

Travel information

From March 2012

nexus.org.uk



Access guide

Public transport services for Tyne and Wear residents who are disabled



Public transport in Tyne and Wear

Tyne and Wear has one of the most accessible transport networks in the country. All Metro stations are accessible by level access, ramps or lifts and four out of five bus services are operated with low floor vehicles. Nexus contributes financially towards all the services included in this guide (apart from the low floor bus network) and is in fact now spending more than ever on specialist transport services.

This guide gives details of all the public transport services and passes available to Tyne and Wear residents who are disabled. It gives information to help you decide which type of transport is best for you. You may be aware of most of them, but there might be others that you haven't heard of that you might find useful.

For more information on all the services mentioned in this guide –

- **call 0191 20 20 747**
- **or email access@nexus.org.uk**

Metro

Station platforms are approximately the same height as train floors – the exact gap varies from station to station. All Metro stations have Help Points near ticket machines and/or on platforms. They can be used to alert Metro staff to request assistance if, for example, a lift is out of service. Many Metro stations have automated departure announcements giving the destination of the next train due. Automated departure announcements and visual displays on trains have also been introduced.

Metro is committed to making travel easier, especially for people whose mobility is impaired. Metro welcomes elderly and disabled customers, standard wheelchairs and powered wheelchairs up to a maximum width of 700mm and length of 1200mm.

Powered mobility scooters may not be used anywhere on Metro because of their design, difficulty in manoeuvring

and unsuitability for use at stations, on platforms and on trains.

Lighter scooters may be folded and carried on board trains.

This rule has been introduced for the safety of all Metro passengers, following incidents at stations where scooter users have been injured and other passengers put at risk.

People with restricted mobility can contact us for assistance:

- Call or text 0191 203 3666
- Email assistance@twmetro.co.uk

Our commitment to you

- We will provide assistance at any station, as long as we are given at least six working hours' notice.
- Where assistance is required but has not been booked in advance, we will try to provide assistance.

We strongly recommend booking in advance to ensure you receive assistance.



Unlimited travel with a Metro Gold Card

Metro REACT Talking Signs

RNIB REACT Talking signs have been installed at Monument and Haymarket Metro stations. When somebody carrying a fob is close to a REACT speaker, it sets off a pre-recorded message that confirms their location and gives directions to allow the user to find their way along the route independently. It can also provide information such as where to board a train, exit locations and where the lift is.

Fobs can be carried in the user's hand, pocket or bag, and will automatically set off messages when they're switched on. There are 15 RNIB REACT units at Monument Metro station and 6 at Haymarket Metro station.

Where can I get a fob?

Fobs are available free for daily hire (a £20 refundable deposit is required). They can be collected from:

- Central Arcade Tourist Information Centre – call 0191 277 8000 or email tourist.info@newcastle.gov.uk
- Newcastle Shopmobility, Eldon Garden Shopping Centre – call 0191 261 6176 or email Shopmobility@newcastle.gov.uk
- Newcastle Civic Centre Customer Service desk – call 0191 232 8520
- Nexus TravelShops at Monument, Haymarket and Central Station

Bus

Four out of five buses in Tyne and Wear are designed to allow wheelchair and scooter boarding, and this number is rising all the time as companies invest in new vehicles.

Low floor or 'easy access' buses have powered or manual ramps to make it easier for disabled people to board and have dedicated wheelchair spaces.

Local councils have also fitted raised kerbs at some stops to make boarding easier.

North East Traveline (0871 200 22 33) can give details of which bus services have low floors, and bus companies can advise you of which types and size of scooter and wheelchair they can accommodate.





Contact details for the main bus companies in Tyne and Wear are:

- **Arriva**
Call Customer Services on
0191 281 1313
Email: enquiries@arriva.co.uk
www.arrivabus.co.uk
- **Go North East**
Call 0845 60 60 260
Email:
customerservices@gonortheast.co.uk
www.simplygo.com.
- **Stagecoach**
Call 0191 567 52 51 - all staff
on this number are Type-talk trained.
Email:
info.northeast@stagecoachbus.com
www.stagecoachbus.com

**Free with a
Concessionary Travel Pass**

The Shields Ferry

The Shields Ferry and its landings are accessible for wheelchair and mobility scooter users.

The ferry landings float on the River Tyne, which means that the slope of the access bridge varies with the tide. If the tide is extremely low, and the bridges are steeper than normal (this is more likely at South Shields), ferry staff can help wheelchair users leaving the ferry. You board the ferry by a two metre wide ramp – staff will help you if you need them to.

Unlimited travel with a Metro Gold Card

Reduced fare with a Tyne and Wear Concessionary Travel Pass



TaxiCard

The TaxiCard scheme is for passengers with certain disabilities/in receipt of certain benefits who find it difficult to use conventional public transport. You receive a smartcard with money on it that you can put towards your taxi fares with approved taxi companies. You'll phone our approved taxi and private hire operators direct to book your journey.

Request a TaxiCard application form by calling 0191 20 20 777 or emailing access@nexus.org.uk.

A small administration charge plus some of your taxi fare



Shopper services

Several Shopper Bus services operate, where you get picked up at your door, taken to a supermarket and then taken home and helped in with your shopping.

Call 0191 20 20 747 for more information

We operate several Shopper Bus services, mostly from sheltered housing.

Small charge



Group Travel

Group Travel is an accessible minibus service for groups of 5 or more TaxiCard members travelling together.

Call 0191 20 20 747 for more information

Small charge



Access to work

Jobcentre Plus run an Access to Work programme which helps disabled people get to work. If you're not able to use public transport, Access to Work will help pay your taxi fares. You'll pay the equivalent of public transport fares or a set price per mile for your journey to/from work.

However, if you qualify for free public transport or receive the higher rate of Disability Living Allowance mobility element then you won't have to pay towards the cost of the taxi. You can set up an account with a taxi operator and Access to Work will pay the taxi operator direct, or you can pay the fare, keep the receipts and then claim the cost back from Access to Work.

For more information -

Call 0191 215 2198

Write to - Access to Work Business Centre, Lindisfarne House, Earlsway, Team Valley Trading Estate, Gateshead, NE11 0YY

Free if you receive the higher rate DLA

Concessionary Travel Pass

If you are aged over 60* or have certain disabilities● and live in Tyne and Wear you can apply for a Concessionary Travel Pass. This allows you to travel free of charge on buses in Tyne and Wear after 9.30am Monday to Friday and all day at weekends and on public holidays. In addition, you can use the pass to travel on local buses throughout England from 9.30am to 11pm Monday to Friday and all day at weekends and on public holidays.

Your Concessionary Travel Pass also allows you to travel on the Shields Ferry and on Northern Rail services between Newcastle and MetroCentre/Blaydon for a reduced fare after 9.30am Monday to Friday and all day at weekends and on public holidays.





If you need to travel before 9.30am in order to get to or from a hospital appointment, just show your hospital appointment card or letter with your CT Pass when requested to travel free of charge.

* People no longer receive a free bus pass when they reach their 60th birthday. Instead both men and women become eligible in line with the rise in the age at which women become eligible for a state pension. This is rising on a sliding scale, from 60 to 65, between 2010 and 2020.

- Everybody applying for the Concessionary Travel Scheme on the grounds of disability has to be initially assessed by the Social Services department of their Local Authority. You should, therefore, contact them for advice on what you need to take with

you. If you are not sure how to contact them, call the Concessionary Travel Bureau on 0191 20 20 747. If you are eligible for a Concessionary Travel Pass, you will be given a Confirmation of Eligibility form.

If you have one of the following types of disability and live in Tyne and Wear, you may be entitled to a Concessionary Travel Pass:

- Blind or partially sighted
- Profoundly or severely deaf
- Without speech
- Have a disability or suffered an injury which has a substantial and long term effect on your ability to walk.
- Do not have arms or have a long term loss of the use of both arms.
- Have a learning disability
- Someone who has been, or would be, refused a driving licence on certain medical grounds.

Free

Metro Gold Card

You can have unlimited travel on Metro from 9.30am Monday to Friday and all day at weekends and on public holidays for a whole year with a Metro Gold Card. You must be a Concessionary Travel Pass holder to apply for a Metro Gold Card.

Your Metro Gold Card also allows you to travel on the Shields Ferry, and on Northern Rail services between Newcastle and Sunderland after 9.30am Monday to Friday and all day at weekends and on public holidays.

See nexus.org.uk or pick up a leaflet for the current Metro Gold Card price.

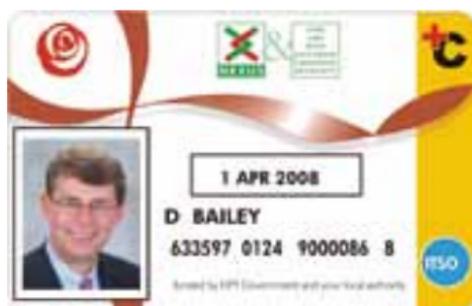


Companion Card

If you would like to travel on conventional public transport but need someone to accompany you to be able to do so, apply for a Companion Card. You will automatically qualify for the scheme if you receive either of the following:

- * higher rate care component of the DLA
- * higher rate Attendance Allowance

Pick up an application pack from a Nexus Travelshop, call 0191 20 20 747 or email access@nexus.org.uk



Free



Bridge Card

If you have difficulty or lack confidence using public transport because of your age or disability – carry a Bridge Card. It shows transport staff that you may need extra help during your journey – for example if you need time to find a seat before the vehicles moves off, or have difficulty remembering where to get off.

To get your Bridge Card – visit any Nexus TravelShop, library, day centre or council office (you don't have to fill any forms in, you just pick a card up).



Free



Partners in Travel

- buddy service

The buddy service provides training in how to travel on your own for adults with learning disabilities who live in Tyne and Wear. Training includes personal safety, following directions, road safety and getting on the right bus or Metro. You can get this training if you have a learning disability and live in Tyne and Wear, are moving into Independent Supported Living or want to travel to college or work.

Free





Get in touch with us

- for advice on public transport,
- with queries, comments or complaints,
- to request a leaflet in large print, a different format or language

Website nexus.org.uk

Email customerservices@nexus.org.uk

Call us 0191 20 20 747
7.00am to 9.00pm, 7 days a week

By post Customer Services, Nexus,
Nexus House, St James' Boulevard,
Newcastle upon Tyne, NE1 4AX

In person Our TravelShops are open 6 days a week

- **Central Station** Metro station
- **Four Lane Ends** Interchange
- **Gateshead** Interchange
- **Haymarket** Metro station
- **Heworth** Interchange
- **Monument** Metro station
- **North Shields** Metro station
- **Park Lane** Interchange
- **South Shields** 34-36 Fowler Street

Traveline For impartial public transport journey planning advice



traveline
public transport info

www.traveline.info

0871 200 22 33
calls from landlines cost 10p per minute