

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 proof of entitlement**
You may not need this. Contact us first to find out if we can renew your pass without a proof.
- **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 11 days for online applications and within 25 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.

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 (boarding in South Yorkshire), trams and trains between South Yorkshire stations
- Train services operated by Northern if you are travelling between a station in South Yorkshire and a station in 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.

South Yorkshire passes are not valid for train travel if you are both boarding and alighting in West Yorkshire.

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

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 JULY 2019

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.

20852



Council main offices

Barnsley

Central Library, Wellington House, Wellington Street, Barnsley, S70 1WA

To apply for a pass, make an appointment at your local Barnsley Connects office by calling 01226 773555.

Doncaster

Mobility Travelpass Section
Civic Office, Waterdale, Doncaster, DN1 3BU.
Tel 01302 735 336

Rotherham

Customer Services
Riverside House, Main Street, Rotherham, S60 1AE.
Tel 01709 336 000

Sheffield

One Stop Service
Howden House, Union Street, Sheffield S1 2SH.
Tel 0114 273 4567 (select option 5)

DISABLED PERSON'S TRAVEL PASS

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



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.*

*Restrictions apply - please see over for details

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 66 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 are unsure whether you qualify for a pass please contact Traveline or visit our website for more information. If you require a letter of entitlement because you do not meet the automatic criteria please contact your local council (contact details are listed overleaf).

*If you are over 66 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 DLA, Enhanced Daily Living Component of PIP 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 over).



3 easy ways to apply, renew or replace your pass



Online at

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**
- **Proof of entitlement which may be:**
 - A DLA letter showing that you've been awarded Higher Rate Mobility Component,
 - A letter from DWP showing that you've been awarded PIP with an award of at least 8 points in either "Moving Around" or "Communicating",
 - Proof that you receive War Pensioners' Mobility Supplement,
 - Proof that you have been awarded a "Blue Badge",
 - A Mental Health Transport Concessions form signed and stamped by your psychologist (Barnsley only), or
 - A letter of entitlement from your district council.
- **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 11 days for online applications and within 25 days for postal applications. Your pass will be posted to your home address which must be within South Yorkshire.