School travel fact file
2017 - 18

nexus.org.uk
How to find all the bus and Metro information you’ll need to get to school.

Public transport is miles better for the environment than going by car - and it helps cut down on traffic and pollution around school gates, making them healthier places to be.

It’s also a first step towards greater independence for many young people.

Even if you get a lift most days, getting the bus or Metro one day a week still makes your carbon footprint smaller.

And instead of getting a lift the whole way, how about getting dropped off at a Metro station or bus stop to finish your journey by public transport?

Or, you could cycle to a Metro or bus station and leave your bike in the new secure lockers or cycle pods. See nexus.org.uk for details.

And of course, public transport isn’t just useful for getting you to school - it lets you get to the shops, meet up with your mates, go to the pictures...

Thousands of local pupils use bus or Metro to get to school because they’re good value, convenient and safe.

If you’re changing school or want to start using public transport - here’s everything you need to know.

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If you get a bus to school, you’ll probably travel on a normal bus service. But there are about 50 schools in Tyne and Wear which have their own special school bus services, paid for by Nexus, to make sure there are enough bus services to them.

Schools have information about their school bus services.

For details of all the bus services that go to your school, have a look at: nexus.org.uk/schoolbus

**Live Travel Map keeps you up to date wherever you are**

**nexus.org.uk**

- Use our new interactive Live Travel Map to see the next bus, Metro, train and Shields Ferry times from every stop and station in Tyne and Wear and to plan your journey.

- Bus times are Real-Time where available - which means it’s the time the bus is expected to actually leave your stop.

**USING THE BUS**

Many schools in Tyne and Wear are close to Metro stations.

You can get more information about taking the Metro to school by going to nexus.org.uk/metro
**TIMETABLES**

It’s easy to find your way round timetables. All bus stops in Tyne and Wear have their own unique timetable showing where buses go and when they leave that stop. If you want a complete timetable then:

**How to use a bus timetable**

First of all, find the timetable for the direction you need to be travelling in...

**Step 1**
Find the day you are travelling.

**Step 2**
Find your bus stop.

**Step 3**
Look along the line to see when your bus is due.

Look out for QR codes and NFC chips on timetable posters at bus stops - use your smartphone to find out the next buses from your stop.

The journey planner in our Live Travel Map will find you the right bus or Metro service, and you can either print the whole timetable or just the details of journeys at school times. Or go to: [nexus.org.uk/schoolbus](http://nexus.org.uk/schoolbus) for all the school bus timetables for your school.

Pop into a Nexus TravelShop – the friendly staff will help you, and give you the right timetables.

**Call** Nexus on 0191 20 20 747 to ask for the right bus service and bus or Metro times.

**Visit** nexus.org.uk

**How to use a Metro timetable**

You’ll only have to wait as little as three minutes and no more than 12 for a Metro on almost all parts of the system. All stations also have platform indicators and timetables like this one below.

**Step 1**
Find the day you are travelling.

**Step 2**
Find the hour.

**Step 3**
Look at the column to find when the train will arrive.

**Step 4**
If the time has a symbol after it look at the key panel.
School Pass
If you travel to and from school by public transport in Tyne and Wear every day, you might find it more convenient to buy a School Pass. It means you’ve paid for all your travel to school for the term, or school year, in advance – so you don’t have to find change for fares every day.

Pick up an application form from any Nexus TravelShop or visit nexus.org.uk

Free travel
If you live more than 3 miles from your school, you may be entitled to free travel. Your parent or guardian will need to check with your Local Authority.

Also, if you get free school meals or your household qualifies for the maximum level of working tax credit on the date you were given your school place:
• You’ll get free travel to any one of your 3 nearest qualifying schools if you live between 2 and 6 miles from it, or
• If your parent requested that you attend a particular school because of their religion or beliefs, you’ll get free travel to the nearest suitable school if you live between 2 and 15 miles from it.

* Northern Rail trains between Newcastle and Sunderland, and Newcastle and Metrocentre/Blaydon.
Paying for a bus fare

You’ll need to show your Under 16 Pop card to the driver when you board the bus to be entitled to pay the child fare. It’s ok if you don’t have the right money, because the driver can give you change.

**Step 1**
Wait safely at the bus stop, with your Under 16 Pop card and bus fare ready.

**Step 2**
Put your hand out to let the bus driver know you want that bus.

**Step 3**
Once you’ve bought your ticket, find a seat or hold onto a handrail if none are available.

**Step 4**
Ring the bell (just once) to let the driver know you want to get off at the next stop.

**Keep Safe**
Be careful when you leave the bus – don’t cross the road if you can’t see clearly.
Step 1 Buy your ticket from the machine before you get on a Metro. Touch your Under 16 Pop card on the orange reader on the ticket machine to make sure you buy the cheapest tickets.

Step 2 You can pay with cash, card and even with contactless payment. Remember to press the Buy button.

Step 3 If you’re at a Metro station with gates, and the gates are closed, just put your paper ticket through the orange ticket feeder, magnetic strip down. If your ticket is valid, the gate will open for you. Don’t forget to pick up your ticket and take it with you. If your ticket doesn’t have a magnetic strip on the back (eg if you’ve bought a CAT ticket on a bus), just show it to a member of staff and they’ll open the gate for you. You won’t need to use the validators with your Under 16 Pop card and paper ticket.

Step 4 Stand well back from the platform edge while you wait.

Step 5 When the Metro pulls in, let people get off before you get on.

Step 6 If you’re standing, keep hold of the handrail until you reach your station.

Look after yourself

1 Walk down escalators, stairs and on platforms - don’t run and risk tripping.
2 Stand back from the platform edge.
3 Don’t try and get on a Metro when the doors are closing.
4 Metro’s not a playground, never throw things at trains and stay off the tracks – you could hurt someone or end up dead.
THE CODE

If you feel unsafe on your journey because of the behaviour of other pupils, other passengers or staff when you’re on a school bus service, tell a teacher; if you’re on Metro or a non school bus service, tell an appropriate adult.

Our responsibilities to you:
• You can expect to be treated with respect.
• You can expect a safe journey.
• You can expect to travel on a clean vehicle.

Under 16 Pop cards will be taken from you by inspectors if the card is being misused.

Graffiti is a crime

DO
• Put your litter or chewing gum in the bin.
• Make sure your school bag doesn’t block the aisle.
• Keep your feet off the seats.
• Be polite to the bus driver or Metro inspector.
• Be considerate to other passengers – don’t be noisy or disturb them.

DON'T SMOKE

Report crimes and anti-social behaviour to your parents, a teacher, any Nexus staff, or use the Help Point if you’re at a Metro station.

THANKS!

Give up your seat to an older or disabled person.
If you have any comments or suggestions about your bus or Metro journey, go to the Contact us section at nexus.org.uk.

ARRIVA
arrivabus.co.uk
0844 800 44 11

simplygo.com
0845 60 60 260
customerservices@gonortheast.co.uk

Go North East

Stagecoach
stagecoachbus.com
0191 567 5251

METRO CONTACTS
Here’s how to get in touch with Metro:
nexus.org.uk/metro
0191 203 3199
contactmetro@nexus.org.uk

And if your query is about safety and security on public transport, contact the Youth Liaison Officer.

Phone 0191 203 3466
Email schools.liaison@nexus.org.uk

LOST PROPERTY
If you think you’ve lost something on the Metro or at an interchange station:
Phone 0191 203 3199.

If you were on a bus when you think you lost something however, contact the operator direct – see nexus.org.uk for full contact details.

HAVE YOU GOT SOMETHING TO SAY?
If you have any comments or suggestions about your bus or Metro journey, go to the Contact us section at nexus.org.uk.
This leaflet was produced by Nexus in partnership with the five Local Authorities in Tyne and Wear.

**USEFUL ROAD SAFETY ADVICE**

- When out and about be safe and be seen. Wear something bright so traffic can see you.

- Where possible cross at crossing places like zebras, pelican crossings and traffic islands.

- Where there are no formal crossing places look both ways and listen out for traffic before crossing.

- Always plan your journey, think about how you are going to get there and which crossing you will use.

Have you got an Under 16 Pop card?

Make sure you get the cheapest child fares when you’re out and about this summer by applying for your pass as soon as possible.

Simply go to nexus.org.uk or a Nexus TravelShop for an application form.
How to get in touch with Nexus

Online
nexus.org.uk/contactus

By phone
0191 20 20 747
8.00am-6.00pm
Monday to Friday

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

In person
Central Station Metro station
Gateshead Interchange
Haymarket Metro station
North Shields Metro station
Park Lane Interchange
South Shields 34-36 Fowler Street
All our TravelShops are open Monday to Friday