

Transport and Highways Report

October 2026

First Bus Company

I was talking to a fellow passenger recently and she mentioned about discounted tickets for those holding an Older Person Bus Pass and needing to use bus before 9.30am.

I thought the government were looking into getting things changed so no restrictions, but it seems that's not the case.

However - it does seem First Bus Company do offer the discount for those with Older Person Bus Pass and needing to travel before 9.30am.

I did look on Google to double-check information, plus asking First Bus Company to confirm Google findings are correct and they confirm it is.

Google info-

First Bus offers discounted single tickets on weekdays between 8:30am and 9:30am for older person's bus pass holders on specific regional routes (such as First Eastern Counties in Norfolk and Suffolk), while full fare applies before 8:30am.

- Time Window: Discounted single fares are available from 8:30am to 9:30am on weekdays.
- Before 8:30am: Passengers pay the full fare.
- After 9:30am: Concessionary passes qualify for free off-peak travel.

First Bus Company reply-

This time the Ai summary is correct.

Confirmation can be found at this link - <https://www.firstbus.co.uk/norfolk-suffolk/tickets/concessions>

And the FAQs near the bottom of the page.

As far as we are aware there are no plans to change this policy.

As an aside, Ipswich Park and Ride has always been exempted from the concessionary pass scheme but we offer a discounted ticket on that as well (only available when boarding at the site) - <https://www.firstbus.co.uk/norfolk-suffolk/routes-and-maps/ipswich-park-and-ride/#prices>

It is worth noting that not all Bus Companies offer the discount as outlined above, so anyone using a different company would have to check on their policies.

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