



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,
Grainger Chambers, Hood Street,
Newcastle upon Tyne, NE1 6JQ

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



www.traveline.info

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

Travel information

2011 - 12
nexus.org.uk



School travel fact file



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.

- How to find all the bus and Metro information you'll need to get to school
- Details of which tickets and passes you need.
- 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...



Why use public transport ?

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.

Or, 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.



Using the Bus



If you get a bus to school, you'll probably travel on a normal bus service. But there are about 60 schools in Tyne and Wear which have their own special Scholars Services, paid for by Nexus, to make sure there are enough bus services to them. Schools have information about their Scholars Services.

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

Is your school a Safemark school?

Schools receive the Safemark Award when they work with Nexus and the bus company who provides their scholars services to make sure home to school transport runs smoothly. This includes the school supervising pupils as they get on and off buses outside schools, the bus company running to time and Nexus making sure that the bus services match the school's catchment area. Check with the person in your school who is responsible for school travel to see if you've got your Safemark award.

Using Metro



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.

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:

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

Phone Traveline **0871 200 22 33** to ask for the right bus service and bus or Metro times.

How to use a bus timetable

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

Monday - Saturday	0920	1020	1120	1220	1320	1420	1520
Whitley Bay	•	•	•	•	•	•	•
Whitley Bay	•	•	•	•	•	•	•
Monkseaton	•	•	•	•	•	•	•
Uplands	•	•	•	•	•	•	•
Hillheads estate	•	•	•	•	•	•	•
West Monkseaton M	•	•	•	•	•	•	•
Red House Farm, Sainsbury's	•	•	•	•	•	•	•
South Wellfield	•	•	•	•	•	•	•
Earsdon Grange	•	•	•	•	•	•	•
Red House Farm, Sainsbury's	•	•	•	•	•	•	•
West Monkseaton M	•	•	•	•	•	•	•
Hillheads estate	•	•	•	•	•	•	•
Uplands estate	•	•	•	•	•	•	•
Monkseaton M	•	•	•	•	•	•	•
Whitley Bay Town Centre	•	•	•	•	•	•	•

Visit

nexus.org.uk. Our **Journey Planner** 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.

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 at the station

step 4 If the number has a symbol after it look at the Key panel.

Monday - Friday	0600	0605	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
0510	0600	0702	0802	0902	1002	1102	1202	1302	1402	1502	1602	1702	1802
0513	0604	0705	0805	0905	1005	1105	1205	1305	1405	1505	1605	1705	1805
0517	0610	0708	0808	0908	1014	1114	1214	1314	1414	1514	1608	1708	1808
0520	0613	0711	0811	0911	1020	1120	1220	1320	1420	1520	1611	1711	1811
0528	0616	0714	0814	0914	1026	1126	1226	1326	1426	1526	1614	1714	1814
0537	0620	0717	0817	0917	1032	1132	1232	1332	1432	1529	1617	1717	1817
0546	0623	0720	0820	0920	1038	1138	1238	1338	1438	1532	1620	1720	1820
0554	0626	0726	0826	0924	10	11	12	13	14	15	16	17	18
0629	0729	0829	0929	0927	10	11	12	13	14	15	16	17	18
0632	0732	0832	0932	0932	10	11	12	13	14	15	16	17	18
0638	0738	0838	0938	0938	10	11	12	13	14	15	16	17	18
0641	0738	0838	0944	0944	10	11	12	13	14	15	16	17	18
0645	0741	0841	0950	0950	10	11	12	13	14	15	16	17	18
0652	0744	0844	0956	0956	10	11	12	13	14	15	16	17	18
0656	0747	0847	0958	0958	10	11	12	13	14	15	16	17	18
0659	0750	0850	0959	0959	10	11	12	13	14	15	16	17	18
	0756	0856											

Key

- Terminates at Sunderland
- Terminates at Pelaw
- Terminates at Park Lane

Please check front of trains for destinations

tickets and passes

Tickets

If you live in Tyne and Wear and are at school in Year 11 or below, make sure you have an Under 16 Pop Card. You'll need it to get these special discounted fares on bus, Metro, the Shields Ferry and trains*:



Single - 50p

U16 Child All-day Ticket

(U16 CAT) - £1

If you haven't got an Under 16 Pop Card, you'll have to pay more. So get an application form from a Nexus TravelShop or at nexus.org.uk now!

If you have an old style Under 16 Card, it won't be accepted after 31 July 2011 - you need to apply for an Under 16 Pop Card.



Under 16 Pop Cards

Under 16 Pop Cards are smartcards – soon you'll just touch your card on a smart ticket machine to be offered the special discounted tickets, as well as using it at gates and validators on the Metro system. And it has all sorts of clever apps ready to be activated – make sure you don't miss out!

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 freetravel 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.

B Using

BUSES

the Bus to get around...

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. Bus drivers can give change if you don't have the right money.

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.

step 5

Keep safe

Be careful when you leave the bus – don't cross the road if you can't see clearly.

Using the Metro

step
1



Buy your ticket from the machine before you get on a Metro. Make sure you have an Under Pop 16 Card to allow you to get cheaper concessionary fares

step
2



Stand well back from the platform edge while you wait.

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

step
3



step
4

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.

Be polite to the bus driver or Metro inspector.

"Thanks mister"

Give up your seat to an older or disabled person.

"You can have my seat"

Do NOT smoke.

Be considerate to other passengers – don't be noisy or disturb them.

Keep your feet off the seats.

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 scholar's bus service, tell your head teacher; if you're on Metro or a non scholar's bus service, tell an appropriate adult.

Our responsibilities to you :
you can expect to be treated with respect.



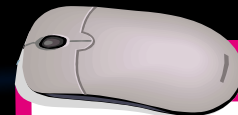
Under Pop Cards will be taken from you by inspectors if the card is being misused.



Make sure your school bag doesn't block the aisle.

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.

Put your litter or chewing gum in the bin.



CLICK IT

go to nexus.org.uk

School Travel Plans

Has your School got a School Travel Plan (STP)? They aim to reduce car journeys and help students to choose walking, cycling, bus and Metro to get to and from school. STPs also help to improve the safety and quality of the journey. If you have any questions, comments or suggestions about STPs in general and/or your school journey please ring the School Travel Advisor at your local council:

- Gateshead 0191 **433 3161 / 3109**
- Newcastle 0191 **211 5964**
- North Tyneside 0191 **643 8727**
- South Tyneside 0191 **424 7662**
- Sunderland 0191 **561 1525**

Nexus Contacts

If you have a query about buses to your school, call: 0191 **203 3295**

And if your query is about getting public transport to school, call the Youth Liaison Officer on: 0191 **203 3227** or email schools.liaison@nexus.org.uk

Bus company contacts

Check out the website of the bus company you use to see if one of their discounted ticket schemes could save you money.



www.arrivabus.co.uk
0844 **800 44 11**



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



www.stagecoachbus.com
0191 **567 5251**
info.northeast@stagecoachbus.com

Metro contacts

And here's how to get in touch with Metro.



www.nexus.org.uk/metro
0191 **203 3199**
contactus@twmetro.co.uk



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

i think... Can you.. ..Why not

Lost Property

If you think you've lost something on 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.



Partnership

This leaflet was produced by Nexus in partnership with the five Local Authorities in Tyne and Wear.



South Tyneside Council



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 crossings you will use.