

Where and when can I take my bike on Metro?

Between 10.00am-3.00pm and after 7.00pm Monday to Friday and all day at weekends in the following locations:

Callerton Parkway-Jesmond

Jesmond-Manors (via Whitley Bay)

Gateshead Stadium-South Shields/South Hylton

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.

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 customers are worried about the impact of letting people take bikes on trains. That's why peak time travel for bikes is not allowed.

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.

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, 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.