

How to use Your Pembrokeshire Passport ON THE BUS



Please read this carefully.

It will tell you what you need to know
to help you use your Pembrokeshire Passport.

What is a Pembrokeshire Passport?



A Pembrokeshire Passport will help you use the bus on your own.

The Passport will let bus drivers know that you may need help on your journey.

It can make your journey easier.

- You can use your Passport on any bus in Pembrokeshire.



- You can also use your Passport on any Arriva train.

- You can use your Passport at any time of the day.

- Anyone can have a Passport.

Your Passport **does not** give you free or discounted travel on the bus or train.



This is a picture of your Passport.

The Passport wallet has plastic pockets where you can put words and pictures to show where you want to travel to.

How do I use my Passport?

**Haverfordwest
Bus Station**

First you will need to put the name of the place you want to go to into your Passport wallet.

**Haverfordwest Bus
Station**



You can also put in a picture or photo to help you and the bus driver know where you want to go.

You can also put in some words that you may use on your journey.

Here are some things you could put in:

- Single fare please.
- Return fare please.
- Please let me know when I get to my stop.
- Please call this person in an emergency.



If you have a Concessionary Travel Pass, you can put this into your Passport wallet as well.

Make sure your words are clear and bold. You can ask your carer or a friend or relative to help you write or type the words.



It is important to put the right bus stop name for the place you want to travel to.



If you want to go to Haverfordwest Bus Station, you should put the words Haverfordwest Bus Station.



Do not put in the name of a shop in Haverfordwest unless you know that there is a bus stop there.



When you see the bus coming try to show your Passport to the driver.

You could hold your Passport up in the air.

This will let the bus driver know you may need some help.



When you get on the bus show the driver the word or picture of the place you want to travel to.

You can also show them any other information you want them to know.

Planning your journey



Before you go out you should think about what you need to do to help you have a safe and easy journey.

You may want to make a list of things to do before you travel.

Here are some things you should think about:

- Where am I going?
- How will I get there?
- How will I get back?
- How much money will I need?
- What will I need to take with me?

Before you go out always remember to tell someone:

Where you are going.

How you are getting there and back.

What time you will be back.

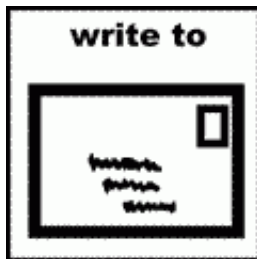
Who you are going with.

What to do if you lose your Passport

If you lose your Pembrokeshire Passport you should tell the person who gave the Passport to you.

If you can't do this then please contact us:

Pembrokeshire Passport
The Contact Centre
Pembrokeshire County Council
North Wing
County Hall
Haverfordwest
Pembrokeshire SA61 1TP



OR



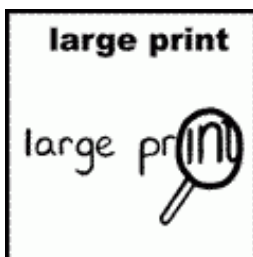
Telephone: **01437 764551**

OR



Email: enquiries@pembrokeshire.gov.uk

Please tell us how to get in touch with you. We can do this by phone, letter or email.



Alternative formats

If you would like this document in another format (i.e. large print, Braille or audio version) please let us know.

For more information

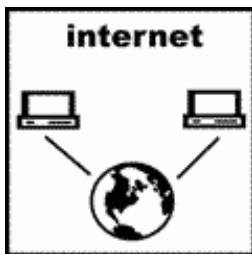
If you need help to find out which bus to catch and what times they run you can telephone **traveline** on 0 8 7 1 2 0 0 2 2 3 3



Calls cost 10 pence every minute from your phone at home plus any charges your phone provider makes.



If you use your mobile phone you will have to pay more money.



You can also use the internet:
www.traveline-cymru.info/

If you want more information on using public transport in Pembrokeshire you can look at this website:
www.pembrokeshire.gov.uk/transport

If you are unsure about any of the information in this leaflet or need help putting words and photos into your Passport wallet then please ask someone who can help. This could be a friend or relative, a carer or someone at your Day Centre.