

Getting from **A**



B

is easier with a
Bridge Card



Giving you the help you need to use public transport.

The Tees Valley Authorities - **Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees** - in partnership with the local bus and train operators are introducing the **Bridge Card** to any person who may need additional support whilst travelling on public transport.

How will the Bridge Card scheme work?

If you have difficulty using public transport because of age, disability, illness or you simply lack confidence, you can carry a Bridge Card.



When you show the card to transport staff they will recognise that you may need extra help during your journey.

You don't have to register for the scheme, just present your card to a member of the transport staff if you need help.

The card does not entitle you to a concessionary or discounted fare.



Where do I get a card?

The card is available at Hartlepool Shopmobility (address overleaf) and all libraries in the Borough of Hartlepool.

What can the card help you with?

- You might just need time to find a seat before the bus sets off
- You may have difficulty remembering or knowing which bus stop or railway station to get off at
- Sometimes you may have difficulty, getting on the correct bus or train

The transport staff are trained to:

- Help you count your money or change
- Check that you know where you're going and what stop or station to get off at
- Tell you when you have arrived at your destination
- Allow you time to be seated before the bus or train sets off
- Tell you information about your journey verbally instead of a written timetable
- Use the bus or train features to help you board and exit safely



Where can I get further information about the Bridge Card?

The card is available from:

Hartlepool Shopmobility
Unit 120
Middleton Grange Shopping Centre
Hartlepool
TS24 7RH

Tel: 01429 861777 / 891881

Email: shopmobilityhartlepool@hotmail.com

also available from all libraries in the Borough of Hartlepool.

Please keep your bus ticket as this has important information on it, to help with your complaint

Bridging the Gap, to help you travel!



The bridge card is also recognised on Northern Rail and First TransPennine Express