

When and where can I use my pass?

Local to South Yorkshire your pass entitles you to free travel at all times on:

- Local bus services, trams and trains
- Northern Rail services between South Yorkshire and West Yorkshire (South Yorkshire residents only)

In all other parts of England your pass entitles you to free travel on local bus services between 0930 and 2300 on weekdays, all day at weekends and on Bank Holidays.

Please note: Local bus services do not include booked excursions and long distance coach travel such as that provided by National Express or Megabus. They may also exclude some special services such as temporary shuttle buses.

If you travel without your pass you will be asked to pay the full adult fare.

Council main offices

Barnsley

Community Information Service

Civic Hall, Eldon Street, Barnsley, S70 2JL

For general enquiries about Disabled Passes call 01226 775 656

To apply for a pass, make an appointment at your local Barnsley Connects office by calling 01226 787 896

Doncaster

Mobility Travelpass Section

Civic Office, Waterdale, Doncaster, DN1 3BU

Tel 01302 735 336

Rotherham

Neighbourhoods and Adult Services

Riverside House, Main Street, Rotherham, S60 1AE

Tel 01709 382 121

Sheffield

One Stop Service

Howden House, Union Street, Sheffield S1 2SH

Tel 0114 273 4567 (select option 5)

Keep in touch



travelsouthyorkshire.com

facebook.com/travelsouthyorkshire

[@TSYalerts](https://twitter.com/tsyalerts)

Traveline 01709 51 51 51

Accessing travel information

travelsouthyorkshire.com

You will find a number of useful travel tools on our website and if you sign up for a MyTSY account you can customise these tools to show information personal to you. This will help you plan your journey, check timetable updates, keep up to date with any travel disruptions and see live departure information.

Don't worry if you don't have access to our website you can visit one of our interchanges and view the same information on one of our digital information kiosks. Alternatively, you will find the latest timetable and departure information at your bus stop or interchange.

Updated February 2016

Accessibility information

Travel South Yorkshire is committed to improving accessibility for all passengers.

If you require this information in an alternative format please contact us on 01709 51 51 51.

Typetalk provides a service for people who cannot speak or hear on the phone.

To contact Traveline using Typetalk please phone 18001 01709 51 51 51.

If English is not your first language please call Traveline on 01709 51 51 51 where we will provide a telephone interpretation service via Language Line wherever possible.

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DISABLED PERSON'S TRAVEL PASS

Apply • Renew • Replace
... YOUR DISABLED PERSON'S TRAVEL PASS



travelsouthyorkshire.com

Disabled Person's Travel Pass

English National Concession Travel Scheme (ENCTS)

Entitles eligible people to travel as follows:

Local to South Yorkshire - free travel on buses, trams and trains across South Yorkshire and on Northern Rail services between South Yorkshire and West Yorkshire.

Elsewhere in England - free travel on local bus services between 0930 and 2300 on weekdays, all day at weekends and on Bank Holidays.

How do I qualify for a Disabled Person's Travel Pass?

To qualify for a pass you need to meet the following criteria:

- be under 65 years of age*
- live in South Yorkshire (your household pays Council Tax to Barnsley, Doncaster, Rotherham or Sheffield Councils)
- are blind or partially-sighted;
- are deaf or without speech;
- have a disability or injury which has a substantial and long-term adverse effect on your ability to walk;
- do not have arms or have long-term loss of the use of your arms;
- have a learning disability; or
- have been or would be refused a driver's licence on medical grounds (other than on the grounds of persistent misuse of drugs or alcohol).

If you have never had a pass before, you will first need to contact your local council office (a list is printed on the back of this leaflet) to find out whether you are entitled to a pass. If your application is approved by your council, you will be given your letter of entitlement.

*If you are over 65 years of age you may still qualify for a disabled pass if you are blind or partially sighted or if you require a carer to assist you when travelling. Your District Council will be able to advise you on this.

Travelling with a Carer

If you qualify for a pass and are in receipt of the Higher Rate Care Component of Disability Living Allowance or Higher Rate Attendance Allowance, then your pass will allow one carer to travel with you for free. Your pass will bear the 'plus C' logo (see below). This is valid only in the 'Local to South Yorkshire' area (see left).



Apply, renew or replace your pass

3 easy ways to get your pass:



Online

Go to travelsouthyorkshire.com/disabled



By post

Print a form from our website or pick one up from one of our Customer Service Desks. Once complete simply post your form back to us or drop it into one of our Customer Service Desks.



By phone

Call 01709 51 51 51 (replace or renew only)

Customer Service Desks are located in our interchanges at Sheffield, Meadowhall, Barnsley, Doncaster, Rotherham, Adwick, Dinnington and Hillsborough.

What do I need to apply?

- **Proof of age**
For online applications you will need your driving licence or passport number, or a scanned copy of a proof of age document such as a birth certificate or medical card. If you are applying by post you must send a photocopy of one of these documents.
- **A recent passport style photograph**
- **Your letter of entitlement** (from your local council) – for online applications you will need to provide a scanned copy of this letter and for postal applications a photocopy.
- **A completed application form** (for postal applications only) You can either download and print one from our website or pick one up from one of our Customer Service Desks.

Your pass will be processed within 7 working days for online applications and within 21 working days for postal applications. Your pass will be posted to your home address which must be within South Yorkshire.

What do I need to renew or replace my pass?

We recommend that you contact us two months before your current pass expires, by calling Traveline on 01709 51 51 51. We will be able to tell you whether you need to contact your local council to have your continued entitlement confirmed.

- **Your letter of eligibility**
You may not need this. Contact us first to find out if we can renew your pass without a letter.
- **A recent passport style photograph**
You only need a new photograph if you want to change the one used on your pass or if your appearance has changed significantly.
- **A completed application form** (for postal applications only) You can either download and print one from our website or pick one up from one of our Customer Service Desks.

Your pass will be processed within 7 working days for online applications and within 21 working days for postal applications. Your pass will be posted to your home address which must be within South Yorkshire.

Remember that you must not alter your pass in any way and if you change your personal details, such as name or address, please inform us as soon as possible by phone 01709 51 51 51 or call into one of our Customer Service Desks.