

# Brian

Brian uses a tablet for occasional internet use, mainly for email, research, news and accessing council services such as bin collection days. He has more time on his hands now that he is retired so doesn't mind visiting council offices.

Found out everything he needed to know on the LBC website, including using a calculator to see when he was eligible since the date kept changing! "This is OK if you are computer savvy."

Came to the CSC and joined queue where he waited approx 5 mins. Showed proof of identity to CSA – took 5 mins. Then waited in waiting room to receive pass. "A very straightforward process."

Found nothing difficult, from looking up what he needed to do and finding out when he could apply, to know what documents to bring, which he already had in his possession. No help needed.

Making an appointment would be the only improvement, rather than queueing. "Some days in the CSC are busier than others and you can wait a long time."

Overall, Brian was happy with the process and found nothing difficult. He would have applied online if it was available and will renew online in the future.

# Agnes

Agnes applied much later than usual for her pass – age 72. She suffers from MS and used to take a round-trip to town in a taxi (costing approx £16) as it was too far in her wheelchair. Taxi fares have become too expensive and that is why she decided to finally apply for a bus pass.

Found out everything she needed to know by coming to CSC. Queued for 10 mins to be told what documents were needed. Had been prompted by a friend and a bus driver to apply for pass.

Has never bothered with a bus pass before as she assumed bus services were terrible. The reality, she has discovered, is a reliable bus service every 10 minutes.

Was surprised at how easy the whole process was - she found nothing difficult and needed no assistance. She already had the necessary documents in her possession.

She was very concerned about the safety aspect of applying online and wouldn't use the internet to apply or renew. She also worried that other older people wouldn't understand the internet.

Agnes doesn't use the internet at all, doesn't have access. She has experienced problems before where money for rent payments went missing and wouldn't trust an online process, but admits she doesn't know much about the internet.

# Peter

Peter uses the internet regularly, on a variety of devices, for email, banking, social media, council information, weather updates and research.

Found out everything he needed to know at the CSC but it took a few trips as his eligibility date kept changing.

3 minute wait in queue for CSA. Expired driver's licence couldn't be accepted but identity was checked against council tax records.  
"A very straightforward process."

Found nothing difficult and liked the 'fast-track' process. No assistance required.  
"Checking my identity against council tax records was very helpful."

Would apply online if you can print a temporary pass as you receive it immediately when you apply at the CSC.

Overall, Peter was happy with the process and found nothing difficult. He may renew online in the future.

# Mary

Mary made three trips to the CSC before being able to apply for her bus pass, due to long queues and not having the correct documentation. Mary uses a variety of devices to access the internet on a regular basis – for email, research and shopping.

Mary found out applying by Googling 'am I eligible for a bus pass'. She knew she had to come to Town Hall to get pass - CSA told her exact date she could apply and what she needed to bring.

Eligibility was checked in CSC, along with proof of identity. Mary had had a pass before but for medical reasons so this application was processed as a first pass.

Mary found the process easy and likes the fact that you don't have to fill in forms to receive pass.  
"I like that and it's straight forward. If it ain't broke, don't fix it."

She would be happy to use the internet if the process was available online.

Mary is happy with the process as it is, but also wouldn't have a problem dealing with it online. "It really makes no difference to me."