

## Notice

# APPLICATIONS FOR NEW AND REPLACEMENT BUS PASSES

The Department for Transport (DfT) has issued instructions to all authorities issuing bus passes under the English National Concessionary Travel Scheme (ENCTS) that they must transfer their systems from the DfT's existing host operating system supplier ISL to a new one by no later than 24 September 2012.

To comply with this instruction it is necessary to close down the system for issuing bus passes for up to three working days while a new processing system is set up for the North East region under the North East Smart Ticketing Initiative (NESTI). No application for new ENCTS passes or for replacement ENCTS passes can be processed during the closure period.

Any new applications for bus passes under the ENCTS or for replacement bus passes will, therefore, not be processed between 5.00pm on Friday 9<sup>th</sup> December 2011 and 9.00am on Thursday 15<sup>th</sup> December 2011.

Subject to the transfer being successfully completed, new applications will be accepted after 9.00am on Thursday 15<sup>th</sup> December. Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees Unitary Borough Councils wish to apologise for this temporary loss of service.



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