

QUESTION BY MEMBER OF THE PUBLIC

Please return your completed question form to Democratic Support, Plymouth City Council, Ballard House, West Hoe Road, Plymouth, PL1 3BJ or email:

democraticsupport@plymouth.gov.uk

Question to be submitted no later than 5 clear working days before the meeting.

Question submitted by: Colin McClellan
To the Cabinet Member or Chair for: Councillor Mark Coker
To be asked at the next (Council, Cabinet or Planning Committee) Meeting: Date: City Council 17 March 2025
Question (to be no longer than 50 words): Could the Council amplify information regarding applying for free bus passes, passes are automatically renewed for existing holders who are of pension age but new applicants and eligible disabled residents have to apply online, no letters are sent out and some would benefit from further information.
Will you be attending the meeting in person to ask your question? No.
Response: (for completion by City Council officers and Cabinet Members / Chairs) Information on how to apply for a concessionary bus pass can be found on the Council's website at https://www.plymouth.gov.uk/parkingandtravel/publictransport/buspass The website explains what is required to apply for either a senior citizen or disabled person's bus pass, and a link is provided to the application form which gives step by step instructions on how to complete the form and upload the required supporting information. For those unable to access the internet, they can contact the Council by telephone (01752 668000), where the Customer Hub will guide them through the process. New applicants, for either senior citizen or disabled bus passes, are encouraged to apply online. For those unable to do so, the Council's Library staff can provide information on the process and if

necessary appointments are available at Central Library on Tuesdays and Thursdays where staff can assist with the application including the uploading of documents. An appointment must be made at the library to access this service.

With regard to bus pass renewals, as correctly stated, senior citizen bus passes are renewed automatically along with disabled applicants who are blind, deaf or with Learning Disabilities. They are automatically renewed as the persons eligibility for a pass does not change over time. For those holding disability passes, where an individual's circumstances might have changed since the pass was last issued the Council sends a letter to the passholder the month before their pass expires providing instructions on how to renew their pass should they still be eligible.

Bus passes issued on the grounds of age are issued for a period of 5 years. Bus passes issued on the grounds of disability are issued for varying lengths, up to five years, depending on the nature of the disability.

All information can be found at

<https://www.plymouth.gov.uk/parkingandtravel/publictransport/buspass>