

Free Bus Travel for Under 22s – Key Points

The Scottish Government's new concessionary travel scheme begins on **Monday 31 January 2022**. It entitles young people resident in Scotland under the age of 22 to free bus travel on eligible bus services across the country.

Transport Scotland have produced a driver's pocket guide containing all the relevant detail which we will distribute shortly, however this notice summarises the key points, which are:

- A valid National Entitlement Card is needed for free travel – these are presented to the ticket machine in the same way as for the Older & Disabled Persons' scheme. Look for the green "VALID" screen to permit travel.
- On services with more than one fare (airport, EastCoastbuses, Lothian Country), you will need to select the end destination for the zone they wish to travel in as you currently do for other concession cards.
- Existing cards are not valid for the scheme – all holders of existing National Entitlement Cards or Young Scot cards need to apply for a new card to access free travel
- As with the Older & Disabled Persons' concessionary scheme, travel on NightBuses is excluded.
- Unlike the Older & Disabled Persons' scheme however, **there are NO Temporary Pass arrangements for this scheme**. If a Young Person has lost or damaged their card, they will have to pay for their journey, except where they appear vulnerable – see "Manuals & Faulty Cards" below. Cardholders should contact their Local Authority or visit getyournec.scot for a replacement.
- Because there are no temporary pass arrangements for this scheme, this means that any young person's cards which are damaged, expired, invalid or hot-listed should **not be withdrawn** – the cardholder keeps the card because they may use it for other activities, but will have to pay a fare.
- The Young Persons' Bus Concession 16-18 (1/3rd Discount) scheme will end on Sunday 20 February. From Monday 21 February anyone presenting one of these cards must either use their new Saltire card or pay a fare.

Free Bus Travel for Under 22s – Supported Cards

The following types of card will be supported:



National Entitlement Card issued to 5-11-year olds.

These do NOT have a cardholder photograph.



Young Scot National Entitlement Card issued to 11 – 21 year olds.



National Entitlement Card issued to 11 – 21 year olds.

Unlike the Older and Disabled Persons' scheme, none of the cards supported display the orange "C" logo in the bottom right corner.

This helps differentiate which cards are part of which scheme

Eligible young people can apply for a new or replacement card by visiting getyournec.scot or by contacting their Local Authority.

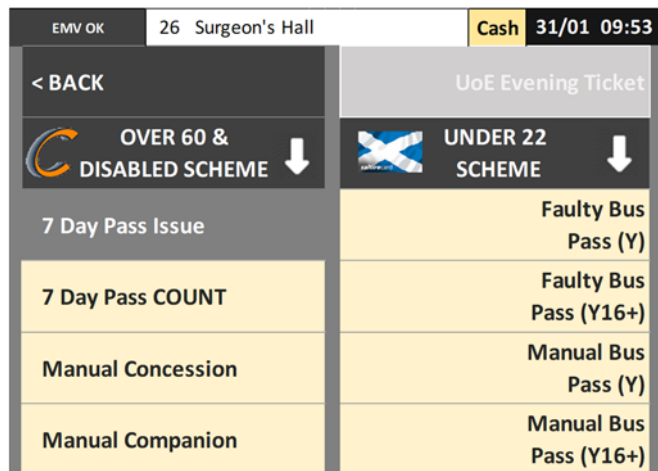


THE ONLY CIRCUMSTANCE IN WHICH A YOUNG PERSONS' NATIONAL ENTITLEMENT CARD SHOULD BE WITHDRAWN IS WHERE IT IS BEING USED BY SOMEONE OTHER THAN THE PHOTOGRAPHED CARDHOLDER (WHERE THE CARD HAS A PHOTOGRAPH).

Free Bus Travel for Under 22s – Manual & Faulty Cards

The “Concessions” menu has been rearranged in support of the new scheme, and to help make it clear which counts should be used for which scheme.

On services with more than one fare (EastCoastbuses, Lothian Country), each of the following counts will then ask you to select the correct zone for the journey the customer is making.



Ticket Machine Failure

If the ticket machine on your bus is not reading any smartcards, or is showing an error message for every smartcard presented, journeys made by eligible young people should be recorded using the following manual counts:

- Manual Bus Pass (Y) – for cardholders aged under 16.
- Manual Bus Pass (Y 16+) – for cardholders aged 16 and over.

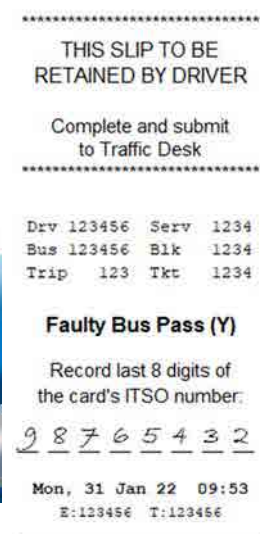
Where it is not obvious, you may need to ask the age of the cardholder in order use the correct count.

Card Faults – Vulnerable Young People

If a customer’s card cannot be read because it damaged, **and** they have no means of paying for their travel when asked, **and** they appear to be vulnerable; you may permit travel and record the journey using one of the following Faulty Pass manual counts:

- Faulty Bus Pass (Y) – for cardholders aged under 16.
- Faulty Bus Pass (Y 16+) – for cardholders aged 16 and over.

Using this count will print a slip. Do **NOT** give this to the customer. Instead, you should write a note of the last 8 digits of the long card number (next to the blue ITSO logo) on this slip, which should be returned to the traffic desk as the next opportunity.



Where it is not obvious, you may need to ask the age of the cardholder in order use the correct count.