



**Keeping drivers safe:** Protective layer added and all communication gaps sealed

# Front-door boarding is returning to buses

## SAFETY IMPROVEMENTS TO BUS DRIVERS' SCREENS PROVIDE BETTER PROTECTION

CUSTOMERS can use their Oyster, contactless or concessionary cards on the card reader located at the front of the bus again, following upgrades to drivers' screens. The changes are now in place on more than 120 bus routes, with clear signs directing passengers to the correct doors.

A multidisciplinary team from University College London found that the steps taken by TfL, including adding a film layer to screens and sealing off communication gaps, as well as a rigorous cleaning regime with hospital-grade anti-viral disinfectant, provide improved protection to drivers.



**Touching in again:** Board at the front and use the card reader to pay

### STAYING SAFE

Further measures include limiting the number of customers on each bus, in order to ensure social distancing is maintained. Double-decker buses can carry 20 customers and single-decker buses can carry between six and 10 customers, depending on the size of the bus. Boarding at the front will also enable other passengers to alight from the middle doors.

Everyone who can work from home should continue to do so. If you do need to travel, consider walking or cycling instead of car travel, where possible. Those who do need to make an essential journey on public transport should avoid travelling on the network during the busiest times, between 5.45am and 8.15am and 4pm and 5.30pm. Customers are also asked to wear a face covering, maintain

social distancing by sitting apart from other passengers, not stand near the driver, and use the upper deck, where possible. TfL is asking all customers to be respectful of transport staff and follow their instructions to keep everyone safe by enforcing passenger limits and social distancing.

Heidi Alexander, deputy mayor for transport, said: 'The safety of our transport workers and passengers is absolutely paramount. Working closely with unions, TfL has introduced a range of measures to improve safety, including putting in place an enhanced anti-viral cleaning regime across the network, applying a protective film to the Perspex screen of bus driver cabs to seal off holes, and preventing passengers sitting next to bus drivers. All frontline staff have also been offered face masks.'

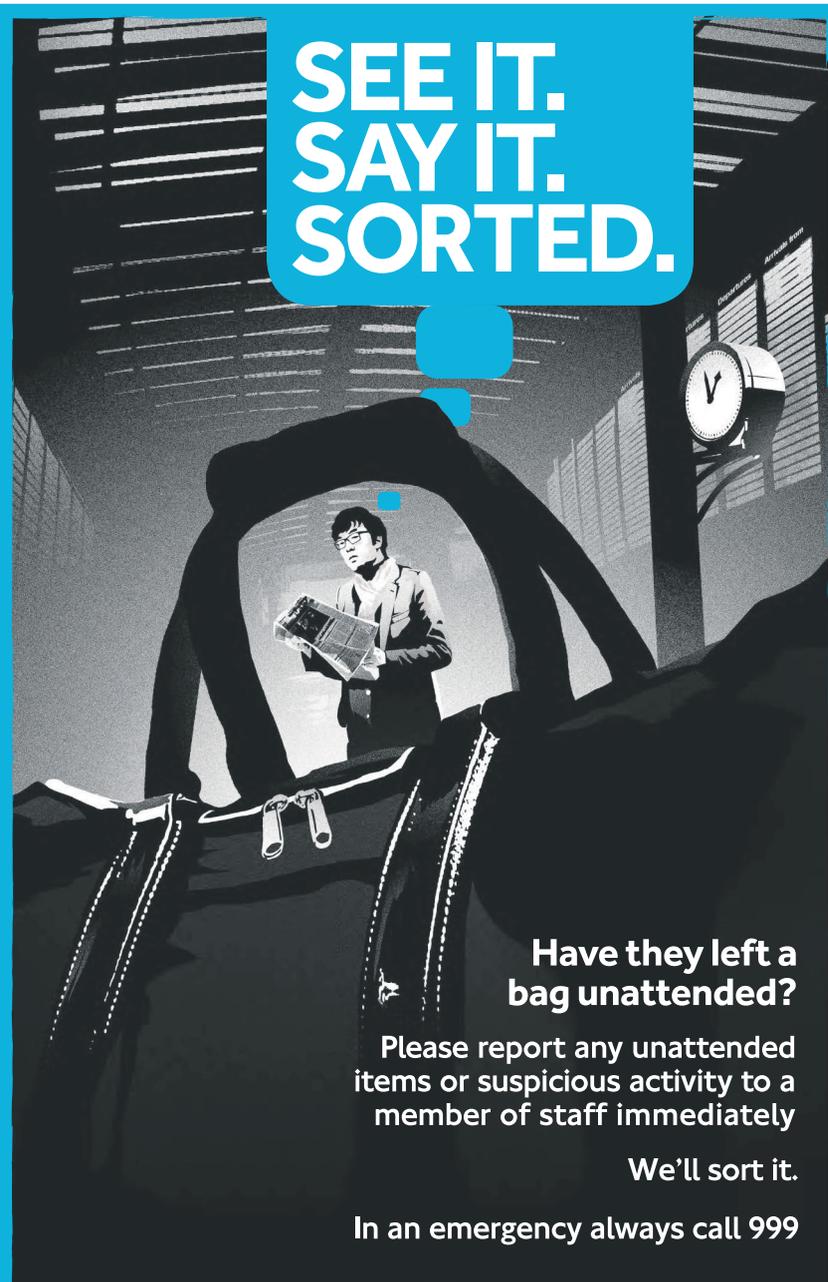
'Passengers are asked to resume boarding through the front doors on some of our buses. All buses where

we are reverting to front-door boarding have had additional work carried out to seal off the opening at the bottom of the safety screen which was historically used for cash payments. Scientific advice has confirmed that it is safe for front-door boarding to resume on these buses thanks to these improvements. These enhancements are urgently being rolled out across the network on a route-by-route basis.

'Our message to Londoners is clear, though - please work from home and travel on foot or by bike if you can. Public transport is a precious resource that should be preserved only for those who need it. But if you absolutely have to travel on our network, wear a face mask, avoid the busiest times and respect the new arrangements to enable everyone to travel safely.'

It is anticipated that all buses will be back to front-door boarding as normal by mid-June.

# SEE IT. SAY IT. SORTED.



**Have they left a bag unattended?**

Please report any unattended items or suspicious activity to a member of staff immediately

We'll sort it.

In an emergency always call 999

## Advice for hot weather

DURING this hot weather, TfL is reminding customers to carry water when travelling around London. Make sure your hands are clean, and be aware of others around you, before taking off and

putting on your face covering to have a drink. Also make sure to maintain social distancing.

Avoid using public transport wherever possible and walk or cycle if you can.



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## London travel advice: plan your journey now

 Check your travel  
[tfl.gov.uk/travel-tools](https://tfl.gov.uk/travel-tools)

 24 hour travel information  
**0343 222 1234\***

\*Service and network charges apply. See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details.

**London Travelwatch**  
London's transport watchdog  
call 020 3176 2999, or visit  
[www.londontravelwatch.org.uk](https://www.londontravelwatch.org.uk)

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