

ISSUE 1

COMMUTE

for all your travel needs

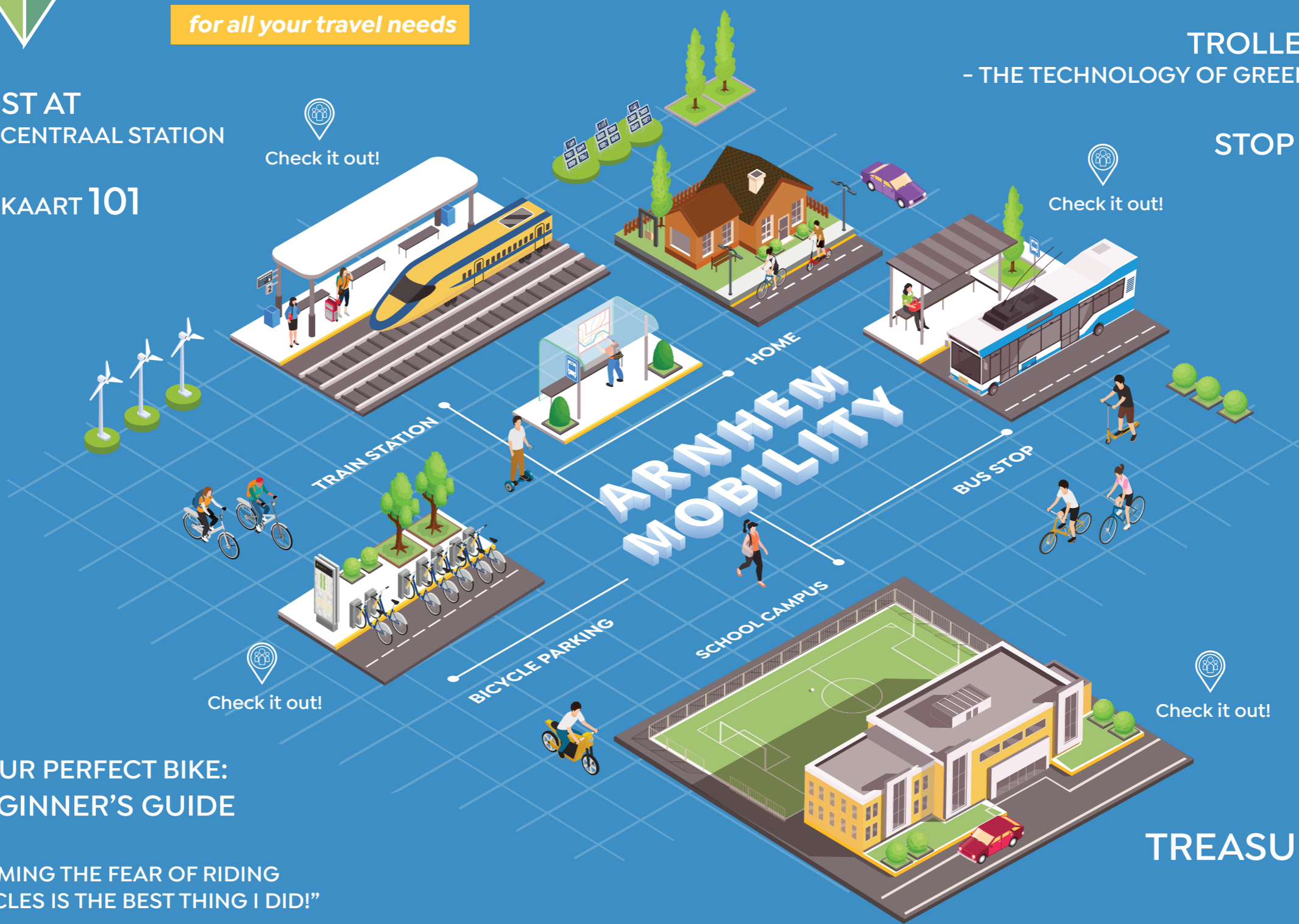
TRANSPORTATION IN ARNHEM AND THE NETHERLANDS: DID YOU KNOW?

TROLLEYBUS 2.0
- THE TECHNOLOGY OF GREENER FUTURE

GET LOST AT
ARNHEM CENTRAAL STATION

OV-CHIPKAART 101

STOP THE BUS!



PICK YOUR PERFECT BIKE:
THE BEGINNER'S GUIDE

“OVERCOMING THE FEAR OF RIDING
THE BICYCLES IS THE BEST THING I DID!”

YOUR
TREASURE MAP

MOBILITY:
UNWRITTEN RULES



COMMUTE is a magazine *made by students for students*, which is for all your travel needs. We want to use this magazine to inspire you by our own experiences and inform you about transportation networks, planning alternatives, payment options, and other important tips and tricks. This issue is in collaboration with Campus Approach Arnhem (CAA) and especially made for international students who are interested in traveling through Arnhem. With the focus on sustainability, connectivity, and public transport capacity, our goal is to provide students with an access to educational sites within Arnhem.



EDITOR'S LETTER

WELCOME TO ARNHEM!

SO HERE YOU ARE! Are you ready for your new student journey? Travelling to a whole new place, where you don't know *anyone*, feels like an adrenaline rush, right? It's a chance to spread your wings and truly find out who you are – especially if you make the move by yourself. A new adventure; a new start. Or maybe it sounds *scary*? That little voice inside your head makes you wonder what if you got lost and no one is there.

DON'T WORRY! *"Some beautiful paths can't be discovered without getting lost."* We understand. You are **NOT** alone - we were going through the **SAME** thing! *"A journey is best measured in friends, rather than miles."* We are here to be a **FRIEND** who accompanies you on your trip. Our mission is to create a **COMMUNITY** where you feel belonging to and help you with your struggle, especially with mobility.

"Every journey starts with a first step..."

Fasten your seatbelts,
since it will be an interesting ride with us!

Your travel buddy,

Alice, Salma,
Jonathan & Cilou.



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MEET YOUR BUDDY

COMMUTE AS YOUR TRAVEL BUDDY

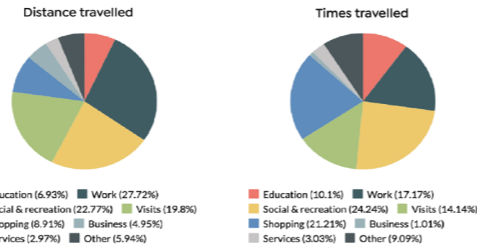
Travelling is much more easier when we have a friend who accompanies. Let us be your buddy and tell you everything you need to know about the mobility in Arnhem!



TRANSPORT in Arnhem & the Netherlands

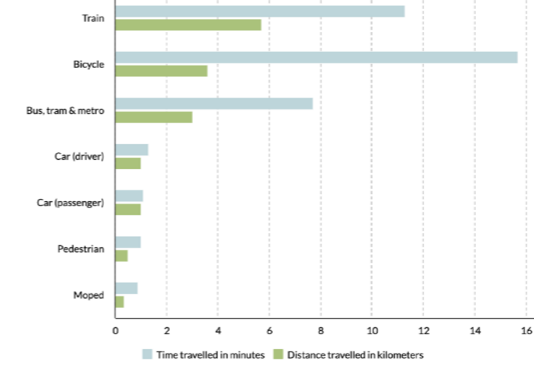
DID YOU KNOW?

People travel for a variety of reasons: students go to school, employees go to work and most people regularly go shopping, visit family or friends and undertake other leisure activities. Dutch people travel more than 11 thousand kilometres a year, in average. Here are some interesting facts about travelling in the Netherlands in general, and in Arnhem specifically.



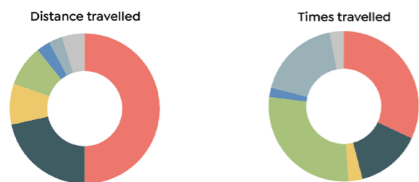
Students use the train to cover the longest distance. Their peak hours differ from commuters: later in the morning (8-9am), and earlier in the afternoon (2-4pm) due to their shorter average school day.

Distances and times travelled by students for their studies on normal weekdays (2015)

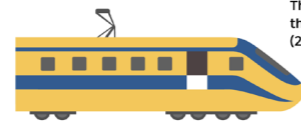


Even though there was **more traffic on the road**, fuels used by traffic and transport constantly declined. Within the EU, targets have been set for **ecological driving**: **10%** of fuels used in transport have to be **renewable** in 2020.

There are now almost **211.000** electric and hybrid cars, an increase of **35%** on 2015.



Dutch train passengers are the **FIRST** in the world to travel on 100% wind power.



The Dutch rail network is the **BUSIEST** in Europe.

Cars account for approximately **two-thirds** of the total distance travelled on Dutch roads.

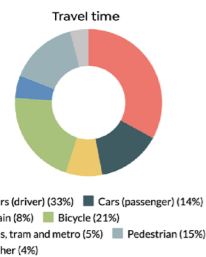
Cars are increasingly used for more and longer trips.

Of the total number of trips, almost **half** are done by cars and an equal share by bike or on foot.

Cars are the **least** environmentally friendly mode of transport. **ONE bus** can replace a **minimum of 30 cars**.



In Arnhem, there is **no bus after 12am**.



Although the modal share of bicycles measured in kilometers is relatively small due to the shorter distances covered by most cyclists, cycling has a very significant modal share in the total number of trips. Source: CBS, processed OVIN data

NS FLEX provides many subscriptions for discounts on train ticket



Electric bicycles (e-bike) are becoming more popular. **1/5** bicycles sold is an e-bike



There is a remarkable number of bicycles in the Netherlands:

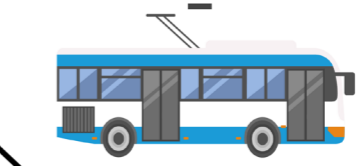
22 million of bicycles

compare to 17 million of inhabitants. Most students ride their bike to school or university.

Dutch people ride an average of **1.000 kilometers** a year.

64% of European are committed to choose public transport to fight climate change.

ONLY Arnhem has Trolleybus system.

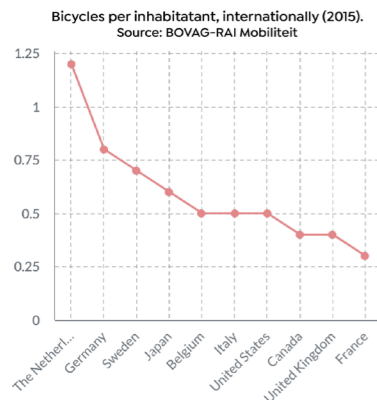
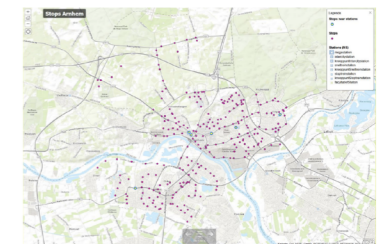


Breng (which means "bring") in the City Region Arnhem - Nijmegen was developed by Connexion for the Region

Trolleybus 2.0 investigated by 4 students from HAN UAS: travel **without** stop to charge the battery.

ALL buses & trains have free Wifi

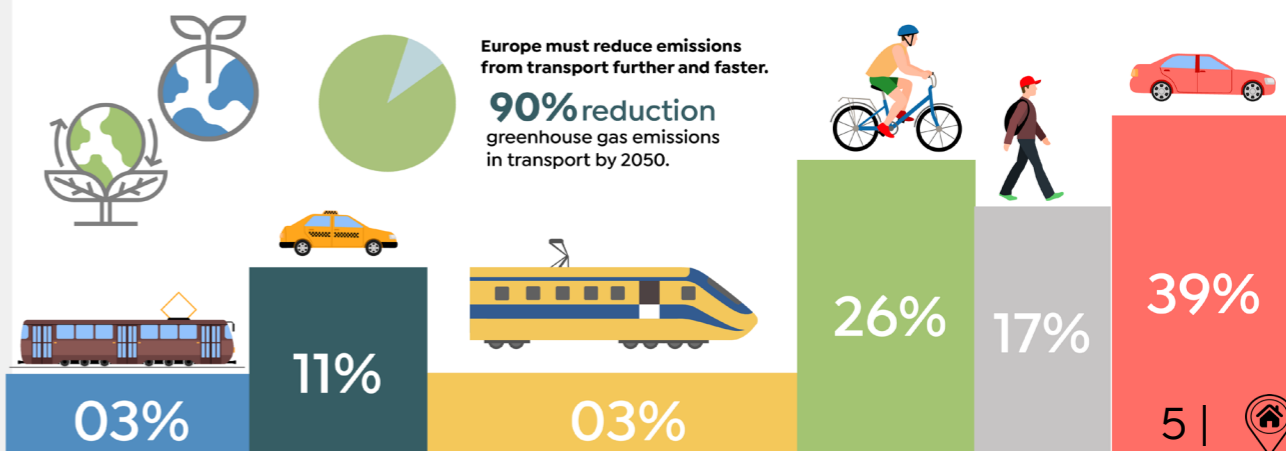
258 bus stops in total in Arnhem



The substantial trend of bicycle hiring in recent year is significant developing.

Transport is one of the objectives that need to change in the **sustainable** mobility transition.

Europe must reduce emissions from transport further and faster. **90%** reduction greenhouse gas emissions in transport by 2050.





“ARNHEM IS A PERFECT CITY FOR INTERNATIONAL STUDENTS!”

To begin our journey, let us introduce you to Viktorija Stonyte - a 2nd year Communication student at HAN. 2 years ago, she decided to step out of her comfort zone, came all the way here to pursue her dream. Just like us, in the very beginning of her new journey in Arnhem, she went through many struggles. In this podcast, together with our buddy – Jonathan, Viktorija will share to us her wonderful adventure in Arnhem, explains how she tackle these experiences and shares valuable tips. Does it sound exciting? Check it out!

“THIS CITY HAS A LOT OF NATURE TO OFFER. I LOVE WHEN IT IS WARM AND THE SUN IS SHINING, I WILL JUST GO OUT AND CYCLE AROUND.”



Do you prefer to watch the video on our [Youtube](#) or listen to the podcast on our [Spotify](#)? Scan or click into the QR code.



COMMUTE GAME

Have you ever wondered “Would people rather bike through the rain for 30 minutes or walk 1 hour to their destination?” or “Would they rather take the last train on a night out or the next day morning train?”. Or, in terms of transportation, will students choose to use Swapfiets or OV-fiets, 9292 or NS Travel Planner? Let’s play a game together and find out!

Questions are a good way to get to know people and provoke interesting conversations. Together with our buddy - Jonathan, let’s meet 7 international students from 6 universities and colleges around Arnhem and play “This or that” and “Would you rather...?”. They will give us interesting insights into transportation in Arnhem as well as useful golden tips. Are you ready?



Scan or click into the QR code to watch the video on our [YouTube](#) or listen on our [Spotify](#)



MOBILITY: UNWRITTEN RULES

Unwritten rules are powerful, informal suggestions about how we should behave and what we should do. Here are some unspoken rules you should know about mobility here. Take notes!

Always check the arrival time in the NS/9292 app of your bus or train (it can be changed last minute)

Keep silent on the silence zones on the train

Priority seats are for the elderly, disabled or pregnant women

Make use of the information desks at stations

Press the "STOP" button in the bus as soon as you hear your destination's name

Raise your hand when the bus arrives to let the driver know you want to get on

Do not take the last night train or bus to your destination

Do not let anyone borrow your personal OV-chipkaart

Do not walk on the bike lanes

Never walk on the train tracks to pick up something you accidentally dropped

Take an extra power bank with you, since not every transport system has power outlets

If you greet the bus driver, they will greet you back

Always lock your bikes, no matter where you are (even if you leave it for 1 minute)

Do not bring open drinks in your hand when you about to take the bus

Do not attempt to enter the train when the train driver rings the bell to indicate that they are going to close the door

Always keep an eye on your belongings

If you happen to be stuck around the station after 12am, know that you can always rent an OV bike



HOW TO PLAN YOUR TRIP?

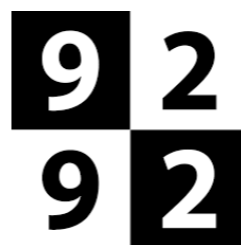
You have found your destination and want to get there as quickly and efficiently as possible, but how do you do that?

There are many available apps that will tell you where to go, and which transport possibilities there are. Whether you wish to travel by vehicle, public transportation, on foot, or bicycle, there are several trip planning applications to choose from. We'll go through the several must-have planner apps that might help you plan your itinerary.

LET'S START



GOOGLE MAPS



9292

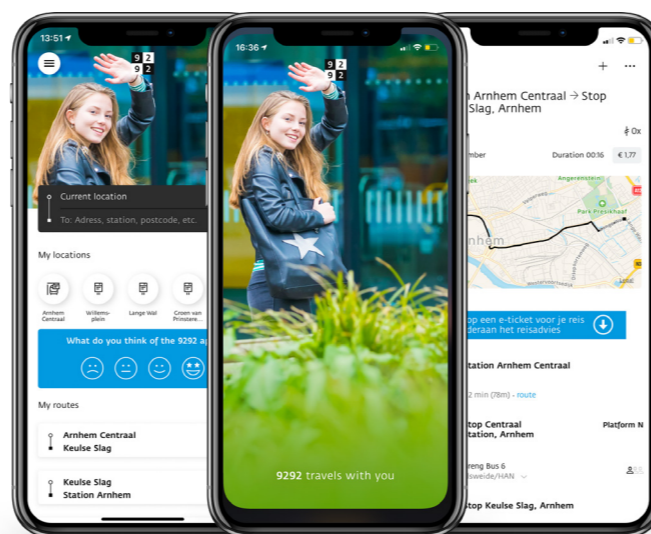


NS TRAVEL PLANNER



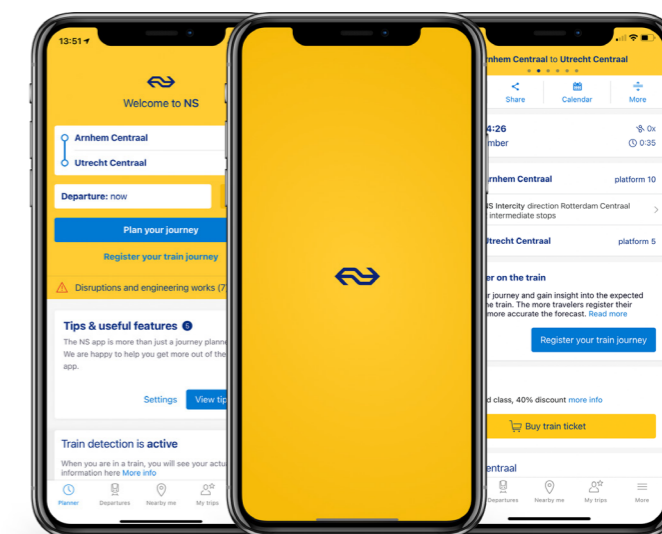
The navigation app from Google knows how to plan your trip in smart ways for both the car, bicycle, on foot or by public transport. Google Maps also takes possible traffic jams into account. However, detours are not always considered for public transport. A handy feature of Google Maps is the option to add a stopover (via location). In addition, you can also explore the area through Street View with the 360-degree photos.

Google Maps is available for free for [Android](#) and [iOS](#).



With this application you can plan your journey by public transport. Do you choose the train, metro, bus, tram, or ferry? You can indicate it all in the app. You also gain insight into possible diversions and delays. By logging in with an account you can load and synchronize your favorite destinations.

9292 is available for free for [Android](#) and [iOS](#).



The NS Travel planner app is the application of the Dutch Railways (NS). You can plan your trip with door-to-door public transport, not just by train. In the application you will find even more functions. For example, you can request the balance of your OV-Chipkaart and see the current location of the train via the train radar. You can also see the current departure times and gain insight into any delays or malfunctions.

NS Travel Planner is available for free for [Android](#) and [iOS](#).

LIFE IS LIKE RIDING A BIKE

TO KEEP YOUR BALANCE, YOU MUST KEEP MOVING

Did you know that... the Netherlands is known for their cycling culture. So, should we, as international students, also cycle or not? That is the question that we had in our mind when we first came here. Well, not really... it's up to you! Check out our international friend's experience with their bike, and decide afterwards!





Do you prefer to watch the video on our [YouTube](#)? Scan or click into the QR code.



ARNHEM BIKE TOUR

“It is by riding a bicycle that you learn the contours of a country best, since you have to sweat up the hills and coast down them.” (Ernest Hemingway)

To bike in the Netherlands is like an unofficial national sport of us Dutchies, so there is no better way to get to know our beloved Arnhem. We know that you are eager to see what the Netherlands and Arnhem looks like, especially if you are planning to study here for the next years. The province of Gelderland won the title of ‘Number 1 cycling province in the Netherlands’. Region Arnhem-Nijmegen gives cyclists complete freedom and safe. Take a cycling tour with us, what are you waiting for?



**“OVERCOMING
THE
FEAR
OF RIDING THE BICYCLE
IS THE BEST THING I DID!”**

From being deadly afraid to get on a bicycle to getting a hot pink girl’s bike and using it as her common transportation every day. Meet Chloe – a 22-year-old girl coming from Aruba. She is currently studying Sport Management at Astrum College and has been living in the Netherlands for about 2 years now. It took Chloe 6 months to overcome her fear of riding a bicycle. “Living in the country of bicycles but scared of riding the bicycle!? Why am I doing this? It’s enough!” – on one Friday, she thought. She decided it was time to grow up, get over her fear, and learn how to ride a bike (again). Now, Chloe can confidentially use her bike to go to school, to the supermarket and around Arnhem. “It is one of my best decisions. Now, the bike is like my best friend, I cannot go anywhere without it!” – said Chloe.



Want to know why did Chloe said that getting the bicycle in the Netherlands is the best experience ever? Listen to her story!



Do you prefer to listen to the podcast on our [Spotify](#)? Scan or click into the QR code.

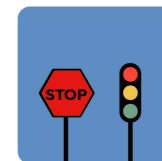
SAFETY CYCLING 101
IN THE NETHERLANDS



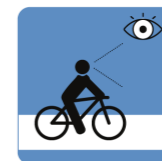
USE BIKE LANE



FOLLOW TRAFIC DIRECTION



FOLLOW RULES AND ROAD SIGN



BE CAREFUL: WATCH AHEAD



PLAN AHEAD YOUR ROUTE



IDENTIFY HAZARD ON THE ROAD

3 THINGS YOU MUST HAVE ON YOUR BIKE



GET YOURSELF A BELL!

Ring your bike bell is a great way to alert someone that isn’t riding to the right side on a bike path, or when approaching a rider that may be distracted and not riding all the way to the right on a road.

YOU’LL GET FINE IF YOU DON’T HAVE THIS

In The Netherlands, it is required for you to have bicycle lights and reflectors when it’s dark or in conditions of reduced visibility. You need white lamp front light and red back light. You can be fined 55 euros for each missing light.



PUT A LOCK ON IT - PROPERLY!

Stealing bicycles in the Netherlands is like eating tacos in Mexico. It happens every. Single. Day. It is important for you to have lock if you don’t want your bike getting stolen!



PICK YOUR PERFECT BIKE: THE BEGINNER'S GUIDE

In this article, we will meet Long – an IB student at HAN. He will give us some tips on how to choose a bike based on his experience of selling more than 20 bikes to students.



How did you come up with the idea selling bike to new students?

A while ago, a good friend of mine asked me to sell his electric bike for him. At first, I had no idea what the market was like, but I gave it a try anyways. I wanted to test the water. Long story short, I then came to a realization that it is not so difficult to sell bikes and make profits. Also, by selling bikes, I can help new students, that's why I decided to sell bikes.

What is the most common bike that students buy?

Second-hand bikes. There are no specifics, as long as they are affordable and usable. Students tend to buy cheap bikes regardless of the brands.

What rules should new students be aware of owning a bicycle?

Check if the bike has lights because it is compulsory to turn the lights on while biking at night. White light in the front and red light in the back. Also, check if the bike is stolen or not because it is very common for thieves to sell bikes. If you drive a stolen bike, the owners might come across you and take it back.

What I should be aware of if I want to buy a second-hand bike?

Beware of cheeky sellers like myself. This means the pricing. There are several cheap bikes out there, so no hustle checking more than one seller. Other than that, check if the bike can be used for a long time (preferably two years). Lastly, check if everything works.

What is the minimum budget in order to buy "a good condition bike"?

It goes without saying that bikes can be expensive. Normally, low range is 75-250 euros. For a second-hand bike, it should be around 50-100 euro.

Where can I buy a new bike?

For a new bike, Van Moof if you have cash to burn. Otherwise, go for local trusted shops/Decathlon. For second-hand bike, Marketplace is the best place.

Can you give any golden tips for the students on how to choose a bike?

Give them my number! Just kidding!

"Buying a (used) bike is like getting a new haircut. It's easy as long as you know what you want, where to go, and what to look at."

Take a proper look on the frame and fork and search for bends, cracks (can be really dangerous!), dents or rust. Your ideal frame size is based on the type of bike you choose, your height and your inseam (the measurement from your crotch to the ground). There is something called "a quick rule of thumb": the frame size should be about 0.65 times your inseam. If you have 25" inseam, you'd need a bike with a 16" frame. Handlebars matter, too. You want to be able to reach them, after all, so make sure the reach between your seat and the handlebars is comfortable. Last but not least, straight wheels = smooth ride.



How the OV-fiets works:

1 Sign up
To be able to rent an OV-fiets, you need a personal OV-chipkaart. Go to [this](#) website, take out the free OV bicycle service online (available for personal OV chip cards)

2 Pick up the OV-fiets
Come to the rental location (normally at every train station), rent an OV-fiets with your OV-chipkaart.

3 Return the OV-fiets
You deliver the OV-fiets to the same location where you rented it. If you keep the OV-fiets longer, you pay an extra rental period (up to a maximum of 72 hours). After 72 hours you pay a surcharge of €5 per 24 hours.



Scan or click into the QR code for more information

WHICH BIKE TO CHOOSE? OV-FIETS VS SWAPFIETS

In recent year, the substantial trend of bicycle hiring in the Netherlands is significant developing. OV-fiets and Swapfiets are the two rental bikes that are most used by travellers, especially students.

The OV-fiets is the easy rental bike for the last part of your journey. If you arrive at the station by train, you can quickly and easily rent an OV-fiets and continue to cycle to your destination. You can rent a bicycle at many stations; with the cost of €3.95 for up to 24 hours.

The concept of Swapfiets is quite simple: Only from €17, you get a Swapfiets that always works properly. If there are unexpected problems, the bicycle will be repaired or replaced immediately within 48 hours at no extra cost.



OV-FIETS



SWAPFIETS

How the Swapfiets works:

1 Sign up
Go to the website: swapfiets.nl. Choose your city and model. Make an appointment and pick up your new bike in one of Swapfiets stores or have the bike delivered to your home within 48 hours.

2 Your own Swapfiets
Swapfiets adapts the bike to your size and explain everything you need to know.

3 Need a repair?
Contact Swapfiets. They are available via the app or the Helpdesk.



Scan or click into the QR code for more information



ARNHEM: THE CITY OF TROLLEYBUSES


Did you know that... in the Netherlands, only Arnhem has the trolleybus system? The bus is super convenient, especially for young people like us! However, it can be a hassle sometimes. Especially when you have to travel early in the morning to go to school. We know; we clearly understand that feeling. But don't worry, let us help you travel optimally by bus!

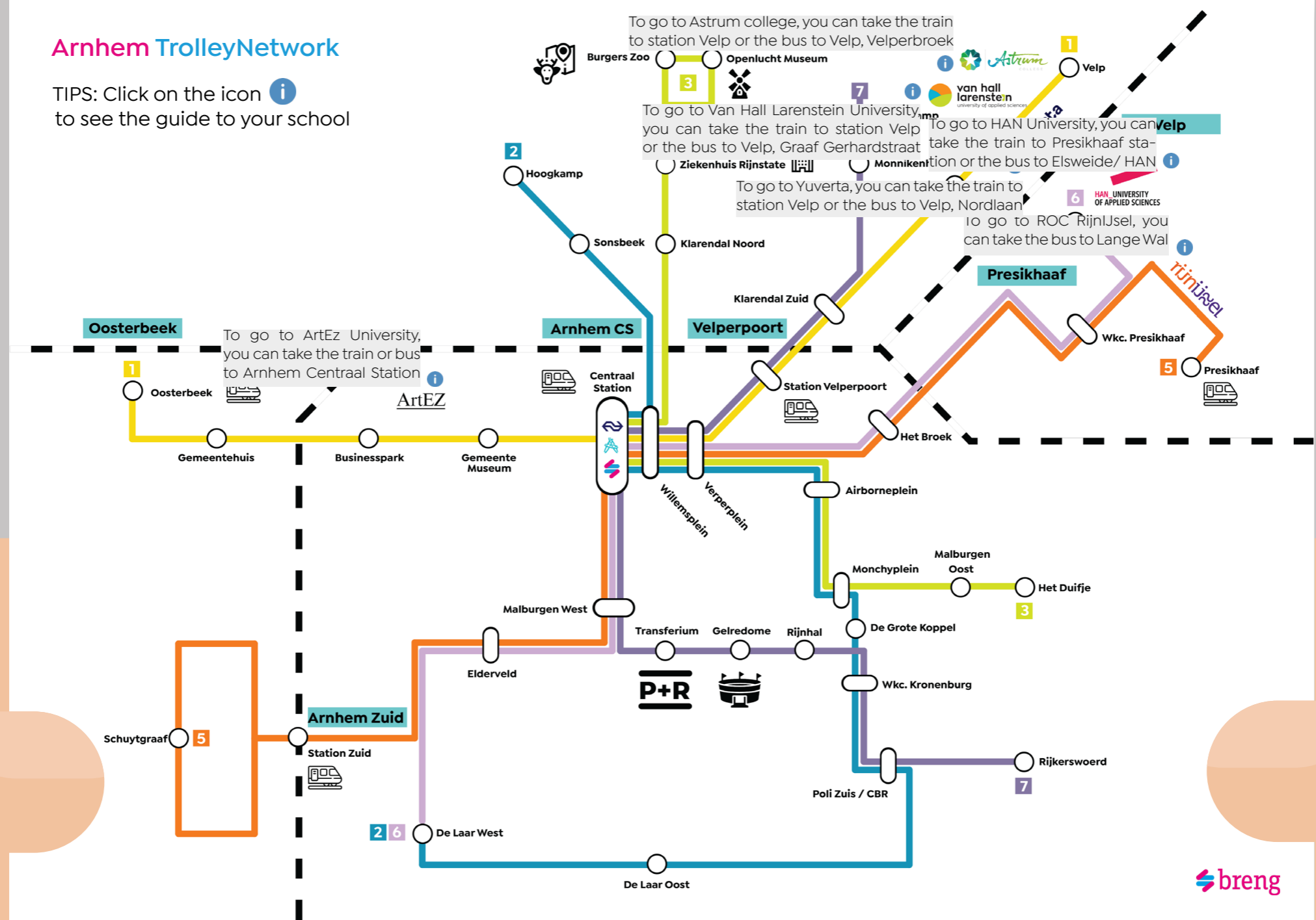


YOUR TREASURE MAP

Looking for routes to your school? Don't want to get lost on the first day? Well, you've come to the right place! Here we've reviewed our full collection of mobility network around Arnhem. Explore them all below.

Arnhem TrolleyNetwork

TIPS: Click on the icon  to see the guide to your school





THE TROLLEYBUS 2.0

THE TECHNOLOGY OF THE GREENER FUTURE

So, you are going to be a true Arnhemmer! Then, you are probably no stranger to trolleybus. Trolleybuses have been in operation in Arnhem since the 1950s until this day. Partly because of these vehicles, Arnhem has been scoring well on sustainability for years. However, the municipality wants to make bus transport more sustainable, and aims to offer a completely zero-emission bus concession by 2023 with the arrival of the trolley 2.0. Students at HAN University have been working with the transport companies for years to achieve this goal. Can you imagine how amazing it is? Let's have a look at it together!

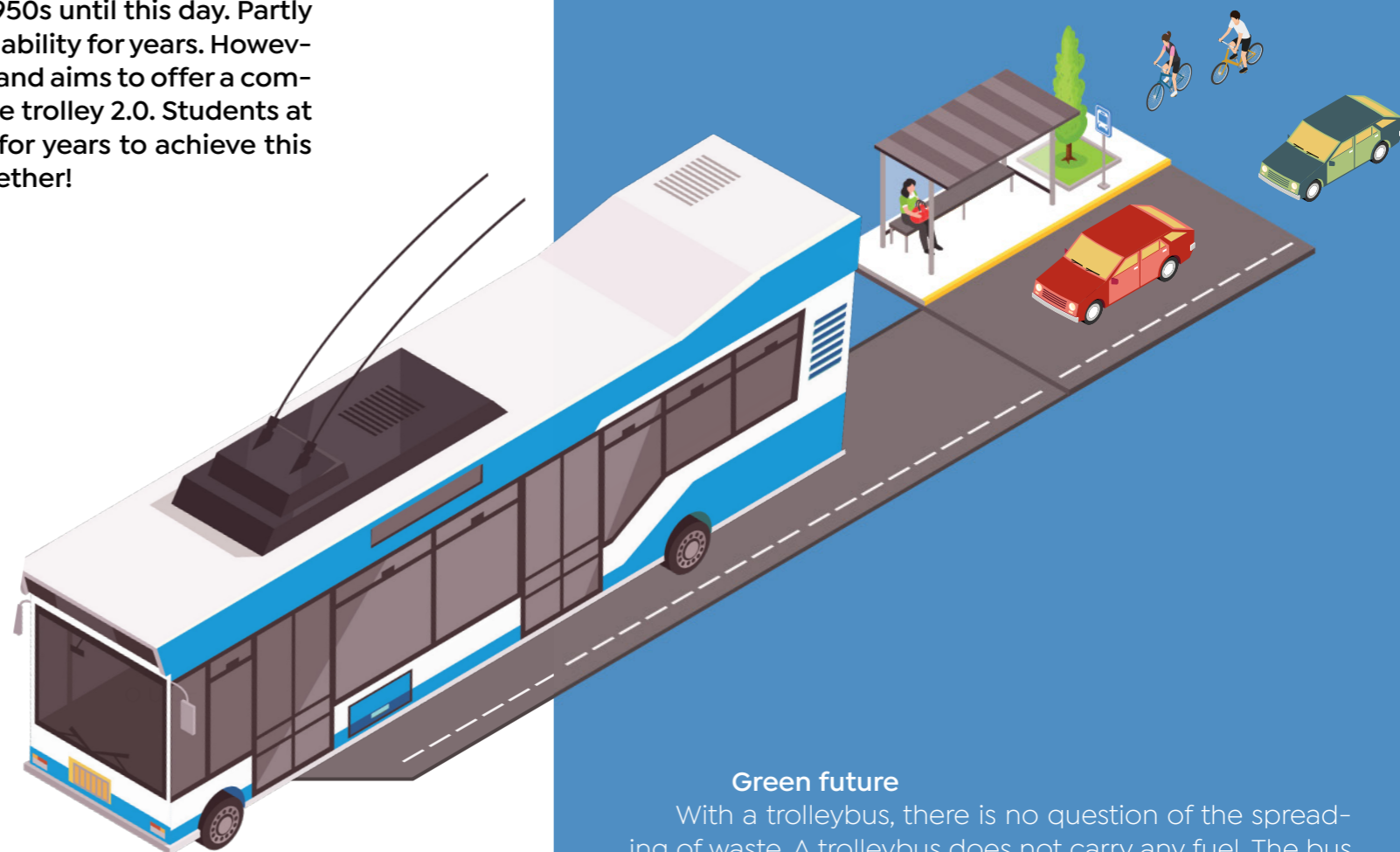
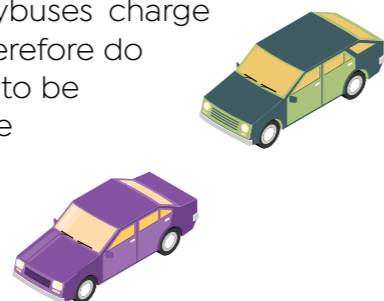


Renewal

The new trolleybuses are able to run without trolley catenaries. These buses will drive under the wire and then ten kilometers side the wire, before charging again under the wire. With this initiative, Arnhem wants to reduce the number of gas buses and ultimately aims to introduce a fully electric bus concession.

Charging while driving

Unlike "normal" electric buses, these trolleybuses charge while driving on the overhead wires. They therefore do not have to be removed from the timetable to be charged. As a result, there is no loss of time and no extra buses are needed, making these buses very efficient.



“TROLLEY 2.0 HAS THE ADVANTAGES THAT IT IS EMISSION-FREE, CLIMATE NEUTRAL, QUIET, RELIABLE, COMFORTABLE AND SUFFICIENT CAPACITY, WHILE ALSO HAVING THE FLEXIBILITY OF AN ELECTRIC WIRELESS BUS.”

- Alexander Uil, traffic planner of the municipality of Arnhem

Green future

With a trolleybus, there is no question of the spreading of waste. A trolleybus does not carry any fuel. The bus is powered by the power station. No harmful gasses are released, and the trolleybus is quieter and has a longer service life. "The bus is not only good for passengers, but also for people who don't take the bus at all, because of the clean air."- mayor Ahmed Marcouch. Arnhem is leading the way and show us that we can all work together to achieve a greener future!

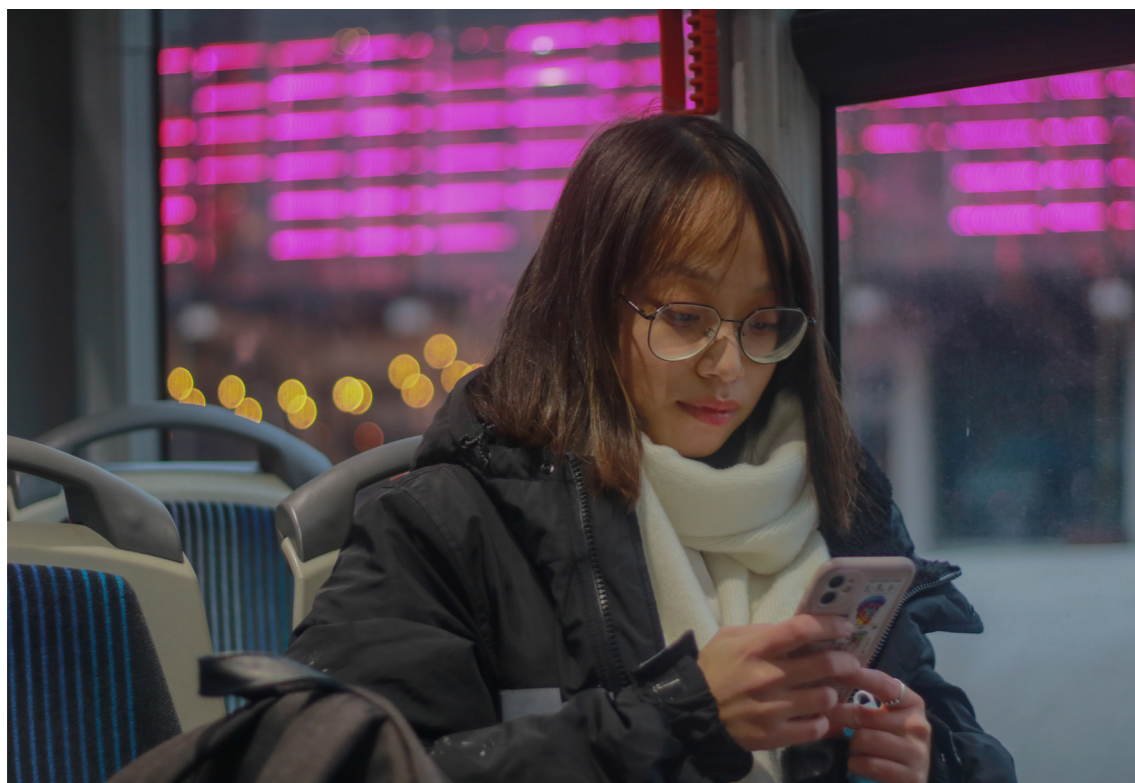


De Loor West

HESS

brengtrolley

41-BJK-8



1 Always remember to triple check the name of the bus. If you are not sure, check if the bus name has the same name in your 9292 app. Don't hesitate to ask the bus driver if you are still unsure. To formulate this question, you have to know the name of the bus stop, you can look this up in the app and then ask the bus driver.

2 Make sure you are waiting at the bus stop and raise your hand when the bus is coming. The buses in the Netherlands don't always stop at every bus stop. If there was no one who pressed the bus stop, the drive will just continue to drive. Fail to make a sign that you want to take the bus may result that the bus driver will just keep driving.

3 Stay alerted for your destination. Be attentive with the screen and prepared to hear the name of your bus stop via the speakers. The pronunciation of the name of the bus stop could be confusing at times via the speakers, especially if you are not accustomed with the fluency of the Dutch language. As soon as you see in the screen that the next stop is your bus stop, press the stop button. A stop button should pop up (red) next to the screen then.

4 Don't forget to say "Hi" to the driver. Bus drivers in the Netherlands are very friendly. When you get on a bus in the Netherlands, the bus driver will greet you; don't be surprised, smile, and greet them back!

“Experience is making mistakes and learning from them”



From struggling with using public transportation in Arnhem to being quite experienced in using them, let's meet Candy – an Aruban girl currently living in Nijmegen. She has to travel every day from Nijmegen to Arnhem to do her studies in Art Teaching at Artez University in Arnhem.

“During the first few days, I made a lot of mistakes with the public transport here. I remembered on my first day, I took the bus by only looking at its number. Then, it turned out that it went to a completely different direction. Thanks to Google maps, I managed to get off the bus early and caught another one before it went too far. Another time happened when I thought that the bus would stop at every stop, but no one pressed the stop button then and the bus just kept going. Luckily, seeing me so panicked then, the bus driver was friendly to stop on the middle of the road just for me.”



Curious about Candy's story? Scan or click into the QR code to hear the full podcast, where she uncovers her tips and experience traveling every day from Nijmegen to Arnhem.



STOP THE BUS!

There are so many things that we wish we had known in our first time using the public transportation in the Netherlands, which can only be learnt by mistakes. Here are things that nobody ever told you, which would have been nice to know beforehand:

“BUS MAY DELAY, BUT TIME WILL NOT!”

Public transportation usually takes longer as it might have delays and it's also probably not direct so you will have to wait for the transit or walk to your destination from drop off points. So, what can you do with all this “free” time – so that you feel more productive and that the time is not wasted? Check out our tips and listen to our friends' stories!

TIPS FOR COMMUTERS!

HOW TO USE YOUR TIME OPTIMALLY AND STAY RELAXED WHILE COMMUTING

Podcast are great option for you to entertainment yourself while you can also learning something!

LISTEN TO PODCAST



READ A BOOK

Reading a book might be not the best option for everyone cause you might feel dizzy, reading in the public transportation. But hey it's always a good idea to study before coming to school!

PLAN TO - DO LIST

Create to do list help you to remember all the tasks that you have to do, so you will always keep on track with your studies!



Assuming your commute time takes more than 20 min. you can use that time for nap! But you shouldn't be nap longer than 20 minutes so you don't slip into deep sleep phase

TAKE A NAP



I am living in Nijmegen, but I study and work in Arnhem. So, most of the time I spend is on public transport (around 3 hours a day, including bus, train, and transit time). However, for me, the time on public transport is time to give ourselves a break. We can use that time alone to rest, in a complete and profound way, or we can engage in an activity that brings us joy. I love how it feels like when I came back from school or work, sitting on the train or bus, open my book and live in my own world. That usually takes up all the time from point A to point B. **It's not just about the time, it's about how to use it**, and about finding those pockets of time throughout the day for you!

- Victoria Wu, Animation Design at Artez

Of course, the trip sometimes takes longer when you travel on public transport. BUT you can do so much in that expanse of time. Me? I like to listen to podcast or 90's grunge rock (don't judge me). Music makes me feel relax after a long studying day. Through podcast, I can learn directly from knowledgeable people in a simple, effortless, and free tutorial. The best thing? **You make up that time to what you will. Bus may delay, but time will not!** You have the honor and the privilege of doing whatever you want in that commute time – just don't miss your stop!

- Yudhistira Daffa, Food Technology at VHL



I enjoy using public transport because it gives me an insight into the “real” people – how they live, interact, and think. I am a great sightsee-er! Just looking out the windows at people in cross walks, students on their rounds, old people walking their dogs: to me, it's all good. Sometimes, I'll watch clouds, trees and commuters. Sometimes, I'll chat with a friend who also rides the bus. As they said: **“You can't understand a city without using its public transport system”**, I also enjoy understanding how a city has laid out their transport system.

- Kaylah van Romondt, Minor in Finance at HAN



Scan or click into the QR code

PLAYLIST MADE SPECIALLY FOR YOU!

Regardless of the method of transportation you choose, listening to music can make your journey much more enjoyable because music has a positive effect on the brain, help you calm down and relax by lowering your stress levels.

We are aware that music taste is different for every person, so we made several Spotify playlists to make sure that there is music for everyone to listen to!

To make it even better, we also added podcasts, for those who rather listen to the interesting subjects, opinions, and personal experiences.

KEEP CALM AND TAKE THE TRAIN

Sit down and relax; we are heading to your destination. Travelling by train is always exciting, you can enjoy the view outside while listening to music, or reading a book. The train in the Netherlands is especially accessible for you to travel within the country and even abroad! So, be ready and let us be your guide for you to travel comfortably.





GET LOST AT ARNHEM CENTRAAL STATION

Hey, you. Yes, YOU. Why do you look so puzzled? Are you lost?

You are now at the Arnhem Centraal Station. Aankomst, vertrektijden, uitchecken!? What does that mean?? You don't know Dutch. So, now what?

One of the first things you may notice when you visit a new place is that there are people all around you speaking, yet you don't understand a word. It can be confusing trying to overcome a language barrier. Trying to get grounded after a long flight when you land in a foreign country where you don't speak the language can be very overwhelming.

Don't worry! We got you! We KNOW that feeling. We are here to help you. Don't forget that: "Some beautiful paths can't be discovered without getting lost. Not until we are lost do we begin to understand things." Keep calm and check out our TikTok video!

Don't forget to follow us on our [TikTok](#)



Get lost at Arnhem Centraal Station



OV-chipkaart 101

Hey, don't forget your OV-chipkaart!

Most people who live in the Netherlands have an OV-chipkaart. This card is essential for you, especially if you often travel within the country with public transportation. Then, what is OV-chipkaart? OV-chipkaart is a smart card that you can use for all public transport such as bus, train, tram, and metro services. You just need to load money into your OV card, and you are ready to go. But, maybe you are wondering, "which one should I choose?" or "how can I load money to my card?". Don't worry; we are here to help you!

Blue card vs yellow card

There are different types of OV-chipkaart that you can choose from. Each one of them has different advantages and functions. Usually, for students, we have either a blue or yellow card. But, what is the difference between those two?

A personal OV-chipkaart or yellow card requires you to give personal details, and it can be used for one person because it has your photo, date of birth, and the expiration date on the card. So, no one besides you can use the card. The advantage of this card is that you can add travel products and subscriptions. Whilst, the blue OV is an 'anonymous' card. With this one, you don't have to give your details, but it's not possible to load any travel product to the blue OV. Also, you must at least have €20 euro on your card if you travel by train. In addition, the blue OV can also be shared with many people, but not at the same time.

So, which one to choose?

If you travel occasionally or do not wish to share your personal details, choose the blue OV-chipkaart. From €7,50, you can buy this card in various supermarkets, at the station, public transport counter, and you can also find it in many places. Also, you can use it immediately after you load money to it. On the other hand, a personal

OV-chipkaart would be convenient for you if you travel a lot! It would also be easier for you to travel since you have the option to reload a sufficient amount to your card. So, it will be automatically charged. However, you must have a Dutch bank account to apply for a personal OV-chipkaart.

Travelling with the OV-chipkaart

Before you start travelling with an OV-chipkaart don't forget to load money onto your card, or you won't be able to check in! Don't forget to check in and out with your OV-chipkaart when you enter and leave the station gates. You can find the card reader on the bus or tram, as well as on the platform.

Checking in and out



Don't forget to check in and check out! Hold your card to the screen of a gate or single Card reader. The gate will open; the Card reader will give a confirmation signal. At the end of your journey, you check out in the same way. You can also check in and out in the machine at the platform.

How do I load money to the OV-chipkaart?

If you have a personal one, you can have the option to automatically load your card. You can also use a loading device (NS ticket machine) which you can find throughout stations in the Netherlands; with this machine, you can load your personal and anonymous OV-chipkaart.



Top up at NS ticket machine:

1. First, scan your OV-chipkaart to the machine
2. Select 'top up balance.'
3. Select 'add balance.'
4. Choose the amount you want to add; the machine will show you the amount options that you can add to your card.
5. You are ready to go!

If you don't have a Dutch bank account, don't worry! You can pay with debit or credit cards, also in some cases, with coins!

Scan or click into the QR code for more information



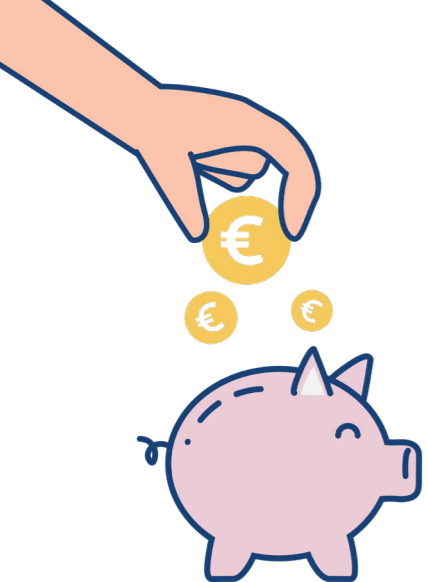
Transfers

If you make a transfer, you will need to check out and in again on the next mode of transport. If you are transferring from one train to another train of the same company, you only need to check out at the end of your journey. However, if you transfer from one company to another, you have to check out and check in again to the company card reader! You can find the machine at the platform.

When do you need to check out and check in again? Check out and in when transferring:

- You travel by bus and transfer to another bus
- You travel by bus and transfer to a train
- You travel by an NS train and transfer to a regional train, for instance from one NS train to a regional train like Veolia, Arriva, Connexxion or Syntus.





SAVING MONEY?

IT'S A PIECE OF CAKE!

Ugh! Can you imagine how much money we spent on public transportation in a year? It costs a LOT! Especially when you have to travel every day to campus. Not to mention, if you are also traveling during the weekends, it is a pain for us to afford as international students since we have to save up for other things as well, right?

BUT, do you know that there are some ways for you to save up for public transportation? If no one hasn't told you about these tips, then we got you!

Joint travel discount for a 40% discount

Combined travel discount or samenreiskorting is a way for you to get a 40% discount, which is to ask your friend who has a public transportation subscription to travel with you. Even so, you need to remember that it requires OV Chipkaart and it can only be applied during off - peak hours which are on working days from 00.00 - 6.30, 09.00 - 16.00, 18.30 - 24.00.

This is the step on how you can apply samenreiskorting to your OV-Chipkaart:

1. Go to the nearest OV machine
2. Hold your OV-chipkaart in front of the card reader at the bottom right of the NS ticket machine screen
3. Select combined travel discount and the desired class
4. Click on 'akkoord' and hold the OV-chipkaart in front of the card reader on the NS ticket machine again
5. Top - up the OV-Chipkaart with enough balance. The minimum amount you needed for Samenreiskorting is €10
6. Check in and out during the off - peak hours to travel with 40% discount

NS Group discount (NS Groepskorting)

If you plan to travel with some of your friends, this would be the best option for you. Starting from 8 euros per person with a minimum of 4 people and a maximum of 7 people you can travel at a more affordable price than the regular price. However, it is only available during off-peak hours.

NS Flex season tickets

This subscription is a good deal for you! There are several subscription options that you can choose with NS Flex. You can change the subscription flexibly every month that suits the frequency of your travel! So you don't have to worry if you want to travel without a season ticket, because you could still enjoy the benefits of NS Flex. With NS Flex, you can choose various discounts for travel during off-peak hours, rush hours, the weekend, or public holidays. However, this subscription also requires you to have a personal OV-Chipkaart.

These are the options of subscriptions that you can choose from NS Flex:

Subscriptions name	Price	The benefits of NS Flex	Combined travel possible
NS Flex without season ticket	One time fee of €10	No travel discounts, but all of the benefits of NS Flex	-
Weekend voordeel	One time fee of €10	40% discount at the weekend	-
Dal voordeel	€5 per month	40% discount at the weekend & during off-peak hours	Yes
Altijd voordeel	€23 per month	40% discount at the weekend & during off-peak hours, 20% discount during peak hours	Yes
Weekend vrij incl. Off-peak discount	€34 per month	Unlimited travel on weekends & 40% discount during off-peak hours	Yes
Weekend vrij excl. Off-peak discount	€31 per month	Unlimited travel on weekends	Yes
Dal vrij	€105 per month	Unlimited travel on weekends	Yes
Altijd vrij	€365 per month	Unlimited travel on weekends Unlimited travel during peak hour & off-peak hour	Yes

Scan or click into the QR code for more information



Peak hours: 06.30 - 09.00 & 16.00 - 18.30
Off-peak hours: 00.00 - 06.30, 09.00 - 16.00 & 18.30 - 24.00



TRAVEL TO A CLEANER WORLD

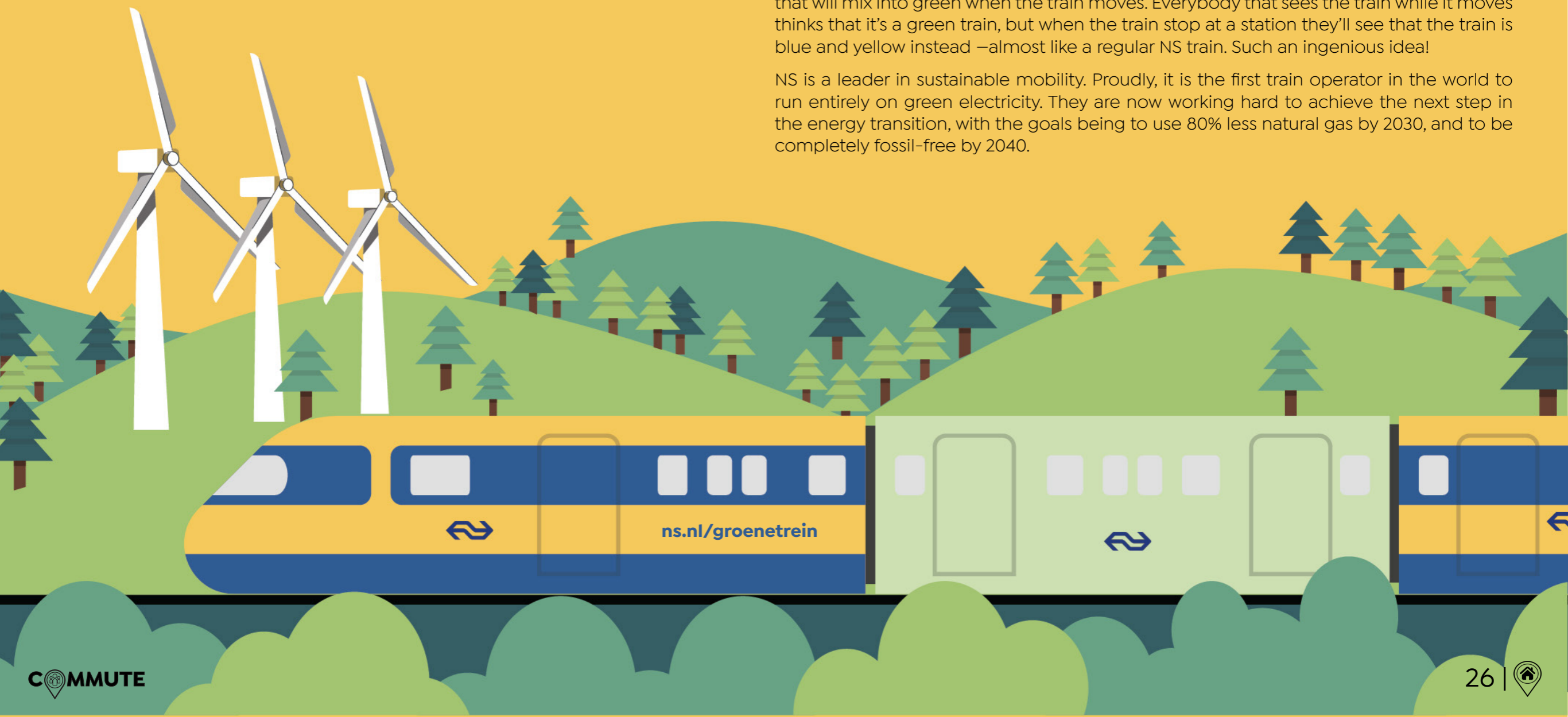
Cycling and walking are the best for the environment. What about the train? Can you believe that travelling by train is already one of the cleanest and most sustainable way of travelling for longer distances? Since 2017, trains in the Netherlands have been entirely running on wind energy, which means that right now, travelling by NS train is becoming CO2-neutral. How great is that!

Having more than 373 million travelers spend their time in NS train every year, NS has a major impact on society in the Netherlands. With the green train, 600.000 train passengers in the Netherlands can travel on 100% wind power every day. That is 1,2000,000 train journeys per day in a climate-neutral manner through energy efficiency and the use of green energy, without CO2 emissions. The green electricity NS uses is generated by new wind farms, which flows further to the train's pantographs through the overhead wire above the rails. "Sustainable accessibility of the Netherlands. For and by everyone." - NS.



A green train deserves a green face: To drive more attention to the green endeavor, NS has given some of their trains a facelift! With a clever use of colour, they managed to develop a pattern of squares in blue and yellow –the primary company colours of the NS– that will mix into green when the train moves. Everybody that sees the train while it moves thinks that it's a green train, but when the train stop at a station they'll see that the train is blue and yellow instead –almost like a regular NS train. Such an ingenious idea!

NS is a leader in sustainable mobility. Proudly, it is the first train operator in the world to run entirely on green electricity. They are now working hard to achieve the next step in the energy transition, with the goals being to use 80% less natural gas by 2030, and to be completely fossil-free by 2040.



Green Bird is a creative agency launched in 2021 in the Netherlands.

"We were all born with wings. Expand your wings, learn new things and fly high as you can." The team is formed by four unique individuals coming from around the world, who are driven by the same mission: step out our comfort zone and go beyond our limits. As the new generation, we not only strive for the freedom (bird) but also the sustainable future (green).

Our challenge is to use creative strategies to make our clients achieve their goals. We help companies engage a wider audience through their marketing channels, whether it's via commercials, social media, or through print ads or events.



LET US HELP YOU!

Do you still have any question? We are happy to help by answering any questions you have and by making your journey as easy and pleasant as possible. Also, as our mission is to create a community that helps you with all your travel needs, please feel free to contact us on our LinkedIn.

Contact us

[Alice Nguyen](#)

[Salma Olii](#)

[Jonathan Thode](#)

[Cilou Schalkwijk](#)

MEET YOUR BUDDY



Alice Nguyen

Creative Director
Designer



Salma Olii

Content Creator
Designer



Jonathan Thode

Video Editor
Content Creator



Cilou Schalkwijk

Editor-In-Chief



**Green Bird
Creative Agency**

For more information

If you want to read more information you need about mobility in Arnhem and the Netherlands, please visit these websites:

[See and do | Visit Arnhem](#)

[Transport | Government.nl](#)

[Home | NS](#)

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