

Connecting Communities services operate in all Suffolk Districts. In recognition of the local diversity of our county districts, the community transport service operators have varied transport offers. This means that since they launched in 2016 not all services have been able to accept ENCTS (English National Concessionary Travel Scheme) free travel bus passes.

We want Suffolk residents to have equality on costs for all passengers and consistency on the use of travel bus passes as there is no statutory requirement to give free travel for pre-booked seats. So, from 1 April 2019 all Connecting Communities passengers will be charged fares, and free bus passes will no longer to be accepted. The good news is that fares will not be increased this year; we will ensure they remain affordable in line with local bus services.

Details about your area Connecting Communities service can be viewed online here <https://communities.suffolkonboard.com/my-area/>

Passenger Transport Unit

Growth, Highways & Infrastructure

Suffolk County Council

Constantine House

5 Constantine Road

Ipswich,

IP1 2DH

[](http://www.suffolkonboard.com/)