



Where do I get a card?

The card is available at each local authority's Shopmobility Service and other appropriate organisations.

What if I show the card and I still do not get the help I need?

If this is the case please contact us at:

Bridge Card
 Care of Middlesbrough Shopmobility
 1st Floor Car Park
 Hillstreet
 Middlesbrough
 TS1 1TE
 Tel: 01642 254545
 Email: info@middlesbroughshopmobility.co.uk

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

Bridging the Gap, to help you travel



Stockton-on-Tees
BOROUGH COUNCIL



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

Getting from



is easier with a Bridge Card

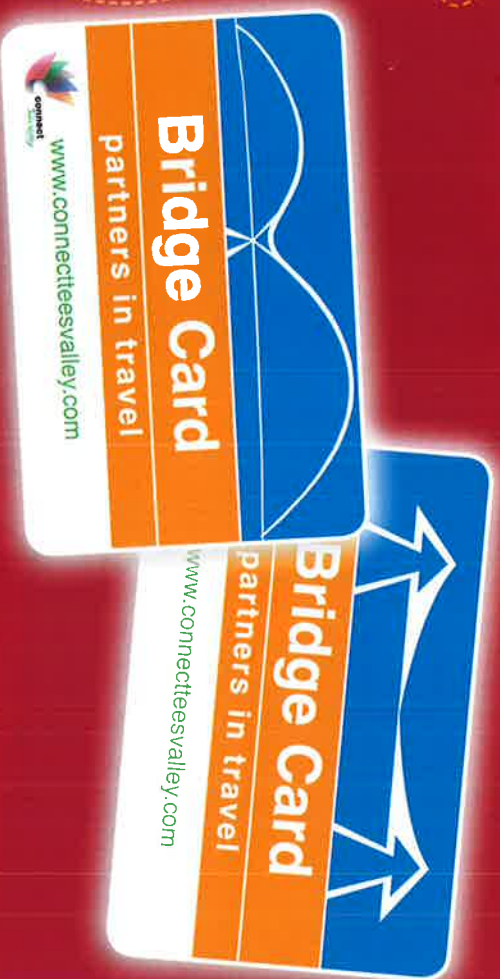


Giving you the help you need to use public transport.

The Tees Valley Authorities - Darlington, Hartlepool, Middlesbrough, Stockton-on-Tees and Redcar & Cleveland - in partnership with the local bus 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.



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 to get off at
- Sometimes you may have difficulty, getting on the correct bus

The transport staff are trained to:

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

