

# Driver's Handbook

For Lancashire County Council bus contracts

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These guidelines and instructions are intended to help you when you are driving any services on behalf of Lancashire County Council.

### **SECTION 1: Safer Travel- Reporting Antisocial Behaviour**

- Please report instances of anti-social behaviour on contracted school services to your manager, who will advise the county council's transport officers and these incidents will be passed on to the respective schools to investigate. Please note that any enquiries from parents should be directed to the relevant school.
- Information packs and advice sheets are provided to schools to help them deal with any reported incidents. The safety of passengers remains our priority.

Check with your employer to see how to report incidents to your manager.

Use the space below to make a note of the procedure your employer wishes you to follow.



### **SECTION 2: LCC PASSENGER TRANSPORT INSPECTORS**

Lancashire County Council (LCC) employs a number of Passenger Transport Inspectors across Lancashire. Their roles are to:

- Work with operators and drivers to ensure that bus contracts provided by LCC are operated as specified.
- Work with drivers to resolve problems on their individual contracts.
- Work with schools to resolve any problems with their school buses and to ensure that school buses operate efficiently.
- Keep passenger transport information up to date.
- Work with contractors to site temporary bus stops.
- Work with schools and bus operators to assist in resolving anti-social behaviour on buses.
- Work with LCC's Fleet Management Unit and DVSA, when checking vehicles used on contracted services.

Please cooperate with inspectors when they are checking your service. If you have any problems, please tell the inspector when they boards your bus.

## SECTION 3: PICKING UP PASSENGERS

You are responsible for stopping to pick up passengers at bus stops or in hail and ride areas alongside the road where it is safe to stop. If your company has carried out a risk assessment of hail and ride sections of the route you should refer to it. Please be aware that on school contracts arrangements may have been made to pick passengers up at other locations (e.g. public house car parks).

Should you have an overloading problem along the route, you should tell your manager as soon as possible. Your manager will then contact LCC to resolve the situation.

## SECTION 4: PASSENGERS WHO CAN'T PAY

### **Children who are unable to pay their fare must always be carried.**

If a child cannot present a valid pass or pay their fare you should ask for their name, school and tutor group. If you think that they are giving you a false name, please ask to see something with their name on (e.g. school exercise book). If you have a waybill, write this information on the waybill. If you have an electronic ticket machine and no waybill then write this information in a notebook. You should follow your company's procedures with regard to issuing tickets in these circumstances but remember if an LCC inspector boards you will need to explain what action you have taken and where you have noted the child's name. Please advise your manager of the action you have taken.

If an adult is unable to pay their fare you should refer to your company's procedures. If your company has an 'unpaid fare slip' please use it.

If your company does not have its own procedure, adults not able to pay their fare may be carried at the driver's discretion, providing they give their name and address to the driver. When deciding if the adult should travel without paying a fare you should consider the following points:

- Are they returning home or are they starting their journey? If they are starting their journey and can easily return home, it may not be appropriate to carry them.
- Does the person have any identification on them? If so, make a note of their name and address and allow them to travel.
- Does the person appear to have any mental or physical disability? If so, you may decide to let them travel without paying.
- Are you running the last bus to their destination?
- Are you likely to endanger their safety by refusing travel to, for example, young adults or unaccompanied women and men late at night?

It is better to let someone travel free than risk a public confrontation or put that person at risk of danger. Just make a note of their name and address (school and tutor group for children) and be prepared to explain the situation to an LCC inspector if necessary. Only issue a ticket for the single journey being undertaken.

## SECTION 5: GIVING CHANGE

There may be occasions when you cannot give the passenger the correct change required. In these instances, you should follow the following procedure:

1. Please explain the situation to the passenger, take their money, issue them with a ticket and ask them to collect their change as they leave the bus.
2. If you still do not have change when the passenger leaves the bus you should:

Adults – If your company has its own procedure refer to it. If not, issue the passenger with a receipt and ask them to collect their change from the depot.

Children – Ask for their ticket back, give them their money back and record their name, school and tutor group, as you would do if they did not have any money. Most school buses should have plenty of change at the end of the journey.

## SECTION 6: DIFFICULT PASSENGERS

No guidelines can cover every situation, but the following suggestions may help.

- Try to stay calm
- Avoid any kind of hostile, aggressive verbal or physical response
- Watch and listen
- Don't raise your voice or show anger
- Don't make any kind of threat or "square up" to anyone
- In extreme cases call the police
- Don't get out of your cab, except in an emergency. Consider your own safety before leaving your cab

If someone is angry because of a problem about the service, even if it is outside your control, apologise on behalf of your company or LCC. Offer to take their complaints up with your manager. Remember to note the passenger's name and contact telephone number if they would like a response. If your company has a complaint procedure or telephone number that a passenger could ring you could consider giving the passenger that number. Your company may even produce a card with a contact number on that you could hand out. Alternatively, you may be able to refer the passenger to the telephone number on their ticket.

Remember that if you manage the situation effectively you could prevent a difficult situation becoming a dangerous situation. However, if the situation does become unacceptable, report the incident as soon as you are able. You should record the time of the incident (this will help if you have CCTV) and a description of the offender, including where they got on and off the vehicle.

## SECTION 7: DRIVING STANDARDS

Please consider your passengers when driving:

- Avoid braking sharply, and wherever possible, pick up and set down onto the pavement.
- Keep the doors closed until the vehicle has reached a complete stop and the handbrake is applied.
- Make sure all the passengers leaving the bus are clear of the vehicle before moving off, and always check that the doors are properly closed and nothing is trapped in them. Doors must not be closed until the driver has ensured it is safe to do so and that all intending passengers have been picked up.

Please consider other road users and drive defensively. Some defensive driving techniques are:

- Anticipate and react early to any potential hazards on the road.
- Always check your mirrors before moving off, changing direction, overtaking, changing speed or passing hazards.
- Always leave enough room between you and the vehicle in front in both moving and stationary traffic.
- Always drive at a speed suitable for the road and within the speed limit.
- Consider road, weather and traffic conditions.
- Check your mirrors and all blind spot areas before any manoeuvre. Look out for pedestrians, cyclists, motorcyclists and anything that may not be seen in the offside mirror.
- When approaching traffic lights try to anticipate a green light that may be about to change. On approach to all traffic lights (green) reduce speed and cover your brake in case the lights change.
- Always apply the handbrake when the vehicle is stationary.

By driving patiently and defensively you will avoid:

- Offending other people
- Creating hostility
- Provoking other people to drive dangerously
- Heavy fuel consumption, helping to protect the environment.

Remember that you can't control other people's actions, but you can control your own. You are a professional and your passengers trust you.

## SECTION 8: PASSENGERS WITH DISABILITIES

People with disabilities often depend on public transport to get around, however, they face many hazards when travelling and a bad experience can put someone off travelling altogether. A helpful and considerate driver can make all the difference.

To help you recognise when someone needs a little extra help, Lancashire County Council issues bright orange pass wallets to disabled people with NoWcards. Anybody carrying a disabled person's NoWcard will have one or more of the following disabilities:

- Blind or partially sighted
- Severely or profoundly deaf
- Unable to speak
- Long term mobility disability
- Without the long-term use of both arms
- Significant learning disability

There can be easy ways to identify disabled people such as use of a white cane or an assistance dog. If someone has red rings around their white cane, the person is deaf as well as blind.

Please be aware that some people may have hidden disabilities for example people would be issued a bus pass on the grounds of having epilepsy and would not be able to drive.

You can help by doing the following:

- If you see a disabled person at a bus stop, please pull into the kerb even if they have not signaled that they want to board.
- Call the route number and destination and ask them if they want your bus.
- Ask the disabled person if they need assistance in boarding the bus. Aim to maintain eye contact when you are speaking- this can help people who are lip reading. Ask them where they want to go; if possible, ask whether they want you to give them a call when you reach their stop.
- Give them chance to sit down before you set off.
- If the route has recently changed, or if you pull into a different bus stop or bus bay, let the person know.
- If you see someone waiting at an out of use bus stop, please pull up, if safe to do so, and tell him or her that the stop has moved.

Some blind and partially sighted people use a Bus Hailer. The Bus Hailer is A5 size and has large black numbers and letters on a bright yellow background. The blind or partially sighted person will set the Bus Hailer to state the number of the bus that he or she requires and will hold it so that you can see if they want your bus. The word BUS may also be shown where users are unsure of their bus number or if they wish to catch any bus on the route. If he or she is holding up your bus number or the word BUS, please stop and call out your route number and destination. Please be aware that not all blind and partially sighted people will have a Bus Hailer.

Of course, it is not just disabled people who may need that little bit of extra help. Elderly people, people with push chairs, or people whose first language is not English are just some of the groups who would appreciate a considerate driver.

## SECTION 9: HOW TO BEHAVE ON SCHOOL CONTRACTS

Driving school and college contracts and dealing with school children and college students can be difficult. The following points may help you.

- Be consistent and fair in the way you treat people.
- Avoid getting into confrontational situations.
- Be willing to listen and be reasonable.
- Be calm but firm.
- Be understanding and apologise when someone has a genuine grievance e.g. if you are late.
- Remain courteous and treat everyone with respect.
- Never refuse a child travel or make them leave the bus
- Do not smoke or vape in or around your vehicle at anytime. If you notice that your passengers are smoking report it.
- Please report every incident no matter how small to your company who should then inform the county council School Bus Managers.

Be aware that from time to time allegations are made by pupils, students, parents, carers and school staff regarding the conduct of drivers. Once an allegation has been made LCC has a duty of care to investigate the claims fully. Depending on the nature of the allegation the driver may be suspended from LCC contracts whilst the complaint is investigated. Following the guidelines below will minimize any risk of allegations being made against you.

- Maintain a polite and professional relationship; never become friends with the pupils or students. You can be friendly but not their friend.
- Do not give children or young people any personal details or take any personal details from them e.g. mobile phone numbers or addresses.
- Do not meet with any of the children or young people outside your working environment.
- Do not swear or use inappropriate language, even under your breath. Do not make humiliating comments.
- Do not comment on the way that a passenger looks.
- Do not ask where a child or young person lives, or for their address.
- Never touch a child or young person, unless in a safety critical situation.
- Do not photograph or video pupils or students.
- Do not show pupils or students pictures or videos.
- Do not give children or young people gifts or accept gifts.
- If a child or young person becomes over familiar with you, please advise your company and report it to the county council School Bus Managers.

## SECTION 10: BUS MONITORS

Whilst some schools may ask students to perform school bus monitor duties, bus monitor passes are no longer issued by LCC on school bus services. Bus monitor passes issued by a school are not to be accepted for free travel.

## SECTION 11: STANDING PASSENGERS

Never load your bus above its legal maximum or allow more people to stand than the vehicle is certified to carry. Drivers should ask passengers to use all the available seats to help stop unnecessary standing.

- Do not allow luggage or bags to block gangways or access to emergency exits.
- Do not allow passengers to sit in luggage areas.
- Do not allow passengers to travel on the platform (stand forward of the driver's cab area) when the vehicle is moving. If you need any help managing this, report the situation to your company who should inform the county council School Bus Managers.
- On school bus contracts do not carry more passengers than the legal capacity of your vehicle. If you have an overloading issue report this to your manager as soon as you are able.

## SECTION 12: PASSENGERS OVERRIDING

Passenger overriding is where a passenger has ridden past the point that they have paid to travel to. If this is a problem, report the situation to your manager. Your manager will contact the county council School Bus Managers in the case of school contracts.

## SECTION 13: FIRST USE VEHICLE CHECKS AND DEFECT REPORTS

Before you begin your duty, you must check your vehicle (drivers walk round check). Please ensure you wear a Hi-Vis jacket whilst doing this. This check is mandatory. It is the driver's responsibility to report all defects, which might render the vehicle un-roadworthy, immediately to their manager. If you are unsure always seek advice. Defects must be reported in writing using the defect report sheet provided by your organisation.

The following is a list of checks that must be carried out. This list is not exhaustive.

### INTERIOR

#### WINDSCREEN

### CHECKS

Check for stars or cracks within your line of vision (especially within the wiper arc).

#### SIDE AND REAR WINDOWS

Check for cracks, holes other damage.

#### MIRRORS

There must be no damage to the glass. Mirrors must be clean and correctly adjusted.

HORN 0700-2300 HRS Test it!

**INTERIOR****CHECKS****AIR PRESSURE**

Check for low-pressure warning, that gauges show a buildup of air and maintain pressure. Also check that there are no leaks or pressure reduction with the brake applied and the engine switched off.

**CHARGING**

Check that the generator is charging and the warning light goes out.

**WIPERS & WASHERS**

Test that the wipers are functioning correctly – top up screen wash fluid if necessary.

**BRAKE LIGHTS**

Switch the ignition on – apply footbrake – ensure all lights are working. You may need to ask a colleague to help.

**BRAKES**

Check function of foot and park systems by application.

**REVERSE ALARM**

Engage reverse gear and listen. 0700-2300 HRS.

**STEERING**

Check for any free play on the steering wheel.

**FIRE EXTINGUISHER**

It must be properly secured, undamaged and fully charged.

**SEAT BELTS**

Check for obvious buckle or webbing damage – clip together across seat.

**EMERGENCY EXITS,  
SIDE ACCESS DOOR**

Ensure they are unlocked, secure and open properly from the inside, check the warning alarm if one is fitted.

**INTERIOR****CHECKS****EMERGENCY BREAK  
GLASS HAMMER**

Ensure all are present.

**BELLS, INTERIOR  
LIGHTING**

Ensure all are functioning.

**GRAB RAILS,  
HAND RAILS, SEATING**

Ensure all are in good and secure condition.

**EXTERIOR  
INDICATORS****CHECKS**

Check they are operational all-round including side repeaters.

**SIDE AND HEADLIGHTS** Check that all are operational.

**MARKER LIGHTS** Check operational all round including side repeaters.

**BODY DAMAGE** Some body damage could be unsafe  
- check for loose or jagged parts.

**EMERGENCY EXITS  
SIDE ACCESS DOOR** Ensure they are unlocked, secure and open properly from the outside, check the warning alarm if one is fitted.

**LOCKERS** Do you have keys for rear and side lockers?

**WHEEL NUTS (If visible)** Perform a visual check for loose or rotating nuts.

**TYRES** Must be correctly inflated with adequate tread depth.  
Check for any side wall damage.

**FLUID LEAKAGE** Look for oil, fuel or coolant leakage beneath the vehicle.

**EXTERIOR  
ENGINE STOPS****CHECKS**

Make sure they are functioning.

**OIL LEVEL** Use your organisation's appropriate procedure to ensure the oil level is adequate.

**COOLANT LEVEL** Use your organisation's appropriate procedure to ensure the coolant level is adequate.

**OPERATOR  
LICENCE DISC** Ensure it is present and valid.

**WHEELCHAIR RAMP** Ensure it is closed and properly in place.

## BEFORE YOU START YOUR DUTY

**TICKET MACHINE** Check that your ticket machine is functioning; you have sufficient ticket rolls for the completion of your duty and that you have/are aware of your emergency ticketing procedure. If you are using a written or manual ticket system, please ensure you have a waybill.

It is vitally important that you perform a vehicle check before taking a vehicle out on to the highway. The Driver and Vehicle Standards Agency (DVSA) performs roadside checks, relating to the condition of PCV vehicles, on a regular basis.

0300 123 9000 [Enquiries@dvs.gov.uk](mailto:Enquiries@dvs.gov.uk)

## SECTION 14: DRIVERS' HOURS

You should not drive over your legal limit. Please see the summary below taken from the Driver and Vehicle Standards Agency (DVSA) publication 'Drivers' Hours and Tachographs. Passenger – carrying vehicles in the UK. (Updated 19 August 2020).

### SUMMARY OF EU LIMITS ON DRIVERS' HOURS

The current limit on drivers' hours as specified by the EU rules are summarised in the following.

**Breaks from driving:** A break of no less than 45 minutes must be taken after no more than 4.5 hours of driving. The break can be divided into two periods – the first at least 15 minutes long and the second at least 30 minutes – taken over 4.5 hours.

**Daily driving:** Maximum of 9 hours, extendable to 10 hours no more than twice a week.

**Weekly driving:** Maximum of 56 hours.

**Two-weekly driving:** Maximum of 90 hours in any two-week period.

**Daily rest:** Minimum of 11 hours, which can be reduced to a minimum of 9 hours no more than three times between weekly rests. May be taken in two periods, the first at least 3 hours long and the second at least 9 hours long. The rest must be completed within 24 hours of the end of the last daily or weekly rest period.

**Weekly rest:** A regular weekly rest of at least 45 hours, or a reduced weekly rest of at least 24 hours, must be started no later than the end of six consecutive 24-hour periods from the end of the last weekly rest. In any two consecutive weeks a driver must have at least two weekly rests – one of which must be at least 45 hours long. A weekly rest that falls across two weeks may be counted in either week but not in both. Any reductions must be compensated in one block by an equivalent rest added to another rest period of at least 9 hours before the end of the third week following the week in question.

## GB DOMESTIC RULES

The current limit on drivers' hours as specified by the Transport Act 1968 are summarised below, these rules may be used when the route does not exceed 50km:

Breaks and continuous driving: After 5.5 hours of driving a break of at least 30 minutes must be taken in which the driver is able to obtain rest and refreshment.

Alternatively, within any period of 8.5 hours in the working day, total breaks amounting to at least 45 minutes are taken so that the driver does not drive for more than 7 hours and 45 minutes. The driver must in addition have a break of at least 30 minutes to obtain rest or refreshment at the end of this period unless it is the end of the working day.

Daily driving: In any working day the maximum amount of driving is 10 hours.

Length of working day ('spread over'): A driver should work no more than 16 hours between the times of starting and finishing work (including work other than driving and off duty periods during the working day).

Daily rest periods: A continuous rest of 10 hours must be taken between two consecutive working days. This can be reduced to 8.5 hours up to three times a week.

Fortnightly rest periods: In any two consecutive weeks (Monday to Sunday) there must be at least one period of 24 hours off duty.

## **SECTION 15: DESTINATION DISPLAYS**

It is a legal requirement and a condition of LCC contracts to display the correct destination and route number. It is also important to the passenger so that they know if they want to catch your bus.

Please ensure that your destination display is correctly set before you begin the journey. If your vehicle doesn't have a destination display you must ensure that freestanding boards are displayed clearly.

## **SECTION 16: SWITCHING OFF ENGINES**

Bus engines should be turned off during all layover periods over one minute unless the lights must be left on for safety reasons. You must not leave your bus with the engine running.

## **SECTION 17: TICKET ISSUE AND EMERGENCY TICKETING SYSTEMS**

A ticket must always be issued (to the value of the fare paid) to a fare-paying passenger at the time that they board and pay their fare. If your ticket machine fails, you must use your

emergency ticketing system. Please ensure that you carry an emergency ticket book. Manual ticket machines and written ticket books must be used in conjunction with a waybill. LCC has produced instructions on how to use the various ticketing systems. Please ask your manager for a copy.

## **SECTION 18: PASSES AND SEASON TICKETS**

LCC issues passes and season tickets for use on its services.

LCC issues education travel passes and season tickets for school services. These passes are issued for use between specified points and may not be used for another journey. Passes are not transferrable between services and are only valid for the service that is printed on them. The passes are colour coded. This is to help you pick up on any passes being used outside the expiry date. Your depot will be sent sample copies of these passes before the start of the autumn term each year.

Please ask to see a student's pass every time they travel. Photocopies or pictures of passes on phones should not be accepted. If a student uses an out of date pass please confiscate it, but do not refuse travel. Note the child's name, school and tutor group and allow them to travel. Confiscated passes must be passed to your manager when you return to the depot so that it may be returned to LCC.

Please be aware that NoWcards are issued to pupils and students with disabilities. NoWcards should be accepted on school and college services for free travel on both the morning and afternoon journey. NoWcards should be accepted on public services in accordance with the Lancashire, Blackburn with Darwen and Blackpool Concessionary Travel Scheme.

## **SECTION 19: SCHOOL SERVICES**

Make sure you operate the service on time and in the afternoon arrive at school on time and in accordance with the service instruction form (timetable).

Remember to display the statutory school bus signs.

## **SECTION 20: SEAT BELTS**

If you are driving a vehicle with seat belts fitted you must ask your passengers to wear them, usually at the beginning of the journey, or at a point where most passengers have boarded. Your company may also put stickers on the bus reminding passengers to wear their seat belts, but you must still tell them verbally at least once during the journey. If your passengers refuse to wear their seat belts please report this your manager.

If there is a seat belt fitted in your cab, please wear it.

## **SECTION 21: VEHICLES WITH MANUAL DOORS**

If your vehicle has a manual passenger entrance/exit door you, and not your passengers, must operate this door. Please ensure that your handbrake is on and the engine off when you leave your cab.

## **SECTION 22: LOST PROPERTY**

You are responsible for the safe keeping of all property found on your bus. You should check your bus at each terminal point and accept lost property from other passengers. If you accept lost property from another passenger, please take their name and address and confirm with them the items handed in. Please make a note of when and where the property was found and hand it in to your manager.

All items of unclaimed property should be returned to the finder or disposed of after one calendar month. Perishable goods may be disposed of after 24 hours.

If a passenger claims their property on the bus, before you have handed it in, you should satisfy yourself that they are the owner of the property and make a note of their name and address (school and tutor group for children).

## **SECTION 23: DBS (DISCLOSURE AND BARRING SERVICE) BADGES**

If you have been DBS cleared by LCC you will have been issued with a DBS cleared driver's badge, which will have your name, photo and badge expiry date on. You must wear your badge whenever driving LCC Contracts.

LCC DBS cleared drivers must be used on all LCC school and college services.

LCC inspectors will make a note of your badge number as part of their checks.

## **SECTION 24: ANIMALS**

Passenger Assistance dogs, such as Guide and Hearing dogs must be carried free at all times. Other animals that are not considered a danger or nuisance to other passengers should be carried at your discretion. The passenger taking the animal on the bus will be responsible for any damage, loss or injury arising from its presence. Animals must not travel on the seats at any time.

## **SECTION 25: VEHICLE BREAKDOWN**

In the event of a breakdown:

- If possible, park in a safe place.
- Switch on the hazard warning lights.
- Phone your depot.
- Apologise to your passengers.

- Explain to your passengers what action is being taken and when a replacement vehicle will arrive.
- On high school and college contracts advise your passengers to wait for the replacement vehicle. If they wish to alight however, you must let them leave the vehicle.
- On primary school contracts, if safe to do so, the children must be kept on the bus until the replacement vehicle arrives.

## SECTION 26: ACCIDENTS

If you are in a road traffic accident or there is an accident on your vehicle:

- Stop the bus as soon as you can, if possible, in a safe place.
- Put your hazard lights on and switch off the engine (unless this would affect an injured party – for example if someone is under the bus).
- Check to see if any passengers or any third-party people are injured and if so call for emergency medical help.
- If possible, note the names and addresses of injured people and the number and names of people on the bus.
- If necessary, phone the emergency services.
- Take the names and addresses of any witnesses.
- Inform your depot. You may need them to send out another bus.
- Do not get drawn into an argument with any of the people involved.
- Legally you must exchange details with the other party (ies) involved in the accident. You should provide the following details:
  - Your name and workplace address.
  - The name and address of the company.
  - The registration of the vehicle.
  - The company with which the vehicle is insured.
- Do not admit liability.
- Make a note of what happened as soon as possible and fill in an accident report when back at the depot.
- Accidents where injuries have been sustained must normally be reported to the police within 24 hours. Ask your manager for advice.
- All accidents on contracted bus services must be reported to LCC within 24 hours. A written report must be submitted within 5 working days.
- Ensure that you adhere to your company's procedures.
- **On school bus services only the name and school of children/students may be taken. Please do not take any other personal details.**

## SECTION 27: ADDITIONAL ADVICE FOR BREAKDOWNS AND ACCIDENTS THAT OCCUR ON MOTORWAYS.

(Reference: Croner – Coach and Bus Drivers Handbook 2006)

- If the vehicle breaks down get it onto the hard shoulder, if possible, and leave sufficient room for working on the offside.
- If help is needed, use the emergency telephone system to give an appropriate

description of the vehicle and position. From the information in the documents carried give details of equipment, components or tyres etc., which may assist the police in correctly advising the breakdown services.

- Before leaving the vehicle with passengers on board, give instructions to passengers not to leave the vehicle and, if possible, identify a suitable adult to take charge of the passengers until you return. For passenger protection purposes, passengers, should, if possible, move towards the front of the passenger area of the vehicle until help arrives.

The driver should not wander away from the vehicle as the emergency control cannot call back, so if there is any undue delay a further call should be made to the emergency services.

## **SECTION 28: SMOKING AND VAPING**

It is illegal to smoke on your vehicle at any time. You must not smoke or vape on school or college grounds or at pick up or set down points or around your bus at anytime whilst on a LCC contract.

## **SECTION 29: MOBILE PHONES**

Most operators require drivers to carry mobile phones, however they should only be used when you are stationary (at a safe place such as a bus stop) and the engine switched off. This also applies to hands free devices and Bluetooth earpieces.

Do not use personal music players or earpieces whilst on duty.

## **SECTION 30: PERSONAL APPEARANCE**

You are a professional responsible for your vehicle and your passengers and as such you should look smart and tidy. Please comply with the uniform policy of your company.

Remember you will receive more respect from your passengers if you look the part.

## **USEFUL CONTACTS:**

### **School Traveline**

Travel pass enquiries 0300 1236738

### **Bus Timetable Information**

Traveline 0871 2002233 [www.traveline.info](http://www.traveline.info)

### **Driver & Vehicle Standards Agency (DVSA)**

0300 1239000 [www.dvsa.gov.uk](http://www.dvsa.gov.uk)

### **Lancashire Police**

Non emergency number 01772 614444

For emergencies call 999

[www.lancashire.police.uk](http://www.lancashire.police.uk)

### **Lancashire County Council**

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)