



Where and when can I now take my bike on Metro?

You can now take a standard bike with you on Metro between Jesmond and Callerton Parkway stations at the following times: 10.00am to 3.00pm and also after 7.00pm Monday to Friday, and all day Saturday and Sunday as part of a trial. Standard bikes remain banned at all other times and between other stations on Metro – but you can take a folding bike anywhere (as long as it is folded up)

Why are bikes only allowed on one part of Metro?

Metro bosses are testing whether bikes can be carried safely, without causing delays to trains, and without causing a nuisance to other passengers or getting in the way of wheelchair users. They are expanding the trial in stages to make sure problems don't occur.

Why did you choose Jesmond to Callerton Parkway for the trial?

We are monitoring the impact of bikes on trains closely. The trial area goes from a city centre through suburbs to the edge of the countryside so gives a good balance of operating conditions, while also passing Metro's control centre where customer service staff are based if there are any issues on the ground.

Will the trial be expanded to more of Metro in future, or other times of day?

Yes, providing there are no problems or complaints Metro bosses say the trial will be expanded later this year – but they are not saying where at this stage. They have made it clear they have no plans to allow bikes at peak times, or through the busy stations in tunnels under Newcastle and Gateshead.

But aren't trains already busy enough without bikes being allowed?

Metro is one of the busiest rail systems outside London so this is a question Nexus, which runs Metro, has considered. It says it also understand many passengers are worried about the impact of letting people take bikes on trains. That's why the trial is being expanded slowly, and peak time travel for bikes is being ruled out.

So how has the trial gone so far?

Metro has allowed bikes between Jesmond and Callerton Parkway during the middle of the day for about 18 months. Not many people have travelled, but there have been no major problems, so bosses are able to expand the trial.

Can I take my whole family on the train together?

No. There's only room for one bike per carriage, or two on each train, and they have to be stored in the space created for wheelchair users and pushchairs.



So what happens if a wheelchair user gets on?

If that happens the cyclist must get off and wait for the next train. Nexus says 48,000 people make wheelchair journeys on metro each year, and as they are less mobile they must be given priority at all times.

Are there any safety issues with allowing bikes on escalators/in lifts?

Bikes are not allowed on escalators. It is not safe. We also don't want cyclist to use stairs. Bikes are allowed in the lifts at Jesmond and Regent Centre, within the trial area, as we have tested these for size to ensure they can be used safely.

If there is a special event, football match of major disruption and stations are busy, will bikes be stopped from getting on trains?

Bikes won't be allowed at peak times, when the system is busiest, and we have no plans for this in future. We also won't allow bikes onto Metrocars at times of major service disruption or when trains are extremely busy due to football matches or special events.

How does this all compare with other cities?

It varies. In London you can take a bike on parts of the Underground outside peak times, but not the deep tunnel stations through the city centre. In Manchester bikes are banned from Metrolink. In the North East Northern Railway allows up to two bikes per train, and you can use this to travel between Newcastle and Sunderland, for example.

What will happen when Metro's new train fleet arrives in four years' time?

Nexus says the current trial will help it learn the potential and limitations of allowing bikes on trains before the new fleet design is finalised and new Metro trains come into service. The decision to go with London-style longitudinal seating on new trains provides more accessible and flexible internal space which has potential for bikes, but it hasn't made any decisions and will consult with passengers first.

Shouldn't you wait until you have new trains that are more reliable and designed with bikes in mind?

We want to test the potential for bikes to be allowed now so we can make the right decisions as the new trains are designed and when they come in. We are moving slowly with the trial to make sure it does not inconvenience other customers. The initial trial has been running more than 18 months without problems so we are expanding it one step at a time. If there are problems and complaints we are ready to halt the expansion.