Applying for a bus pass

Fulfillment Trigger for application **Application Process Processing** Discovery Renewal Unable to complete the application Reaching the age themselves, many get a friend or carer to "Everyone knows you **Application** Renewal Success do it. can get a bus pass" **Submit application** processing by council Feedback to user Notify of Discover the process Providing personal Delivery / collection Waiting for news renewal **Prompted by friends** details Immediate for face of buss pass date or family Proving identity Phone the council to face applications "I'd never really Council websites thought about it" Visit contact centre Unable to apply **Changed situation** Usability & "I'm starting to have accessibility trouble driving" Security & privacy Proof of identity As a resident applying for a pass, I need... To know when my To know if I'm eligible for a bus To get someone to help me with To know what I need to provide To know how that I've done To get my bus pass quickly, so that permit expires, pass, so that I know that I can my application, so I can get my with my application, so that I can everything correctly, so that I I'm able to travel so that I know I need bus pass prove who I am know my application will be apply a replacement successful To know where and how I can use To feel valued and appreciated, so To know where to apply and how, To know how to provide a photo, my pass, so I don't get thrown off You to remember that I can feel better about this so that I don't complete the so that, so that my application is To know what's happening with a bus who I am, so that I milestone in my life wrong application successful my application, so that I don't don't have to apply have to call up to find out when again every year I need to know it's safe to do I need to know that help is I'll get it online so, that I'm not afraid available, so that I know what to do if I get stuck Feeling... "If I'd known about the "After 10 days, I went to "I'm not great at the website contact form to documents, it wouldn't attaching things. I had to "I don't really order It's great that you get "I'm hoping see what had happened" have been two trips" get my son to help" anything online" free travel they'll send a renewal "They did it while I was "It was very quick, I got it in "We drove to town and "The staff were very letter" there" a week" made a day of it" helpfull"