

Renewal and replacement passes

There is no charge to renew a pass that has expired and you will be reminded to apply for a renewal within two months of the date that your pass is due to end.

Stolen passes can be replaced free of charge provided that you report the theft and get a crime number from the Police. There is a fee of £7.50 to replace lost or damaged passes. You can apply for a replacement pass by contacting us on 0345 045 1367 or on line at www.cambridgeshire.gov.uk/buspass. If you find a lost pass after applying for a replacement the fee cannot be repaid to you.

Passes that are otherwise undamaged but that fail to read and do not show the driver a message may have a faulty chip and need to be investigated with the manufacturer. If your pass fails to read please contact us on 01223 715888.

If there is an issue with your Pass

If a pass has been reported lost or stolen

If a pass that has been reported lost or stolen is presented to the ticket machine a message will appear to the driver. The driver has been instructed to allow you to travel for that journey but to take the pass so that it cannot be used in future. You will be asked to contact us on 0345 045 1367 to resolve the matter.

If a pass fails to read successfully or if no failure message appears

A message will usually appear to the driver. You will be told that there seems to be a problem with your pass and you are recommended to contact us to ask for a new one. The faulty pass will not be taken from you and you will be able to continue to travel for free. However as this may cause delay for both parties we recommend that you contact us as soon as possible on 0345 045 1367.

If the ticket machine cannot read the pass it may be that the internal chip has been damaged or is faulty so it important that the pass is taken out of circulation and replaced. If you have damaged your pass please contact us on 0345 045 1367. If your pass fails to read and appears undamaged please contact us on 0345 045 1367 so we can test its chip.

Peterborough City Residents

The Peterborough City scheme operates separately from the Cambridgeshire scheme. Peterborough City residents will need to contact Peterborough City Council for details of how to apply. For further information on the Peterborough City scheme please call 01733 747474.

General Enquiries

For all enquiries concerning concessionary travel

Email concessionary.fares@cambridgeshire.gov.uk

Telephone 0345 045 1367

Large print and braille

If you would like a copy of the text in this leaflet in large print, Braille, audio tape or other language please call 0345 045 0675



England's
Concessionary
Bus Pass scheme
and the new
Smart Card
system explained

April 2011



England's concessionary bus pass scheme

The concessionary bus pass entitles holders to travel free of charge on off-peak local bus services anywhere in England. Some authorities including Cambridgeshire may offer additional benefits if their funding permits. However, as a general rule, local authorities only provide additional services for their own residents.

There have been two major changes:

- ◆ From 1 April 2011 Cambridgeshire County Council became responsible for managing and administering the national concessionary bus pass scheme. Previously the local district and city councils were responsible. Applications should therefore be made to Cambridgeshire County Council. The scheme remains funded by Central Government.
- ◆ In April 2010 Central Government also changed the criteria by which people qualify for a bus pass on the grounds of age.

Where you can use your pass

- ◆ your bus pass can only be used to travel on local bus services in England. In a few instances these may include some longer bus and coach services where part of the route is registered as a local bus service
- ◆ concessionary bus passes may also be used on certain Dial-A-Ride services to give you a 50% reduction of the fare. Some other local benefits may apply. Please phone 0345 045 1367 for further information
- ◆ to travel free of charge you must show your bus pass to the driver of every bus you use, otherwise you may be charged for the journey.

Using your concessionary pass in Cambridgeshire

Free travel under the bus pass scheme is only allowed in Cambridgeshire during the following times:

- ◆ Monday to Friday after 9:30 am
- ◆ Saturday and Sunday at anytime
- ◆ Bank holidays at anytime

Where the only bus serving a settlement departs prior to 9:30 am, an exception may be made. Please check with the bus operator or the County Council first.

Many buses in Cambridgeshire are now equipped with Smart Card readers. You will now be asked to place your pass on the ticket machine and leave it there until the ticket is printed.

Changes to eligibility

The eligibility for concessionary travel has changed nationally to gradually coincide with pensionable age. By April 2020 everyone will need to be 65 to qualify. This means that residents who turn 60 on or after the 6 April 2010 will no longer be eligible on their 60th birthday. Examples of dates of eligibility on the basis of age are shown in the table below.

Birthdays between	Now qualify on
6 October 1950 to 5 November 1950	6 May 2011
6 November 1950 to 5 December 1950	6 July 2011
6 December 1950 to 5 January 1951	6 September 2011
6 January 1951 to 5 February 1951	6 November 2011
6 February 1951 to 5 March 1951	6 January 2012
6 March 1951 to 5 April 1951	6 March 2012
6 April 1951 to 5 May 1951	6 May 2012
6 May 1951 to 5 June 1951	6 July 2012
6 June 1951 to 5 July 1951	6 September 2012
6 July 1951 to 5 August 1951	6 November 2012

Who is eligible for a concessionary Bus Pass?

You may be eligible if you:

- ◆ are over 60 (if you were born after 6th October 1950 see changes)
- ◆ are registered severely sight impaired or sight impaired
- ◆ are registered as profoundly or severely deaf
- ◆ are without speech or have limited speech
- ◆ were born without arms or have long term loss of use of both arms
- ◆ qualify for the higher rate mobility component of the Disability Living Allowance
- ◆ have been or would be refused a driving licence for medical reasons
- ◆ have a learning disability

How to apply

Please call Cambridgeshire Direct on 0345 045 1367 to apply for your bus pass. We recommended that you apply one month before your pass is needed.

If you are applying for your first bus pass you will also need to supply a recent passport sized photograph along with your proof documents. You can get one of these at photo booths that can be found in many larger shops and supermarkets. Please write the reference number you will be given when you apply by telephone on the back of the photograph. Do not send original documents, photocopies are accepted.

When you have completed the application form return it with your proof of eligibility and photograph (if required) to Concessionary Bus Pass Administration, PO Box 144, St Ives, Cambridgeshire PE27 9AU. Once your application is processed your bus pass will be posted to you direct.

For further information please visit our website www.cambridgeshire.gov.uk/buspass.