

# HOME TO SCHOOL TRANSPORT BUS SERVICES

## A GUIDE FOR PARENTS/GUARDIANS AND STUDENTS

City of York Council would like as many children and young people as possible to be able to travel independently to and from school.

Travelling independently develops key life skills and leads to increased educational, social and employment opportunities in adulthood, as well as improving health outcomes and contributing to sustainable travel in the city.

York Pullman are the main provider of these services on behalf of the City of York Council and we aim to provide a high-quality service with safety being at the forefront of our operation.

You should find all the information needed for your home to school transport, however if you require any additional assistance you will find our contact details on the second page where our friendly team will be pleased to assist you.

Working in Partnership with



## YORK PULLMAN BUS COMPANY SCHOOL TRANSPORT SERVICES

In September 2025 we introduced a new Mobile Ticketing using QR codes and on vehicle scanners to replace the old photo cards. This has been a smooth transition and we will be continuing to work in partnership with Shuttle ID into 2026

You will be issued with a Shuttle ID QR code via email along with full instructions of how parents/guardians can share the QR code with the student by either, email, WhatsApp, or printing this off for those that don't have access to a smart device.

We want to make it clear it is a STRICT NO QR CODE NO TRAVEL.

Each QR code is issued to an individual student and cannot be shared or copied. Your personal QR code is valid only for travel on your designated route.

Every time you board your bus, the student will scan their QR code on the device/tablet fitted to all our vehicles on home to school journeys. (as per above example image) As a parent you can sign up to receive boarding notifications when your child scans onto the bus, this can be set up as soon as you receive your QR Code, click a unique link contained in the ticket email, and then press the "Subscribe" button.

We ask pupils to make sure their smart devices are fully charged for both journeys, as the QR code must be scanned each time they travel.

## SHUTTLE ID

### Benefits:

- No replacement cards needed or “lost bus passes”
- Parent/guardians can opt for boarding notifications upon receiving their QR code giving them peace of mind.
- Providing a more modern way to travel and more economically friendly with no need for producing plastic passes.

## CONTACT US

Visit: [www.yorkpullmanbus.co.uk](http://www.yorkpullmanbus.co.uk) for all timetables and route information

Enquiries: [schools@yorkpullmanbus.co.uk](mailto:schools@yorkpullmanbus.co.uk) or Telephone 01904 622992



## WHAT WE EXPECT FROM OUR STUDENTS

Your safety and comfort is of paramount importance to us so we ask that pupils should always abide by these rules.

- ✓ Stand well back from the kerb as the bus approaches the stop
- ✓ Scan your QR code on every trip
- ✓ Board sensibly in single file, no pushing
- ✓ Remain in your seat, with your seatbelt on, at all times whilst on board the vehicle
- ✓ Behave in an appropriate manner when travelling to and from school.
- ✓ Respect the driver and your fellow passengers
- ✓ Respect the vehicle, leave it clean and tidy and take all your rubbish home with you
- ✓ Unfortunately we cannot allow one off bus changes for any reason.
- ✓ Each passenger is responsible for their own belongings, York Pullman Bus Company cannot be held liable for any lost property.

## WHAT CAN YOU, AS A PARENT/CARER, EXPECT FROM US?

- ✓ A reliable, quality service
- ✓ Seatbelts, provided for your child's safety and must be worn
- ✓ A clean, warm and comfortable vehicle
- ✓ A service that runs to time
- ✓ Pupils treated with courtesy & respect
- ✓ Passes scanned on each journey to ensure all pupils always have a seat
- ✓ Help & information on the wearing of seatbelts and other safety issues
- ✓ Listening to your views and feedback
- ✓ Vehicles with a minimum of Euro 5 exhaust emissions as part of our commitment to environmental issues
- ✓ Boarding Notifications