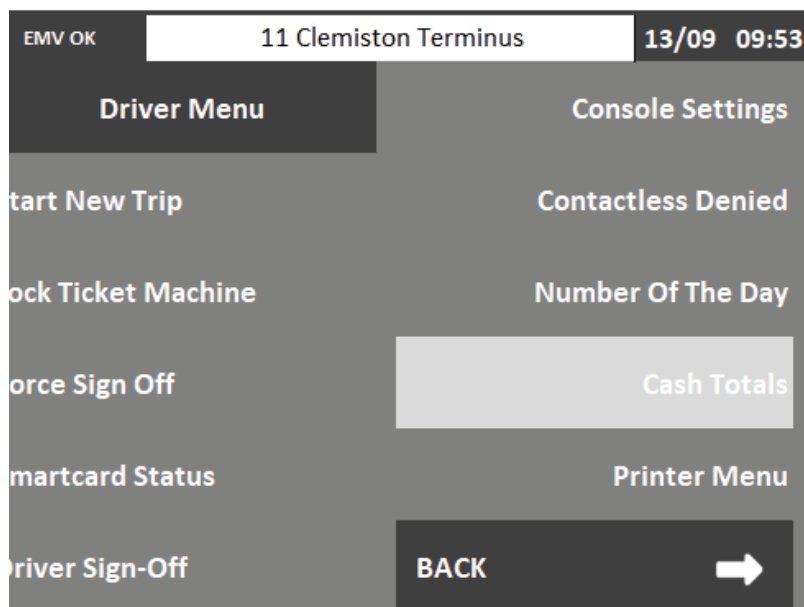
## All services

1. Press the DOWN key 
2. Add the ticket or tickets to the basket, the red total box will update with each ticket added.
3. Press the Enter key.
4. If successful, the ticket machine will beep and show a green 'Transaction Success' screen. The ticket(s) will be issued.

If someone wants to use Tap Tap Cap for themselves and then buy a paper ticket for someone else with the same card (their child maybe), make sure they register a TapTapCap tap and then you can set up retail mode to allow them to buy a paper ticket for the additional person.

## Declined Payments

A ticket receipt is available on ETMs to provide customers with more information about why their contactless card or device has been denied for travel. This can be accessed from the Driver's Menu of the ETM.



With contactless on a bus, payment is requested after a customer has travelled. When a payment is declined we must prevent that card from being used on our buses by adding it to a 'deny list' until we get a successful authorisation from the customer's bank.

If a customer's card is denied, then this means the customer's bank declined payment for a *previous* day's travel. The customer will need to use another card or payment method to pay for that journey.

In the background, we'll be trying to get an authorisation to remove their card from the deny list. If we're successful, they may see a pending payment authorised but remember that this payment will be for journeys they made the last time they travelled.

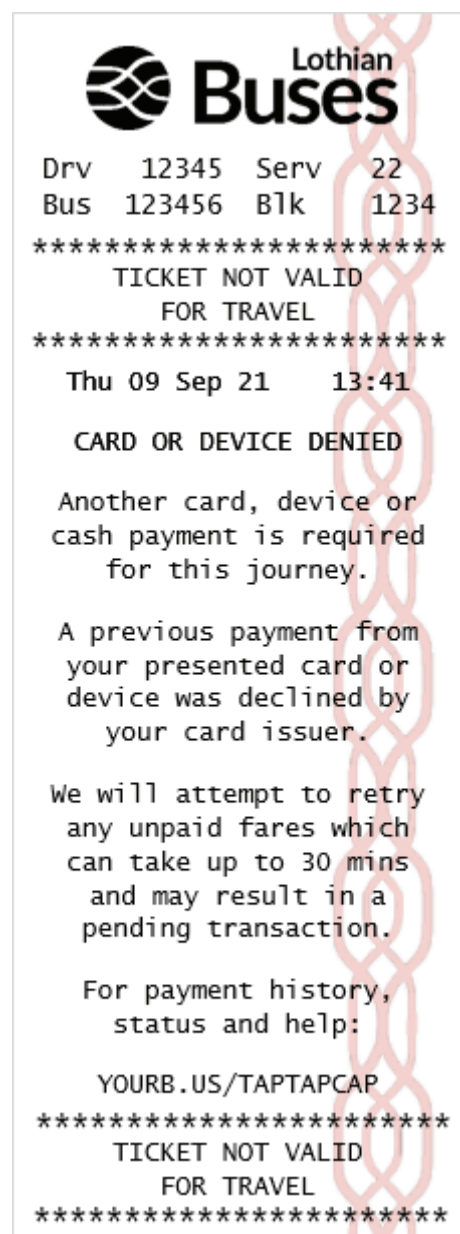
## Mistakes

If a customer accidentally taps their contactless card, or decide they don't want to travel, then the same procedure applies as if they had paid cash into the hopper - please give them an overpayment slip which can be redeemed at Waverley Travelshop.

Airlink drivers can annual the transaction in the normal manner - please remember to attach the ticket annulment to the annulled ticket, and enclose it with your waybill.

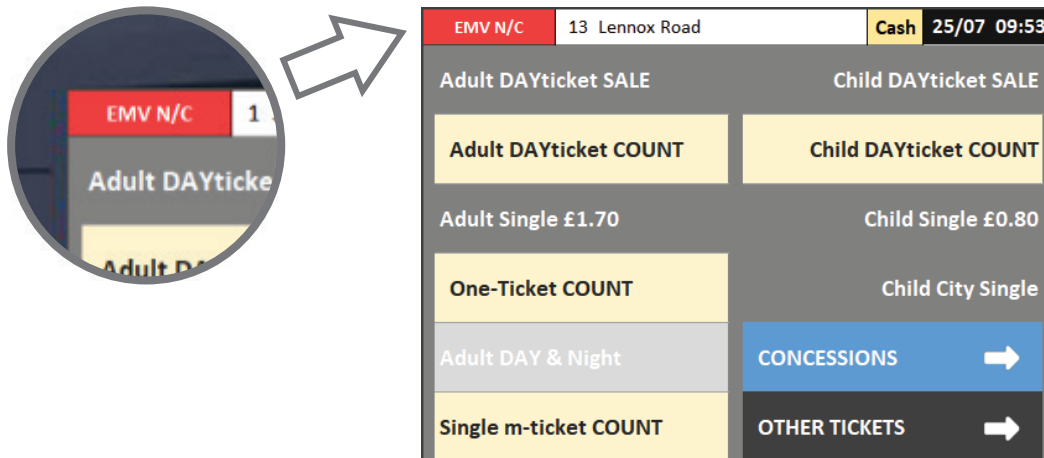
## Transferring Customers

If a customer has been transferred from another bus (changeover), please do not ask them to tap their payment card again.



## Contactless Reader Failure

If the ticket machine cannot connect to the contactless reader, a red “EMV N/C” message will be shown the top left of the screen for as long as the card reader remains disconnected.

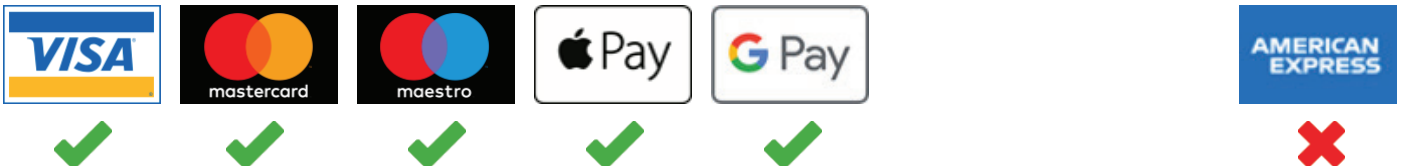


If the reader has just rebooted (for example, after a temporary power blip) the reader will reconnect after around 3 minutes – “EMV OK” will be shown in the top left corner once it has reconnected.

Should the reader continue to be disconnected, please report the fault to Control as soon as possible.

## How TapTapCap works

We accept Visa or Mastercard (including Maestro) Contactless Payment cards which carry the contactless symbol, as well as Apple Pay and Google Pay. We cannot accept payments by American Express.



Customers must tap the **same card or mobile payment device for every journey across our entire network.** and the following morning we'll automatically charge them the cheapest adult daily fare for the journeys they've made.

If they keep using the same card or device all week and they reach one of our weekly caps, which run from Monday to Sunday, they won't pay any more for the rest of the week.

We request payment the following morning and this might take a few days to appear on the customer's bank statement. Customers can check their journey and payment history at

[lothianbuses.co.uk/contactless](http://lothianbuses.co.uk/contactless).

## Transfer to ECB & LC Checklist

Item	Complete? Y/N
Training Booklet Complete	
Transfer Date Confirmed	
Internal Transfer Form Complete	
OM104 Walkaround Audit Complete	
DAS Employee Type/Pay Grade Updated	
Control Notified of Transfer Date	
Transfer to ECB & LC Training Reference Book Issued	
Health and Safety Walkaround	
Meet the Team	

**Comments**

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Manager Sign: \_\_\_\_\_

Manager Print: \_\_\_\_\_

Date: \_\_\_\_\_