Real time Metro travel is rolled out to Apple smartphones

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Real time Metro travel information is now available on Apple smartphones for the first time, alongside devices running android.

The Pop app has been upgraded so that the live updates can be accessed on all Apple handheld devices.

And from today, Monday 30 Jan, the Pop App will now be the only official app for Tyne and Wear Metro.

It lets customers track Metros in real time, plan journeys, find out information such as how busy car parks and trains will be and speak to the Metro team.

Customers with android phones can also use the app to buy season tickets and touch in and out at stations.

Nexus, the public body which owns Metro, said it was good news for customers that Metro now had a single app with real time information for every kind of smart phone

Huw Lewis, Customer Services Director at Nexus, said: "Our upgraded Pop App means we've made real time updates on Metro available to Apple customers for the first time.

"More than 30,000 Metro customers will be getting messages to upgrade their Pop App or move from our previous app so they can benefit from the new features.

"The Pop App upgrade is just a small step on the journey. We will continue to develop our offer and increase the range of products customers can use on their phone alongside providing the latest travel information."

Real time Metro info has been available via the Pop app on Android smartphones since 2020, as well as on the Nexus website.

Nexus, working closely with its technology partner, Newcastle-based Nebula Labs, has been working hard to integrate its real time systems to the iOS operating systems.

Apple smartphone users should see their app update automatically from Metro to Pop.

Android users will see a pop-up message that directs them to the new app, explaining the Metro one will now not be supported.

Regular app users will see a change in colour scheme, but most of the functionality is the same with a journey planner, a map, and links to key sections of the Nexus website, but with some exciting new features:

- Real time information: customers can see how many minutes there are until the next train is due on any station platform.
- Car parking: customers can see a live screen showing available parking spaces in each of Metro's six park and ride car parks.

This streamlining down to one single app will allow Nexus to make even more improvements to its usability.

The Android version of the Pop app allows customers to buy a one week Metro season ticket directly, while Google Pay can be used to access the Pop Pay As You Go product.

There is not currently any ticketing functionality on the iOS Pop app or on Apple Pay.

For information about the Pop App please Tyne and Wear Metro app | nexus.org.uk

Photo credit: Nexus