

## 16-18 TRAVEL PASS ENHANCEMENTS: FREQUENTLY ASKED QUESTIONS (FAQS)

### EXTERNAL

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#### Changes to the pass

**1** Q. What has changed with the 16-18 Travel Pass?

A. From 1 July, the 16-18 Travel Pass will be available to all young people in this age bracket living in South Yorkshire, including those in apprenticeships or employment. The pass will also, for the first time, be valid all year round including during the Summer months. The 16-18 Travel Pass replaces the 16-18 Student Pass, valid during the academic year (September - July) for South Yorkshire students enrolled in full time education or training.

**2** Q. Why has the pass changed?

A. SYPTE has extended the 16-18 Travel Pass in response to customer feedback and in recognition that all young people aged 16-18 are now required to be in education or training.

**3** Q. Have there been any changes to the MegaTravel pass?

A. No, the MegaTravel pass remains unchanged, meaning the young people aged 11-16 can continue to benefit from discounted travel across South Yorkshire.

**4** Q. Who is funding the 16-18 Travel Pass?

A. SYPTE is funding the 16-18 Travel Pass. SYPTE has re prioritised its funding to extend the current 16-18 concessionary travel scheme, in support of Sheffield City Region Combined Authority objectives to increase provision for young adults in work and apprenticeships. SYPTE and its activities are funded via a levy agreed by the local authorities of Barnsley, Rotherham, Sheffield and Doncaster.

#### Eligibility

**5** Q. Who can now get a 16-18 Travel Pass?

A. All young people aged 16-18 living in South Yorkshire, in a household that pays council tax to Barnsley, Doncaster, Rotherham or Sheffield councils, are eligible for a 16-18 Travel Pass, including those in apprenticeships and employment.

<b>6</b>	Q. I will be at college / sixth form after the age of 18 – will I still be able to get a 16-18 Travel pass?
	A. Unfortunately you will not be eligible for a 16-18 Travel Pass after the 31 July of your second year in further education, apprenticeship or employment. You can still benefit from age related discounted travel across South Yorkshire. Further information can be found at <a href="http://travelsouthyorkshire.com">travelsouthyorkshire.com</a>

<b>7</b>	Q. What about students who live outside South Yorkshire?
	A. The 16-18 Travel Pass is only available to residents of South Yorkshire. Residents of other areas should speak to their local council to see if they will provide any help with travel costs. Details of age related discounted tickets that don't require residence can be found at <a href="http://travelsouthyorkshire.com">travelsouthyorkshire.com</a>

#### Validity of pass

<b>8</b>	Q. Does this mean I can now use my pass over the Summer?
	A. Yes, you can use your pass as soon as you receive it.

<b>9</b>	Q. When will my pass be valid from?
	A. Your pass will be valid from 1 July, and can be used as soon as you receive it.

<b>10</b>	Q. How long will my pass be valid for?
	A. Your pass will be valid for two years and will have an expiry date of the 31 July of your second year in further education, apprenticeship or employment.

<b>11</b>	Q. Where and when can I use my pass?
	A. You can use your pass all year round to access discounted travel on buses, trams and Northern trains in South Yorkshire.

<b>12</b>	Q. What discounts do I get from using my pass?
	A. The 16-18 Travel Pass will allow you to benefit from 80p single fares on buses and trams,

	half price rail fare on Northern trains and value for money operator tickets in South Yorkshire.
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<b>13</b>	<b>Q. Why do I need a 16-18 Travel Pass?</b>
	A. The 16-18 Travel Pass proves to bus drivers, tram conductors and ticket sellers that you are entitled to travel at reduced cost on public transport. No pass means full fare.

<b>14</b>	<b>Q. How do I use my pass?</b>
	A. The plastic 16-18 Travel Pass is a smartcard, meaning you have to scan your card on buses and Supertram. Hold your card on the reader near the driver's cab as you board a bus or hold it on the card readers held by the Supertram conductors. Once the machine beeps, pay your 80p fare as usual. On bus and train services that don't have smartcard readers, or if there's a problem scanning the card, just show it to the driver or conductor as you normally would.

### Applying for a pass

<b>15</b>	<b>Q. When can I apply for a new pass?</b>
	A. You can apply for your pass from 1 July 2017.

<b>16</b>	<b>Q. How do I apply for a pass?</b>
	A. The easiest way to apply for your pass is online at <a href="http://travelsouthyorkshire.com">travelsouthyorkshire.com</a> . You can also apply via a paper application from a Customer Service Desk at an Interchange.

<b>17</b>	<b>Q. What do I need to apply for a pass?</b>
	A. To apply for a 16-18 Travel Pass you need proof of age and residency in South Yorkshire. You will also need to provide a current photograph of yourself.

<b>18</b>	<b>Q. Do I still need to apply for my pass every year?</b>
	A. No, your pass will be valid for two years and will have an expiry date of the 31 July of your second year in further education, apprenticeship or employment.

<b>19</b>	<b>Q. Where will my pass be delivered?</b>
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	<p>A. Your pass will be delivered to your home address that you specified in your application. This must be a South Yorkshire address.</p>
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<b>20</b>	<b>Q. Do I have to pay for a 16-18 Travel Pass?</b>
	<p>A. No, the pass is free.</p>

<b>21</b>	<b>Q. How long will it take for my pass to be delivered?</b>
	<p>A. The quickest way to apply for a pass is online at <a href="https://travelsouthyorkshire.com">travelsouthyorkshire.com</a> If you apply for a pass online. We'll aim to deliver your pass within 10 working days. If you apply via a paper application form you should receive your pass within 21 working days.</p>