

Yellow School Bus – Frequently Asked Questions

Question(s)	Answer(s)
When will the application portal open?	The application portal will open on 1 st June 2019.
How long will the portal stay open?	The portal is open until the 30 th of June 2019. Customers will be able to access it until midnight.
Why are you closing the portal on the 30 th June and how does pass allocation work?	Passes will be allocated based upon first and second choices specified at the point of application. Service Planning will be undertaking the initial allocation. If you are unsuccessful a reason will be stated at this stage.
When will the portal reopen and will I still be able to apply?	If there are spaces available you will be able to apply during the reopening of the portal on 1 st August.
I had a place last year (or for the past 4 years) do I need to reapply?	Yes. Only pupils with a valid Yellow School Bus pass will be permitted to travel on YSB routes and passes are not automatically renewed.
Do I need an IGO card to travel?	Yes, IGO passes are compulsory on Yellow School Buses for children aged 11 and above. Information about IGO passes can be found on the TfGM website.
How much will it cost to use the services?	Fares information will be made available on our website once confirmed.
How do I apply for a free school pass?	You should contact your local authority for the criteria for applying for a free school bus pass. Each local authority has their own criteria.
Where does the bus go?	Maps of all YSB services are provided on the application portal.
I have applied for a Yellow School Bus pass but I have now changed address and require a different pass?	You must return the pass to TfGM before we can issue you another pass.
I haven't been issued the pass for the service that I wanted; can I change for a different bus?	You must return your pass to TfGM before we can issue another pass. If there is space available then we may be able to issue you a pass for a different service.
I have lost my Yellow School Bus pass, how do I get a replacement?	Please report it to yellow.bus@tfgm.com and another will be issued.
The bus I travelled on last year is no longer showing on the application portal?	A number of changes have been made to the Yellow School bus services. The services that are available can be viewed on the applications portal. All schools will be sent details of any changes to their services. Additionally, details of all TfGM contracted schools services will be made available on our website in due course.
Will I get a response telling me if I've been successful or not?	All applicants will be notified via email whether they have been successful or unsuccessful.
When will I receive my pass?	The first allocation of passes will be sent out mid-August 2019. Any passes issued after the initial allocation are sent second class post once the application form has been processed.
What if there isn't a Yellow School Bus route available to my school?	If there isn't a YSB route available to a customer's school, they can use general bus services. It is not necessary to hold a Yellow School Bus pass for these services. Details of all TfGM contracted schools services will be made available on our website and via your school in due course.
I don't have access to the internet, how can I apply?	Contact Centre staff can fill out an application on your behalf. Additionally you may also use the yellow.bus@tfgm.com email address if you do not have one. Applicants will need to supply all their details in order for an application to be processed.