

Travel tokens can be used on **buses, community transport, trains, taxis and private hire vehicles.**

Buses

Tokens will be accepted for all public bus services operating in the borough. This includes buses that go outside of the borough, as long as the bus route starts or finishes in the borough.

Change will be given where possible. However, drivers may provide a change voucher if change is not available.

Community transport

Travel tokens are generally accepted by all community transport providers within the borough. Dial a Ride, Basingstoke Community Transport, Neighbour Care and Shopmobility Basingstoke accept travel tokens. It is, however, advisable to seek confirmation that tokens are accepted prior to booking.

Trains

Travel tokens can be used to buy any rail ticket or travelcard that is purchased from a manned ticket booth at the following stations: **Andover, Newbury, Basingstoke, Overton, Mortimer, Reading, Hook, Whitchurch, and Bramley.**

Taxis and private hire vehicles

All Basingstoke and Deane licensed taxis and private hire vehicles accept travel tokens, with the exception of some Hackney carriage vehicles (black cabs). Therefore please check with them at the time of booking.

Coaches

Travel Tokens are not accepted for coach travel which includes National Express services.

How do I use the bus pass?

The national bus pass can be used from the date of issue.

The pass may be used on local bus services in Basingstoke and Deane at any time. Journeys starting anywhere else in England will only be free between 9.30am and 11pm Monday to Friday or anytime at weekends and bank holidays.

What do I do if I lose my bus pass

If you lose your national bus pass, you should contact our **Customer Service team** on **01256 844844**. A duplicate can be ordered, but a charge will be made as follows:

£10 for first loss
£20 for subsequent loss

If you move to a different area you must apply to your new local council and return your bus pass / tokens to Basingstoke and Deane Borough Council.

Travel tokens are equivalent to cash and loss of these cannot be reimbursed.

If you find any of our information difficult to read, please let us know.

For information on public transport phone Traveline 0871 200 2233 www.traveline.org.uk



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If you would like further information, or have any questions, please call **01256 844844** or contact **Basingstoke and Deane Borough Council Civic Offices, London Road, Basingstoke, RG21 4AH** or e-mail info@basingstoke.gov.uk



Basingstoke and Deane

Travel tokens and national bus pass 2009

Concessionary fare scheme service standards

Comments and complaints

If you wish to comment on or are unhappy with the service, please write to us at the above address or telephone 01256 844844. www.basingstoke.gov.uk

Applying for travel tokens or a bus pass

In person - you will usually be seen within 10 minutes of your arrival.

If you write to us

- we aim to respond to all letters within 10 working days
- if a full reply cannot be given within this time we will tell you why and give you a response date

If you send us an email

- we will respond to your email in full within five working days

If you phone us, we will

- aim to answer your call within 15 seconds
- if we cannot resolve your query immediately we will give you the name and contact details of the person or team who will deal with it
- we will phone you back within one working day if you leave a message.



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What do you get with concessionary fares?

Basingstoke and Deane Borough Council offers eligible residents much more than the statutory minimum for concessionary travel. You are able to choose between a national bus pass that gives free travel on any local bus service anywhere in England*, or you can choose locally issued travel tokens. **IMPORTANT:** If you choose travel tokens instead of a bus pass, you are opting out of the national bus pass scheme. You cannot have both.

The number of local tokens is set every year by the elected councillors and can be used like cash on taxis, trains and community transport as well as buses. They are a more flexible and convenient way of paying for travel.

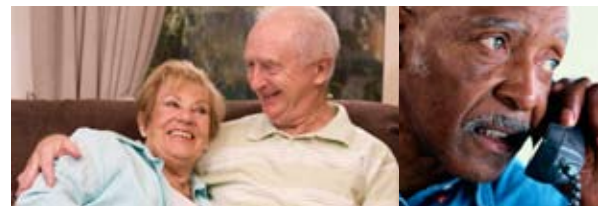
So, whether you take the bus into town every day or just want an occasional taxi home from a local venue, we want to help.

Are you eligible for the travel concession?

If you are aged 60 or over, you are eligible to claim the basic concession of either £53 of travel tokens or a national bus pass.

The council is offering residents over 75 who opt for travel tokens an extra £21 of tokens. This is the

* Time restrictions will apply outside of the borough of Basingstoke and Deane.



same supplement value that is given to residents of any age who are disabled or those over 60 on council tax / housing benefit. Only one supplement payment is payable, even if you are aged 75, disabled and on benefit. The maximum entitlement is £74.

The total amount you receive will depend on when you apply (as per the table below). For example, if you are 60 in July 2009 and are claiming benefit, you will receive the basic £40 travel tokens, plus an additional supplement of £16.

qualifying date	Basic Value	Additional
1 April 09 to 30 Jun 09	£53	£21
1 July 09 to 30 Sep 09	£40	£16
1 Oct 09 to 31 Dec 09	£27	£11
1 Jan 10 to 31 Mar 10	£14	£6

PLEASE NOTE: The above payments are also relevant to existing customers who apply late.

Applicants with disabilities

You can apply for both the basic and additional concessions, if you qualify under this medical criteria:

- a) are blind or partially sighted
- b) are profoundly or severely deaf

- c) are without speech
- d) have a disability, or have suffered an injury that has a substantial and long-term adverse effect on your ability to walk
- e) do not have the use of both arms, or have long-term loss of the use of both arms
- f) have a learning disability (ie a state of arrested, or incomplete, development of intelligence and social functioning)
- g) have had your driving licence refused or revoked (or it would be refused if you applied) on medical or physical fitness grounds. If you have had a licence refused or revoked, the letter of refusal/ revocation or other proof will be required.

PLEASE NOTE: children under the age of 5 are not eligible for either a bus pass or travel tokens.

If you are in categories a to f you must supply proof of your disability when applying. This can be one of the following:

- 1) Higher Disability Mobility Allowance
- 2) War Pensioner's Mobility Allowance
- 3) Blue Parking Badge
- 4) letter from a qualified medical examiner (eg an optometrist, occupational therapist, or physiotherapist), stating that you qualify under the medical criteria.

It may be necessary for the council to approach your doctor or other qualified medical examiner for proof of your disability. If so, we will ask your permission before contacting them.

If you are in category g, please supply either proof that the DVLA has refused you a licence on the grounds of your medical fitness, or a letter from a qualified medical examiner.

We accept postal applications from people with disabilities, please request an application form from the Civic Offices - see telephone number and address on back of form.

How do you apply?

Your first application must be made in person, unless you are disabled, at the address below:

Parklands Building, Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke RG21 4AH.
Monday to Thursday from 8.30am to 5pm
Friday 8.30am to 4.30pm.

When applying please bring:

- proof of age 60 or over (for example medical card, passport, or birth certificate)
- separate proof of address, showing that you live in the borough (for example council tax, gas or electricity bill)
- if you choose the national bus pass, please bring one passport sized photograph, or we can arrange to take it for you
- proof of disability (if appropriate)

PLEASE NOTE: bank statements will not be accepted as proof of address

How do I use the travel tokens?

The plastic tokens are valued at £1 each and are valid for one year. They can be used within Basingstoke and Deane. Simply use them like cash to pay for the total cost of your journey, or mix with money as part payment of a fare.

