

Cllr Ruth Bellamy – Agenda Item 23

To add to this discussion, an urgent matter, Trent Barton are currently in the process of phasing out their Mango 'card' payment system. They have made a decision to move the system to a smartphone based app. It is believed that the cards will no longer be able to be used on buses in Belper by the end of this October. There has been little notice and advertisement of this. It is very likely that this will cause difficulties and/or increase costs for some of our residents. I have been receiving numerous reports that the app, which was launched (I believe) late August, is not working properly and that people have serious safety concerns, particularly in the case of school children, focusing around needing to have their phones in their hands whilst waiting at bus stops. People who have no smartphone, or one that is not compatible will lose access to the discount currently provided by the card system.

Please could we consider formulating a response to Trent Barton regarding this.

Clerk, please would you include this as an urgent agenda item for the October full council.