

## WEST SOMERSET RAILWAY



### INFORMATION FOR VOLUNTEERS

**DEPARTMENT:** Travelling Ticket Inspectors (TTI)

**INTRODUCTION:** The job of the Travelling Ticket Inspector is vital to the efficient and safe operation of the railway. It is important to maximise and protect revenue from fares, whilst at the same time promoting and enhancing the image of the line. Usually, there are two TTIs on a train, who work from each end of the train. The Diesel Multiple Unit has only one TTI.

The TTI has to be a competent all-rounder, having close and regular contact with the thousands of passengers every day. They will be required to provide information about the railway and neighbouring attractions as well as selling and inspecting tickets. The safety of passengers is an important part of their role. New recruits undergo a formalised training plan under a team of designate TTI Trainers until considered sufficiently experienced to take a practical examination by the Head of Department before working alone.

**GENERAL DUTIES:** These are varied but would include:

- Supporting the guard in operating a safe and efficient train.
- Inspecting and issuing tickets on trains.
- Handling cash and being responsible for its correct disposal at the end of the shift.
- Providing information about the railway to passengers including timetable details, fares and general information about the area.
- Assisting the guard in other duties eg unlocking carriage doors, watering up the coaches from platform hosepipes, checking toilets on trains have toilet rolls, hand towels and soap.
- Assisting the Guard in safely dispatching trains, deploying the ramp and loading/unloading wheelchair passengers, being proficient in basic train and passenger safety.
- Towards the end of each journey move through the train to collect rubbish.
- At the end of the day, assist the guard by closing all carriage windows and locking carriage doors.

**RESTRICTIONS:** You will need to be reasonably fit and able to balance easily on your feet as you will walk several miles up and down a moving train during the course of the day. You should also be able and willing to climb into carriages from the track on occasions (training will be given). You will need to be reasonably comfortable with handling money and able to quickly and accurately deal with sales of tickets and complete an accurate cash balance at the end of the day.

**OTHER INFORMATION:** It must constantly be borne in mind that the majority of our passengers are not railway enthusiasts. Indeed, most of them never travel on any form of public transport, let alone trains. They are holidaymakers who may need assistance in planning their journey. It is therefore essential that you become familiar with the railway.

**FOR FURTHER INFORMATION:** Please telephone George Reekie on 01823 274034

**HOW TO APPLY:** By telephoning the New Volunteer Co-ordinator on 01823 433856 leaving your name and address, or  
By downloading the on-line application form and posting to the address on the form, or  
Completing the form on-line and emailing it to [volunteers@wsrail.net](mailto:volunteers@wsrail.net)