

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

From Friday 9 November 2018 you can take a standard non folding bike on Metro between Callerton Parkway – Jesmond, Manors – Jesmond (via Whitley Bay), Gateshead Stadium – South Shields/South Hylton during the following times: Monday to Friday, 10.00am - 3.00pm and 7.00pm until end of service and all day Saturday and Sunday. Standard non folding 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 certain parts of the system?

Bikes must be carried safely, without causing delays to trains, and without causing a nuisance to other passengers or getting in the way of wheelchair users. Bikes are therefore not allowed through the busy stations in tunnels under Newcastle and Gateshead.

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

We understand many passengers are worried about the impact of letting people take bikes on trains. That's why the trial was expanded slowly and peak time travel for bikes is ruled out.

So how has the trial gone so far?

Not many people have travelled with a bike, but there have been no major problems, so bosses are able to expand the area bikes can use Metro.

Can I take my whole family on the train together?

No. There's only room for one bike per Metrocar, 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 if the area on the other Metrocar is also occupied.

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 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 or 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, planned modernisation work or when trains are extremely busy due to football matches or special events. Bikes won't be allowed on the Metro replacement bus service either.

Are there any bike storage facilities at Metro stations?

Yes, there are bike lockers and bike racks at stations. Full details are available at nexus.org.uk/cycle.