

## Social Inclusion Working Group 12 March 2008

### Information note: CYC Bus passes distribution- Spring 2008

- **What:** New style bus passes will replace existing ones, to comply with the new English National Concessionary Travel Scheme commencing 1 April 2008
- **Venue for distribution of passes:** Salvation Army Citadel, Gillygate
- **When:** Monday 3rd March 2008 to Friday 7 March 2008 (Surnames A to K)  
Monday 10th March 2008 to Friday 14 March (Surnames L to Z)  
Between 9.30am and 3.30pm each day
- **Who:** Anyone issued with a Concessionary Bus Travel Pass by City of York Council prior to 1 Feb 2008
- **How:** Show proof of current address (e.g. current utility bill, council tax bill, etc), confirm that this is your sole or principal residence, and, if appropriate, proof of continuing eligibility on grounds of disability.
- **Exceptions:** 1) New Blind Person's Passes will be posted to the address we have on record for existing pass holders.  
2) Anyone newly applying for a pass after 1 Feb 2008 will have their new pass posted to their home address as soon as possible, but this may be after 1 April 2008. They will be issued with an old style pass for local travel in the York area in the meantime.
- **What to do if unable to collect pass as above:** Collect from York Guildhall between 1 April 2008 and 25 April 2008 (Monday to Friday).
- **What happens if I have not got my new pass by 1 April?:** Your existing pass will be valid for use as it is at present (i.e. within York & North Yorkshire) until its expiry date or 30

September 2008 (whichever is earlier). You will not be able to use it in other parts of England, where only the new style pass will be accepted for Concessionary Travel.

- **What should I do if I have a question not answered here:**  
Call our helpline on 01904 551670 for advice.
- **What is happening to Travel Tokens?:** This will be decided at a meeting of Councillors on 21 February. Until then, we are unable to say what might happen other than, if they continue to be made available, they will be available for collection from the Guildhall and parish venues, as in previous years, from Tuesday 1 April.
- **If tokens are retained as an alternative choice, will I be able to collect my new bus pass from Parish venues?:**  
Unfortunately, no. New passes for existing pass holders have been produced in advance and will be issued from a central stock on request. New applicants will be able to apply for passes at Parish venues, but their pass will be posted to their home address as soon as possible thereafter.

The Council has appointed, for a temporary period until May 2008, a Concessionary Travel Manager, Marion Taylor, with effect from 8 February 2008, to oversee the bus pass and token issuing operation. Other temporary staff have been recruited to assist as necessary.

February 2008