

Dear Parent/Guardian,

Digital bus pass implementation

The School Transport Service currently sends paper bus passes each year to children who have been allocated a seat on a Hampshire County Council funded route to school.

Following a successful trial, the Service is implementing a phased change from paper bus passes to digital bus passes. This started in April 2025. We will be implementing them for your child's bus from September 2025.

There is no expectation that a student possesses or owns a smartphone device, as these passes can be printed. Alternatively, the passes can be forwarded to the child's smartphone/tablet and downloaded, as screenshots also work.

Important: This will not result in any changes to your child's allocated route, bus stops or times.

What does this mean for you?

- Your child's route has been identified for the digital bus pass roll out.
- In July you will be emailed a QR code bus pass (from info@shuttleid.uk) to give to your child.
- You will need to either print the QR code or forward it to your child if they have a smartphone. Note, if needed, you can ask the school to print the pass for you. Schools have been sent a copy of all digital passes.
- Your child will need to use the QR code when boarding their bus, instead of their current paper pass, from the start of September 2025.
- There will be no costs to parents/guardians for the QR code bus passes.
- Replacement QR code passes are free. All you need to do is reprint or resend the QR code to your child.
- If your child uses a phone to show their QR code when boarding, note they do not need data/Wi-Fi.

Why are we doing this?

- Digital passes can be sent as soon as a child's transport is arranged, avoiding printing and postage delays.
- If a child loses their QR code, the parent/guardian can simply forward it again or print it out, avoiding the need to pay for a replacement.
- Children will only be able to use the route they have been allocated, better enabling us to ensure their safety.

We are always looking at ways to improve the service we provide, and we appreciate your support in the implementation of this new solution.

Kind regards,

[School Transport Service](#)

Children's Services

Hampshire County Council

The Castle, Winchester SO23 8UG

hants.gov.uk

School Transport [online enquiry form](#)