



Dear stakeholder

The Tyne and Wear Metro is to allow non-folding bikes on trains for the first time as part of a limited trial from 4 April. Nexus, which owns and manages the Metro system, will use this trial to examine whether there is scope for bikes to be carried safely and comfortably, and to inform plans for an essential new fleet of Metro trains. We want to ensure different passenger groups are aware of this trial and understand its parameters.

Folded bikes have always been allowed on Metro - and are increasingly popular with commuters - but this is not the case with traditional bikes. This restriction has been reviewed several times over the years amid concerns relaxing it would compromise the safety and comfort of passengers on what remains the busiest light rail system outside London.

Nexus is keen to find ways to offer the benefits of Metro as widely as possible, and has invested to improve secure cycle storage, now found at or close to every station. We also worked with a task-and-finish group including cyclists and disability groups to explore the issues around non-folding bikes. This concluded there was scope for a limited trial once the refurbishment of the train fleet was completed, as this created a new internal layout with more flexible space.

The trial will begin on 4 April, between Callerton Parkway and Jesmond stations, with trains able to carry up to two bikes (one in each Metrocar) between 10am and 3pm Monday to Friday. It is being managed by DB Regio Tyne and Wear Ltd, the company which operates stations and trains on behalf of Nexus. Further information will be published at nexus.org.uk in the coming days.

This will allow us to assess how practical it is for Metro to allow bikes to be carried. We have tried to balance the perspectives of different user groups, bearing in mind a priority must be given to wheelchair users and those with pushchairs. We also know from research that a large proportion of passengers are against bikes being allowed, and we need to reassure them as we move forward. The trial is not a popularity contest – it will not be evaluated on how many people travel with bikes, but on whether there are operational, safety or customer services issues when they do.

I appreciate you may have questions or comments, and if so could I encourage you to contact Metro customer services directly via contactus@twmetro.co.uk so that all feedback may be recorded in one place.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Huw Lewis', with a long horizontal flourish underneath.

HUW LEWIS
Corporate Manager for Customer Services and Communications