Frequently Asked Questions about the Concessionary Travel Voucher Scheme

- **How many vouchers will I receive?**

Following a home visit and registration for the Community Transport Service, they are supplied in a book of 80 vouchers. Each voucher gives £1.00 off a journey with a voluntary driver or a free single journey on the Dial a Bus service into Poole town centre. In addition each book will contain an additional voucher to the value of £5.00 that is used to pay for membership of the Community Transport Scheme.

- **How do I use my vouchers?**

On Dial a Bus – Simply tear off and hand them to the driver as payment for each trip (don't forget if you are making a return journey you will need two vouchers).

On the Voluntary Car Service - The Council will send you a monthly invoice for your journeys exactly as before. However instead of paying by cheque you can make a full payment (or part payment) by sending in your vouchers.

- **What happens when I use up all of my vouchers?**

When all of your vouchers have been used you can continue paying for Community Transport as before – by cash to the driver of Dial a Bus or by cheque for the Voluntary Car Service.

- **What if I have some vouchers left over?**

All vouchers need to be used by 30 June 2010 – this is clearly printed on the vouchers themselves. No credit can be given for unused vouchers.

- **Can I give my vouchers to my friends?**

Sorry this isn't possible. They are individually numbered and can only be used by the person they are issued to.

- **Will I need to reapply next year?**

No - voucher books will be posted direct to you every June for use from 1 July of that year. Please remember to tell us if you change address or no longer want to be a member of the scheme.

Additional Frequently Asked Questions if you currently have a "Connect" concessionary free bus pass.

- **I have a free bus pass but don't use it. I would find the vouchers useful- what do I do next?**

Please return your bus pass to the Council using the envelope provided (no stamp is needed). We will post your vouchers to your home address ready for use from 1 July 09.

- **I have a free bus pass and use it occasionally - what should I do?**

It's your decision whether to return your bus pass and take advantage of the voucher scheme. Please remember however that the vouchers give £80 worth of free travel on Community Transport (Voluntary Car Service and Dial a Bus) only. If you do return your bus pass you will be required to pay the full fare on public transport. You may reapply for your bus pass instead of taking the vouchers after the end of the following June but you may not be issued with both a bus pass and the vouchers in any one year.

- **I have been issued with a bus pass but have lost it – what should I do?**

If you have lost your pass but would like to apply for vouchers instead, then please mention this on 'Additional Information' section of the voucher application form.

If you would like a replacement bus pass this can be arranged. There is a charge of £8. Bus passes are issued from St. Johns House, Serpentine Road, Poole, BH15 2DX. For further information please telephone (01202) 634249.

- **I use buses frequently so don't want to give up my bus pass. Does this mean I can't use Community Transport anymore?**

No - you can simply continue to pay by cash for Dial a Bus and cheque for the voluntary car service as before.

- **Why can't I have both – a bus pass and vouchers?**

The vouchers are issued instead of a bus pass specifically for people that can't use ordinary bus services.