



Transport for
Greater Manchester

Travel information for blind and partially sighted people in Greater Manchester



supporting blind and
partially sighted people

Before you start your journey

It is always a good idea to plan your journey in advance and find out all the information you will need including:

- How to get to your destination - bus, train, tram or a combination.
- The location of your journey departure point and the bus number or train/tram route you need.
- How long the journey will take and where you need to get off.
- If things go wrong, have a number with you in case you need assistance.

Obtaining travel and public transport information

If you need general advice on public transport, including bus timetables and journey planning, you can either;

- call Traveline on **0871 200 22 33** (calls from landlines cost 10p per minute, calls from a mobile phone may vary);
- visit: **www.traveline.info**; or
- call into your nearest Travelshop. These are located at the following transport interchanges and bus stations:

Altrincham Interchange

Middleton

Ashton

Oldham Central

Bolton Moor Lane

Piccadilly Gardens

Bury Interchange

Rochdale

Eccles

Shudehill Interchange

Hyde

Stockport

Leigh

Wigan

Manchester city centre

Wythenshawe

Buying a Metrolink Tram Ticket

If you have difficulty buying a ticket from the Metrolink ticket vending machines before you travel, please contact Customer Services on **0161 205 2000**. You can buy a ticket over the phone instead. Once you have purchased a ticket over the phone you will then be given a code which you can quote to the Tram Inspector on board, to prove you have paid.

Assistance on the tram

Metrolink staff can offer advice. All Metrolink stops also have help points on the platform where you can ask for assistance. In all cases, there are orange help points that will allow you to speak to the control room should you have any problems.

National Concessionary Travel Pass (NCTP) for residents of Greater Manchester

The Concessionary Bus Travel Act states that eligible disabled people and everyone of state pensionable age and over can get free off-peak travel on all local buses anywhere in England.

If you do not have your pass with you when you travel, you will, however, have to pay the full fare.

Who qualifies and how do I apply?

To apply for a NCTP or a replacement, an application form needs to be obtained from the Transport for Greater Manchester (TfGM) Travel Concessions Helpline **0161 244 1050**.

There are two different types of passes for people with a visual impairment:

1. National Concessionary Travel Pass

You can apply for this pass if you are registered partially sighted.

Prior to 9.30am on weekdays, you will pay half the adult fare on local buses, local trains and Metrolink. If you start your journey after 9.30am, at weekends or Bank Holidays, you can travel for free on local buses, local trains and Metrolink.

Concessionary Travel Pass holders can use any bus free of charge anywhere in England between 9:30am and 11:00pm, and Greater Manchester Concessionary Travel holders for an additional hour until midnight to and from the following towns:

Hadfield, Hayfield, Tideswell, Buxton, Macclesfield, Knutsford, Warrington, Prescott, Ormskirk, Leyland, Blackburn, Accrington, Rawtenstall, Portsmouth (West Yorkshire), Hebden Bridge, Halifax and Huddersfield.

2. National Concessionary Travel "Concession Plus" Pass

You can apply for this pass if you are registered blind.

Greater Manchester Concession Plus Pass holders can travel for free at any time on local buses, local trains and Metrolink tram.

In addition, Greater Manchester Concession Plus Pass holders can use any bus free of charge anywhere in England between 9:30am and 11:00pm. At all other times, you pay the full adult fare.

Please note that you cannot use your pass on trains and trams outside Greater Manchester.

Some Greater Manchester buses have card readers on the ticket machines. When requested to do so by a driver, the Concession Pass must be placed on the reader. The driver will be able to help if anyone has difficulty doing this.

For any specific questions in relation to the Greater Manchester National Concessionary Travel Scheme, please contact TfGM on **0161 244 1050**.

Travel vouchers

If you are registered blind and cannot use ordinary buses, you may be able to get Travel Vouchers. You can use these to pay for taxis and door-to-door services, like Ring and Ride and Local Link. Travel Vouchers are only available for Greater Manchester concessionary pass holders who are willing to give up their national concessionary travel pass.

For more information about Travel Vouchers, please phone the TfGM Travel Concessions department on **0161 244 1050**.

Ring and Ride Service

This is an accessible minibus service for people who find it difficult to use public transport. You will need to register to use the service. You can use your national travel pass to travel at a reduced fare on Ring and Ride services. To find out about Ring and Ride in your area, contact Greater Manchester Accessible Transport Limited (who manage the service) on **0161 244 1504** or visit **www.ringandride.info**

Door-to-door services - Local Link

In certain areas where there are very limited bus services, Local Link provides a door to door service using minibuses and taxis you share with other passengers. You can use your national travel pass to travel at a reduced fare. (Fares and services vary across Greater Manchester).

For people over 60 with mobility difficulties, they may be eligible for Shopping Link services which provide travel to and from supermarkets in Oldham, Rochdale and Tameside on set days.

For further information on Local Link or Shopping Link services contact Traveline on **0871 200 22 33**.

More information

If you require this, or any other TfGM information in an alternative format such as braille, large print or audio, either;

- Phone the TfGM Switchboard on **0161 244 1000** and ask to speak to a member of the Customer Relations Team;
- Call into a Travelshop and make your request; or
- e-mail Customer Relations: **customer.relations@tfgm.com**

For information about travel products that can help you to find your way when you're out and about, contact RNIB's Helpline on **0303 123 9999**, email **helpline@rnib.org.uk** or shop online at **www.rnib.org.uk/shop**

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