



SCOTLAND-WIDE FREE BUS TRAVEL FOR OLDER AND DISABLED PEOPLE

From 1st April 2006 anyone aged 60 and over, and eligible disabled people, are entitled to free bus travel anywhere in Scotland provided they have applied for, and received, the new National Entitlement Card.



The new National Entitlement Card replaces the current local concession card, but will offer you all the benefits you currently enjoy within your Local Authority area.

What is the Scotland-Wide Free Bus Travel Scheme for Older and Disabled People?

Scotland-Wide Free Bus Travel started on 1st April 2006 and allows anyone aged 60 and over, and eligible disabled people, to travel free on both local registered services and long-distance bus services within Scotland, without any peak-time restrictions.

Why do I need a new style of card?

Your new National Entitlement Card provides a standard branding helping bus drivers to recognise it easily. Over time your card may also allow you to access other local services provided by your Local Authority such as libraries and leisure.

What if I still have an old travel card?

Until 30th June 2006, if you have not applied for, or not received, your new National Entitlement Card then you will still be able to use your old travel card until your new National Entitlement Card arrives. If you are travelling and using your old travel card after 1st April 2006, you will only be able to travel locally using the services that were free to you under the previous local scheme. You will not be able to travel nationally until your new card arrives.

I am a current concessionary travel card holder, how do I get my new card?

To replace your existing concessionary travel card, provided you hold a valid local concessionary travel card at 31st March 2006, you should contact your Local Authority, existing concessionary travel scheme or Post Office for a form (LS300). You can apply for a new National Entitlement Card to replace your existing local travel card using this process until 30th September 2006.

If you have already completed a form to apply for a National Entitlement Card you do not have to do anything else. You will receive your card in the near future.

Do I qualify for the transport concession?

If you are 60 or over and live in Scotland then you will qualify for the Scotland-Wide Free Bus Travel Scheme.

If you are of fare-paying age you may also qualify on grounds of disability. The disability criteria include being in receipt of the higher or middle rate of Disability Living Allowance, Attendance Allowance, War Pensioners Mobility Supplement or a Disabled Parking Badge. Other people who qualify include those who are visually impaired, are profoundly or severely deaf, have mental health issues or those who have been, or would be, refused a driving licence on medical grounds (other than on the grounds of drug or alcohol misuse).

There are other qualifying criteria. If you feel you may be entitled to use the Scotland-Wide Free Bus Travel Scheme then please contact your Local Authority or local concessionary travel scheme, who can advise on whether you are eligible for the travel concession.

Are there any other conditions?

You are the only person allowed to use your National Entitlement Card. It is not transferable. Allowing someone else to use it is fraud and may lead to the card being cancelled and your entitlement to use Scotland-Wide Free Bus Travel being withdrawn.

Travel using a National Entitlement Card is subject to the normal regulations and conditions of carriage of the bus operators concerned. Your card gives you the same rights as enjoyed by any fare-paying passenger.

How do I apply for a card after 1st April 2006?

If you are not an existing concessionary travel card holder then you can apply for the Scotland-Wide Free Bus Travel Scheme through your Local Authority, SPT Travel Centre or the Post Office.

- If you are over 60, complete form LS304 – available from your Local Authority, SPT Travel Centres and Post Offices.
- If you are disabled, or seeking a companion entitlement, complete form NCT001 available from your Local Authority Social Work Department.

You will need to provide a recent (taken within the last year) passport-type colour photograph. When making an application you will also need to produce current documentary evidence of your age or disability along with proof of current residency in Scotland.

Full details of acceptable documentary evidence can be found on the front page of the application forms. If you require clarification on any aspect of the application process, please contact your Local Authority or SPT Travel Centre. Contact details can be found on pages 10-11 of this leaflet.

What bus services can I use?

Your new National Entitlement Card gives you FREE BUS TRAVEL throughout Scotland on virtually all scheduled local registered and long-distance bus services available to the general public. Only a small number of services will not recognise your Entitlement Card, for example premium fare buses and City Sightseeing Buses.

There are no boundary restrictions or charges for travel within Scotland and, regardless of the distance, with your new National Entitlement Card, you will travel for free.

In addition, the Scotland-Wide Free Bus Travel includes services to and from Carlisle from Dumfries & Galloway and to and from Berwick-upon-Tweed from the Scottish Borders. Your National Entitlement Card does not give you free bus travel within Carlisle or Berwick-upon-Tweed.

For long-distance journeys you may wish to pay a booking fee to guarantee your seat. Please contact the operator to confirm whether a fee would be applicable.

Where can I find travel information to help me plan my journey around Scotland?

Traveline Scotland provides journey planning information for people wanting to use public transport to get around Scotland. To access this journey planning information you should call 0870 608 2608 or visit the website www.travelinescotland.com

What about concessions on other modes of transport?

Your National Entitlement Card may allow you to access other concessions on other modes of transport in your local area. The Local Authority logo, green 'L' or the orange 'S' symbol are the identifiers for this. Please contact your Local Authority or local concessionary travel scheme to find out if other concessions are available to you. Details of how to contact your Local Authority can be found on the reverse of your National Entitlement Card or on pages 10-11 of this leaflet.

Holders of ferry cards within the Strathclyde Passenger Transport Scheme area will be required to continue using their Strathclyde Concession Travel Cards for ferry travel, until further notice.

How do I use my new National Entitlement Card?

From 1st April 2006 use your new National Entitlement Card exactly as you used your old card. Show your new National Entitlement Card to the driver who will check its validity.

Over the coming months buses are being fitted with new electronic ticket machines. Once that is done, your card will act as an electronic card that will allow your journey to be accurately recorded by the bus driver. If a bus has a new ticket machine the driver will show you what to do with your card once you are on the bus.

When can I use my new National Entitlement Card?

Your new National Entitlement Card is valid at all times every day of the week – there is no peak-time restriction for bus travel. Remember that your card does not entitle you to travel free on buses which charge premium fares or city sightseeing buses.

What will the new National Entitlement Card look like?

Below is a sample of the new National Entitlement Card:



On the front will be:

- Your photograph
- A Local Authority logo which will relate to your Local Authority area
- Card expiry date

The large 'C' symbol indicates that you are entitled to Scotland-Wide Free Bus Travel. Only cards with the 'C' are valid for Free Bus Travel.

Will I be eligible for a companion concession?

If you are of fare-paying age, and your mobility is such that you require to be accompanied when travelling, you can apply for a Companion Concessionary Card.

Eligibility criteria is as follows:

- In receipt of higher or middle rate of the care component of Disability Living Allowance;
- Attendance Allowance;
- Registered as blind;
- Lives in a care/residential or hospital and who are eligible for higher or middle rate of the care component of DLA or Attendance Allowance.

Such a card allows both the eligible person and one companion to travel free of charge together for the same journey by bus. The companion can vary from journey to journey but they must board and alight the bus at the same locations as the card holder. There is no requirement for a companion cardholder to be accompanied on all journeys they make. They have the choice of whether to travel on their own or whether to have a companion with them.

Some cards will have other symbols beside the large ‘C’. These symbols will be on the bottom right-hand corner of the card and will look like this:



If your card has this symbol this indicates to you and to the bus driver that you are entitled to have a companion travel free with you on your journey. The companion can only make the same journey as you and cannot travel for free without you. This symbol gives you the option to have a companion with you but you are also allowed to travel unaccompanied if you wish. On other modes of public transport the companion may have to pay full fare, or a proportion of the fare, to accompany you.



This symbol means that the card holder is visually impaired and is also entitled to the National Blind Scheme Concessions of free journeys on all modes of public transport.



The green ‘L’ symbol (or the orange ‘S’ as shown on the sample card) are there to indicate that you may be entitled to other concessions in your local area. To find out if other concessions are available, contact your Local Authority. Details can be found on the reverse of your new National Entitlement Card or on pages 10-11 of this leaflet.

What if my new National Entitlement Card is lost, damaged or stolen?

Please contact your Local Authority or existing concessionary travel office who will arrange for a replacement to be issued. The new electronic system will allow Transport Scotland to put a stop on your card ensuring that it cannot be used by anyone else.

Local Authority Contact details:

Local Authority	Telephone Number	Email Address
Aberdeen City	01224-645596	accordhelp@aberdeen.net.uk
Aberdeenshire	01224-664589	public.transport@aberdeenshire.gov.uk
Angus	08452-777-778	accessline@angus.gov.uk
Argyll & Bute	0141-333-3211	freebus@spt.co.uk
City of Edinburgh	0131-200-2351	one-edinburgh@edinburgh.gov.uk
Clackmannanshire	01259-452542	roads@clacks.gov.uk
Comhairle nan Eilean Siar	01851-703773	freebus@cne-siar.gov.uk
Dumfries & Galloway	01387-260383	freebus@dumgal.gov.uk
Dundee City	01382-433558	discoverycard@dundeecity.gov.uk
East Ayrshire	0141-333-3211	freebus@spt.co.uk
East Dunbartonshire	0141-333-3211	freebus@spt.co.uk
East Renfrewshire	0141-333-3211	freebus@spt.co.uk
East Lothian	01620 827367/827974	transportation@eastlothian.gov.uk
Falkirk	01324 506420/504853	transportplanning@falkirk.gov.uk
Fife	0845-155-0066	myfife.card@fife.gov.uk
Glasgow City	0141-333-3211	freebus@spt.co.uk
Highland	0845-709-0202	public.transport@highland.gov.uk
Inverclyde	0141-333-3211	freebus@spt.co.uk
Midlothian	0131-271-3519	ptu@midlothian.gov.uk
Moray	01343-562569	transport@moray.gov.uk
North Ayrshire	0141-333-3211	freebus@spt.co.uk
North Lanarkshire	0141-333-3211	freebus@spt.co.uk
Orkney Islands	01856-873535	concessionarytravel@orkney.gov.uk
Perth & Kinross	0845-603-0976	concessionarytravel@pkc.gov.uk
Renfrewshire	0141-333-3211	freebus@spt.co.uk
Scottish Borders	01835-826559	concessionarytravel@scotborders.gov.uk
Shetland Islands	01595-744872/744886	ian.bruce@shetland.gov.uk
South Ayrshire	0141-333-3211	freebus@spt.co.uk
South Lanarkshire	0141-333-3211	freebus@spt.co.uk
Stirling	0845-277-7000	tcc@stirling.gov.uk
West Dunbartonshire	0141-333-3211	freebus@spt.co.uk
West Lothian	01506-775291/775287	iris.keith@westlothian.gov.uk, liz.davidson@westlothian.gov.uk

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