

Young people's travel passes – online applications

As you are aware it is fast approaching the end of the current academic year and the new academic year will be upon us soon after. I, therefore, wanted to take this opportunity to ask for your support in promoting the benefits of our free concessionary travel passes to people aged 18 and under and encouraging young people and parents to apply for a pass.

Zoom Under 16 and Zoom 16-18 concessionary travel passes provide proof of eligibility to travel for a discounted single journey fare on bus and tram, and half fare on Northern trains in South Yorkshire.

Additionally, pass holders are eligible to purchase a range of discounted daily, weekly and 28-day tickets from bus and tram operators, including prepaid tickets offering unlimited travel across South Yorkshire.

Anyone who has an existing travel pass that has not expired does not need to apply for a new Zoom Under 16 or Zoom 16-18 Travel Pass, as their existing pass will remain valid until it expires.

Eligibility and how to apply

Our travel passes are available to young people aged 18 and under who live in South Yorkshire. Early application is encouraged in order to benefit from discounted travel over the summer holidays.

The quickest way to apply for a pass is online by creating a MyTSY account. Further information about the range of passes available, eligibility, the benefits of having a free Zoom Travel Pass and how to apply can be found at travelsouthyorkshire.com/en-GB/LandingPage/Zoom.

We aim to dispatch each pass within 11 days of receiving a completed online application if all details are correct.

If customers are unable to apply online, we are asking them to please give our Traveline team a call on 01709 515151, between 7am and 7pm Monday to Friday or 8am and 7pm Saturday and Sunday, and they will happily talk them through their options.

How is this information being communicated to customers?

South Yorkshire Mayoral Combined Authority (SYMCA) is working hard with local education providers, parents, and youth community groups to promote concessionary travel for young people living in South Yorkshire. We are encouraging applications during the summer months so that pupils have their travel pass before the start of school or college term in September.

Information and resources on how to apply and the range of tickets available with a travel pass are being sent to schools and colleges in South Yorkshire and we will be displaying posters in our interchanges and on street. Adverts will also run through social media channels and the Travel South Yorkshire website.

As well as promoting the discounted single fare available with a travel pass, our Marketing & Communications team will be taking this opportunity to make young people, parents and teachers aware of the 1, 7 and 28-day tickets available for under 16 and 16-18 year old pass holders.

Any enquiries, please look on the Travel South Yorkshire website where we provide details of our products and services and bring together information from all of the bus, tram and train operators. The quickest way to apply is online.

If people do not have access to the internet, our Traveline team are available on 01709 515151, between 7am and 7pm Monday to Friday or 8am and 7pm Saturday and Sunday, and they will happily talk them through their options. Don't forget, no pass means full fare.