

Our autism friendly guide to travelling by bus



Bus Interchange accessibility guide

A guide for travellers with autism, and parents/carers of people with autism

We recognise that travelling can be stressful. This is especially the case for people with autism.

We want to make sure that our customers feel as comfortable as possible when they use our bus interchanges. We have teamed up with National Autistic Society to create a guide that can also be used as a tool to help you prepare you, a child or the person you are travelling with for their journey.

BEFORE YOU TRAVEL

We manage bus interchanges across Tyne and Wear. Bus interchanges are places where there are lots of bus stands in the same place.

Our main bus interchanges are in South Shields, Sunderland (Park Lane), Gateshead and Newcastle (Haymarket and Eldon Square).



South Shields



Sunderland (Park Lane)



Gateshead



Haymarket



Eldon Square

We have uniformed staff in these stations and they will be happy to help you with any questions.

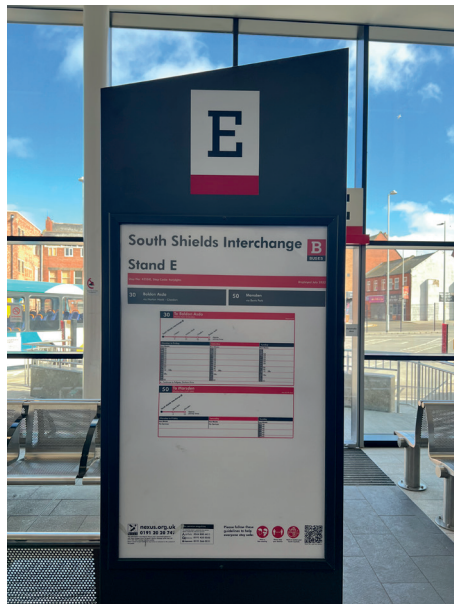


You can use the journey planner on our website to find out which buses go from where you live, or to where you want to go [Nexus | Live Travel Map](#)

AT THE BUS INTERCHANGE

There will be lots of different bus stands.

Each stand will have a letter above it.



The buses using the bus interchange are operated by other companies, like Go North East, Stagecoach or Arriva. They decide on their own bus timetables and routes.

The bus interchange might be busy, with lots of people waiting for buses. There might be noise from traffic and the buses pulling in and out of the interchange.

The main interchanges all have shops in them where you can buy refreshments



TICKETS

You can buy single or return tickets direct from the bus driver, just tell them where you are going when you board the bus. The price will depend on where you are travelling to. You can pay for your tickets by cash or card.

If you buy a return ticket, remember to keep your ticket to show the driver on the way back.

GETTING ON THE BUS

Make sure you are at the right stand for your bus. When the bus pulls in, let the customers get off, before you get on.

You can then ask the driver for your ticket.



ON THE BUS

You can ask the bus driver for assistance if you need help with anything, and you must follow their instructions at all times.

Once on the bus, you can sit on any empty seat. There are no seat reservations.



Some buses have an upstairs, these are called double deckers.



You might hear different noises on the bus, such as engine noises, or other people talking on the bus. You might also be able to feel the motion of the bus as it moves.

GETTING OFF THE BUS

Lots of buses have information screens which show what the next stop is, but not all of them.

When you are nearing your stop, press the button on the hand pole once, so the driver knows to stop.



Make sure you have all your belongings with you and take care when standing if the bus is still moving. Once the bus is fully stopped the driver will open the doors and you can get off.

ASKING FOR HELP

You can ask Nexus staff for help in our main interchanges, and you can ask the bus drivers if you need any assistance on the bus.



DISRUPTIONS

We know it can be difficult when journeys are delayed or disrupted. We all want buses to run on time, all the time, but sometimes things happen that mean it can't.

In cases of very bad weather or heavy traffic, buses might not be operating to the usual timetable or not running at all.

In these situations, you might be able to use a different bus or Metro to get to where you need to go.

USEFUL LINKS

These web pages might help you plan your journey and find out more about travelling by bus

Safety and accessibility on buses [Safety and accessibility | nexus.org.uk](https://nexus.org.uk/safety-and-accessibility)

To find out more about tickets and services provided by individual bus operators, visit their own websites:

Go North East [Go North East - Getting around the North East is simple with us](https://www.gonorth-east.co.uk/)

Arriva www.arrivabus.co.uk

Stagecoach <https://www.stagecoachbus.com/>

This guide was created in partnership with The National Autistic Society. The National Autistic Society is here to transform lives, change attitudes and create a society that works for autistic people.