



ARRIVA

REVENUE PROTECTION

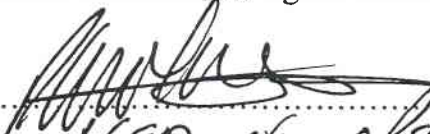
ON THE BUS PROCEDURE

- On boarding the bus, identify yourself to the driver.
- To open the check, RPM should either, politely inform that he/she is going to take an inspector's ticket from the ticket machine, then do so, or alternatively, RPM should ask the driver to issue it, giving the relevant details to be entered.
- Either way the driver must not start to move off whilst this is being carried out, as it is dangerous.
- RPM to check Driver's duty card if there are any timing discrepancies.
- RPM to check with the driver if everything is in order.
- Unless instructed to wait by the RPM, the driver will continue as normal.
- Identify yourself to the customers on board; a ticket/pass check is then to be conducted.
- If any problems are identified and the RPM needs the driver to issue another ticket or to make a query about a ticket etc, the RPM will ask the driver to stop at the next bus stop.
- The Driver must comply with instructions given by the RPM.
- When the check is complete, the RPM is to stay out of the way. It is illegal to stand by and hold a conversation with the driver whilst they are driving.
- At the end of the check, the driver must sign the RPM's Duty Statement. The RPM should inform the driver verbally as to what they are signing, before they sign it.
- The comments section on the Duty Statement is to state if the check was correct, any passenger problems, fares that were issued etc. This section is also a record for the RPM when totalling weekly paperwork.
- Anything more serious, i.e. an investigation to be carried out, formally advised, warned for report or suspended from duty. The driver signs the "Staff warned for Report" section of the Duty Statement.
- Once the driver has signed the Duty Statement, the check is then closed.

Signed

Position

Dated


MEMO OF OPERATIONS (EAST)
8 MAY 2007