

It has been reported that a resident who did not receive an automatic renewal to his Bus Pass was told, because he had not used it within the last six months, that he would need to apply once again for a new one.

Hampshire County Council replied as follows:

Basically, the policy of stopping automatic renewals was implemented as part of a savings programme some time ago – and it does save money and reduce insensitive bureaucracy by not sending passes to people who have possibly passed away, been moved into a nursing home, etc.

I do however completely understand the point that Covid restrictions will prevent most people using their passes at present – so we are looking at the issue, and whether we may be able to temporarily suspend the non automatic renewals – I will ensure you are updated when we have worked through the issues. Some passes are still being used, and we have just announced a further temporary suspension of the 9:30 start time – to help ensure that for people dependent on public transport – that they can get to vaccination centres or special shopping slots while the schools are closed and buses less busy.