Metro Access Guide



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Introduction

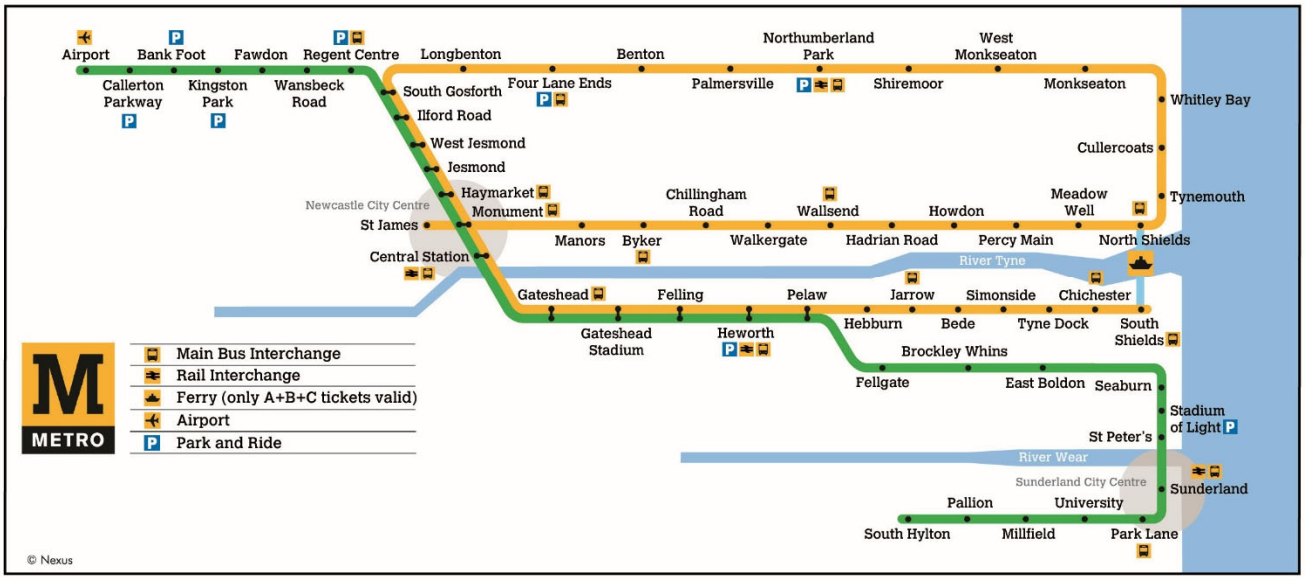
The information in this guide is as up to date as possible at the time of production, and while every effort has been made to ensure accuracy, Metro regrets that it cannot accept liability for any inaccuracy, error or omission.

Platform gap and step dimensions vary at each station and can cause problems for unassisted wheelchair users. If you require assistance with your journey, please call us at least four working hours in advance on 0191 203 3666.

All stations have been installed with easy-access ticket vending machines (with audio facilities for visually impaired persons), and aural and visual Customer Information Systems.

All Metro stations have been awarded a 'Secure Station Accreditation'. The Secure Stations Scheme, which is managed by the Department for Transport and British Transport Police, sets station design and management safety standards for crime reduction at railway stations.

If you need further information about an individual station you can contact Customer Relations, between the hours of 9.00am–5.00pm Monday to Friday on 0191 202 0747 or email: customerrelations@nexus.org.uk



Airport

Station
- Access to this station is via Newcastle Airport terminal only.
- The entrance to the station is located beside Domestic Arrivals within the Airport terminal.
- The Airport controls all access and parking at the station therefore it is best to set down car passengers wishing to travel on Metro at the next station, Callerton Parkway.

Access to ticketing concourse
- Ramp access with resting places and handrails down from the Airport terminal.
- Automatic doors are situated at top of the ramp.

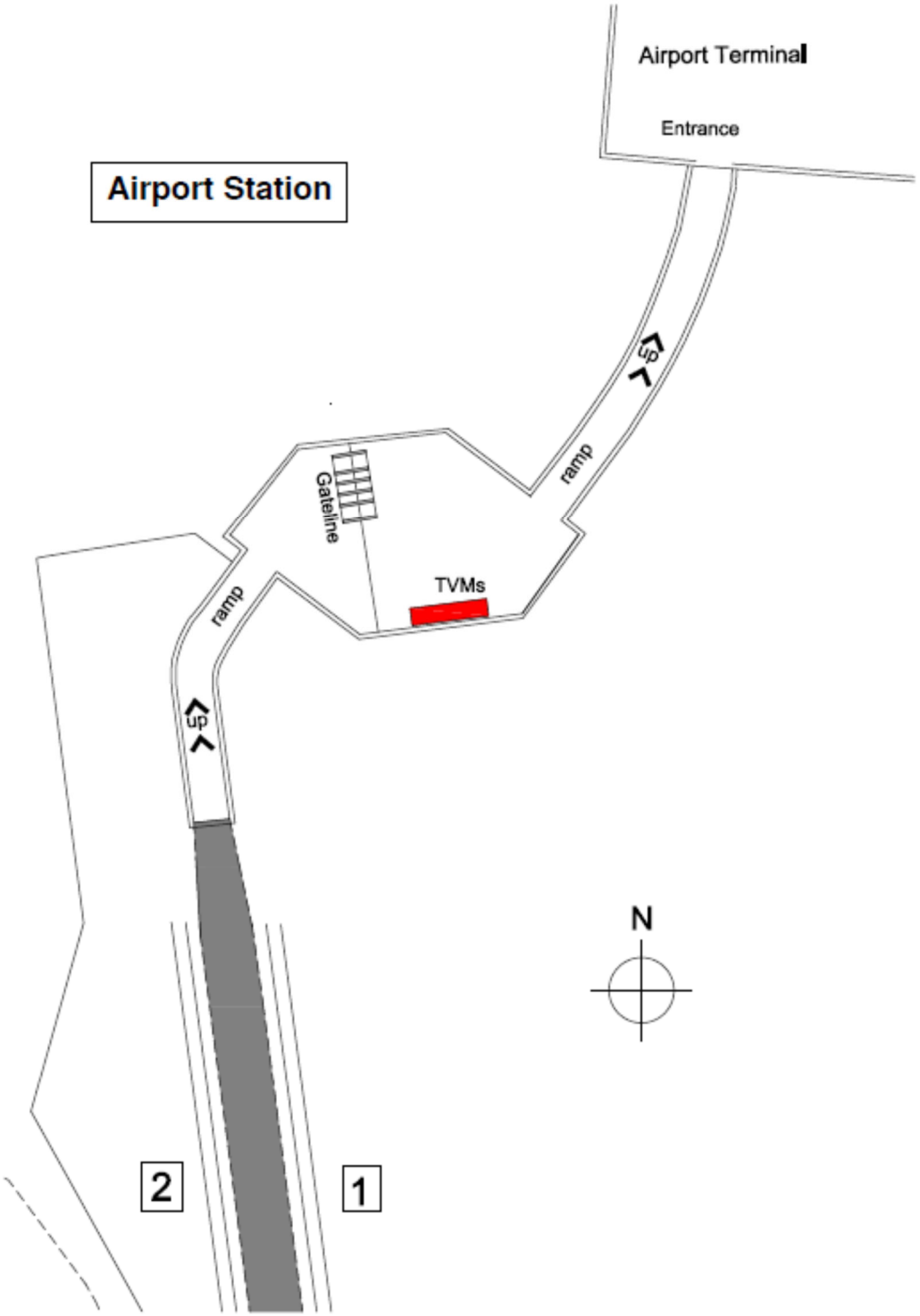
Ticketing concourse
- Ticket vending machines and Help Point are situated on the left wall of the concourse. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platforms
- Via gate-line, then by ramp with resting places and handrails down from the ticket concourse area.
- Automatic doors are situated at bottom of ramp and lead directly on to an island platform. Platform 1 is to the left and Platform 2 is to the right. However, as this is a terminal station, trains for Newcastle and Sunderland via South Gosforth will arrive and depart from either side.

Platforms
- Tarmac surface with tactile strips and white edges.
- Seats and draught screens are provided.
- Help Point at entrance.
- Perch style seating.

Other information
- Various facilities are available in the Airport terminal building including Tourist Information, toilets, ATM, telephones, cafes and newsagents.
- Taxi rank and bus stop at front of Airport terminal building.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet within the Metro station boundaries.
- No designated pick up/set down area.

NE13 8BZ


Airport Terminal
Entrance
Airport Station
ramp
Gateline
TVMs
ramp
N
2
1

Bank Foot

Station
- Situated on Station Road with separate entrances for each platform.
- Access to both platforms can be made from Station Road or via footpaths from Ponteland Road.
- The ramp from Ponteland Road to Platform 1 is long and has poorly defined resting places with no handrail.
- The ramp from Ponteland Road to Platform 2 is also long with no resting places and only a short length of handrail at the top. Towards the top of the ramp, wheelchair users must use a section of the car park access road to reach final ramp to Platform 2.
- Car parking is adjacent to Platform 2. There are 62 unclassified parking bays and 2 dedicated accessible bays. Kerbs are dropped at the Platform 2 entrance.

Access to ticketing areas
- Short steep ramp without handrails to Platform 1.
- Ramp/stairs access without handrails to Platform 2.

Ticketing areas
- Platform 1; ticket vending machines situated on rear wall with Help Point to right of entrance on to platform. The Help Point is the designated meeting area. Smartcard validators are located in the centre of the entrance. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2; ticket vending machines situated straight ahead with Help Point adjacent. The Help Point is the designated meeting area. Smartcard validators are located both at the entrance of the station and the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

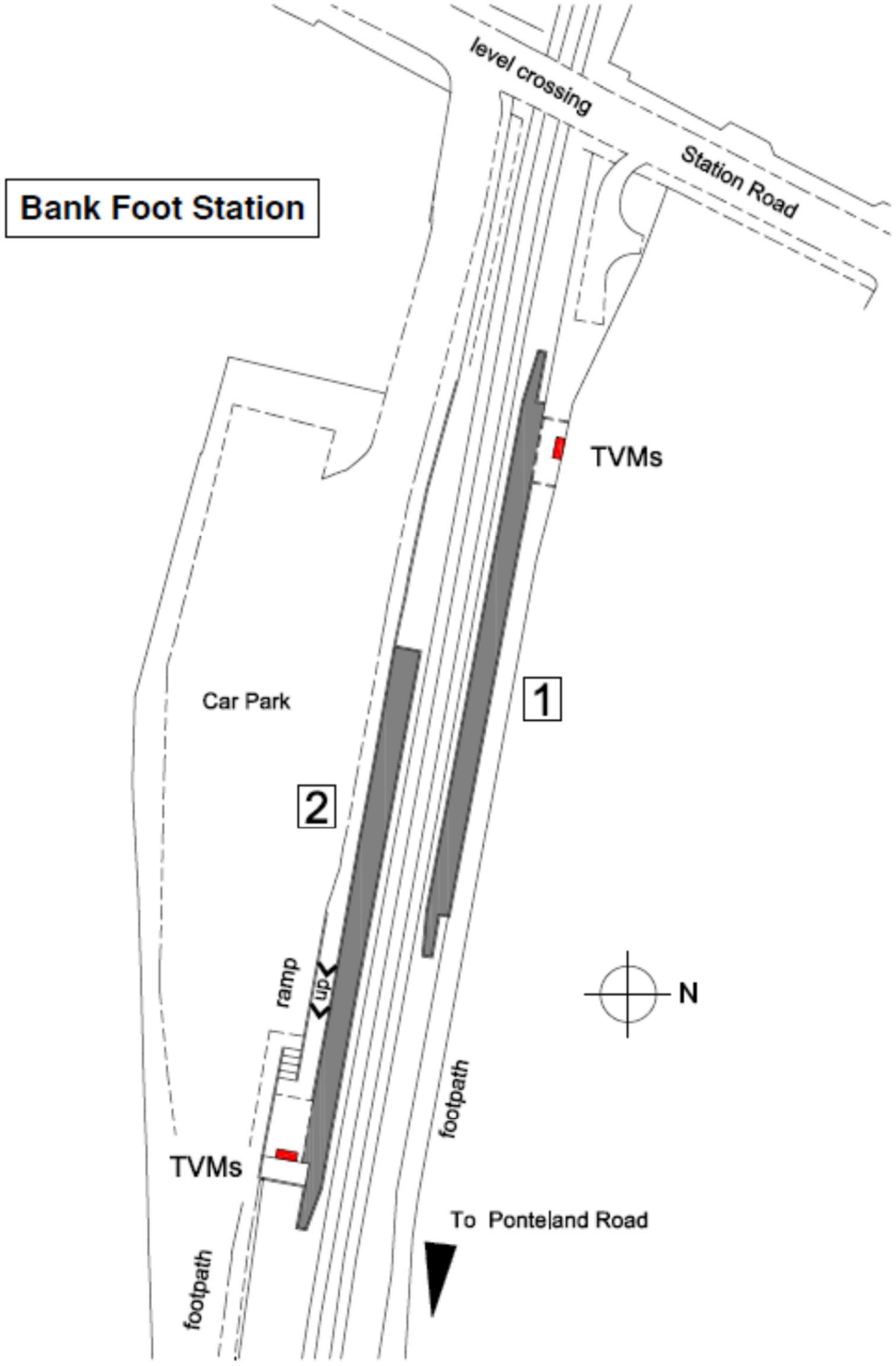
Access to platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton via Newcastle and Sunderland city centre.
- Platform 2 provides services to the Airport.
- Only shelter is within ticketing areas.
- Concrete surface with grooved concrete slab edge and white strip on Platform 1.
- Concrete surface with no edging slabs and white strip only on Platform 2.
- Perch style seating.

Access between platforms
- All passengers must use the level crossing on Station Road. Crossing is un-gated but has warning lights and sirens, take care before attempting to cross.
- Wheelchair users should take care that wheels do not become struck in grooves.

Other information
- For assistance speak to staff or use the station Help Point.
- Step-free access.
- No toilets.
- No designated pick up/set down area.

NE13 8AG


Bank Foot Station
level crossing
Station Road
TVMs
Car Park
1
2
ramp
up
N
footpath
TVMs
To Ponteland Road
footpath

Bede

Station
- The station is situated on an embankment on either side of Monksway within the Bede and Simonside industrial estates with separate entrances for each platform.
- There are no parking facilities.

Access to ticketing areas
- Stairs and ramp access to either platform off Monksway.

Ticketing areas
- On both platforms ticket vending machines are situated against the rear wall of the ticketing area with Help Points located on the left of the entrance on to the platform. The Help Point is the designated meeting area.
- Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

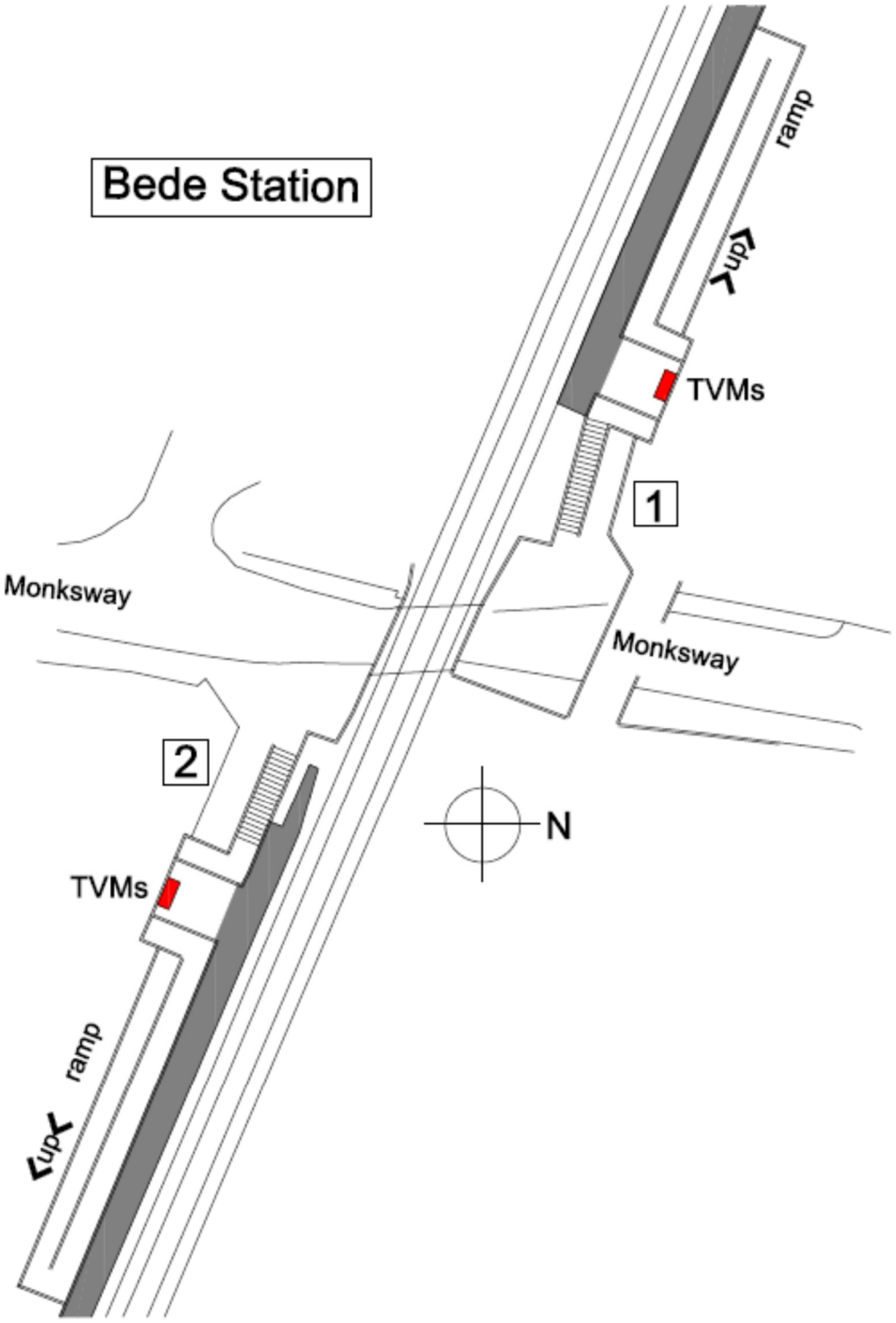
Access to platforms
- Platforms are immediately adjacent to ticketing areas. Beware of free-standing ticket validators in the centre of the entrance on to the platforms

Platforms
- Platform 1 provides services to South Shields.
- Platform 2 provides services to Newcastle city centre and beyond via Pelaw.
- Concrete surface with grooved concrete edge and white strip.
- Bench style seating.

Access between platforms
- Via Monksway.
- Footways north and south of the bridge have barriers and the only crossing point over Monksway (with dropped kerbs) is situated 25 metres south of the station.
- Note that there is a footway only on the west side of Monksway. It is not possible to access platform 2 directly from the north.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE32 3EY


Bede Station
ramp
up
TVMs
1
Monksway
Monksway
2
N
TVMs
ramp
up

Benton

Station

- Situated on Station Approach with separate entrances for each platform.
- Entrance to Platform 1 is directly off Station Approach.
- There are two designated accessible parking bays to the left of this entrance and approximately 10 unclassified kerbside spaces on Station Approach.
- Car parking is adjacent to Platform 1. There are 62 unclassified parking bays and 2 dedicated accessible bays. Kerbs are dropped at the Platform 1 entrance.

Access to ticketing areas

- Platform 1 access is level, but visually impaired passengers should be aware of parking bollards outside.
- Platform 2 ramp access is steep and possibly problematic for independent wheelchair users.

Ticketing areas

- Platform 1 ticket vending machines are situated on wall to the left and Help Point situated to left of entrance to platform. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated on wall to the right and Help Point to the left opposite TVMs. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services to Newcastle city centre and beyond via South Gosforth.
- Platform 2 provides services to the St James via Whitley Bay and to Newcastle city centre via Wallsend.
- Partial shelter.
- Smooth tarmac surface with lighter coloured edge made from paving stones.
- Perch style seating.

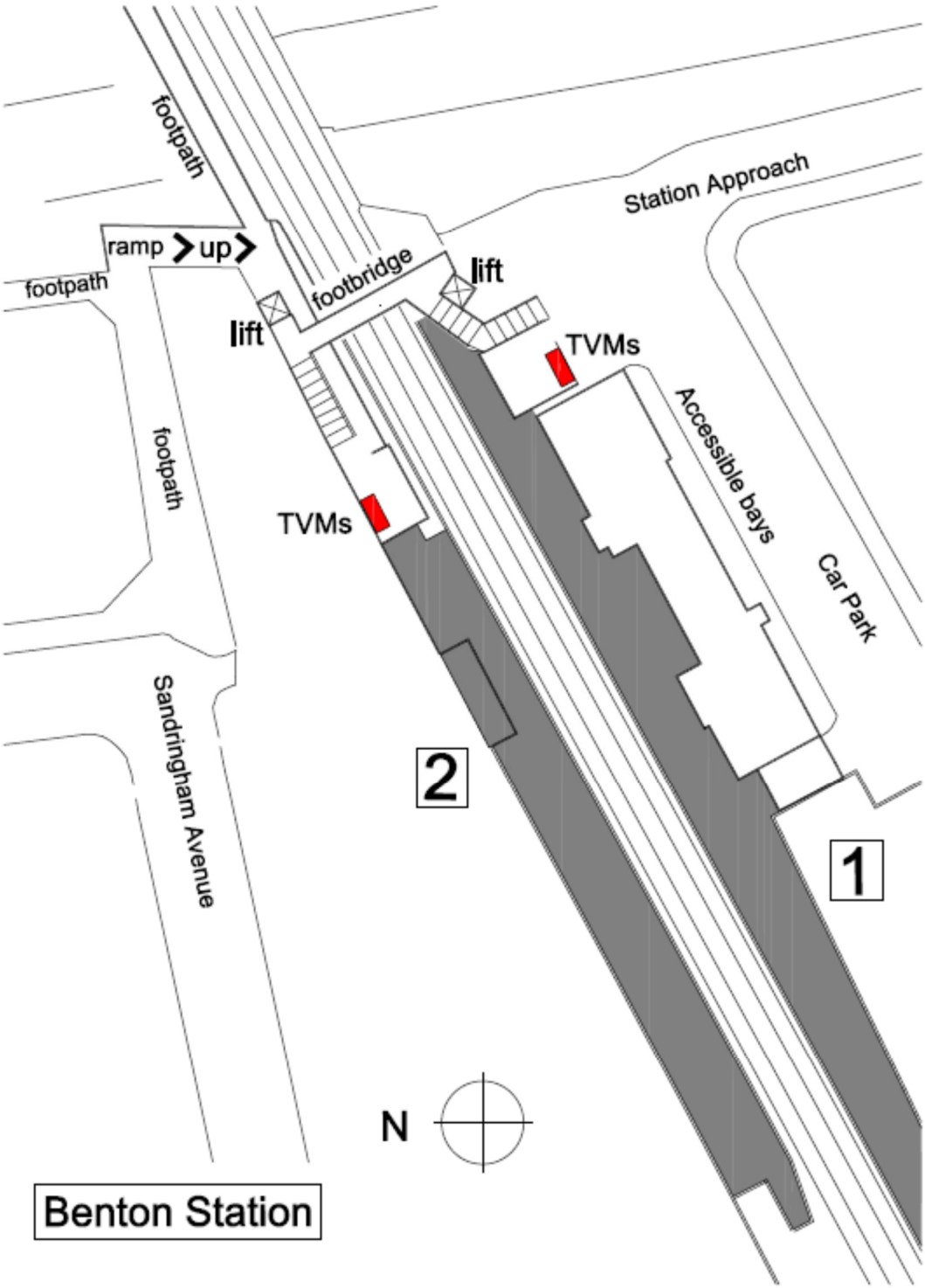
Access between platforms

- Platform 2 can be accessed from Platform 1 using the footbridge with stairs and lift at each side.

Other information

- For assistance speak to staff or use the station Help Point.
- Step-free access.
- No toilet facilities.
- No designated pick up/set down area.

NE12 8BN


footpath
ramp
up
footpath
footbridge
lift
lift
Station Approach
TVMs
Accessible bays
Car Park
TVMs
footpath
Sandringham Avenue
2
1
N
Benton Station

Brockley Whins

Station
- Situated on Station Road with separate entrances for each platform.
- The station is accessed from Brisbane Drive in Brockley Whins or Station Road in Boldon Colliery and from the footpath and bridge over the railway that links these two roads. Note that the access off the footbridge at either end is obstructed by barriers, and that the footpath linking the bridge with the entrance to platform 2 is quite steep.
- There is a pickup/set down area accessible from Station Road beside Platform 2 but no parking facilities.

Access to ticketing areas
- Ramp access to Platform 1 from footbridge.
- Platform 2 is slightly below road level and the ticketing area is accessed by short ramps at either end.
- A pedestrian route from Boldon Colliery runs alongside Station Road, it is lit but secluded.

Ticketing areas
- Platform 1 ticket vending machines are situated on the right from ramp. Help Point adjacent to ticket vending machines facing the ramp. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the station and the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated on the rear wall. Help Point adjacent to ticket vending machines. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.

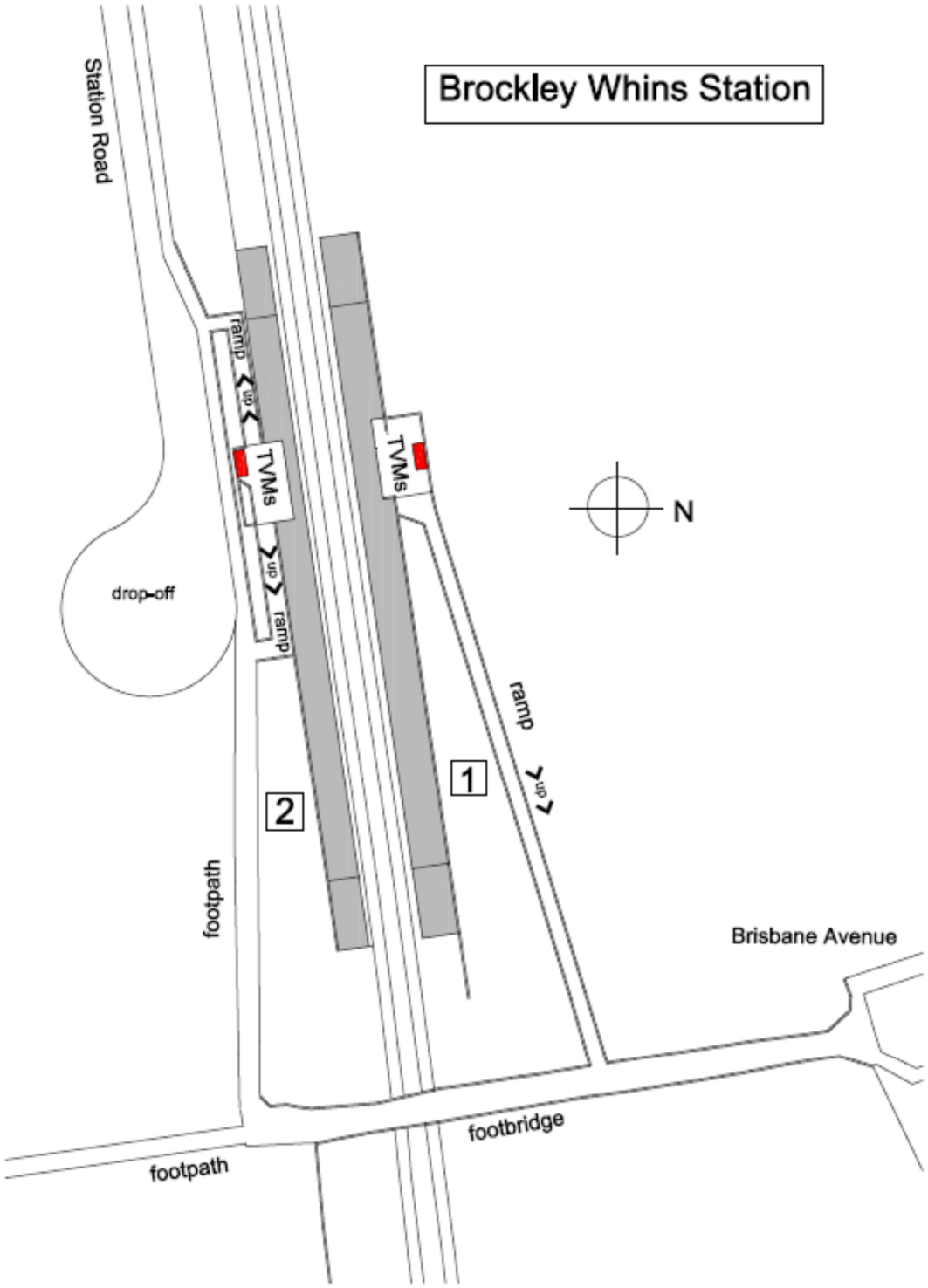
Platforms
- Platform 1 provides services to South Hylton via Sunderland.
- Platform 2 provides services to Newcastle and beyond via Pelaw.
- Shelters with seating.
- Tarmac surface with tactile warning strip and white edging.
- Bench style seating.

NB. The step/gap at this station between platform and train may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Via external footbridge, accessed by ramps.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE35 9HP


Brockley Whins Station
Station Road
ramp
up
TVMs
TVMs
up
ramp
drop-off
N
ramp
up
1
2
footpath
Brisbane Avenue
footbridge
footpath

Byker

Station
- The station is located between Conyers Road and Corbridge Street with a single entrance.
- Dropped kerbs and zebra crossing over Conyers Road between station and Byker shopping precinct.
- There are no parking facilities.

Access to ticketing concourse
- Level access.

Ticketing Concourse
- Ticket vending machines are situated on wall on left side of concourse and Help Point on wall opposite. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

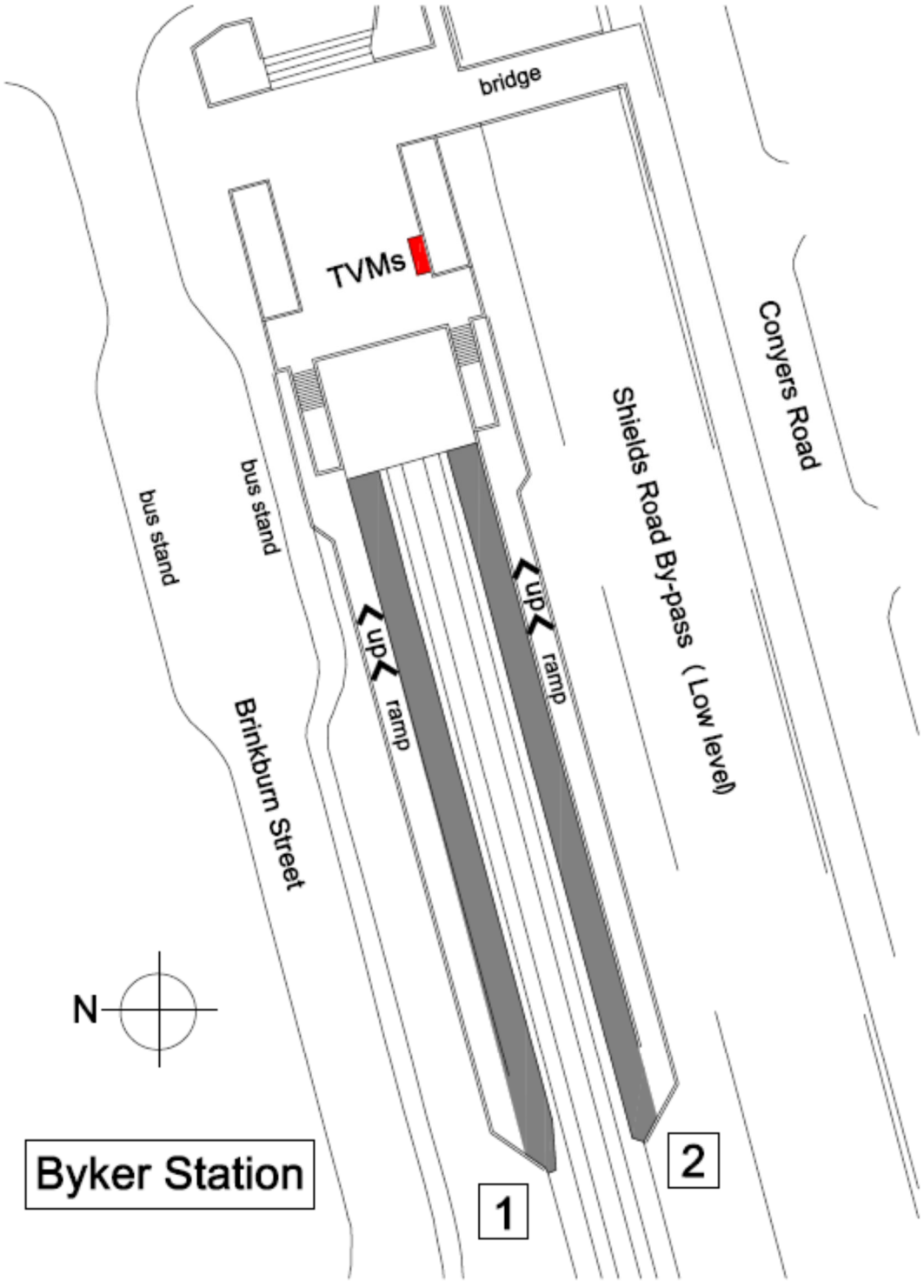
Access to platforms
- Stairs and ramp access with handrails down to platforms. Ramp has a very good surface and gradient with handrail and resting places.
- Platform 1 is on the right and Platform 2 is on the left.

Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Newcastle city centre.
- Sheltered.
- Help Points are on both platforms adjacent to the entrance off the stairs.
- Slightly textured tarmac surface with grooved edge and white strip.
- Perch style seating.

Access between platforms
- Via concourse using stairs/ramp access.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE6 2FB


bridge
TVMs
Conyers Road
Shields Road By-pass (Low level)
bus stand
bus stand
up
ramp
up
ramp
Brinkburn Street
N
Byker Station
1
2

Callerton Parkway

Station
- Situated on Black Callerton Lane with separate entrances for each platform.
- Access to both platforms is by short footpaths from Black Callerton Lane.
- Extensive pay and display car parking with 189 unclassified parking bays and 7 designated accessible bays adjacent to Platform 1. There are dropped kerbs adjacent to platform entrance.

Access to ticketing areas
- Short ramped access to both platforms.

Ticketing areas
- Platform 1; Ticket vending machines are situated on left and Help Point to right. The Help Point is the designated meeting area. Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2; Ticket vending machine situated on right and Help Point to left. The Help Point is the designated meeting area. Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Flip-up style seating in ticketing areas.

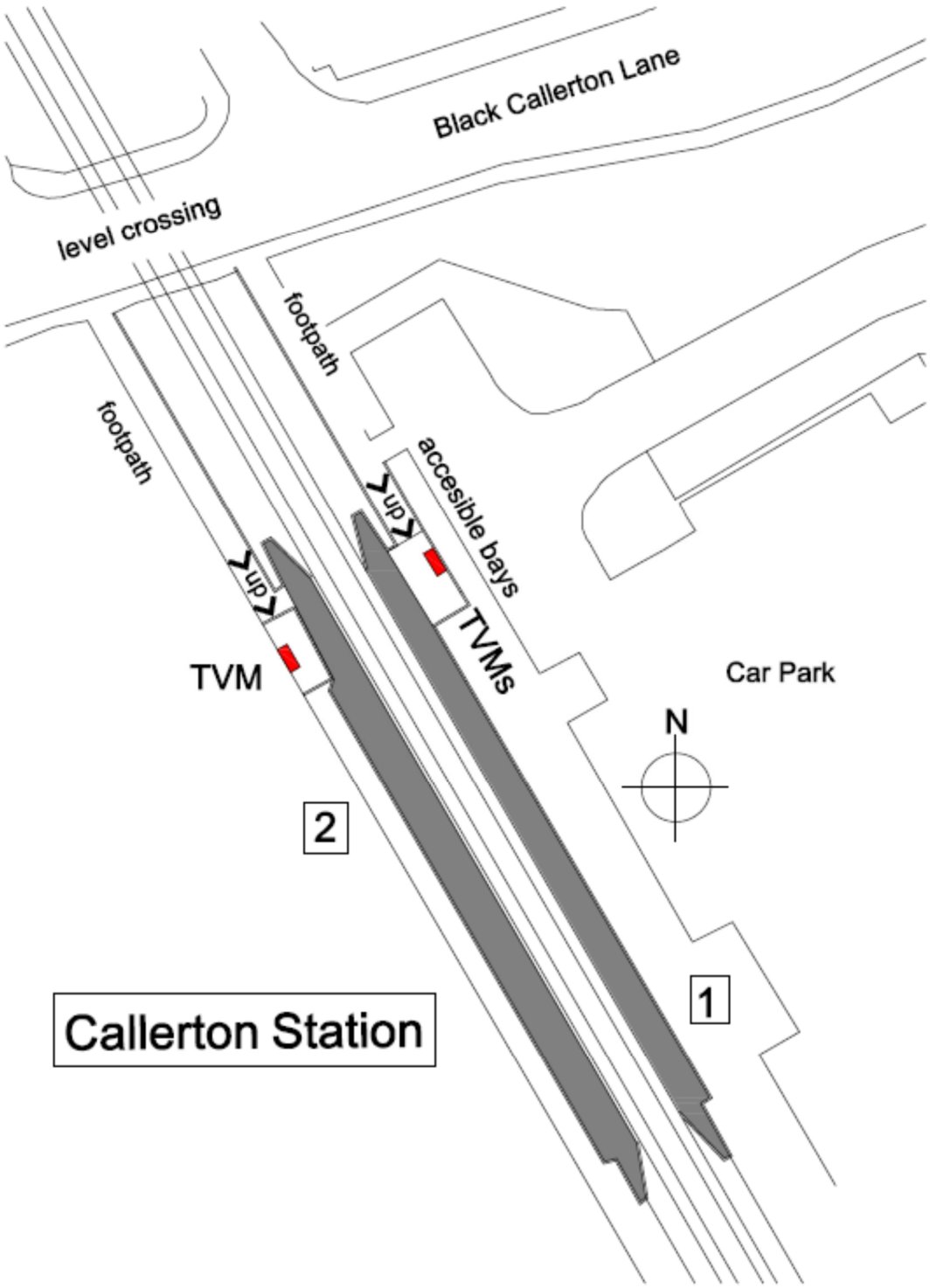
Access to platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton via South Gosforth, Newcastle city centre and Sunderland city centre.
- Platform 2 provides services to the Airport.
- Only shelter is in ticketing areas.
- Concrete surface with grooved concrete slab edge and white strip.

Other information
- All passengers must use level crossing on Black Callerton Lane. Crossing is un-gated but has warning lights and sirens, take care before attempting to cross.
- Wheelchair users should take care that wheels do not become struck in rail grooves.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE13 8DD


Black Callerton Lane
level crossing
footpath
footpath
accesible bays
up
up
TVMs
TVM
Car Park
N
2
1
Callerton Station

Central Station

Station
- Underground station below Newcastle Main Line Station.
- Access to station is via three entrances: from Main line rail station concourse which is step free; externally from Neville Street adjacent to east side of main line station entrance which is stair access only; and from Grainger Street which is stair access only.
- The doorways between Newcastle main rail station and Metro Central Station are closed by the main rail station each evening from about 11.15pm (always closed by 11.30pm). When the shutters are down, step free access to or from Metro Central Station is not available. If you require step free access, please consider using the next Metro station, contact us on the station Help Point, or call 0191 203 3666 for assistance.
- Newcastle mainline station has extensive car parking facilities, with 9 accessible bays.

Access to ticketing concourse
- Stair access from all three entrances.
- Lift at entrance from Main Line Station to concourse level only.
- Escalator (up only) from ticketing concourse to main line station

Ticketing Concourse
- Ticket vending machines are located around two walls of the concourse, with Help Points situated to the left of the ticket machines on both walls. The Help Points are the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

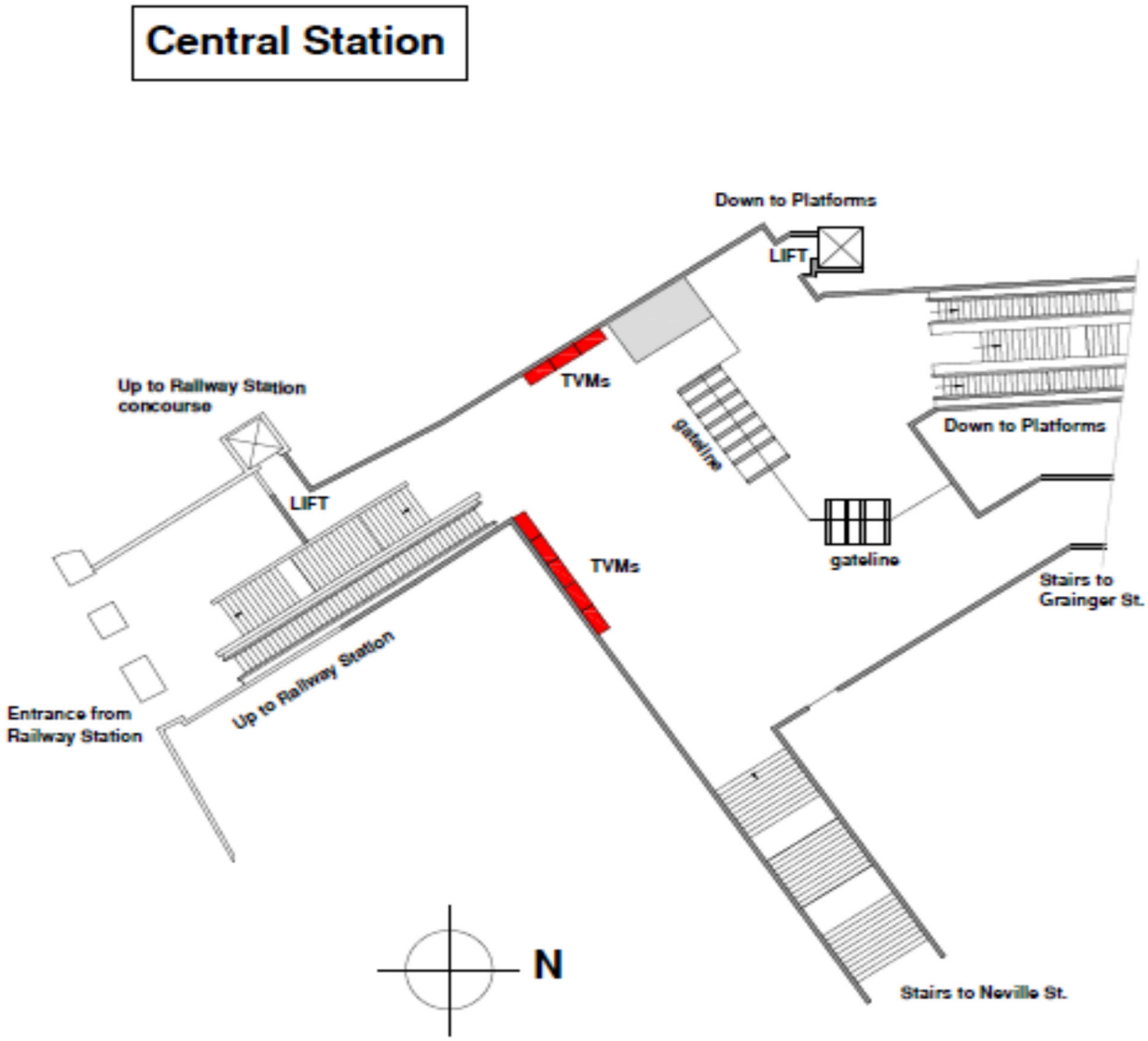
Access to platforms
- Via gate-line to lift, stairs and escalator.
- Lift to platform level is situated to left of stairs and escalators.

Platforms
- Platform 1 provides services to South Shields or South Hylton, via Pelaw.
- Platform 2 provides services to St James via South Gosforth and Whitley Bay or to Airport, via South Gosforth.
- Help points situated on platforms adjacent to entrances off escalator hall.
- Smooth tiled surface with dark tiled strip and white edge.
- Flip-up seating.

Access between platforms
- Level access by cross-passages.

Other information
- Telephone, newsagents, food store and other refreshment outlets on main rail line concourse.
- Mainline Central Station concourse has 2 accessible toilets situated on the main concourse and by platform 3 and 4.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No designated pick up/set down area.

NE1 5DL


Central Station
Down to Platforms
LIFT
TVMs
Up to Railway Station concourse
gateline
Down to Platforms
LIFT
TVMs
gateline
Stairs to Grainger St.
Up to Railway Station
Entrance from Railway Station
N
Stairs to Neville St.

Chichester

Station
- Station has single entrance between Laygate and Beaufront Terrace.
- There are no parking facilities.

Access to ticketing concourse
- Access is off a forecourt bridging the Metro. There is a slight slope up from Beaufront Terrace which itself slopes upwards from north to south. There is ramped access from Dean Road and level access at the north end of Laygate with stepped access between.

Ticket concourse
- Ticket vending machines are located in the centre of concourse.
- The Help Point is located on the right of the concourse adjacent to the newsagent shop. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

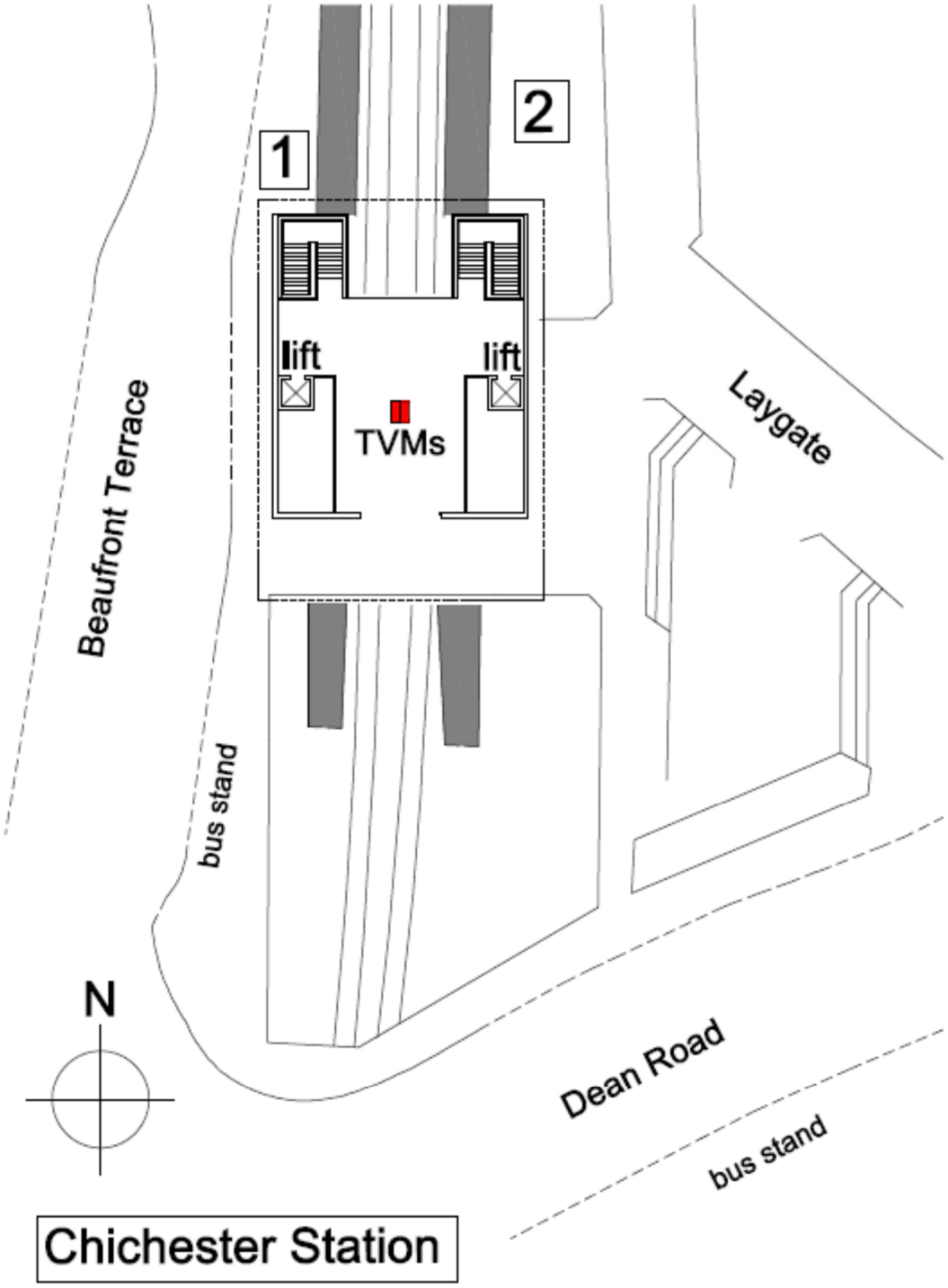
Access to platforms
- Rear left of ticket concourse for lift/stairs down to Platform 1.
- Rear right of ticket concourse for lift/stairs down to Platform 2.

Platforms
- Platform 1 provides services to South Shields.
- Platform 2 provides services to Newcastle and beyond via Pelaw.
- Red tarmac surface with grooved concrete slab edge and white strip.
- Help points are located opposite each other on both platforms, near the entrance.
- Bench and flip-up seating.

Access between platforms
- Stairs/lift access.

Other Information
- Taxi rank on Laygate.
- Bus stands on Beaufront Terrace and Dean Road.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE33 4AB


1
2
lift
lift
TVMs
Beaufront Terrace
bus stand
Laygate
N
Dean Road
bus stand
Chichester Station

Chillingham Road

Station
- The station is located at the end of Depot Road with a lengthy footpath link from Depot Road to the foot of Chillingham Road providing access to both platforms.
- There are no parking facilities.

Access to ticketing areas
- The ramp from the footpath to Platform 1 ticketing area is fairly steep with no resting places.
- Level access to Platform 2 ticketing area from Depot Road. Passengers for Platform 1 may also use this ticketing area and then cross the line using stairs and footbridge.

Ticketing areas
- Platform 1 TVMs and Help Point are to the left of entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area.
- Platform 2 TVMs and Help Point are to the right of entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area.
- Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

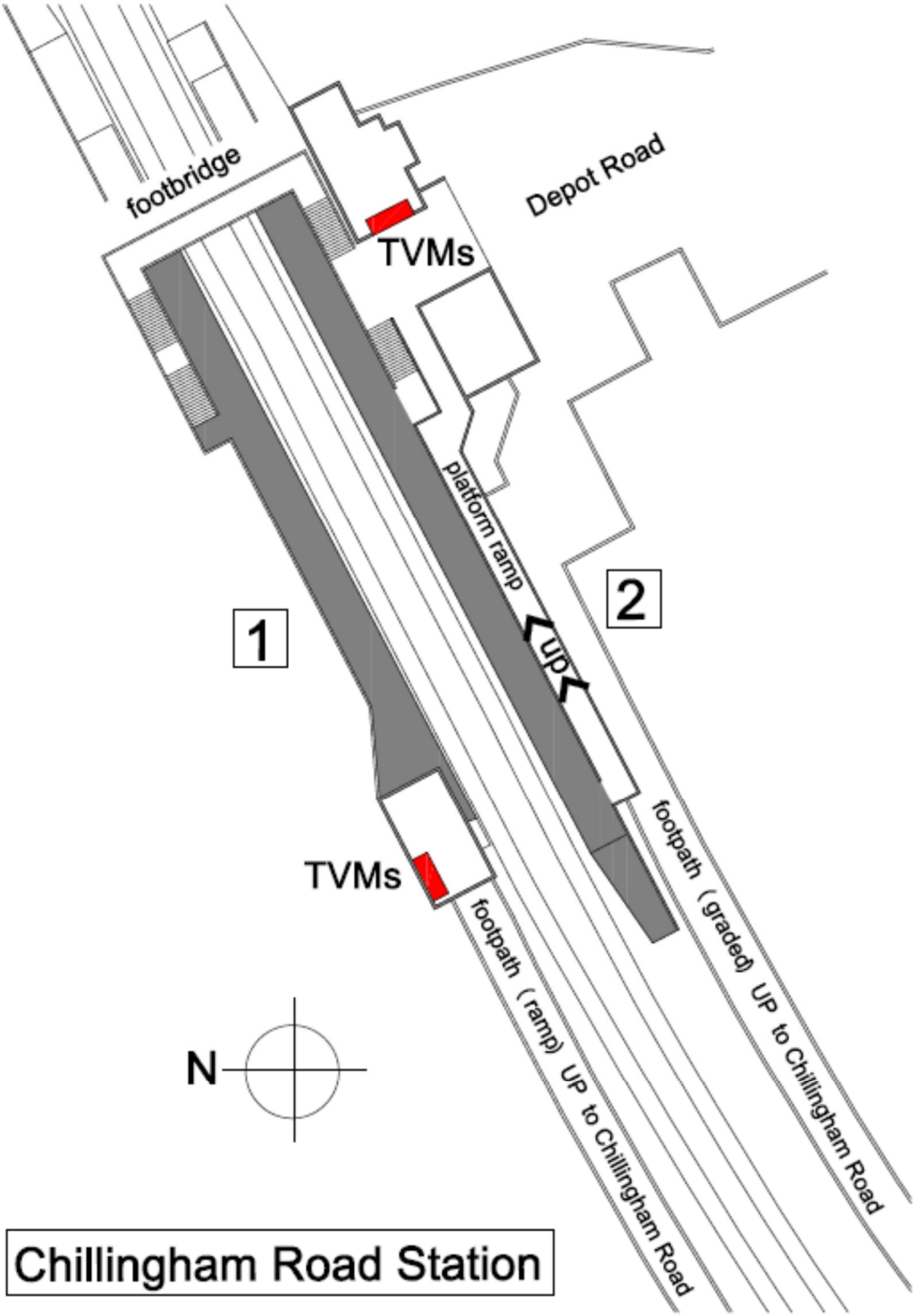
Access to platforms
- Platform 1 has level access.
- Platform 2 has stairs/ramp access.

Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Newcastle city centre.
- Anti-slip surface with tactile edge and white strip.
- Help point on platform 1 and 2 is situated left of stairs.
- Perch style seating.

Access between platforms
- Stairs to footbridge within station or via external footbridge to the west of the station accessed by ramps and the footpath link between Depot Road and Chillingham Road

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE6 2XB


footbridge
Depot Road
TVMs
platform ramp
up
1
2
TVMs
footpath (graded) UP to Chillingham Road
footpath (ramp) UP to Chillingham Road
N
Chillingham Road Station

Cullercoats

Station
- Located on Station Road with separate entrances for each platform.
- Entrance to Platform 1 is off St. George's Road, then a footpath adjacent to public library. The path slopes fairly steeply down towards the station with handrail and lighting.
- Entrance to Platform 2 is directly off Station Road.
- There is a car park with 22 unclassified parking spaces and 1 designated accessible bay at the Station Road entrance.

Access to ticketing areas
- Level access.

Ticketing areas
- Platform 1 ticket vending machines are to the left of the entrance and Help Point is midway along platform. The Help Point is the designated meeting area. Smartcard validators are located at the station entrance. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are on left of entrance hall and Help Point is on the platform to the left of entrance from ticket area. The Help Point is the designated meeting area. Smartcard validators can be found both at the entrance to the station, and at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Visually impaired passengers should be aware of the life size picture of a station platform on the right-hand wall of the entrance hall.

Access to platforms
- Level access.

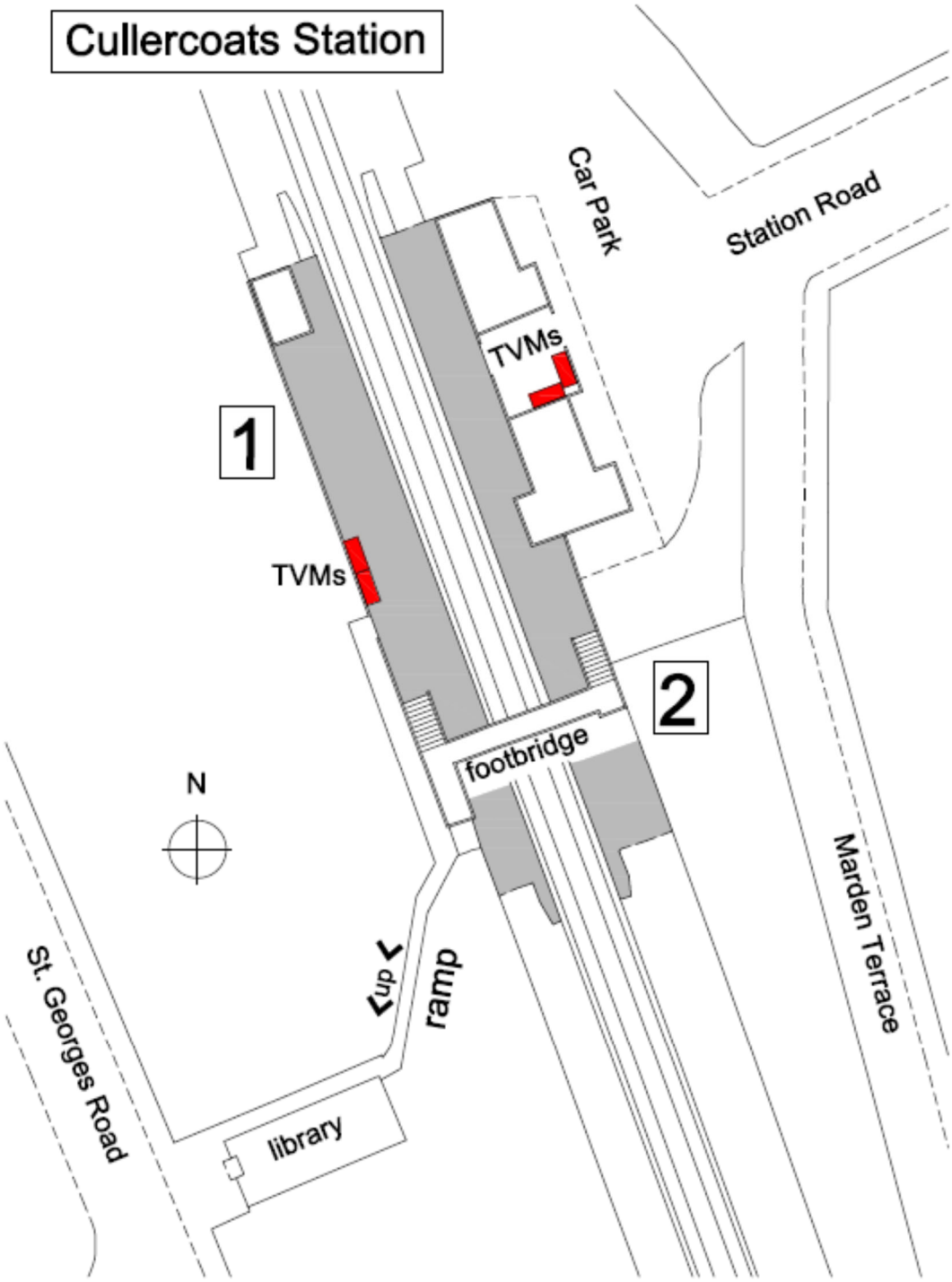
Platforms
- Platform 1 provides services to South Shields via South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- Platforms have smooth surface with grooved, slightly inclined edge and white strip.
- Perch style seating.

NB. The step/gap at this station between platform and train can cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Direct access is by footbridge with stairs at each side.
- Wheelchair users must use the Mast Lane bridge to the south of the station, via Marden Terrace and St. George's Road or vice versa.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- This station awaits Secure Station Accreditation
- No designated pick up/set down area.

NE30 4PE


Cullercoats Station
Car Park
Station Road
TVMs
1
TVMs
2
footbridge
N
St. Georges Road
up
ramp
library
Marden Terrace

East Boldon

Station

- The station is located on Station Road with separate entrances for each platform accessed by way of footpaths, ramps or stairs on either side of the level crossing. There is also a subway under the railway to avoid using the level crossing.
- There is a car park adjacent to Platform 1, accessed from Station Road with 54 unclassified parking bays and 4 designated accessible bays.

Access to ticketing areas

- Level from entrances.

Ticketing areas

- Platform 1 ticket vending machines and Help Point are situated on left from entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance of the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines and Help Pont are situated on right from entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance of the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services to South Hylton via Sunderland.
- Platform 2 provides services to Airport via Pelaw and Newcastle city centre.
- Shelters with seating.
- Tarmac surface, with tactile warning strip and white edging.
- Bench style seating.

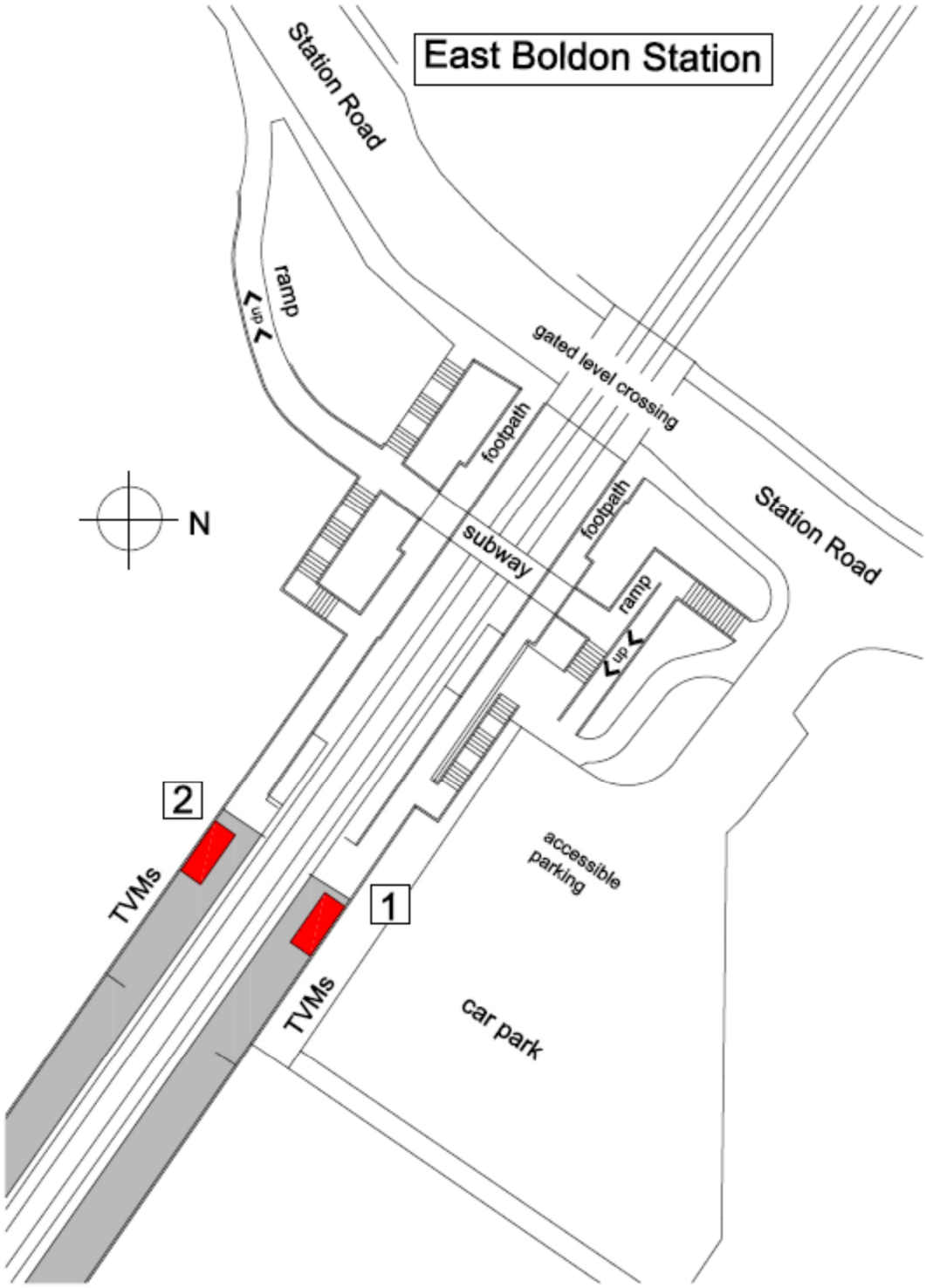
Access between platforms

- Use level crossing or ramps and subway under railway.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE36 0LD


East Boldon Station
Station Road
ramp
up
gated level crossing
footpath
N
subway
footpath
Station Road
ramp
up
2
TVMs
accessible
parking
1
TVMs
car park

Fawdon

Station
- Station is located on either side of Fawdon Lane with separate entrances for each platform.
- Platform1 can be accessed by footpath from Fawdon Lane level crossing or via car park at rear of Fawdon Park Road.
- Platform 2 is accessed by a short footpath from Fawdon Lane level crossing.
- Car parking is located adjacent to Platform 1 and is accessed from Fawdon Park Road, with 23 unclassified parking bays and 2 designated accessible bays. There are dropped kerbs adjacent.

Access to ticketing areas
- Level access.

Ticketing areas
- Platform1 ticket vending machines are situated at the rear of the ticketing area. Help Point is to the left of entrance to platform. The Help Point is the designated meeting area. Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated to the left of the entrance, with Help Point adjacent. The Help Point is the designated meeting area. Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access to Platform 1.
- Short steep ramp with no handrails to Platform 2. Beware lamppost at bottom of ramp.

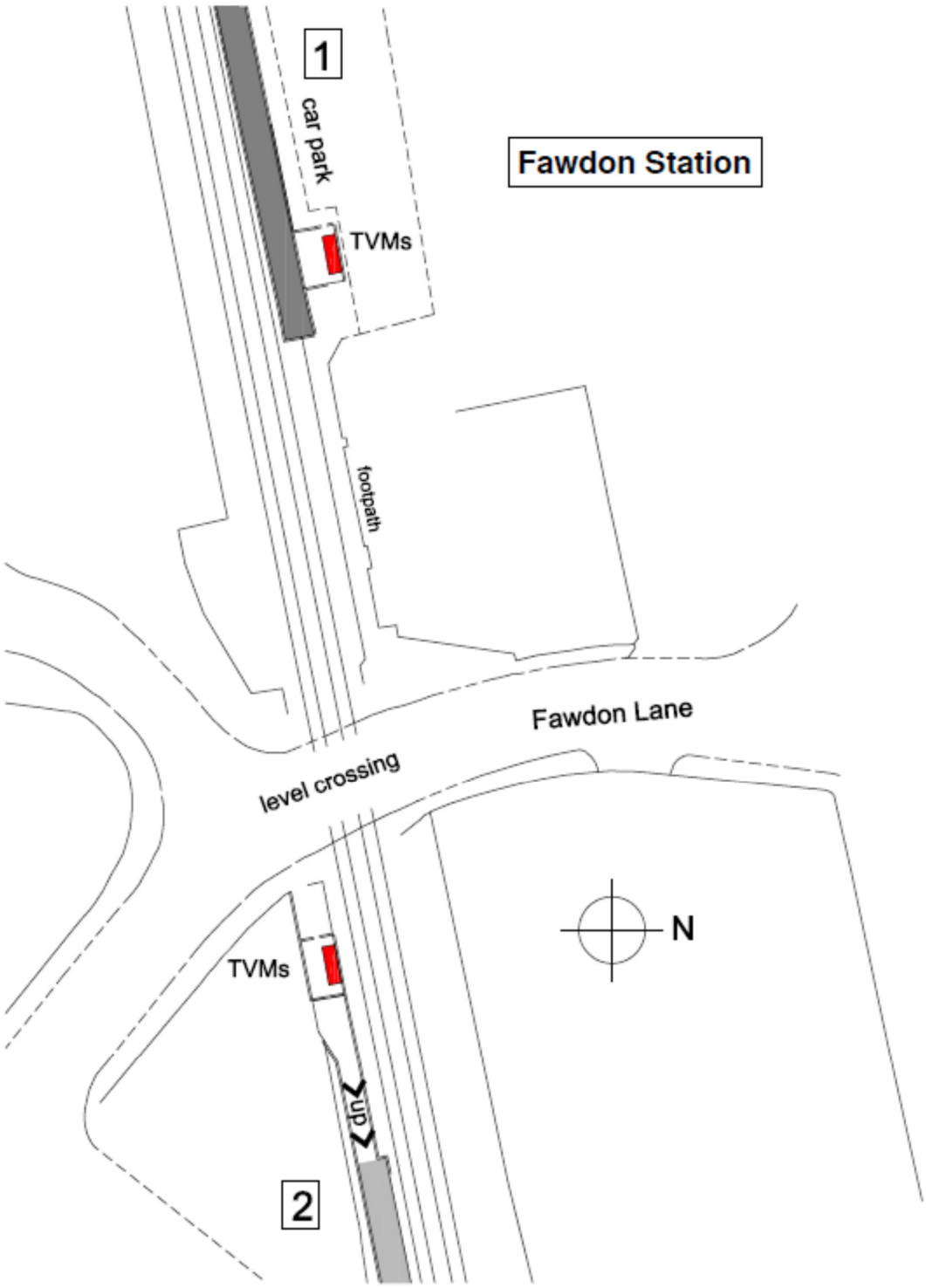
Platforms
- Platform 1 provides services to South Hylton via South Gosforth and Newcastle city centre.
- Platform 2 provides services to Airport.
- Concrete surface, no edging slabs, white edging strip.
- Bench style seating.

NB. The step/gap at this station between the platform and train can cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Passengers must use level crossing between platforms. Crossing is un-gated with warning lights and sirens. Take care before attempting to cross.
- Wheelchair users should also take care that wheels do not become struck in rail grooves.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE3 2RT


1
car park
Fawdon Station
TVMs
footpath
Fawdon Lane
level crossing
N
TVMs
up
2

Fellgate

Station
- The station is located on an embankment between Path side and Durham Drive with separate entrances for each platform.
- Car parking is provided on Durham Drive with 53 unclassified parking bays and 2 designated accessible bays.

Access to ticketing areas
- Access to Platform 1 is by lift or stairs from path-side.
- Access to Platform 2 is by lift or stairs from Durham Drive, note that on this side the lift is approached by ramp or stairs.
- Due to the location of the station on top of a high embankment the main stairs are very long, but they meet accessibility standards.
- A Help Point is located beside each lift entrance at ground level.

Ticketing areas
- Platform 1 ticket vending machines and Help point are situated at the rear of the ticketing area on the right from stairs and left from lift. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines and Help Point are situated at the rear of the ticketing area on left from stairs and right from lift. The Help Point is the designated meeting area Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.

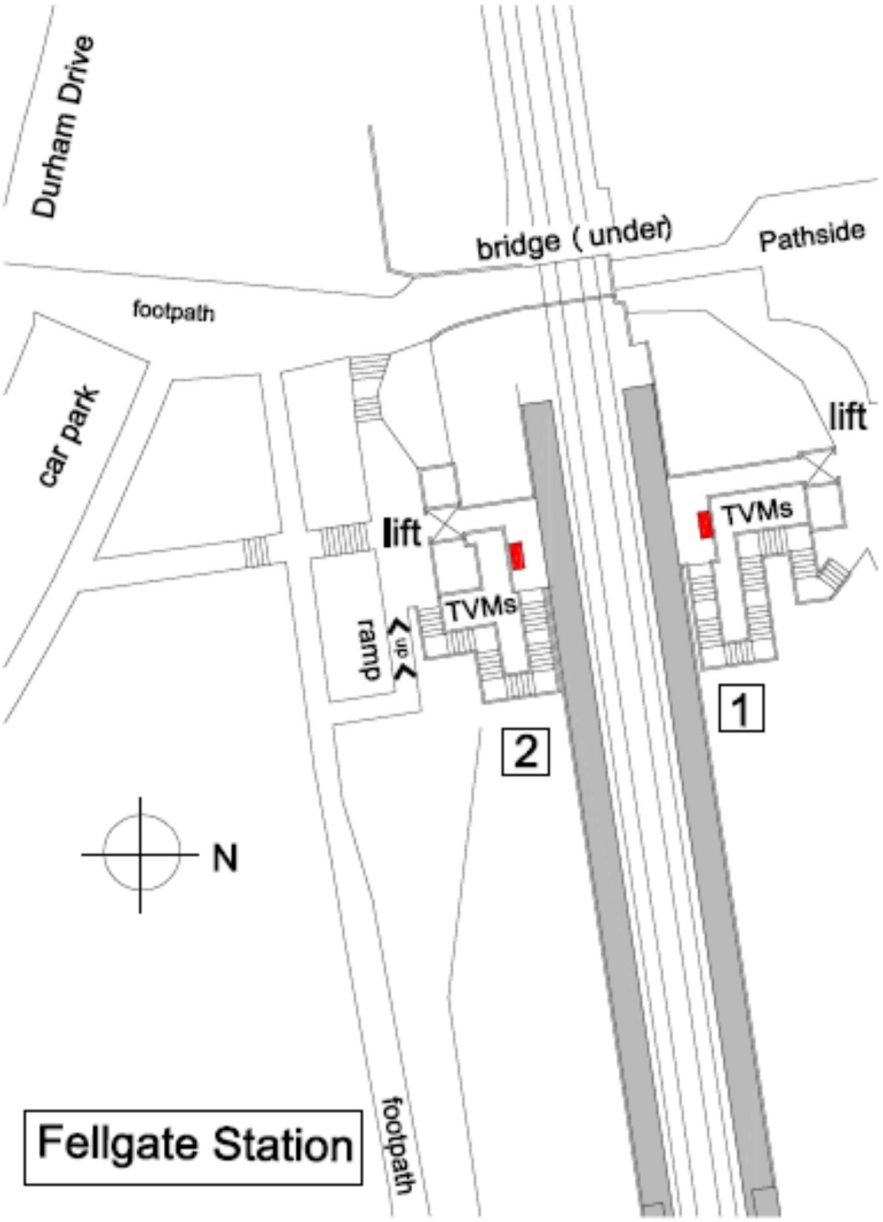
Platforms
- Platform 1 provides services to South Hylton via Sunderland.
- Platform 2 provides services to Airport via Pelaw and Newcastle city centre.
- Surface is slightly rough nonslip with tactile warning strip and white edging.
- Shelters with bench style seating.

The step/gap between the platform and the train at this station may cause problems for unassisted wheelchair users. If you require assistance with your journey, please call us at least two hours in advance on 0191 203 3666.

Access between platforms
- Use stairs or Lifts and bridge under railway.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE32 4UA


Durham Drive
bridge (under)
Pathside
footpath
car park
lift
lift
TVMs
TVMs
ramp
up
1
2
N
Fellgate Station
footpath

Felling

Station

- The station has an island platform accessed only by a footbridge linking Sunderland Road and Mulberry Street
- From Mulberry Street there is ramped access on to the bridge with continuous double handrails.
- Sloping access to bridge from Sunderland Road. This route has dropped kerbs and access from the small public car park operated by Gateshead Council with 22 unclassified parking bays and 3 designated accessible bays.

Access to ticketing and platforms

- Stairs or ramp with double handrail. This ramp is steep and has resting places but may present problems to independent wheelchair users.

Ticketing

- There is no separate ticketing area. Ticket vending machines, Help Points and smartcard validators are located on both platforms a short distance from the bottom of the stairs and ramp. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- The Help Point is the designated meeting area.

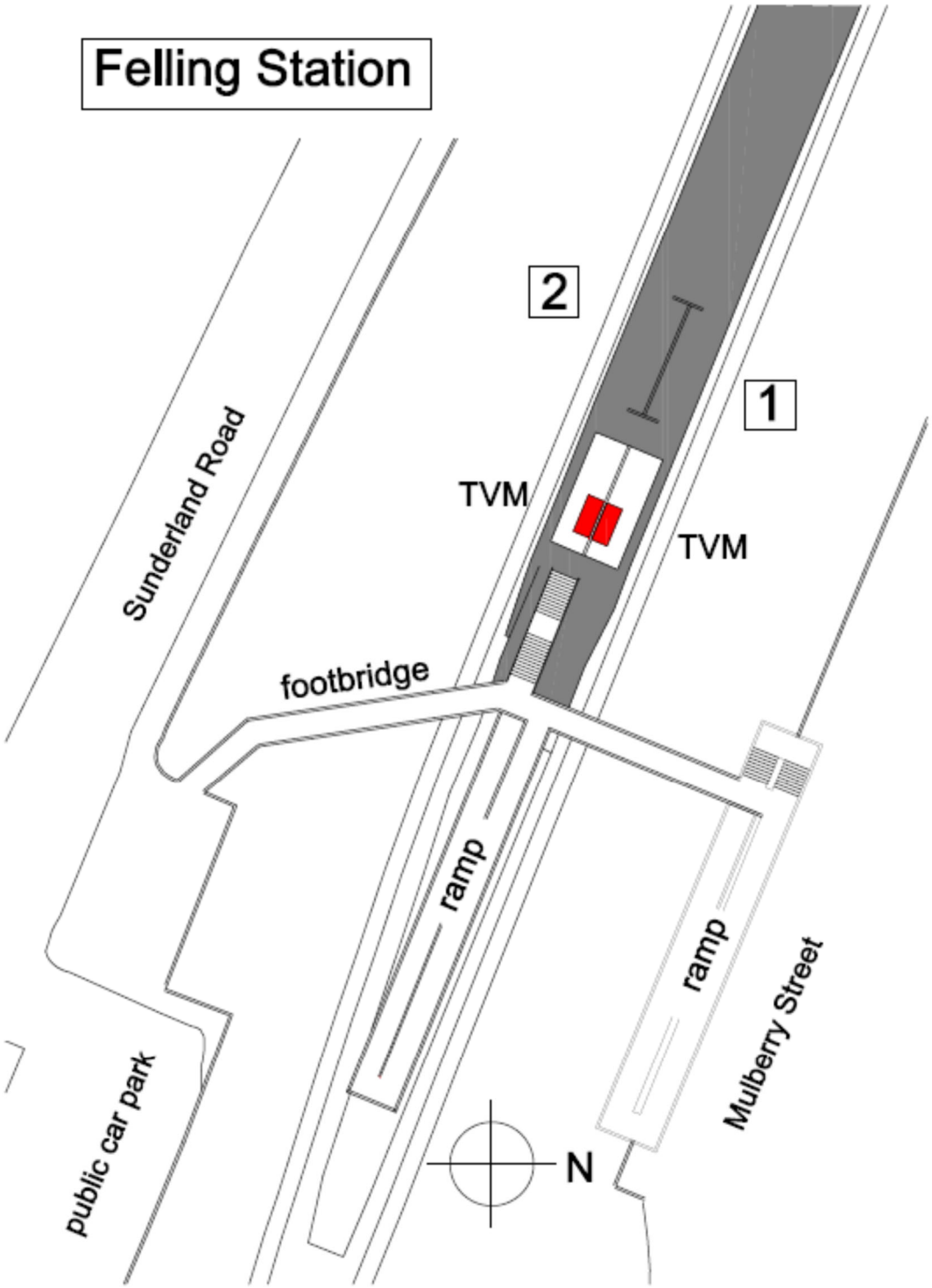
Platforms

- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via Newcastle city centre, South Gosforth and Whitley Bay and to Airport via Newcastle city centre.
- Rough concrete surface with grooved concrete slab edge and white strip.
- Bench and standard style seating.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE10 0JB


Felling Station
2
1
TVM
TVM
Sunderland Road
footbridge
ramp
ramp
Mulberry Street
public car park
N

Four Lane Ends

Station
- The Metro station is part of Four Lane Ends Interchange, on Benton Lane, and wholly enclosed within the bus-station building.
- There is a large multi-storey car park with 457 unclassified parking bays and a total of 22 accessible parking bays located on all but the top deck.

Access to ticketing concourse
- Level access from bus interchange only.
- Note that multi-storey car park is separated from Metro Station by a passageway.

Ticketing Concourse
- Ticket vending machines are located directly ahead and to left on entering. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Flooring in Metro ticket concourse is terrazzo tiling that can be slippery when wet. There is no gate-line, but vision impaired passengers should be aware that the steel shells of the old-style barriers are still located in the middle of the concourse.
- Help Point is to the right of ticketing area when entering station. The Help Point is the designated meeting area.

Access to platforms
- Stairs and lift, with Up only escalator.
- Platform 1 is to the right and Platform 2 is to the left.

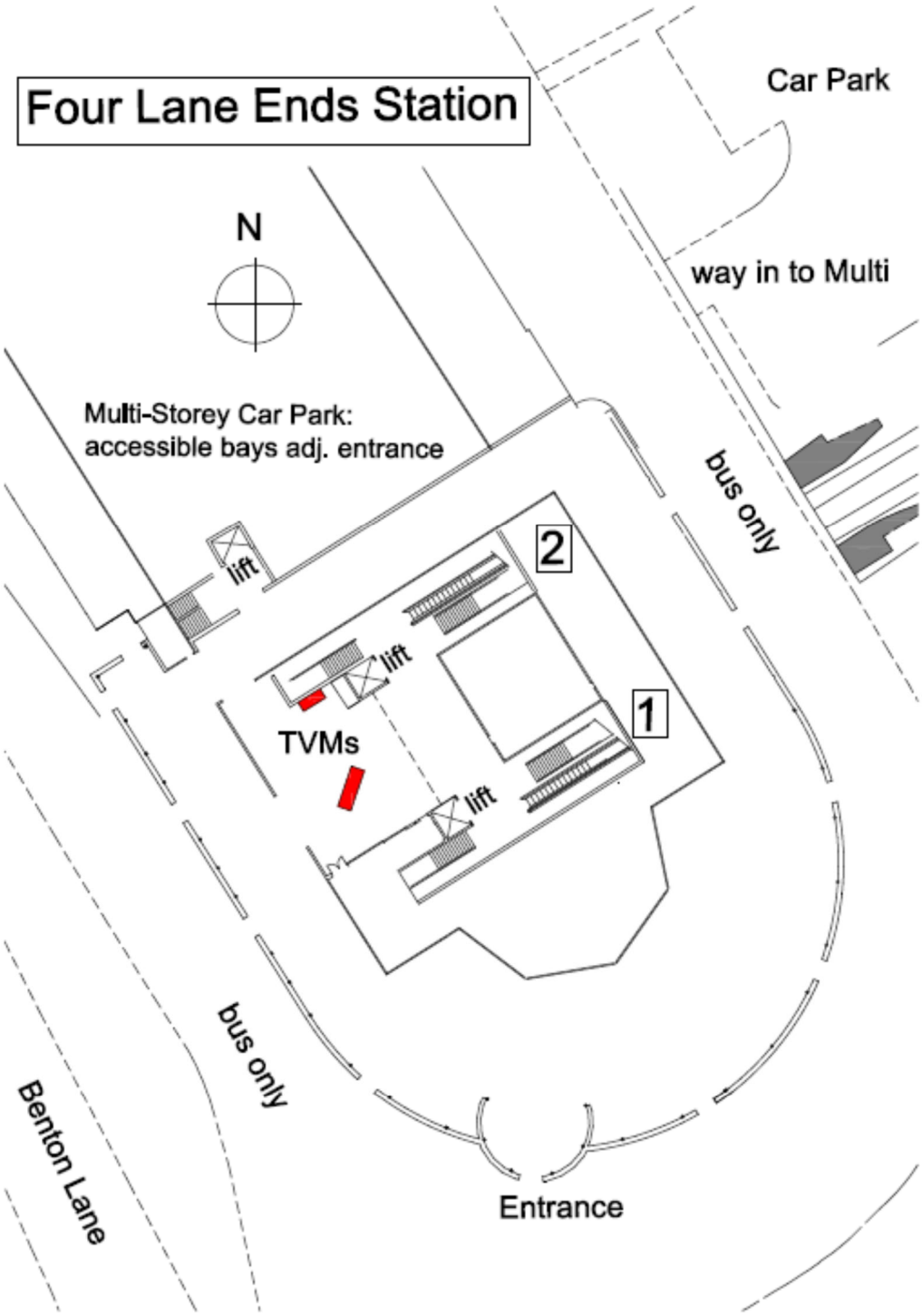
Platforms
- Platform 1 provides services to South Shields via South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Whitley Bay and Newcastle city centre.
- Help Points about halfway along both platforms.
- Smooth tarmac surface with tactile edge and white strip.
- Perch style seating.

NB. The step/gap between platform and train at this station can cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Via concourse using stairs, escalator or lift.

Other information
- Toilets and retail outlets on bus concourse.
- There is a tactile guidance route around the bus concourse with tactile maps beside the main entrances.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No designated pick up/set down area.
- Cycle lockers and Cycle Pods available.

NE7 7UJ


Four Lane Ends Station
Car Park
N
way in to Multi
Multi-Storey Car Park:
accessible bays adj. entrance
bus only
lift
2
lift
1
TVMs
lift
bus only
Benton Lane
Entrance

Gateshead

Station
- A multi-level underground station in the centre of Gateshead below Gateshead Bus/Metro Interchange on West Street.
- Access to Metro station is via four entrances: one on West Street opposite Trinity Square; one within the bus interchange building itself; one on corner of Interchange at junction of West Street and High West Street opposite St. Joseph's Church, and one within bus stands on Bensham Roadside of interchange.
- There are no parking facilities.

Access to ticketing concourse
- West Street entrance has ramped access to Metro.
- A lift and escalator is provided between the bus concourse and Metro ticket concourse levels.
- The two remaining entrances are by stairs only.

Ticketing Concourse
- Ticket vending machines are located on wall adjacent to the retail unit. These will be facing when using most entrances. If using the ramped access from West Street turn left on entering concourse.
- Help Point on wall between ticket vending machines and Newsagent. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Stair or escalator access to platforms
- Via gate-line to stairs, escalators and lift.
- Note that at bottom of first flight of stairs/escalator there is a circulating area with Help Point. Turn left in this area for stairs or right for escalators to island platform.

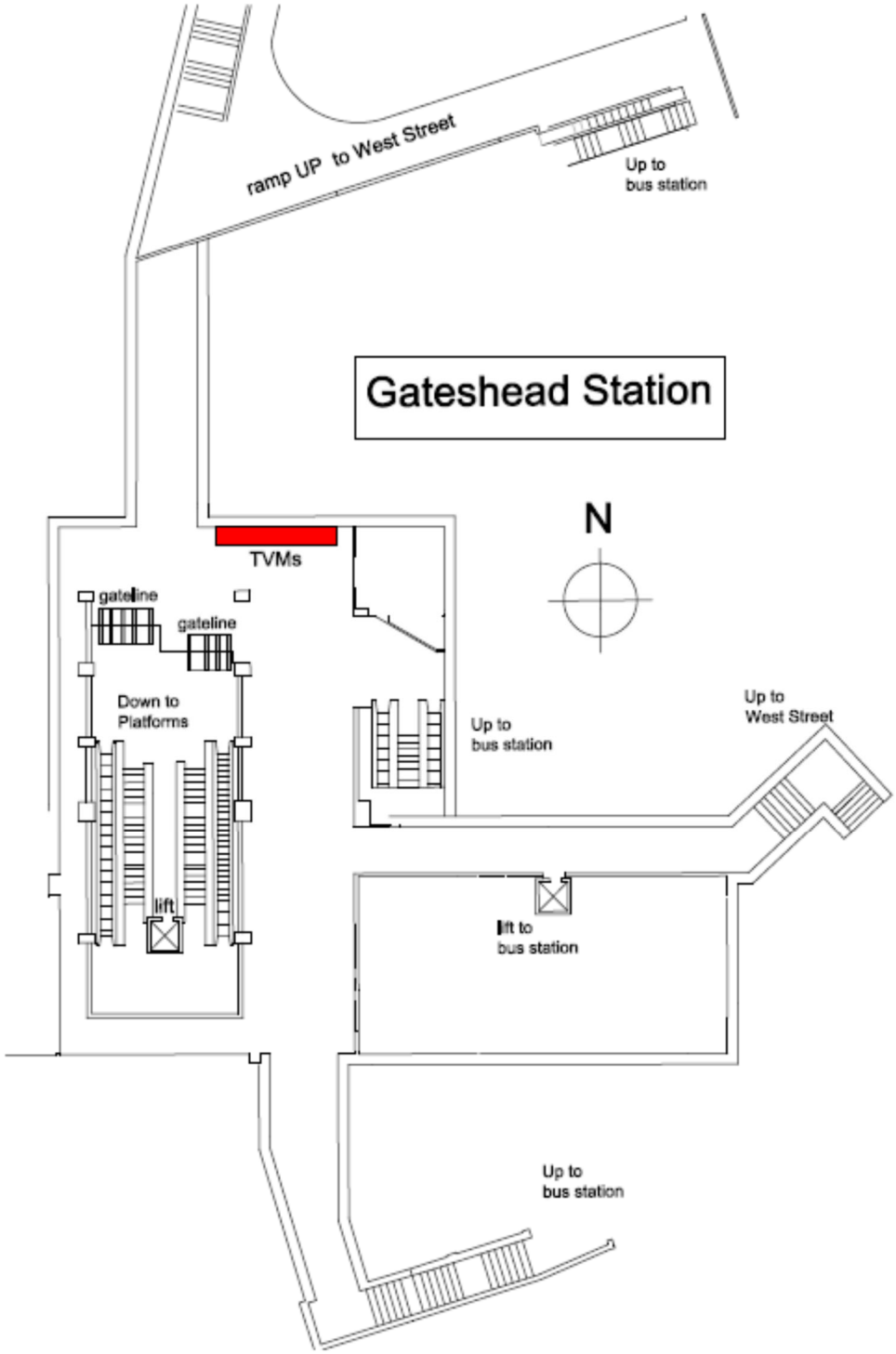
Lift access to Platforms
- A lift directly to platform level is situated beyond the gate-line and approached by means of a walkway between the stairs.
- There are two sets of doors within lift. The door facing on entering the lift opens directly on to Platform 2. Reverse out of the lift for Platform 1.

Platforms
- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via Newcastle city centre and Whitley Bay and to Airport via Newcastle city centre.
- Help point on both platforms.
- Smooth tiled surface with slight contrast edge.
- Bench and flip-up style seating.

Access between platforms
- Level access.

Other information
- Toilets including accessible facilities located on bus concourse.
- Retail unit on Metro ticket concourse.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- This station awaits Secure Station Accreditation.
- No designated pick up/set down area.

NE8 1AD


ramp UP to West Street
Up to
bus station
Gateshead Station
N
TVMs
gateline
gateline
Down to
Platforms
lift
Up to
bus station
Up to
West Street
lift to
bus station
Up to
bus station

Gateshead Stadium

Station
- Station has a single entrance on Shelley Drive at the junction with St James Road.
- There are no parking facilities.

Access to ticketing concourse
- Level access off slightly sloping forecourt.

Ticketing Concourse
- Ticket vending machines on right hand wall. Smartcard validators are located at the entrances to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Help Point situated in the ticketing area adjacent to ticket vending machines. The Help Point is the designated meeting area.
- Flip-up style seating.

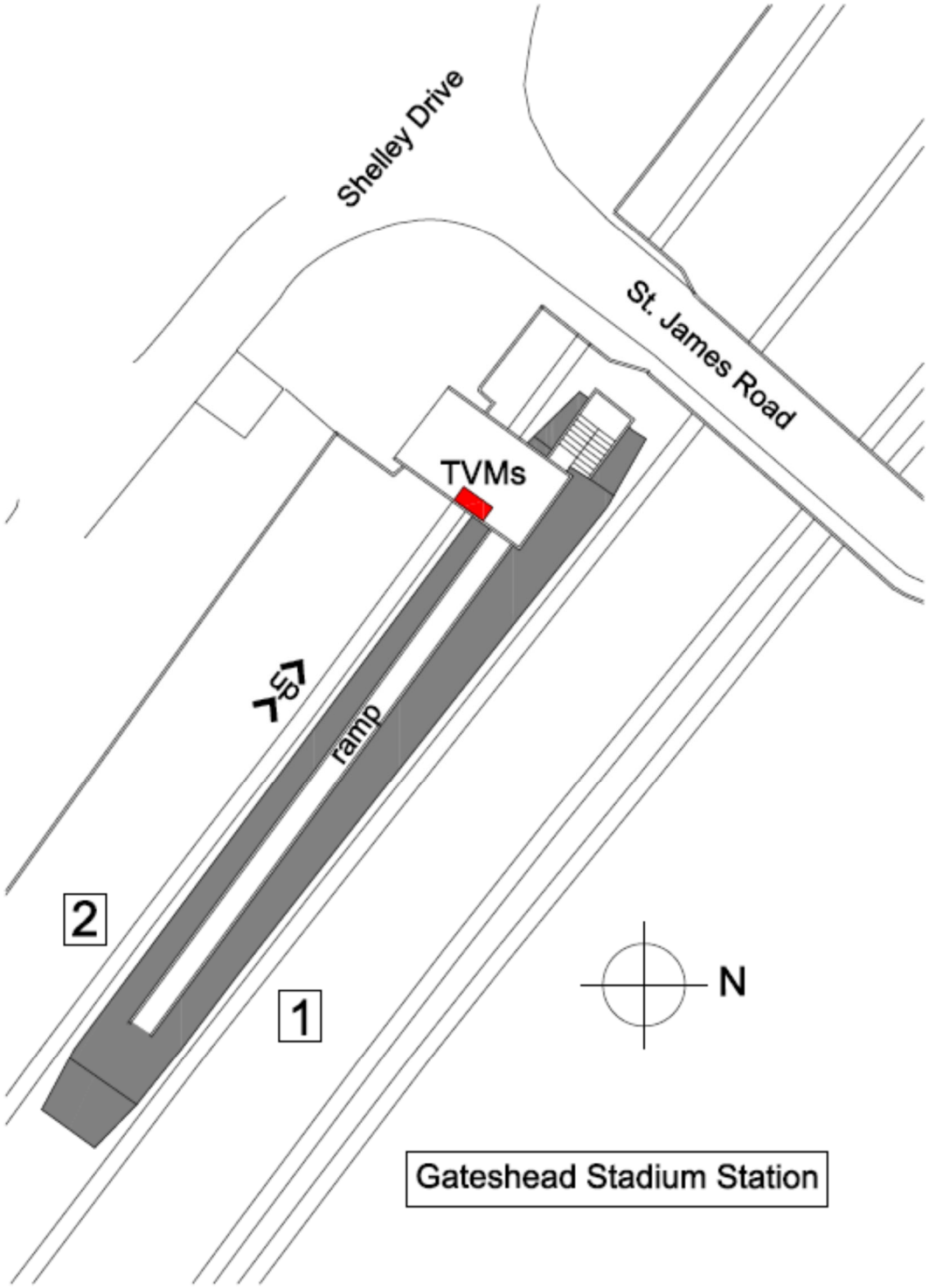
Access to platforms
- Stair access to left of ticket concourse.
- Ramp access to right of ticket concourse.
- At bottom of stairs or ramp Platform 1 is to the left and Platform 2 is to the right.

Platforms
- Island platform
- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via Newcastle city centre and Whitley Bay and to Airport via Newcastle city centre.
- Rough concrete surface with white strip.
- Help Points on both platforms.
- Bench style seating.

Access between platforms
- Level.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE8 3NX


Shelley Drive
St. James Road
TVMs
up
ramp
2
1
N
Gateshead Stadium Station

Hadrian Road

Station
- Located between South Terrace and Hadrian Road with separate entrances for each platform and a public footbridge linking the two.
- There are no parking facilities.

Access to ticketing areas
- Generally, level but approached by short ramps on either side.

Ticketing areas
- Platform 1 ticket vending machines situated to right of entrance and Help Point to left of entrance to platform. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines situated to left of entrance and Help Point to left of entrance to platform. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level from ticketing areas.

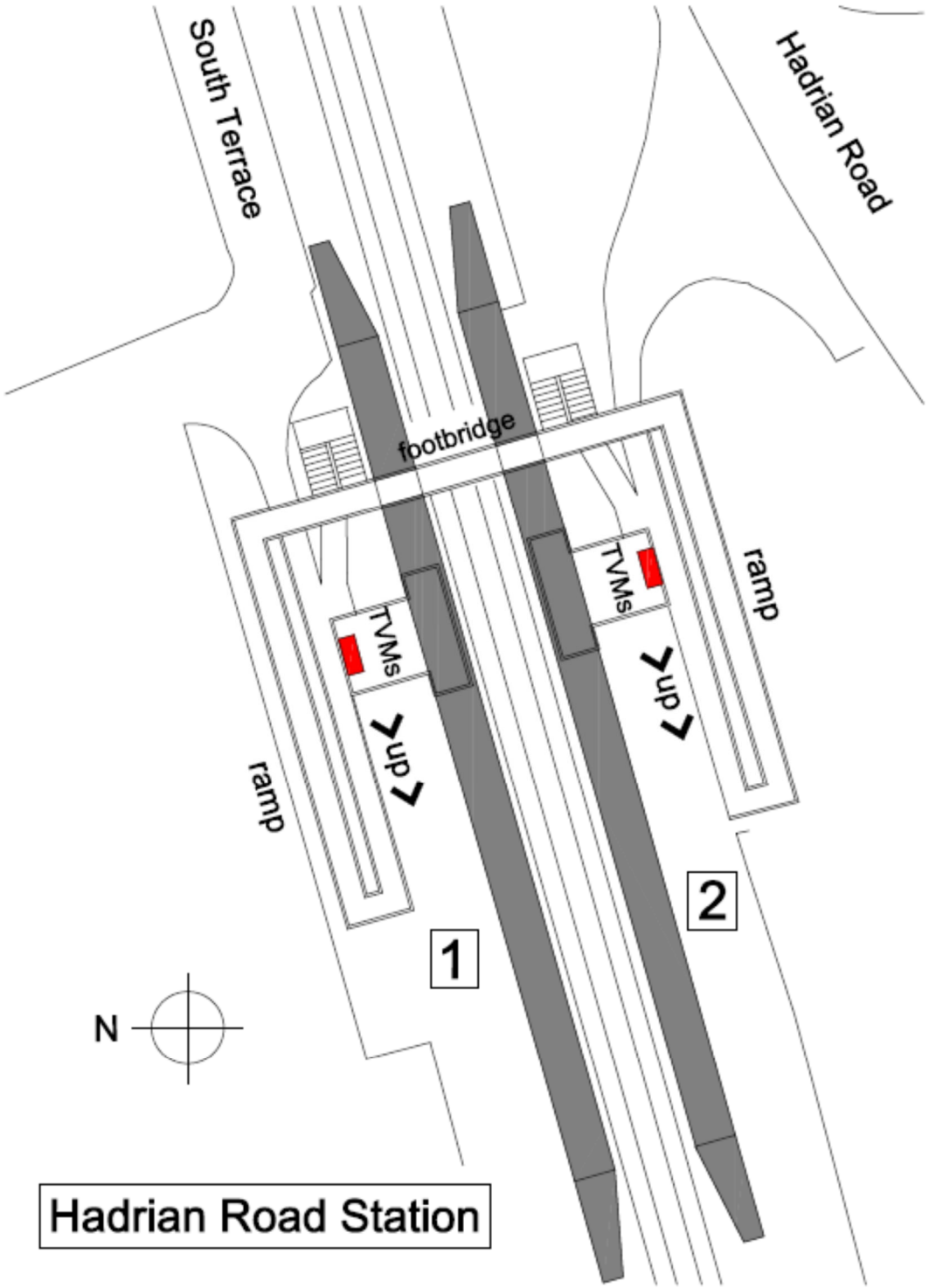
Platforms
- Platform 1 provides services for South Shields via Whitley Bay, South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- There are shelters adjacent to ticketing areas.
- Slightly textured concrete surface with tactile, grooved edge and white strip.
- Perch-style seating.

NB. The step/gap between platform and train at this station may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Stairs or ramps to footbridge, with resting places on ramps.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE28 6HH


South Terrace
Hadrian Road
footbridge
TVMs
TVMs
ramp
ramp
up
up
1
2
N
Hadrian Road Station

Haymarket

Station
- Underground station located within Haymarket Hub at the top of Northumberland Street and Percy Street in Newcastle city centre. Universities, Civic Centre and Haymarket Bus Station all close by.
- There are three separate entrances off Northumberland Street and Percy Street and adjacent to the South African War Memorial.
- There are no parking facilities.

Access to ticketing concourse
- Level access.

Ticketing Concourse
- Ticket vending machines around walls.
- Help Point external to centre of gate-line. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platforms
- Via gate-line then lift or escalators: normally two up escalators and one down.
- At bottom turn right to Platform 1 or turn left to Platform 2.

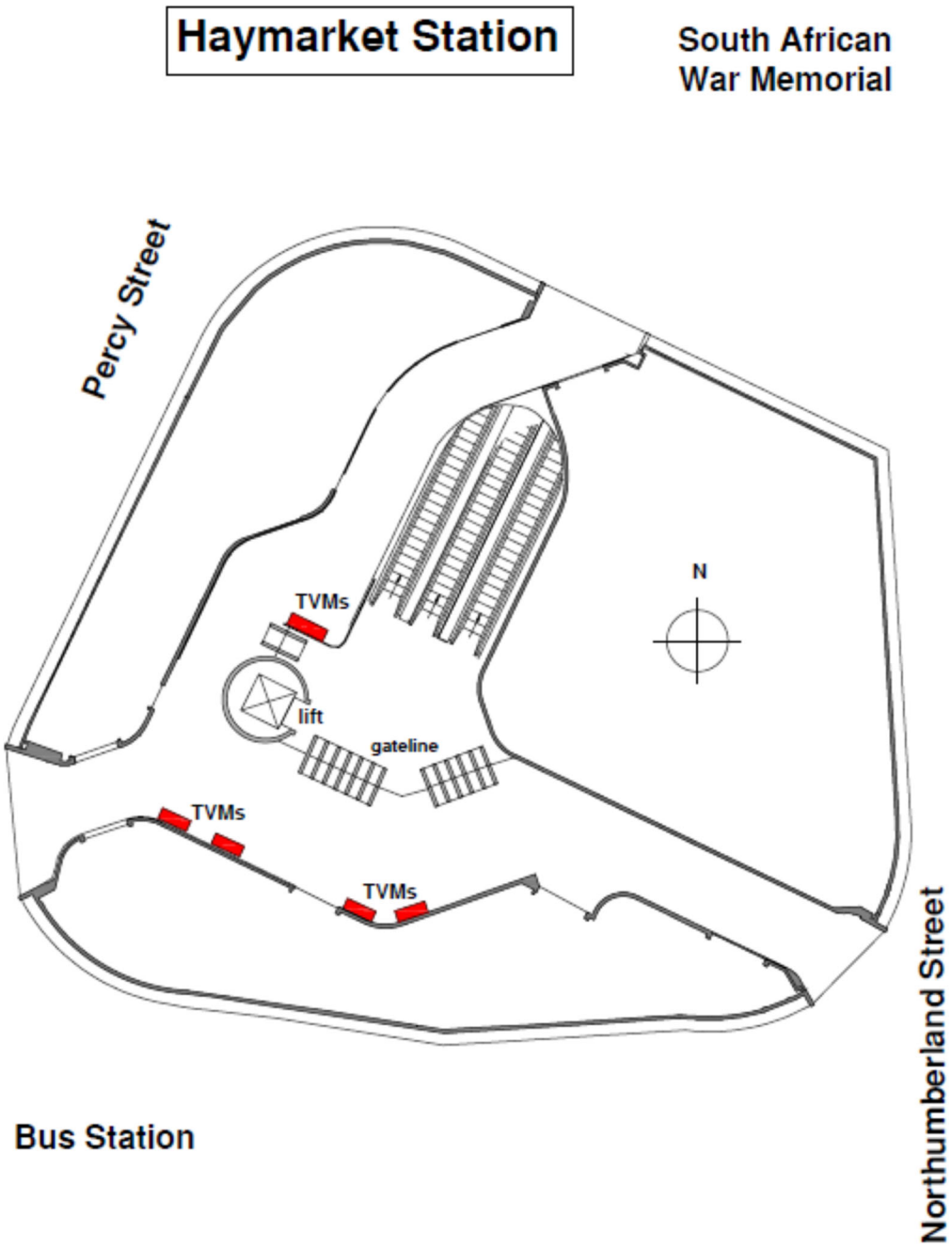
Lift
- The lift descends to the trailing end of Platform 2. There is a 50m (55yd) walk to where trains stop, and for cross access to Platform 1 and the escalators.

Platforms
- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via Newcastle city centre and Whitley Bay and to Airport via Newcastle city centre.
- Help points near exits from platforms.
- Non slip surface with studded tactile edging.
- Bench and flip-up style seating.

Access between platforms
- Level access by means of cross-passages at either end of platforms.

Other information
- Retail/food units on ticket concourse.
- React Talking Sign units within station.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE1 7AG


Haymarket Station
South African War Memorial
Percy Street
TVMs
lift
gateline
N
TVMs
TVMs
Bus Station
Northumberland Street

Hebburn

Station
- The station is situated on either side of Station Road with separate entrances for each platform.
- Access to Platform 1 is via ramp off Station Road bridge.
- Access to Platform 2 is by a graded footway off Station Road, opposite the Glen Primary Care Centre; by steps from Station Road bridge; or off Hedgeley Road via access road into station car park.
- A car park with 70 unclassified parking spaces and 4 designated accessible bays is adjacent to Platform 2.

Access to ticketing areas
- Platform 1 has ramp access from centre of Station Road bridge. Ramp is long but does have resting places and handrail on one side.
- Platform 2 has level access from station forecourt.

Ticketing areas
- Platform 1 TVMs are located on right and Help Point to left. The Help Point is the designated meeting area. Smartcard validators can be found at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 TVMs are located on right and Help Point to left. The Help Point is the designated meeting area. Smartcard validators are situated at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

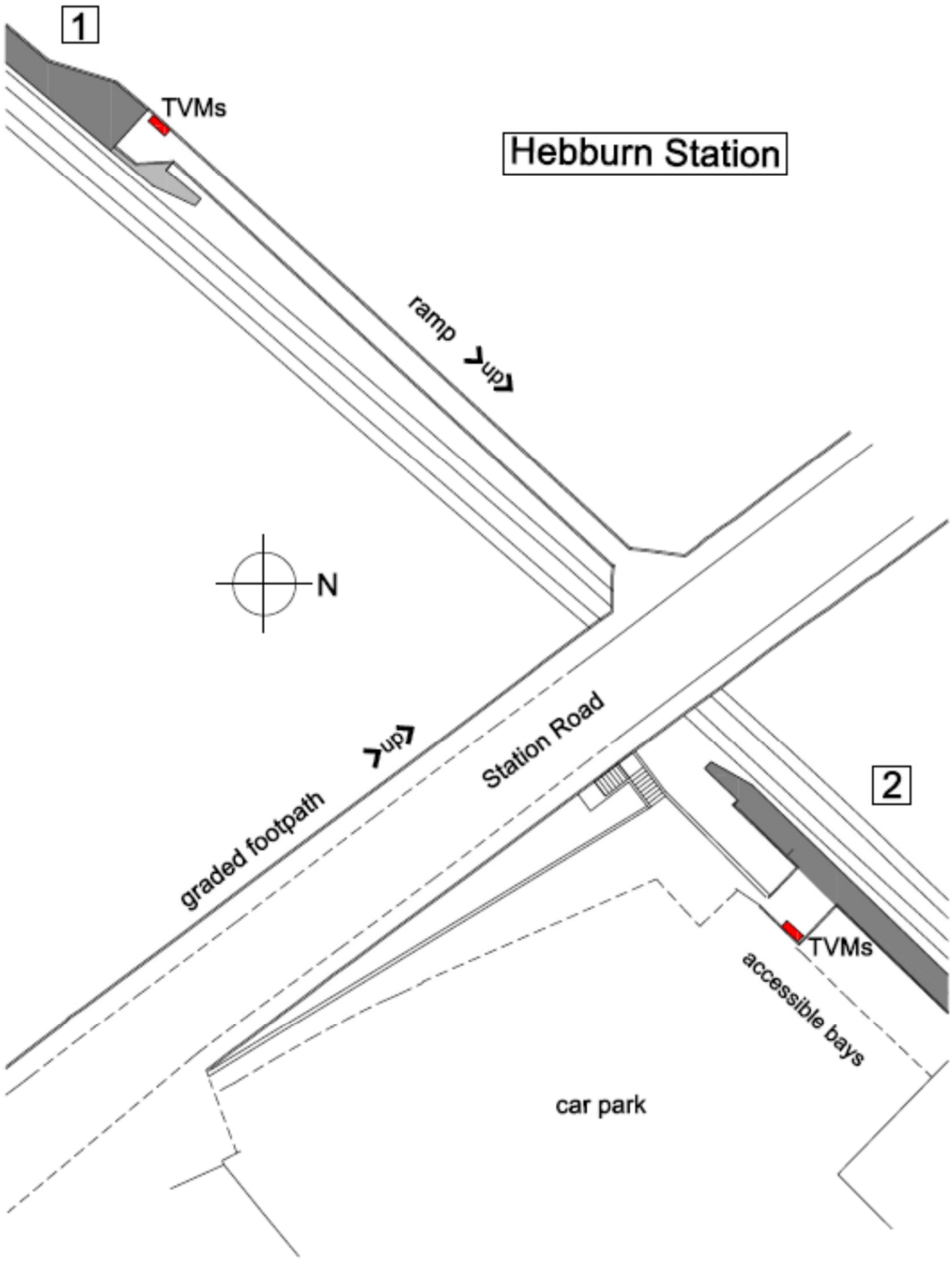
Access to platforms
- Level access directly from ticketing areas.

Platforms
- Platform 1 provides services to South Shields.
- Platform 2 provides services to St James via Pelaw and Newcastle city centre.
- Concrete surface with grooved concrete slab edge and white strip.
- Bench style seating.

Access between platforms
- Access via Station Road with dropped kerbs on crossing outside entrance Platform 1 ramp.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE31 1NX


1
TVMs
Hebburn Station
ramp
up
down
N
Station Road
graded footpath
up
down
2
TVMs
accessible bays
car park
Hedgeley Road

Heworth

Station
- Station is located between Sunderland Road and Felling by-pass, adjacent to Heworth Roundabout. It is part of a bus, Metro and rail interchange and accessed by footpaths over the bus interchange.
- Twin car parks adjacent to the station are operated by Gateshead Council: A Short-stay (4 hours) car park is located on the south side of the station with 70 unclassified parking bays and 7 designated accessible parking bays. A Long-stay park with 392 unclassified parking bays and 10 accessible bays is accessed through subway to north side of Felling by-pass. The ramp to this subway has no handrail and is a shared use pedestrian/cycle route.

Access to ticketing concourse
- Level access with automatic doors at each side of station.

Ticket concourse
- Free standing Ticket vending machines in centre of the concourse.
- The Help Point is situated on the wall opposite the Newsagent. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platforms
- Via gate-line extending across concourse
- Stairs and lifts down to platform level and up only escalators.
- Platform 1 is located to the right and Platform 2 on the left.
- Externally there are also stairs and ramped access to the adjacent main line station platforms and direct level access between the Newcastle bound platform of the main line station and Platform 1 of the Metro station. This external ramped access to this platform can also be used as an alternative exit for wheelchair users instead of the lift from Platform 1.

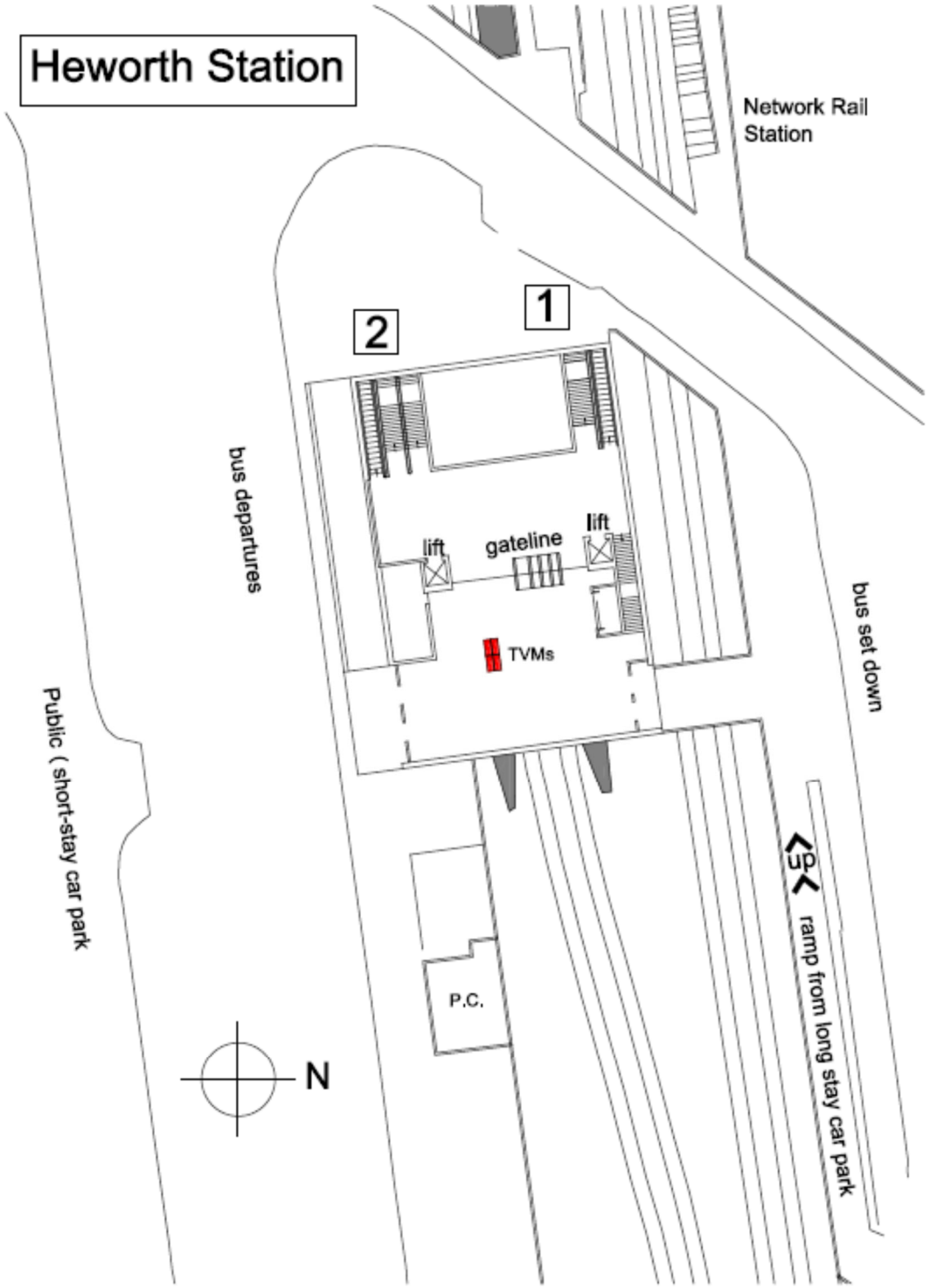
Platforms
- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via Newcastle city centre and Whitley Bay and to Airport via Newcastle city centre.
- Help Points are installed on both platforms near to the main exit point to stairs and escalators.
- Red tarmac surface with grooved concrete slab edge and white strip.
- Flip-up style seating.

NB. Wheelchair users may experience problems boarding at the rear of the train at platform 2. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Access via stairs/escalators/lifts.

Other information
- A coffee shop is situated on the concourse.
- Heworth bus station is served by many local and regional bus routes and a taxi rank is located between the bus station and short-stay car park.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No designated pick up/set down area.

NE10 0LW


Heworth Station
Network Rail Station
1
2
bus departures
lift
gateline
lift
TVMs
bus set down
Public (short-stay car park
P.C.
ramp from long stay car park
N

Howdon

Station
- The station is located on either side of Howdon Lane with separate entrances for each platform.
- Access to the station is via Martin Road to Platform 1 or directly off Howdon Lane to Platform 2.
- There are no parking facilities.

Access to ticketing areas
- Slight decline to Platform 1.
- Slight ramp up to Platform 2.

Ticketing areas
- On both platforms ticket vending machines are located on the rear wall to the right of the entrance and the Help Point is facing. The Help Point is the designated meeting area.
- Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

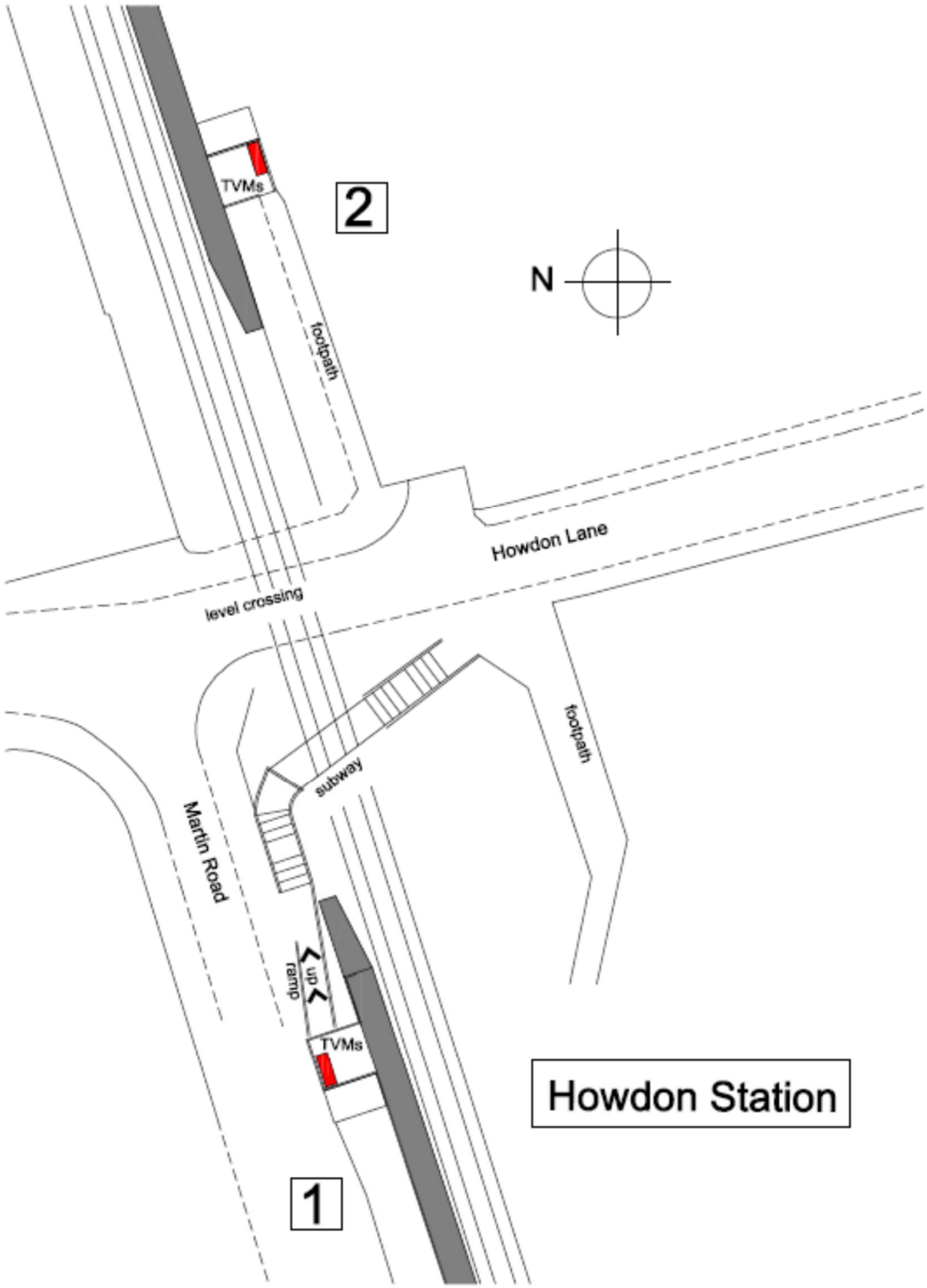
Access to platforms
- Level access.

Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth and Newcastle city centre.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- Anti slip surface with tactile, grooved edge and white strip.
- Perch and flip-up style seating.

Access between platforms
- Via Howdon Lane Level Crossing. Crossing is un-gated but has warning lights and sirens, take care before attempting to cross.
- Wheelchair users must also take care that wheels do not become stuck in rail grooves.
- There is a subway adjacent to the level crossing, this is below ground level and only accessed by stairs at either end.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE28 0BD


TVMs
2
N
footpath
Howdon Lane
level crossing
footpath
subway
Martin Road
up ramp
TVMs
Howdon Station
1

Ilford Road

Station
- Station is situated between Ilford Road and Albury Road with separate entrances to each platform.
- Access to Platform 1 is at the junction of Albury Road and Woodthorne Road.
- Access to Platform 2 is directly off Ilford Road
- There are dropped kerbs at both entrances, note that the surface of Albury Road is rough and pitted with uneven paving.
- There are no parking facilities.

Access to ticketing areas
- Both ticketing areas are accessed by a paved ramp from street level, with resting places on the platform 2 ramp only.

Ticketing areas
- On both platforms, ticket vending machines are located on left wall of ticketing area from ramp. Help Points are located straight ahead from ramps. The Help Point is the designated meeting area.
- Smartcard validators are located at both the entrance to the station and the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.

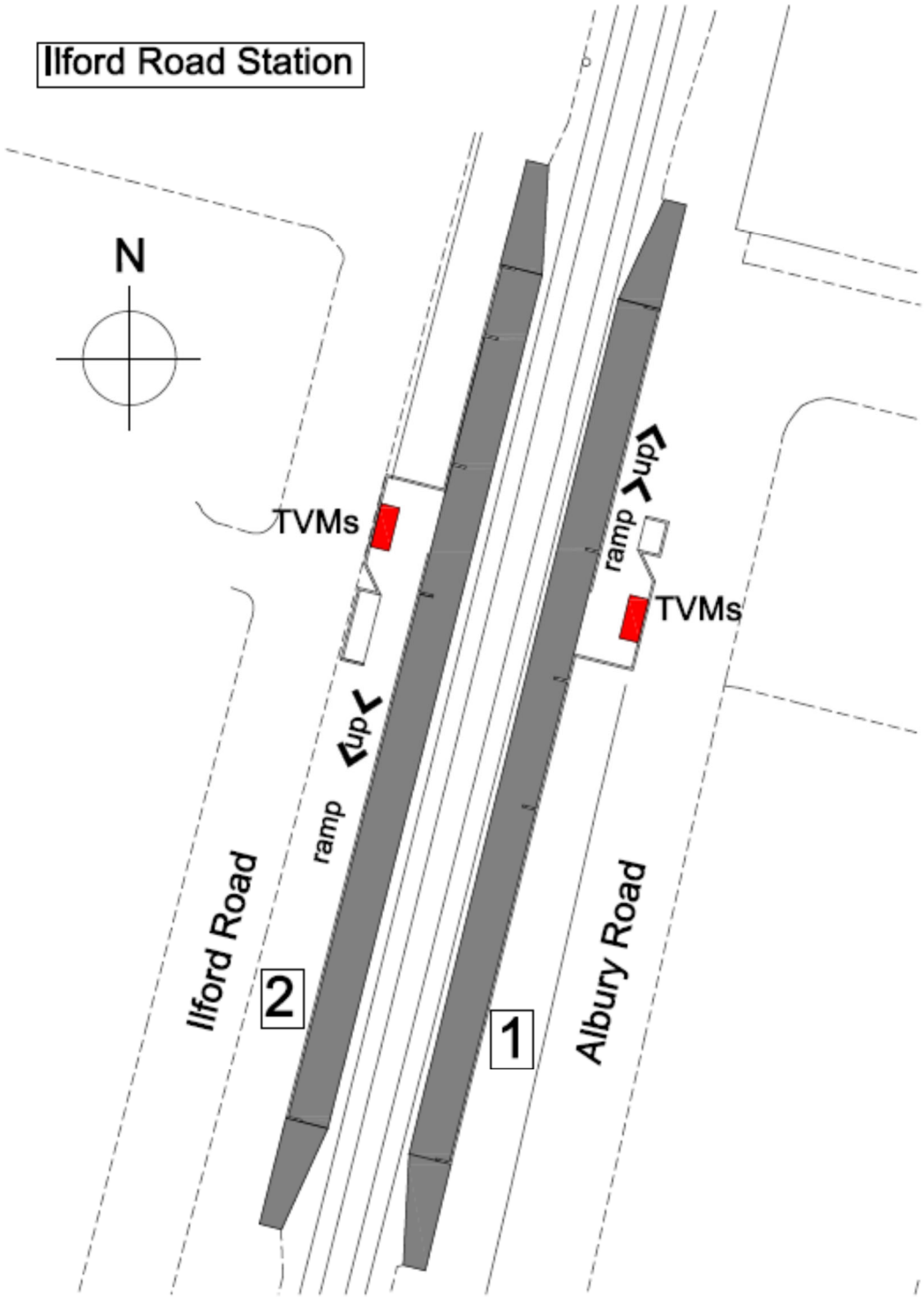
Platforms
- Platform 1 provides services to South Shields and South Hylton via Newcastle city centre and Pelaw.
- Platform 2 provides services to the St James via Whitley Bay and to Airport.
- Shelters situated adjacent to ticketing area.
- Tarmac surface with tactile, grooved concrete slab edge and white strip.
- Perch seats available on both platforms.

NB. Platform 1 may cause some problems for wheelchair users as there is a significant height difference. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- No direct access. Route is via the Moorfield Road bridge approximately 100m (110yds) to the south of the station.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE2 3NX


Ilford Road Station
N
TVMs
TVMs
up
ramp
up
ramp
Ilford Road
Albury Road
2
1

Jarrow

Station
- Station is located on Grant Street with separate entrances to both platforms.
- Platform 1 is approached either by ramp from the Albert Road flyover or by stairs from the footbridge linking Grant Street with the Jarrow Bus Station on Napier Street.
- Platform 2 is situated on Grant Street at its junction with Railway Street.
- A car park with 80 unclassified parking spaces and 1 accessible bay is operated by South Tyneside Council is located on Grant Street a short distance from the Platform 2 entrance.

Access to ticketing areas
- Platform 1 can be accessed by ramp or stairs.
- Platform 2 towards has level access.

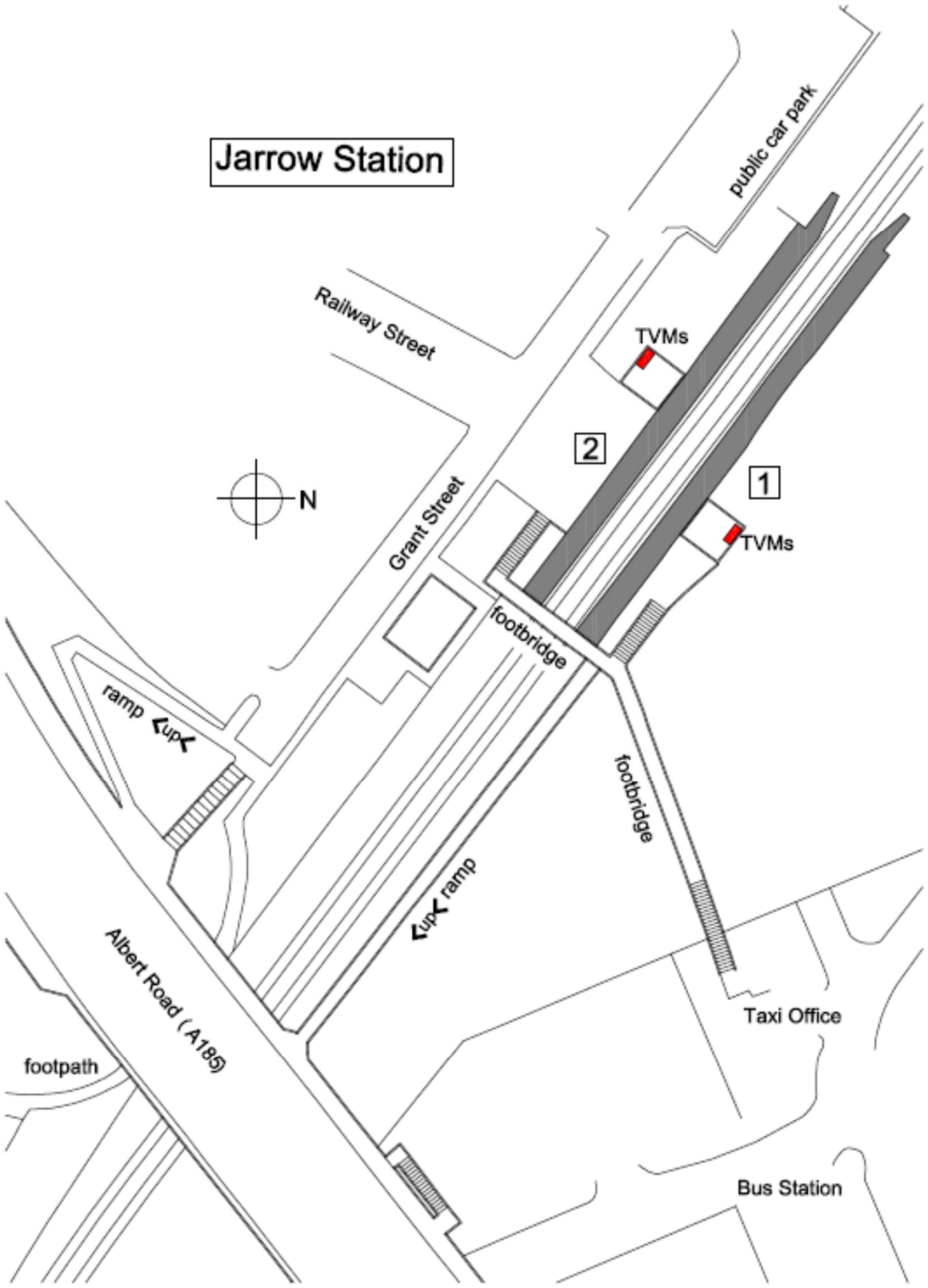
Ticketing areas
- Level access to platforms.
- Platform 1 ticket vending machines are situated at the rear of the ticketing area, on the right of the entrance and the Help Point is located on the left of the entrance from the ticketing area on to the platform. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 TVMs are situated at the rear of the ticketing area on the left of the entrance and the Help Point is located on the left of the entrance from the ticketing area on to the platform. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Platforms
- Platform 1 provides services to South Shields.
- Platform 2 provides services to St James via Pelaw, Newcastle city centre, South Gosforth and Whitley Bay.
- Concrete surface with grooved concrete slab edge and white strip.
- Bench style seating.

Access between platforms
- Direct access is by footbridge with stairs at both ends. Note that both flights of stairs are outside the station.
- Wheelchair users will need to use the Albert Road flyover, accessed from Platform 1 by the ramp and from Platform 2 by a ramp at the east end of Grant Street. This ramp has a rough surface and no resting places or handrail. It may therefore be easier to follow a longer route via Railway Street and Caroline Street to reach Albert Road.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE32 5HN


Jarrow Station
public car park
Railway Street
TVMs
2
1
N
Grant Street
TVMs
footbridge
ramp
up
footbridge
up ramp
Albert Road (A185)
Taxi Office
footpath
Bus Station

Jesmond

Station
- The station is situated on Eslington Road with a single entrance off a forecourt with a short footpath link to the north side of Jesmond Road.
- There is a footpath linking Eslington Road via a subway to the south side of Jesmond Road which can be accessed by means of a ramp or stairs from the station forecourt.
- There are no parking facilities.

Access to ticketing concourse
- Access off the station forecourt is level although there is a slight decline on to the forecourt from Eslington Road.

Ticketing Concourse
- Ticket vending machines are situated in the middle of the concourse between the entrance and the gate-line.
- There is no help point in ticketing area. The designated meeting point is in the ticket vending machine area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platforms
- Via gate-line then stairs or lift to platform level
- Platform 1 is located to the right.
- Platform 2 is located to the left.

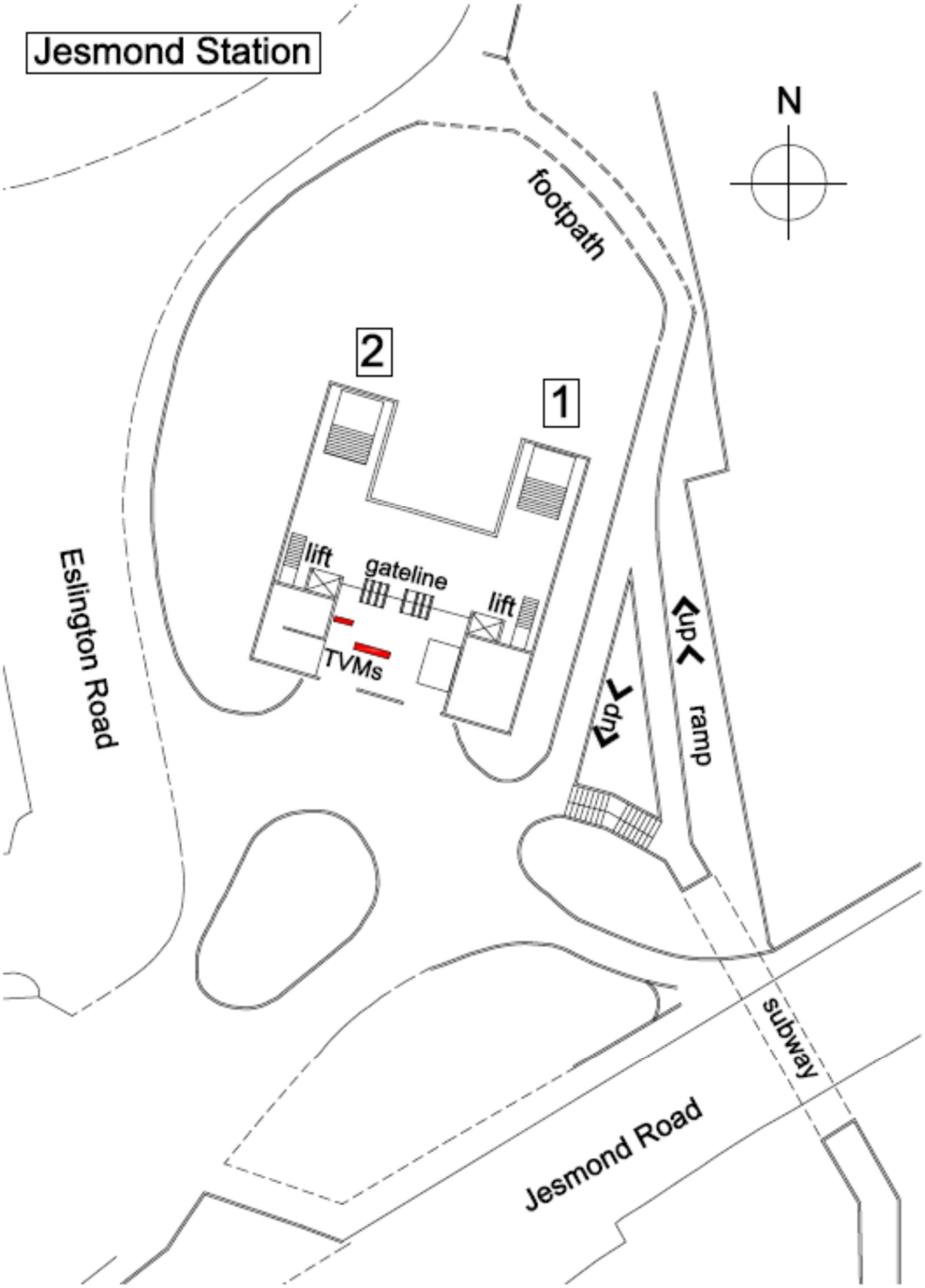
Platforms
- Platform 1 provides services to South Shields and South Hylton via Newcastle city centre and Pelaw.
- Platform 2 provides services to the St James via Whitley Bay and to Airport.
- Help Points situated near main exits from platforms.
- Smooth tiled surface with darker tiles, slightly inclined edge.

NB. Unassisted wheelchair users should avoid trying to board the train on either platform at the open-air end of the station. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Concourse via stairs or lift.

Other information
- Shop, refreshment kiosk located in ticketing concourse.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE2 4RH


Jesmond Station
N
footpath
2
1
lift
gateline
lift
TVMs
Eslington Road
up
up
ramp
subway
Jesmond Road

Kingston Park

Station

- Station is situated on either side of Bell's Crossing on Brunton Lane with separate entrances to each platform.
- There is a public car park operated by the City of Newcastle off Brunton Lane near to station with 95 unclassified parking bays and 4 designated accessible bays.

Access to ticketing areas

- Platform 1 has ramped footpath from west side of Brunton Lane; approximately 30m (33yds) long with no resting places or handrail.
- Platform 2 has gently sloping path on east side of Brunton Lane and level access from adjacent supermarket car park.

Ticketing areas

- Platform 1 ticket vending machines are situated to right and Help Point to left. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated to the right and Help Point to right side of entrance to platforms. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services to South Hylton via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to the Airport.
- Rough concrete surface with smooth grooved edging slabs and white strip.
- Bench style seating.

NB. The step/gap towards the rear of Platform 1 may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

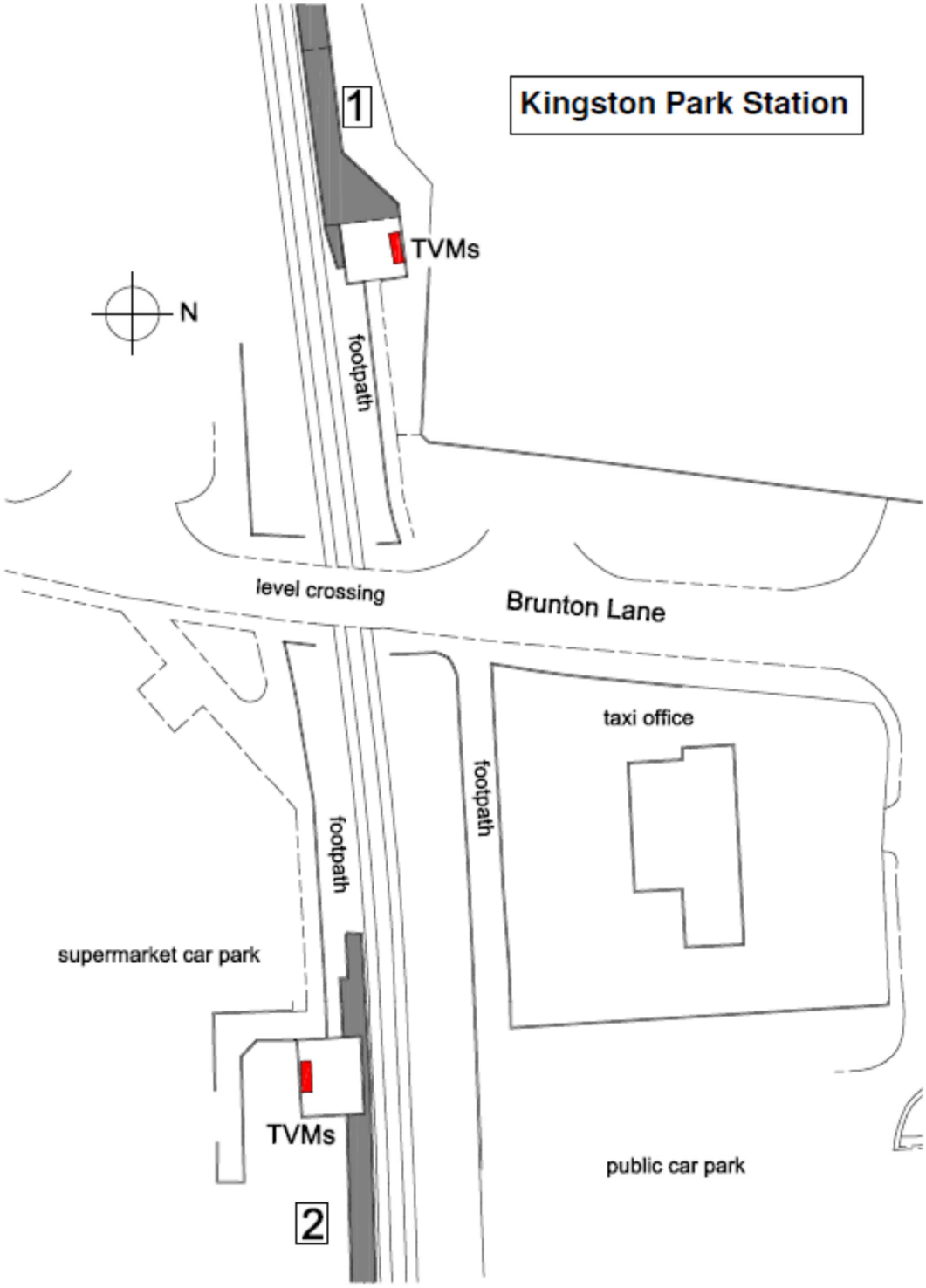
Access between platforms

- Via level crossing only. Crossing is un-gated it does have warning lights and sirens, take care before attempting to cross.
- Wheelchair users should take care that wheels do not become stuck in rail grooves.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE3 2SW


Kingston Park Station
1
TVMs
N
footpath
level crossing
Brunton Lane
taxi office
footpath
footpath
supermarket car park
TVMs
2
public car park

Longbenton

Station
- Situated on Lealholm Road with separate entrances for each platform.
- There are no parking facilities.

Access to ticketing areas
- Main entrance to station on Platform 1 side is off a slightly sloping forecourt fronting on Lealholm Road and Glaisdale Road.
- Entrance to station on Platform 2 side for St James via Whitley Bay is via public footpath from Chesters Avenue, with a short ramp up to the ticketing area.

Ticketing areas
- Both ticket areas have tiled floors.
- There is no help point in ticketing area. The designated meeting point is in the ticket vending machine area.
- Platform 1 ticket vending machines are situated on left hand side of ticket concourse. Smartcard validators are located in the centre of the concourse. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are facing on entering. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

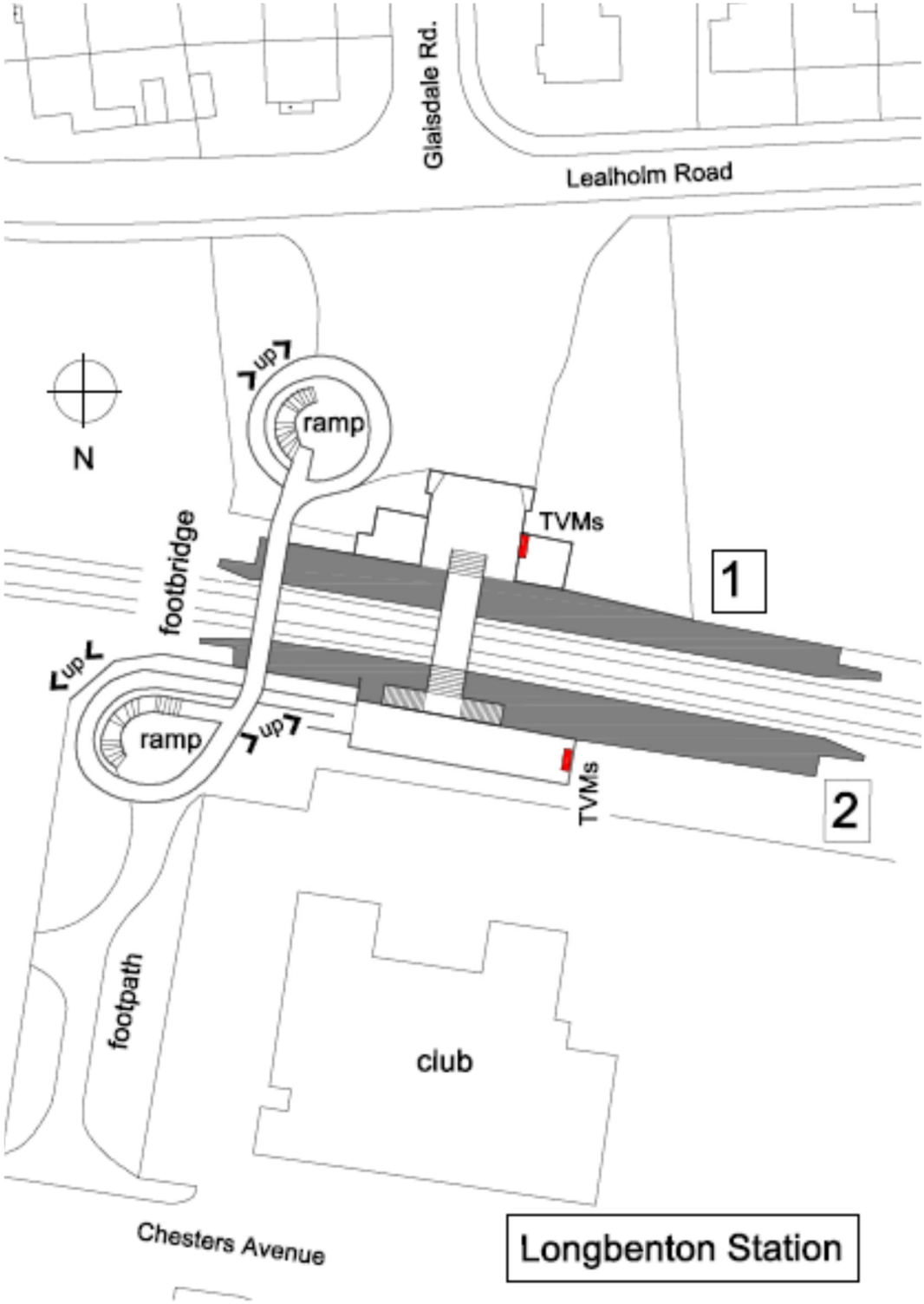
Access to platforms
- Level access from ticketing areas.

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay.
- Help point on each platform.
- Platform has tarmac surface with tactile warning surface.
- Both platforms have concrete slab edging with painted white strip.
- Perch style seating.

Access between platforms
- Direct access is via footbridge within station, accessed by stairs at either side, with corduroy tactile warning surface and handrails.
- There is a ramped footbridge (no handrails) external to the station, which has a good surface although a 'spiral' design and steep gradient may pose problems to some independent wheelchair users.

Other Information
- Newsagent within station at main entrance
- Freeman Hospital is located within easy walking distance to south of station via main entrance, with way finders provided.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE7 7NN


Glaisdale Rd.
Lealholm Road
N
up
ramp
footbridge
TVMs
1
up
ramp
up
TVMs
2
footpath
club
Chesters Avenue
Longbenton Station

Manors

Station

- Underground station situated within Kings Manor Business Park.
- Access to the single entrance is via steps or a ramped path with a good surface and a shallow gradient down towards the station from New Bridge Street, or via the access road into the business park off Argyle Street. The access road is steep in places with a narrow footway.
- There is a public car park operated by the City of Newcastle with 53 unclassified parking bays and 2 designated accessible spaces on Argyle Street approximately 100 metres (110 yards) from the station.

Access to ticketing concourse

- Level access off forecourt.

Ticketing Concourse

- Ticket vending machines and Help Point on left of entrance. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platforms

- Via gate-line then downstairs or lift. Escalators are up only.
- Platform 1 is located to the left and Platform 2 is located to the right.

Platforms

- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Monument.
- Help Points to right of main exit from Platform 1 and to left of main exit from Platform 2.
- Platforms have smooth tiled surface and a non-tactile edge and coloured strip.
- Flip-up style seating.

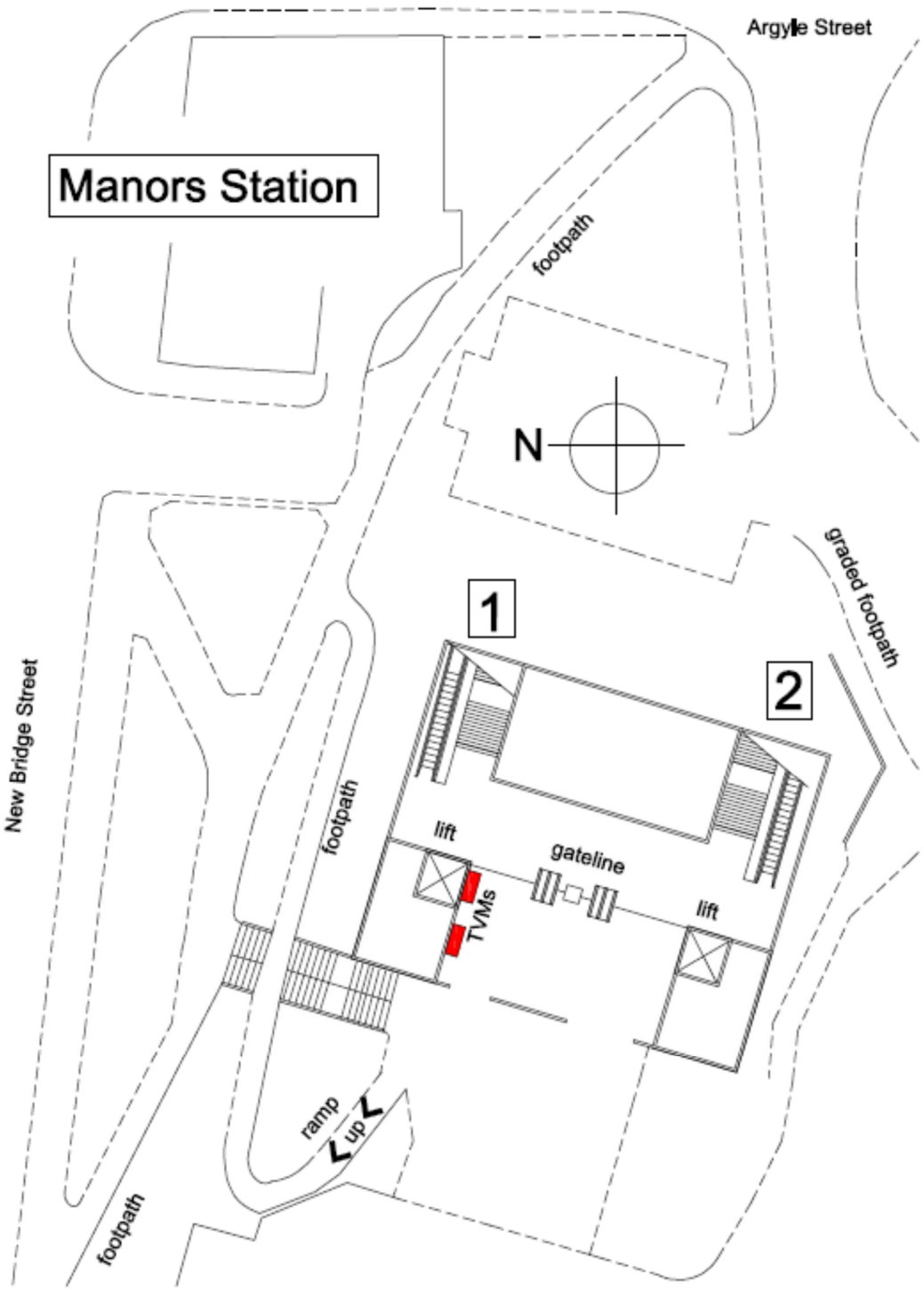
Access between platforms

- Stairs/escalator/lift access.

Other information

- Manors main line station is a short distance away to the south-west but is poorly signposted through the business park and only accessed via stairs to a high footbridge.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE1 6PA


Argyle Street
Manors Station
footpath
N
graded footpath
1
2
New Bridge Street
footpath
lift
gateline
lift
TVMs
ramp
up
footpath

Meadow Well

Station
- Station is situated between Bridge Road South and Ripley Avenue with separate entrances for each platform.
- There are no parking facilities.

Access to ticketing areas
- Ramp or stair access to both platforms.
- There is a deceptively steep slope up from Ripley Avenue to the base of the Platform 1 ramp although the footpath access from the nearby Meadows Community Centre is relatively level.

Ticketing areas
- Ticket vending machines are to both sides of the platform entrances and Help Points are to the right. The Help Point is the designated meeting area. Smartcard validators are located at the entrances to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

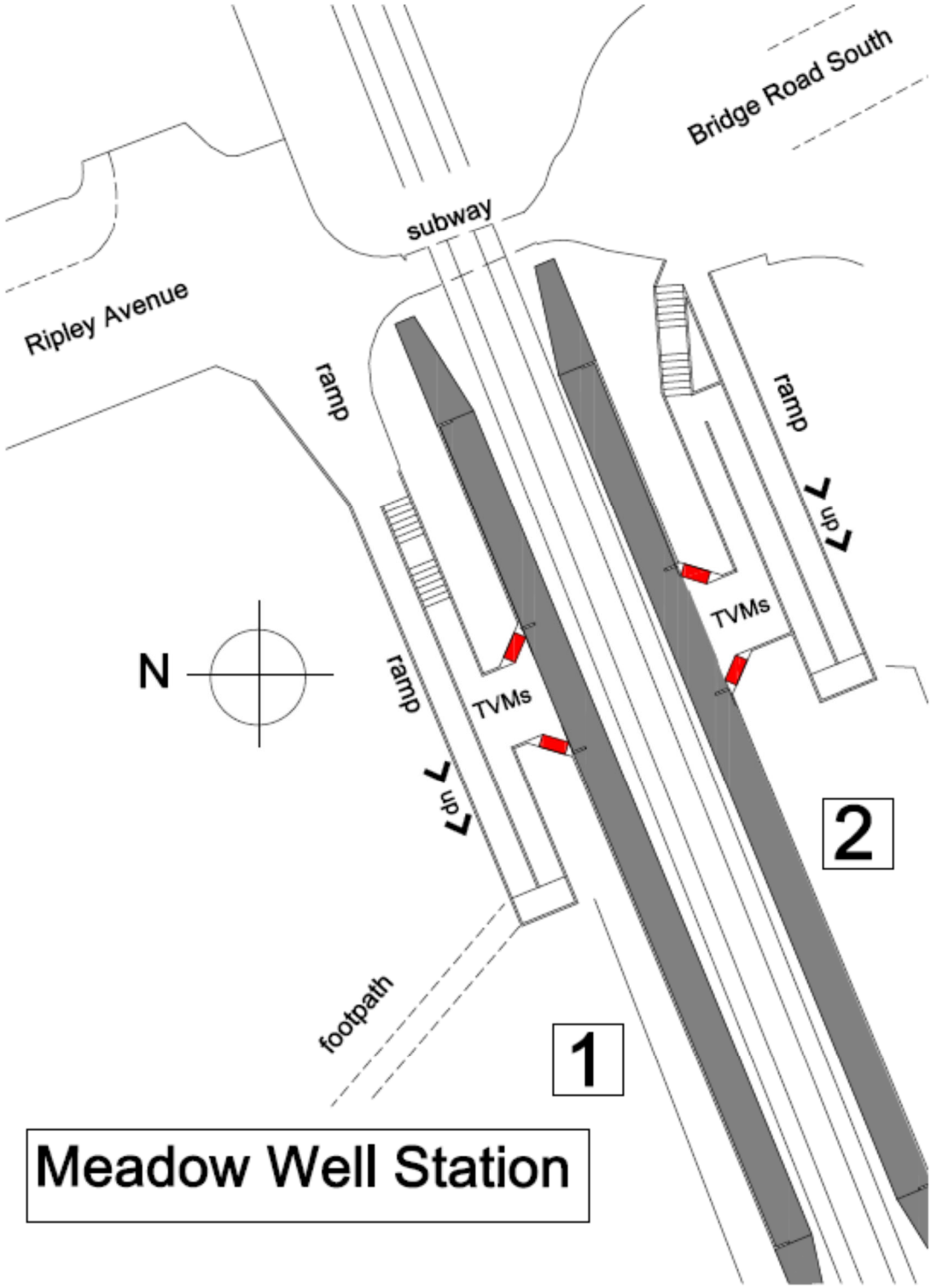
Access to platforms
- Level access from top of ramps.

Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Wallsend.
- Non-slip surface with tactile and ribbed edge.
- Bench and perch style seating.

Access between platforms
- By means of narrow, unlit subway at ground level linking Ripley Avenue with Bridge Road South. Be aware of low stone boulders at both entrances to the subway.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE29 6AB


Bridge Road South
subway
Ripley Avenue
ramp
ramp
up
TVMs
TVMs
N
ramp
up
2
footpath
1
Meadow Well Station

Millfield

Station
- The station is situated on the south side of Hylton Road with separate entrances for each platform.
- There are 12 on-street parking bays off Hylton Road operated by the City of Sunderland and there are also 2 designated accessible parking bays operated by Metro located outside the entrance to Platform 2

Access to ticketing areas
- Access to Platform 1 is off Hylton Road by ramp or stairs. Ramp is to current accessibility standards and both ramp and stairs have dual height handrails.
- Platform 2 is accessed by a short roadway, inclining downwards towards the station, or by stairs off the Hylton Road bridge.
- There is no dropped kerb from car park.

Ticketing areas
- Platform 1 ticket vending machines are at the rear of the concourse on the right from steps and left from ramp. Help Point is situated near ticket vending machines and is the designated meeting area. Smartcard validators are located at the entrance of the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated at the rear of the concourse on the left from entrance. Help Point is situated near ticket vending machines and is the designated meeting area. Smartcard validators are located at the entrance of the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

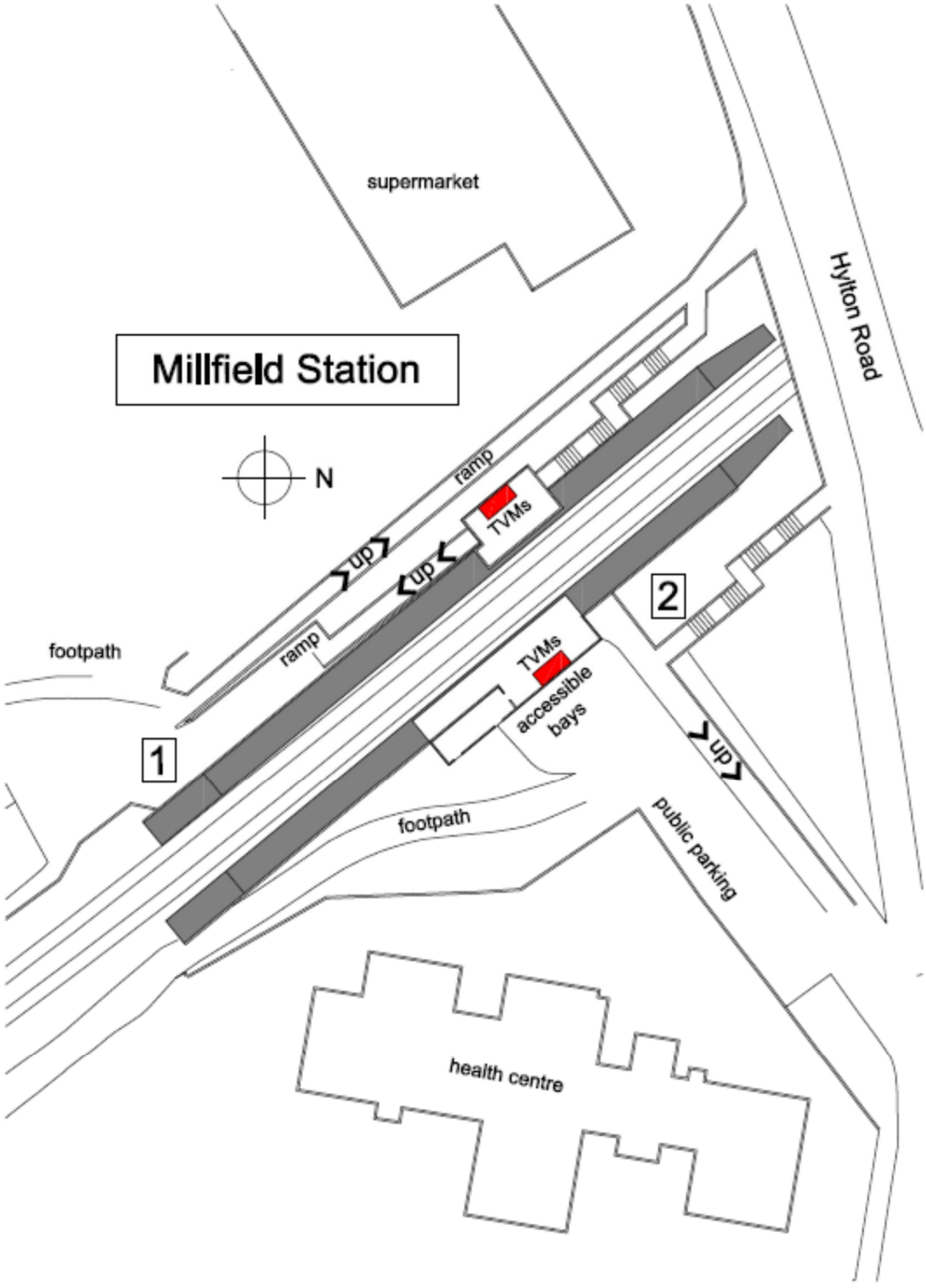
Access to Platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton.
- Platform 2 provides services to Airport via Sunderland city centre, Pelaw, Newcastle city centre and South Gosforth.
- Shelters with seating.
- A slightly rough surface, with tactile warning strip and white edging.
- Bench style seating.

Access between platforms
- Via Hylton Road bridge only.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR4 6EW


supermarket
Hylton Road
Millfield Station
N
ramp
TVMs
up
up
ramp
footpath
TVMs
accessible
bays
2
1
up
footpath
public parking
health centre

Monkseaton

Station
- Station is located on Norham Road with separate entrances to each platform.
- Platform 1 may be accessed either from Front Street or from the junction of Marmion Terrace and St. Ronan's Road.
- Platform 2 may be accessed by three separate entrances on Norham Road.
- Car park off Norham Road with 21 unclassified parking bays and 1 designated accessible bay

Access to ticketing areas
- Platform 1 has steep ramp access from Front Street (no resting places but handrails both sides) or footpath with shallow gradient from Marmion Terrace.
- The principal entrances to Platform 2 off Norham Road are level but the entrance adjacent to the car park is ramped and very narrow.

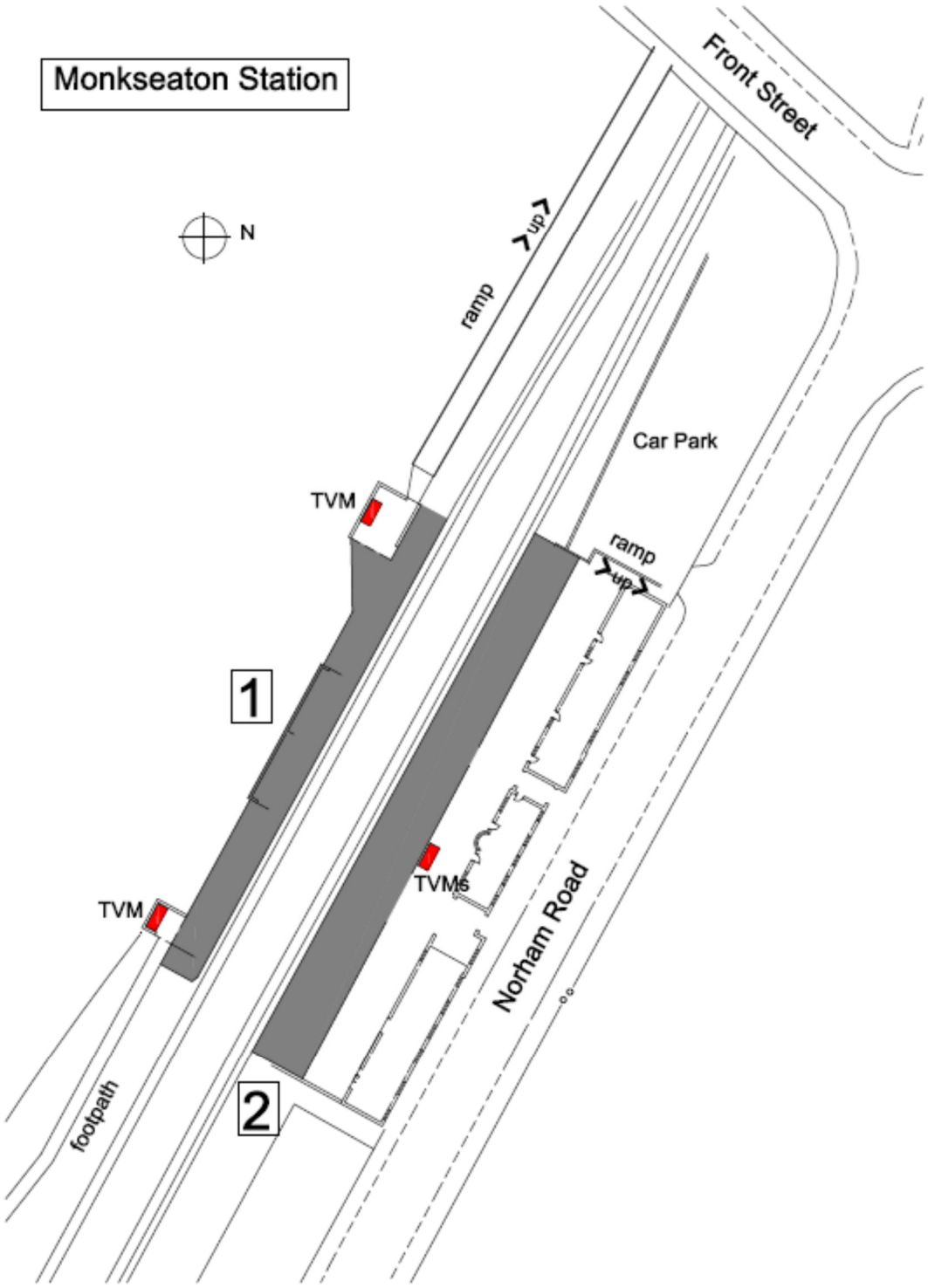
Ticketing areas
- On Platform 1 there is a ticket area at each entrance with a single ticket vending machine. This is on the right at the Front Street entrance and on the left at the Marmion Terrace entrance. Help Points are adjacent and is the designating meeting area. Smartcard validators can be found in both of these ticketing areas at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- On Platform 2 ticket vending machines are located midway along the cast iron railing separating the concourse from the platform. Smartcard validators are situated at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- All ticketing areas are immediately adjacent to platforms with level access.

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay, Wallsend and Newcastle city centre.
- Platform 1 has concrete surface with a slab edge and white strip on edge.
- Platform 2 is uneven in places a variety of different surface materials and white strip on edge.
- Customers with a visual impairment should be aware of poor contrast between roof support pillars, concrete platform seats and platform surface.
- Bench style seating.

Access between platforms
- Via Front Street bridge at the west of the station. Note that both approaches, by the ramp from Platform 1 and by Norham Road from Platform 2 are quite steep.
- A footbridge is also available some distance to the east of the station, accessed on both sides by stairs and steep ramps.

Other information
- There is a café, micropub and retail facilities on Platform 2.
- Step free access.
- Visual and oral customer information systems.
- No toilet facilities.
- No designated pick up/set down area.

NE26 3NR


Monkseaton Station
N
Front Street
ramp
up
Car Park
TVM
ramp
up
1
TVM
TVM
Norham Road
footpath
2

Monument

Station
- Underground station directly below Grey's Monument at junction of Grey Street, Blackett Street and Grainger Street in the centre of Newcastle.
- Access to station is via entrances directly from Blackett Street, Grey Street, and step free access by an entrance in Eldon Square shopping precinct. The station can also be accessed from Fenwick department store.
- There are no parking facilities.

Access to ticketing concourse
- Stairs from Grey Street, Blackett Street and Eldon Square.
- Lift and stairs from Eldon Square entrance. Note there is a long ramp down from the stairs and lift to the Metro concourse. The incline may be problematic for some customers. If you require assistance with your journey, you can book this two hours in advance by calling 0191 2033666.

Ticket Concourse
- Ticket vending machines are located in a free-standing bank in centre of concourse.
- Help Points are located between Grey Street and Blackett Street entrances and to the right of the escalators to Platforms 1 and 2. The Help Point is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.
- Flip-up style seating.

Access to platforms
- Via gate-line. Escalators for Platforms 1 and 2 are located on the left and escalators for Platforms 3 and 4 are on the right.
- A single lift serving all platforms is located between the two sets of escalators.

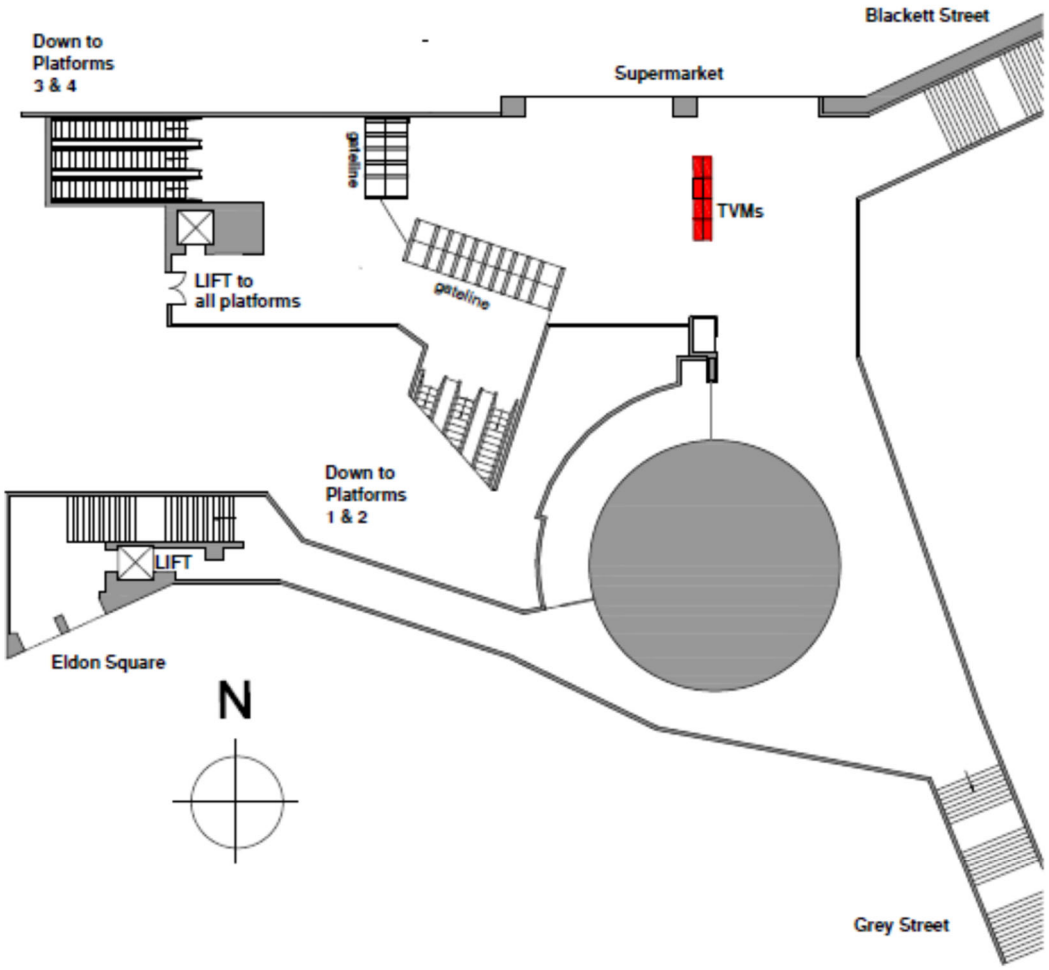
Platforms
- Platform 1 provides services to South Shields and South Hylton via Pelaw.
- Platform 2 provides services to the St James via South Gosforth, Whitley Bay and to Airport via South Gosforth.
- Platform 3 provides services to the South Shields via Wallsend, Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 4 provides services to St. James.
- Help Points on all platforms.
- Help points are located at main exits from all platforms and at the top and bottom of the stairs connecting Platforms 1 and 2 with Platforms 3 and 4.
- Smooth tiled surfaces with darker tiled, slightly inclined edge.
- Flip-up style seating.

Access between platforms
- Level but with stairs/lift between north/south and east/west platforms.

Other information
- React Talking Sign units within station.
- Supermarket on ticket concourse.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE1 5BS

Monument Station



North Shields

Station
- Situated in North Shields town centre with level access on to forecourt from Nile Street and steps or ramp from Station Terrace
- No parking facilities

Access to ticketing concourse
- Level access off forecourt.

Ticketing Concourse
- Ticket vending machines located on wall to left.
- Help Point on wall between ticket vending machines and is the designated meeting area.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

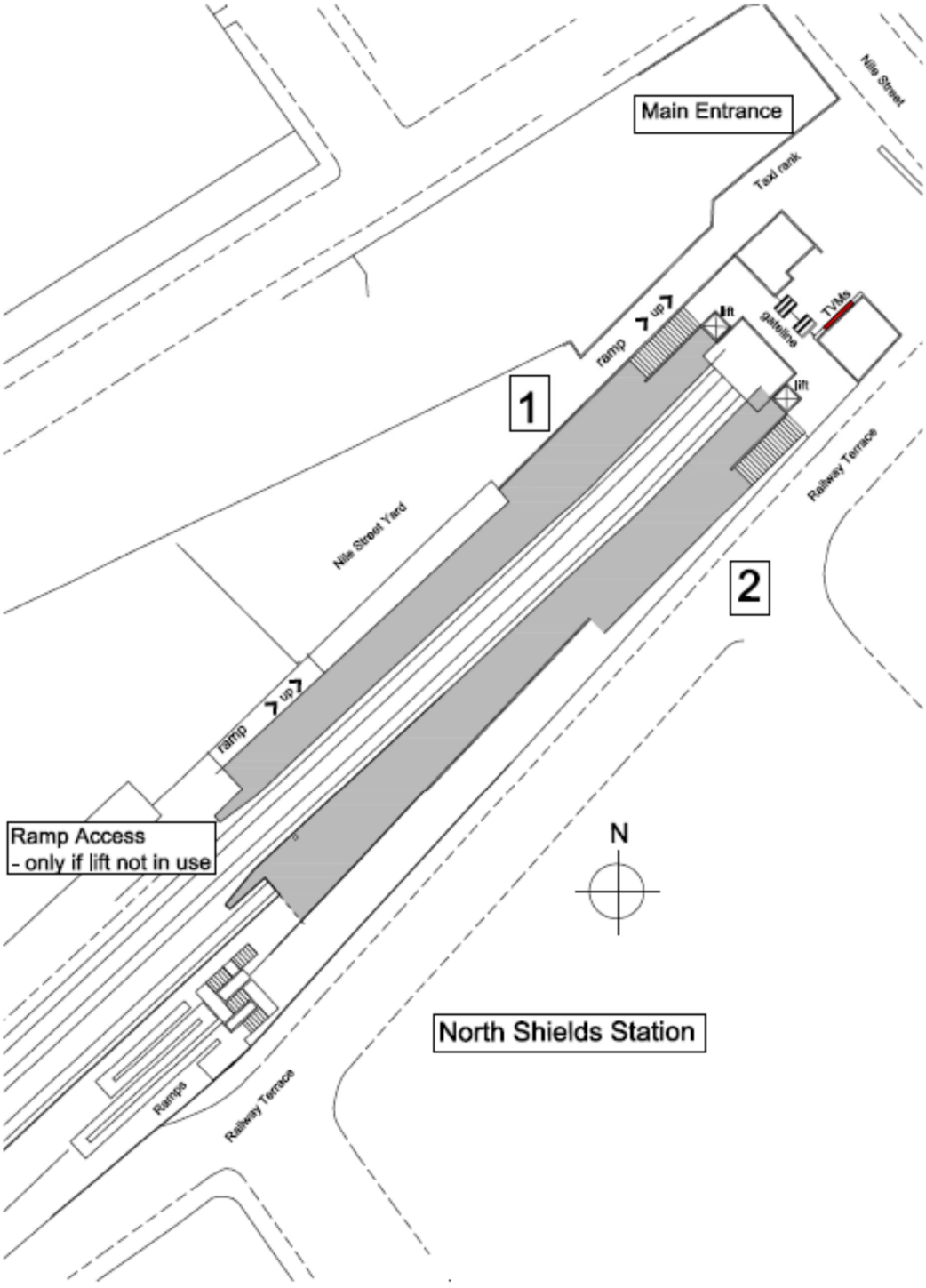
Access to platforms
- Via gate-line then lift or stairs. Platform 1 is on the right and Platform 2 on the left.

Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- Anti-slip surface with tactile warning strip and white strip on edge.
- Help point on each platform.
- Perch and bench style seating.

Access between Platforms
- Via concourse only.

Other information
- In the event of one of both platform lifts being out of order an alternative ramped access may be made available to Platform 1 via the Nile Street yard. Please note that the designated route is steep and unprotected.
- An alternative ramped access to Platform 2 may be made available from Station Terrace at its junction with Borough Road. Passengers will be advised if either is available or of any other alternative arrangements.
- A taxi rank is situated immediately outside the station entrance.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE29 0BH


Main Entrance
Nile Street
Taxi rank
ramp
up
lift
gateline
TVMs
1
lift
Railway Terrace
Nile Street Yard
2
ramp
up
Ramp Access
- only if lift not in use
N
North Shields Station
Ramps
Railway Terrace

Northumberland Park

Station
- The station is located adjacent to the A186 Earsdon Road with a single entrance accessed by the estate road – Algernon Drive.
- A multi-storey car park is situated between the station and Earsdon Road with 393 unclassified parking bays and 12 designated accessible bays all at ground level.
- A bus interchange and taxi rank is also located adjacent to the station with a pickup/set down area.

Access to ticketing concourse
- Level access.

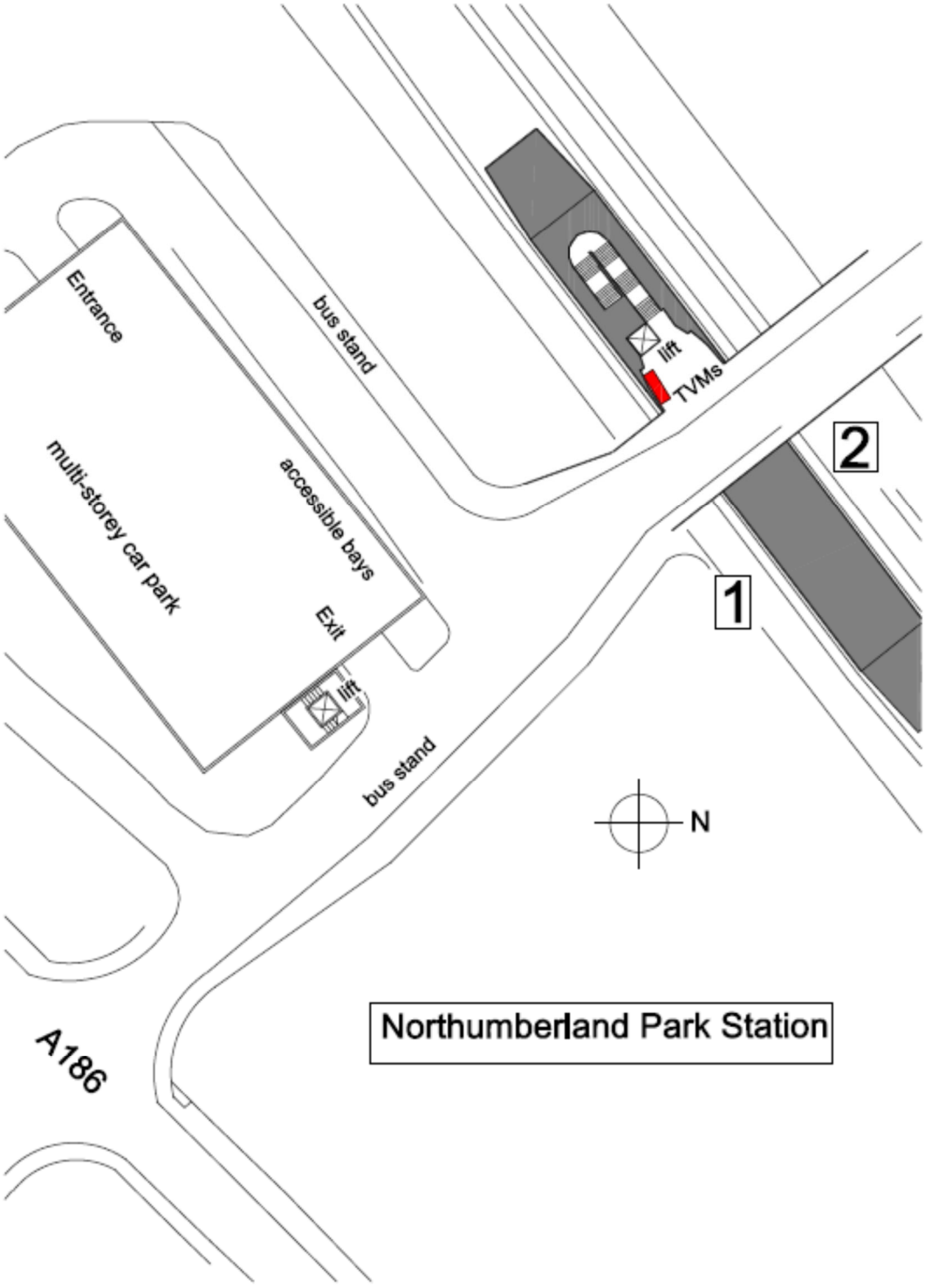
Ticketing Concourse
- Ticket vending machines and Help Point on wall to left. The Help Point is the designated meeting area.
- Smartcard validators are located in the centre of the concourse. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Stairs and lift access down to a single island platform.
- At bottom of stairs or exit from lift, Platform 1 is on the right and Platform 2 is on the left.
- Help Point beside the lift.
- Travellers with a visual impairment should be aware of poor contrast of the glass walling on the waiting areas.

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay, Wallsend and Newcastle city centre.
- Smooth tarmac surface with tactile warning strip and white strip on edge.
- Help point on entrance to lift.
- Perch style seating.

Other information
- There is a local shopping centre closely adjacent.
- Note that the present time the bridge providing access to the station is closed to through vehicular traffic although pedestrians may cross between the interchange and the housing estate on the north side of the railway.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.

NE27 0RZ


Entrance
bus stand
lift
TVMs
2
multi-storey car park
accessible bays
Exit
1
lift
bus stand
N
Northumberland Park Station
A186

Pallion

Station
- The station is situated at the junction of European Way and Woodbine Terrace with separate entrances to each platform.
- Pallion Retail Park is immediately adjacent.
- There are no parking facilities attached to the station.

Access to ticketing areas
- Ramp or stair access to Platform 1 for South Hylton from European Way. Ramp is to current accessibility gradient but is very long due to difference in height between road and station. Both ramp and stairs have dual height handrails.
- Ramp or stair access from Woodbine Terrace to Platform 2 for Sunderland city centre and fore Newcastle via Pelaw.

Ticketing areas
- Platform 1 ticket vending machines and Help Point is situated on the left from steps and right from ramp. The Help Point is the designated meeting area. Smartcard validators are located at each entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines and Help Point are situated on the right from entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

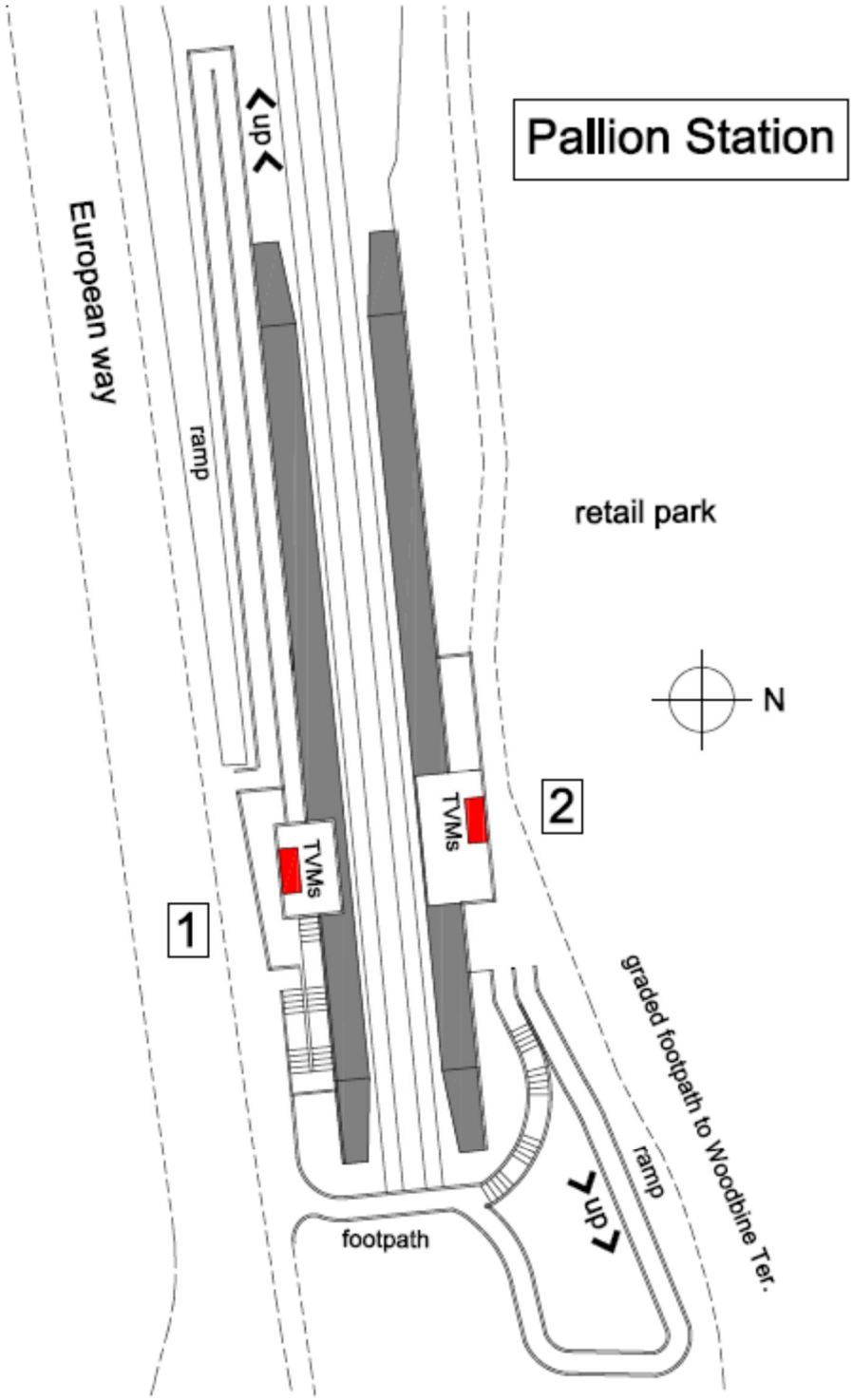
Access to Platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton.
- Platform 2 provides services to Airport via Sunderland city centre, Pelaw, Newcastle city centre and South Gosforth.
- Shelters with seating.
- Slightly rough surface, with tactile warning strip and white edging.
- Bench style seating.

Access between platforms
- By external ramps and footpaths linking Woodbine Terrace and European Way.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR4 6TY


Pallion Station
European way
ramp
up
retail park
N
TVMs
TVMs
1
2
graded footpath to Woodbine Ter.
ramp
up
footpath

Palmersville

Station
- Station is situated on Great Lime Road, with a single entrance approached directly off the road or by a footpath linking it with the adjacent retail and industrial park via stairs or ramp on to Great Lime Road.
- There are no parking facilities.

Access to ticketing concourse
- Level access off paved forecourt.

Ticketing concourse
- Ticket vending machines are located on left wall.
- There is no help point in ticketing area. The designated meeting point is in the ticket vending machine area.
- Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Stairs and ramp access down to Platform 1 situated to the left.
- Stairs and ramp access down to Platform 2 situated to the right.

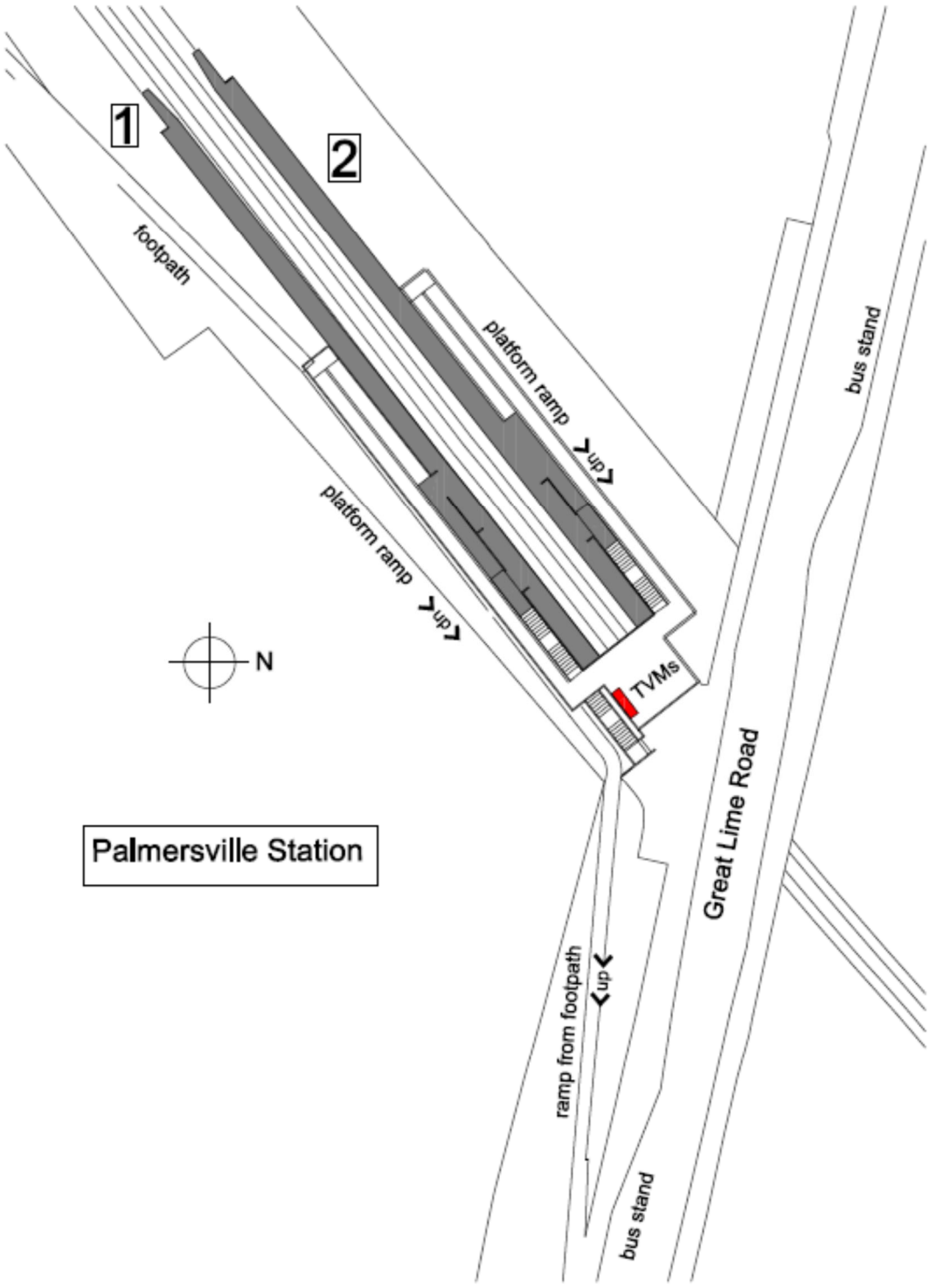
Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay, Wallsend and Newcastle city centre.
- Surface is smooth with white strip on edge.
- Help Point in waiting shelter on each platform.
- Bench style seating.

NB. The step/gap towards Platform 1 may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Via concourse.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE12 9QP


1
2
footpath
platform ramp
up
platform ramp
up
N
TVMs
bus stand
Great Lime Road
Palmersville Station
ramp from footpath
up
bus stand

Park Lane

Station
- This station is an underground one with a main entrance directly off Park Lane bus station and another entrance from Cowan Terrace opposite the Civic Centre.
- There are no parking facilities at the station although there is a public car park in the Civic Centre nearby.

Access to ticketing concourse
- Level access from bus station or stairs from the Cowan Terrace entrance. Note that entrance hall is partially separated from ticket concourse by waist-high barrier.

Ticketing Concourse
- Ticket vending machines are located at either side of the main entrance to the large ticketing concourse, and within the concourse adjacent to the stairs from the Cowan Terrace entrance.
- Help Point located next to ticket vending machine on left side entrance from bus concourse and is the designated meeting area.
- Smartcard validators are located at various locations on the concourse. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

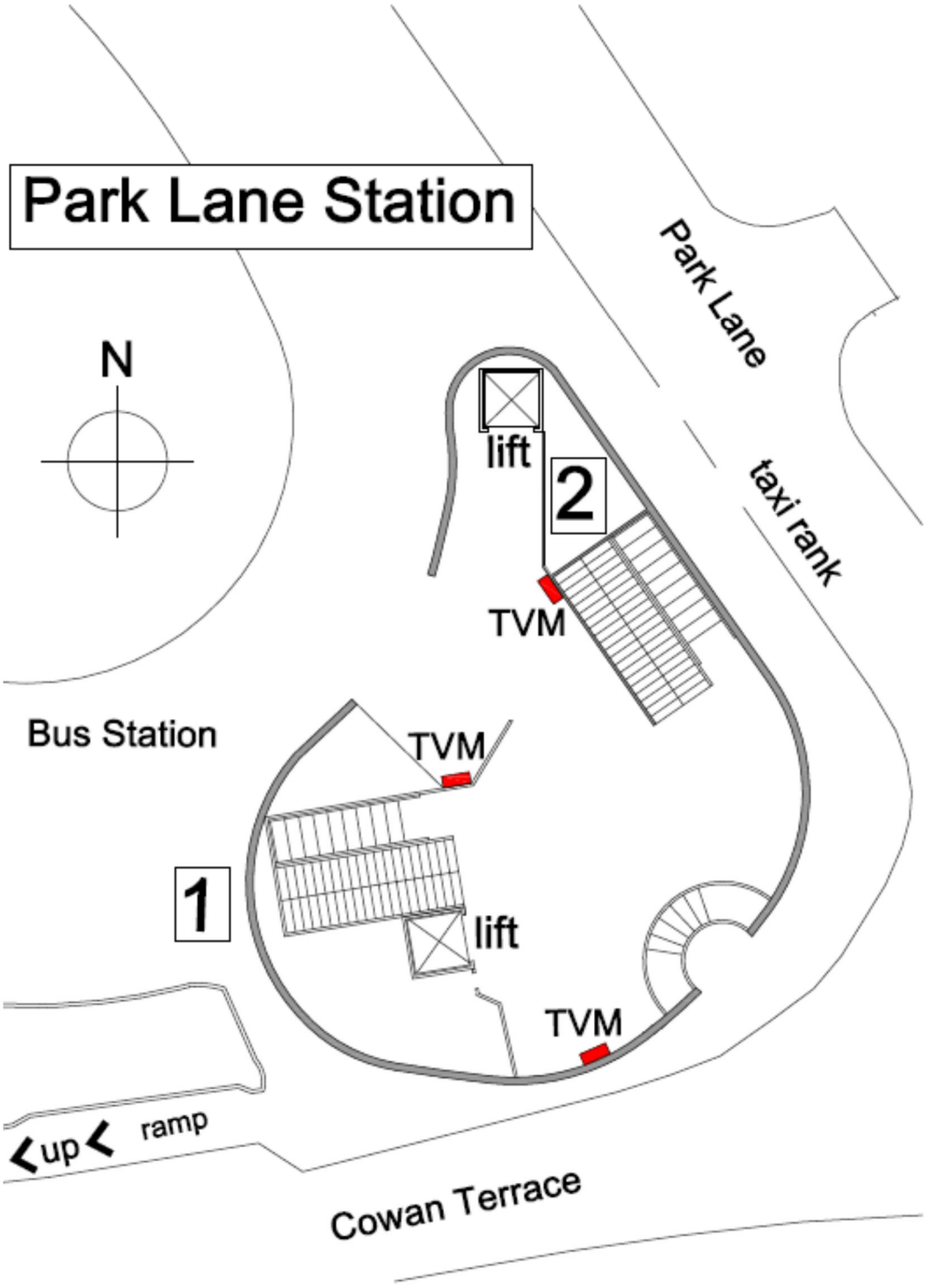
Access to Platforms
- The lift and stairs to Platform 1 are closely adjacent to the right of the concourse.
- The lift to Platform 2 is immediately to the left of the main station entrance. The stairs to Platform 2 are on the left of the ticketing concourse proper.
- There are Up escalators next to the stairs to both platforms.

Platforms
- Platform 1 provides services to South Hylton.
- Platform 2 provides services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- The lift lobbies on the platform provide safe havens (with emergency contact phones) for disabled people in the event of fire.
- Emergency exits, with steps only at both ends of both platforms.
- There are Help Points on both platforms.
- Bench style seating.

Access between platforms
- By lift, stairs or escalator and main ticket concourse.

Other information
- Coffee shop and vape shop on the station concourse.
- Toilets (including accessible facilities with NKS lock) are located on the opposite side of the bus station.
- Park Lane bus station is served by many local and regional bus routes as well as National Express coach services and a taxi rank is located on Park Lane itself.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No designated pick up/set down area.

SR1 3NX


Park Lane Station
N
Park Lane
lift
2
taxi rank
TVM
Bus Station
TVM
1
lift
TVM
up
ramp
Cowan Terrace

Pelaw

Station
- This is an interchange station allowing level cross access for passengers wishing to transfer between the South Shields and Sunderland lines.
- The station is approached via a graded access road from Shields Road, or footpaths from Kirkwood Gardens and Pelaw Way linked by a level footbridge across Metro line.
- There are no parking facilities.

Access to ticket concourse
- Ramp or stair access from footbridge with partial dual-height handrails and resting places on the ramp.

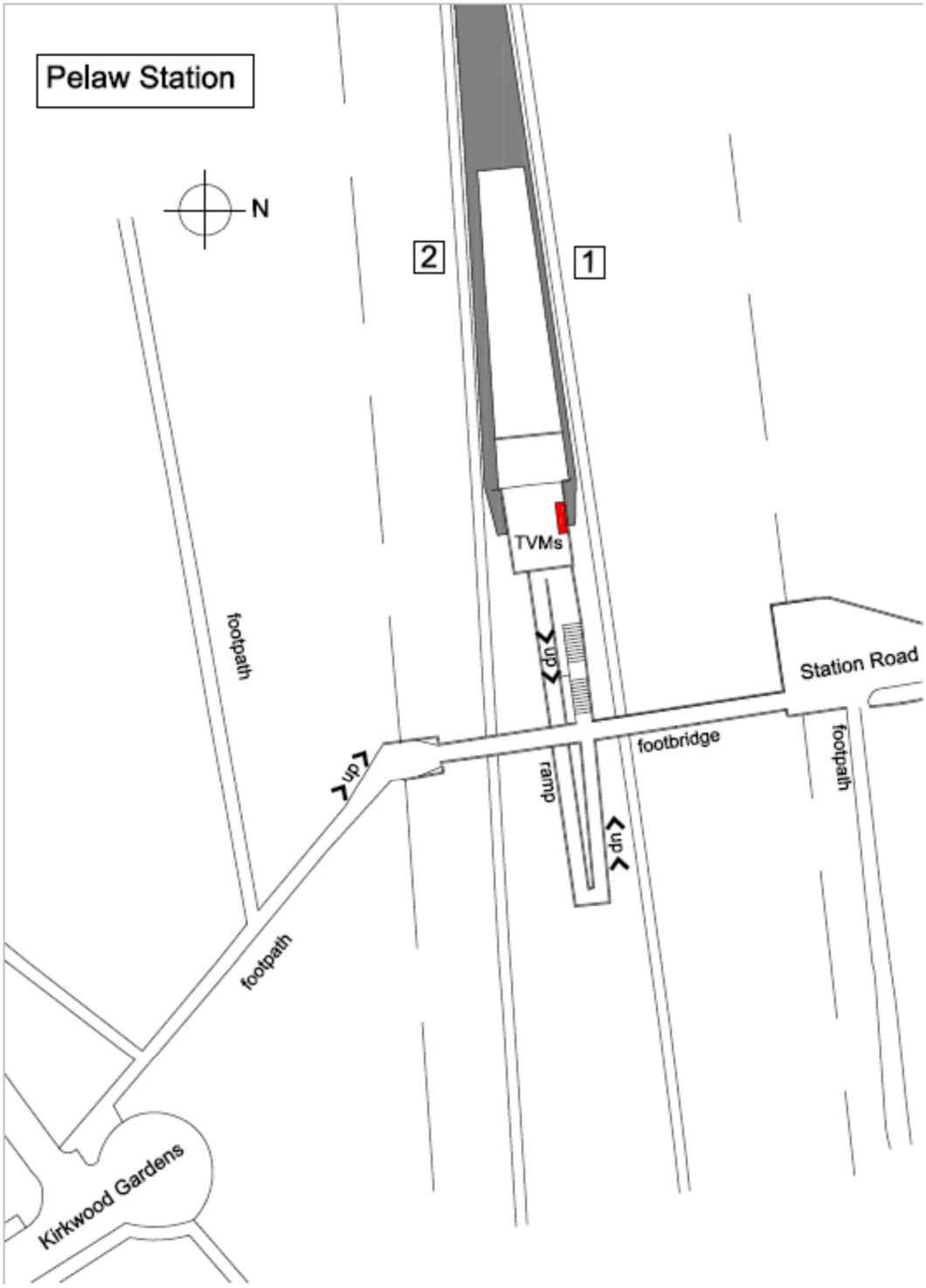
Ticket concourse
- Ticket vending machines located to right of entrance.
- Help Point to the left opposite ticket vending machines and is the designated meeting area.
- Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.
- Vision impaired passengers should beware of bike racks to left of walking route to Platform 2.

Platforms
- Large island platform.
- Platform 1 provides services to South Shields and South Hylton via Sunderland city centre.
- Platform 2 provides services to the St James via Newcastle city centre, South Gosforth, Whitley Bay and Wallsend and to Airport via Newcastle city centre and South Gosforth.
- Straight ahead, between the two platforms there is a large, enclosed waiting room with automatic doors and seating.
- Rough concrete surface with tactile warning strip and concrete slab edge and white strip.
- Bench style and standard style seating.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/drop off point.

NE10 0RH


Pelaw Station
N
2
1
TVMs
footpath
up
Station Road
footbridge
footpath
up
ramp
up
footpath
Kirkwood Gardens

Percy Main

Station
- Station is located on bridge and embankment over Station Road with separate entrances for each platform.
- Platform 1 is approached by stairs or by an inclined access road off Station Road
- There are 6 unclassified parking bays and 2 designated accessible parking spaces and a pickup/set down area available at the Platform 1 entrance.
- Platform 2 is directly accessed by stairs or multi-deck ramp off Burdon Street.

Access to ticketing areas
- Platform 1 has level access off forecourt.
- Platform 2 is accessed directly off stairs and ramp.

Ticketing areas
- Platform 1 ticket vending machines and Help Point are situated on wall to the right of entrance. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticketing area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines and Help Point are situated on wall facing entrance. Smartcard validators are located at the entrance to the compulsory ticketing area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access from ticketing area.

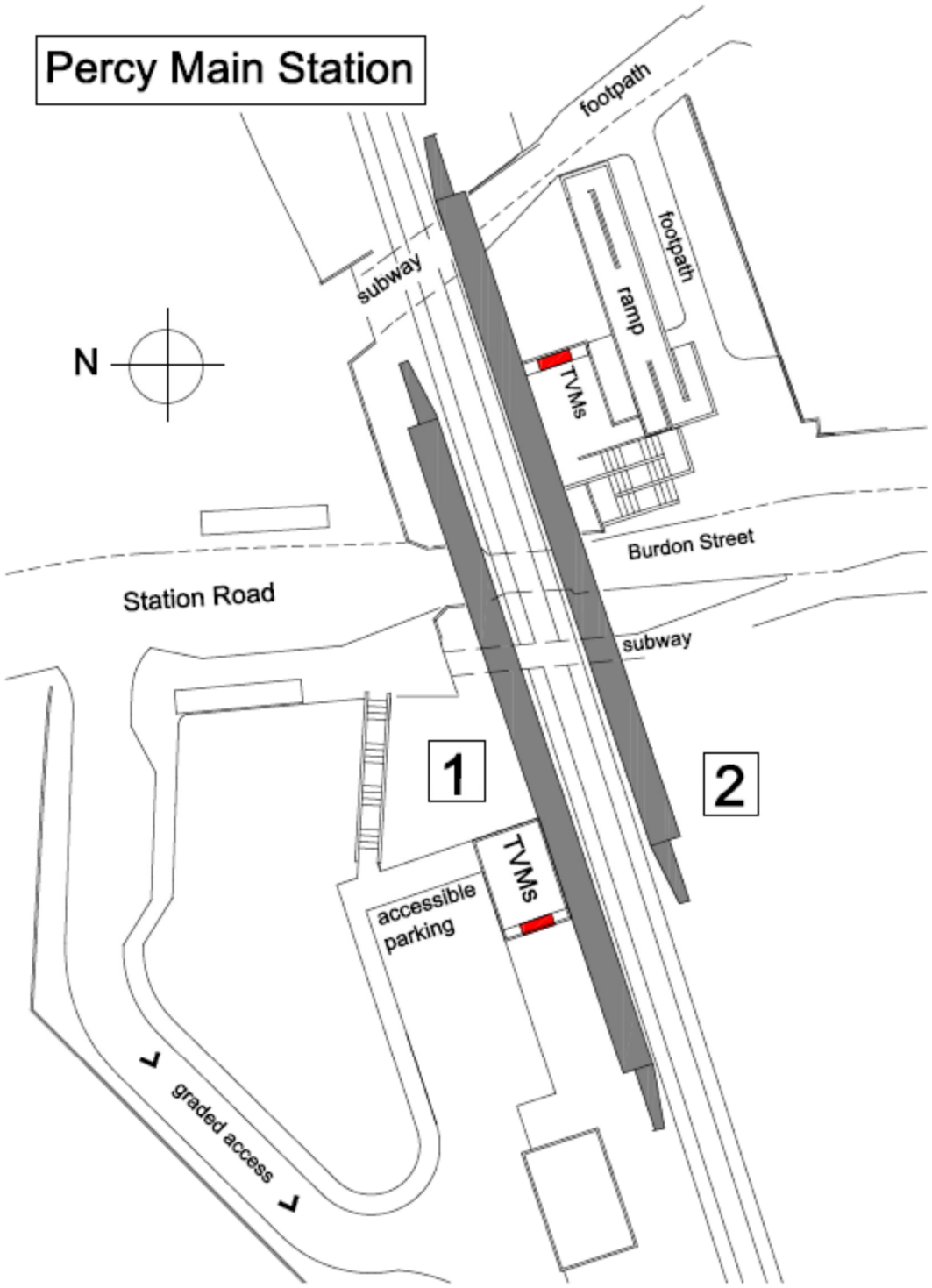
Platforms
- Platform 1 provides services to South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- Anti-slip surface with tactile warning strip, grooved edge and white strip.
- Bench style seating.

NB. The gap on Platform 2 can cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- At ground level via Station Road/Burdon Street or adjacent subway.
- Crossing points with dropped kerbs.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.

NE29 6HN


Percy Main Station
footpath
subway
ramp
footpath
N
TVMs
Burdon Street
Station Road
subway
1
2
TVMs
accessible
parking
graded access

Regent Centre

Station
- This station is located within a bus interchange on the west side of the Great North Road.
- The single entrance to the station is approached from the south via the access road near the junction of Regent Farm Road and the Great North Road.
- From the north, a footpath links directly to the Great North Road.
- Note that footpaths in either direction cross twin access roads into and out of multi-storey car park.
- Multi-storey car park over station with 183 unclassified parking spaces and 8 designated accessible parking bays on bottom level. Road access to car park is from south only. Note that for accessible parking, passengers must use the level access on the right, not the ramped access on the left. There are no lifts within the car park.
- Externally, there are light-controlled crossings over the Great North Road and there is also a subway under the road, accessed by stairs or ramp.

Access to ticketing concourse
- Level access from forecourt.

Ticketing Concourse
- Ticket vending machines situated to left of entrance.
- Help Point situated to right of entrance and is the designated meeting area.
- Smartcard validators are located at the entrance to the compulsory ticketing area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

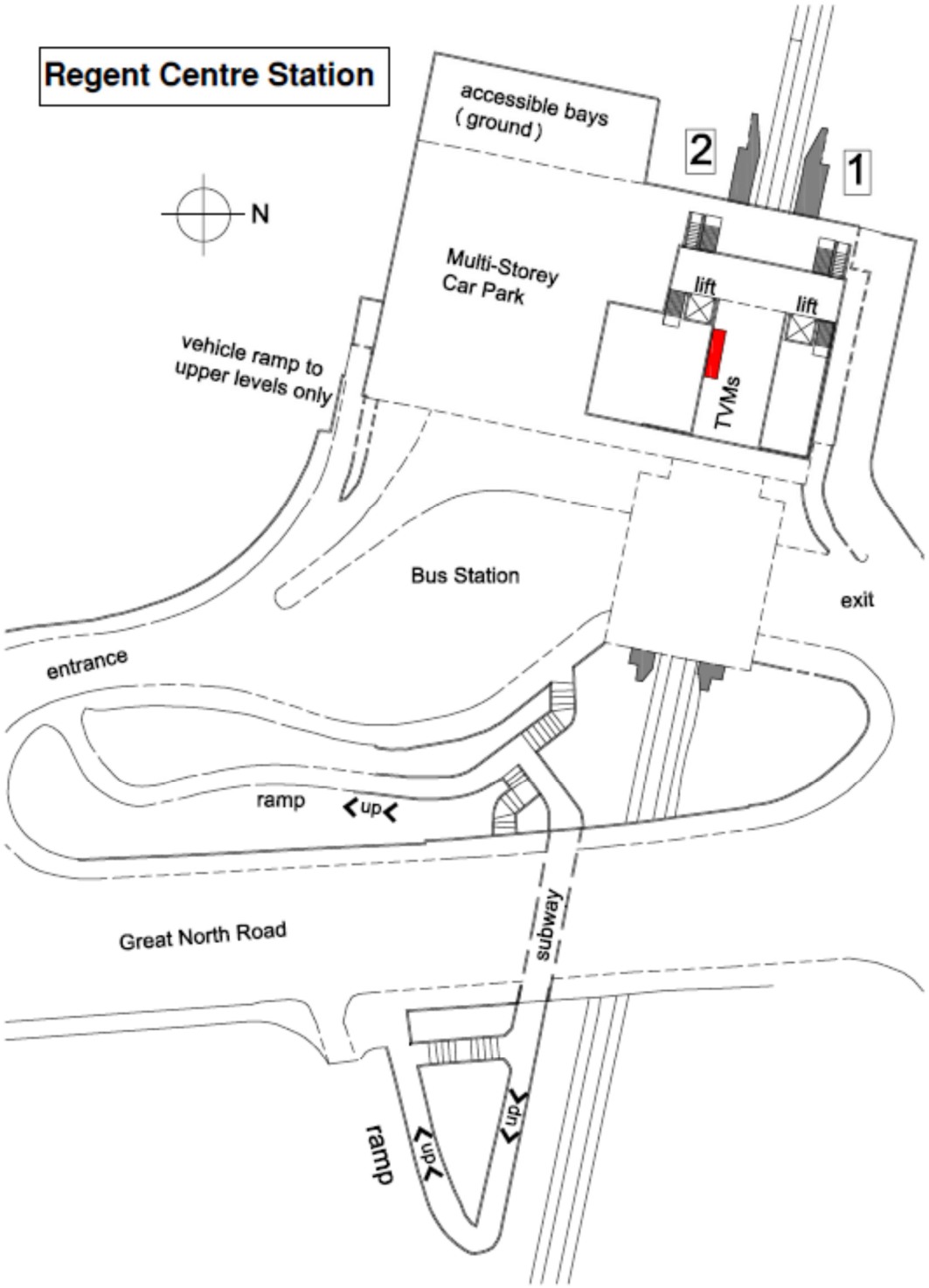
Access to platforms
- Lift and stairs to Platform 1 are to the right.
- Lift and stairs to Platform 2 are to the left.
- There is also an escalator (Up only) from each platform.

Platforms
- Platform 1 provides services to South Hylton via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to the Airport.
- Help Points on both platforms.
- Surface is red tarmac with grooved concrete edge and white strip.
- Bench and flip-up style seats.

Access between platforms
- Via ticket concourse.

Other information
- ATM and newsagent on concourse
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE3 3PF


Regent Centre Station
accessible bays
(ground)
2
1
N
Multi-Storey
Car Park
lift
lift
TVMs
vehicle ramp to
upper levels only
Bus Station
exit
entrance
ramp
up
Great North Road
subway
ramp
up
up

Seaburn

Station
- The station is situated on the north side of Station Road with separate entrances to each platform off the Fulwell Bridge.
- There is a small car park on the Alston Crescent side of the station with 8 unclassified parking bays and 2 designated accessible bays.

Access to ticketing areas
- Ramp or lift access to platforms.
- Both ramps have steep gradients with no resting places.

Ticketing areas
- There are two ticketing areas on each platform; at the foot of the ramp and outside the lift.
- Platform 1 ticket vending machines and Help Point are on right from both lift and ramp.
- Platform 2 ticket vending machines and Help Point on left from both lift and ramp.
- Smartcard validators are located at both entrances to the compulsory ticket area and also at the foot of each ramp. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

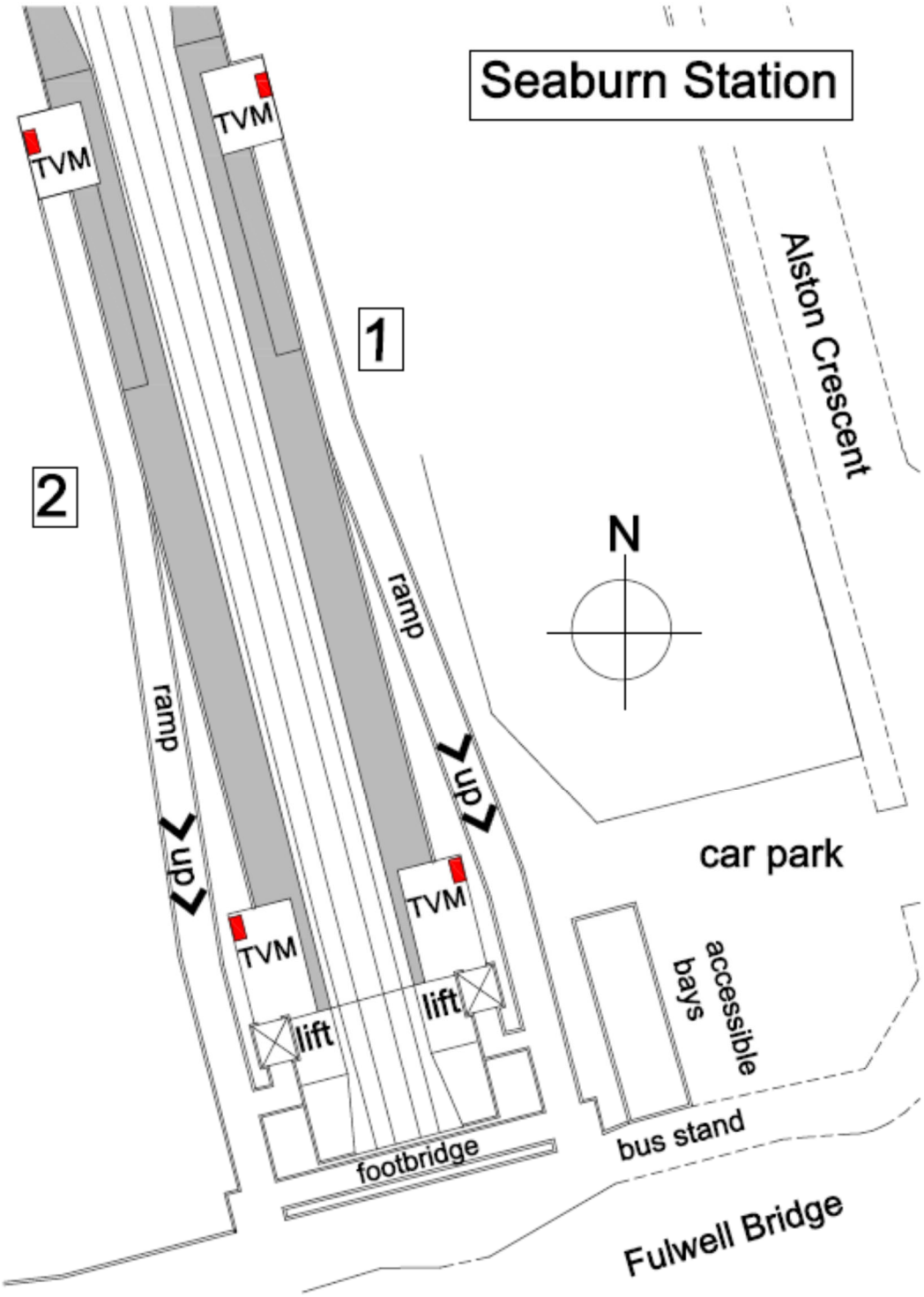
Access to Platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton via Sunderland city centre.
- Platform 2 provides services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- Shelters with seating.
- Slightly rough surface, with tactile warning strip and white edging.
- Bench style seating.

Access between platforms
- Ramp/lifts and footbridge access.

Other
- Newsagent in car park.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR6 9AA


Seaburn Station
TVM
TVM
1
2
Alston Crescent
N
ramp
ramp
up
up
car park
TVM
TVM
lift
lift
accessible bays
bus stand
footbridge
Fulwell Bridge

Shiremoor

Station
- The station is situated on Park Lane with separate entrances to each platform.
- Access to Platform 1 is off Park Lane either by an inclined footway and access road, stairs off the Park Lane bridge, or by footpath from Etal Crescent.
- Car park adjacent to Platform 1 via road off Park Lane with 19 unclassified bays and 1 designated accessible parking bay.
- Access to Platform 2 is by ramp off Park Lane or by footpath from Earsdon Road via health centre.

Access to ticketing areas
- Platform 1 no dropped kerbs from car park but otherwise level
- Platform 2 ramp access from Park Lane has guard-rails only but entrance off ramp and footpath is level.

Ticketing areas
- Platform 1 ticket vending machines located to the left from entrance. Smartcard validators are located in the centre of the entrance to the compulsory ticketing area. Due to their location please exercise caution. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 1 Help Point at far end of shelter, turn left on entering platform. The Help Point is the designated meeting area.
- Platform 2 ticket vending machines located to the right from entrance. Smartcard validators are located in the centre of the entrance to the compulsory ticketing area. Due to their location please exercise caution. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 Help Point immediately to the left of the entrance to platform. The Help Point is the designated meeting area.

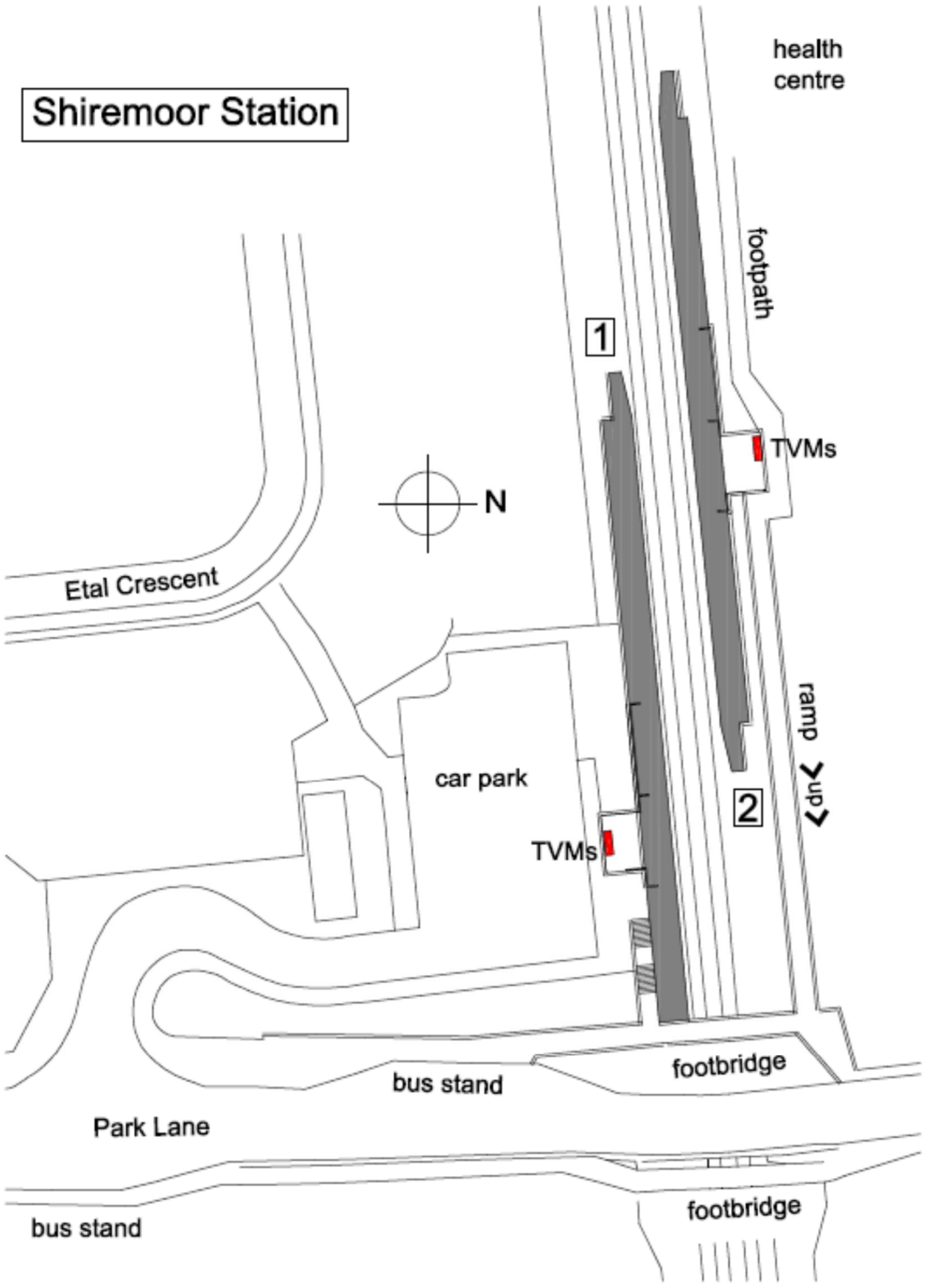
Access to platforms
- Level access

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay, Wallsend and Newcastle city centre.
- Shelters.
- Smooth surface with white strip on edge.
- Bench style seating.

Access between platforms
- Via Park Lane bridge.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/drop off point.

NE27 0NT


Shiremoor Station
health centre
footpath
1
TVMs
N
Etal Crescent
car park
TVMs
2
ramp
up
footbridge
bus stand
Park Lane
bus stand
footbridge

Simonside

Station
- Station is located off Wenlock Road with separate entrances to each platform.
- Access is via public footpaths on either side of Metro linking Wenlock Road with Newcastle Road with ramps and stairs off to platform level.
- From Wenlock Road access on to both footpaths are level, but at Newcastle Road access on to the Platform 1 footpath, adjacent to churchyard, is by stairs only.
- There are no parking facilities.

Access to ticketing areas
- From both footpaths access is downstairs or ramps, each with landings and double handrails. Stairs have tactile paving at top and bottom.

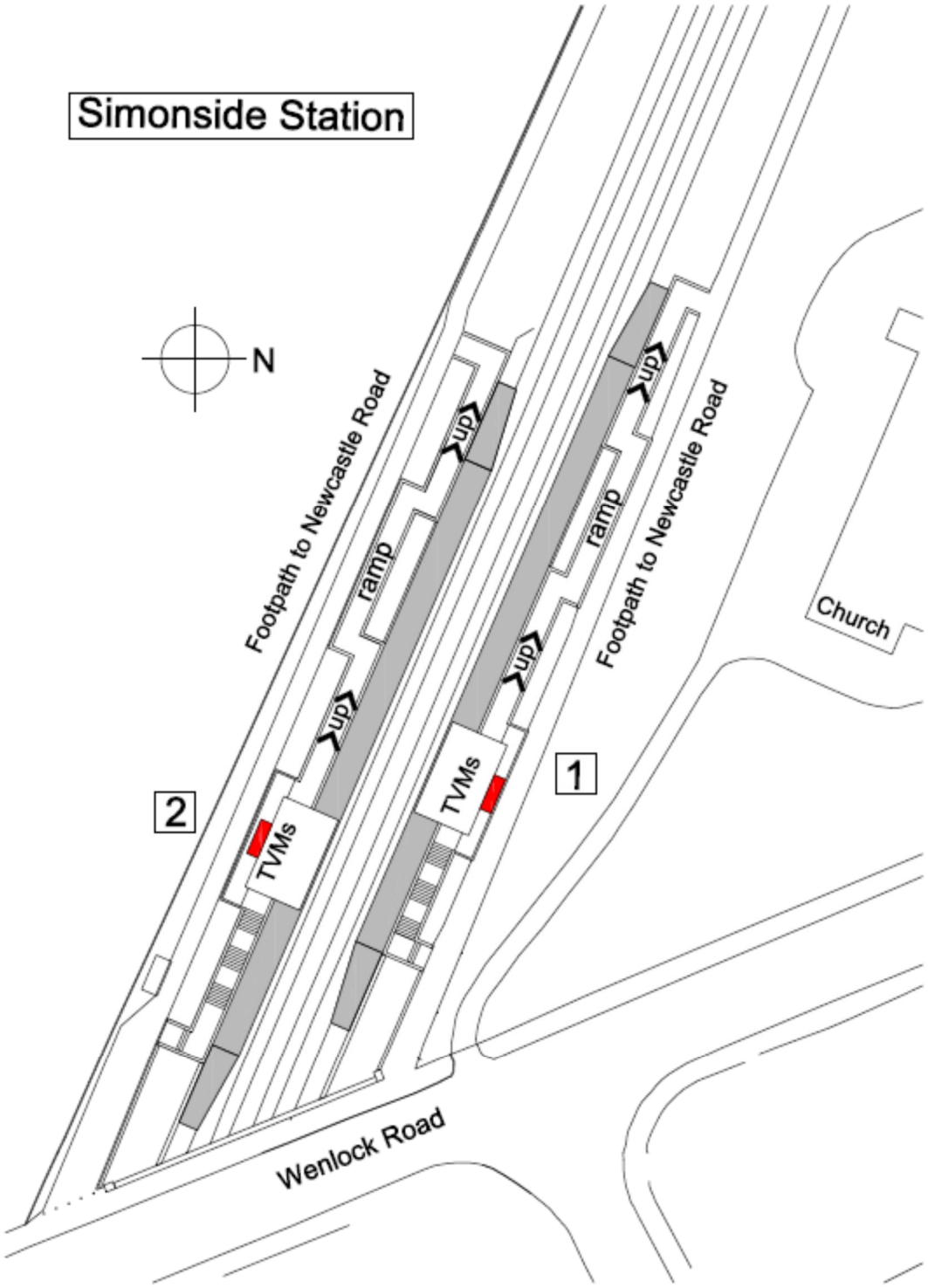
Ticket areas
- On both platforms ticket vending machines are at rear of concourse with Help Points adjacent to foot of steps. The Help Point is the designated meeting area.
- Smartcard validators are located at the entrances to the compulsory ticket areas. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access between platforms
- Via Wenlock Road bridge

Platforms
- Platform 1 provides services to South Shields.
- Platform 2 provides services to St James via Pelaw, Newcastle city centre, South Gosforth and Whitley Bay.
- Brushed concrete with tactile paving behind flat slab and white strip edge.
- Bench style seating with backs.

Other information
- Pedestrian crossings near each footpath to platform entry.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE34 9BA


Simonside Station
N
Footpath to Newcastle Road
ramp
up
up
up
up
TVMs
TVMs
2
1
Footpath to Newcastle Road
Church
Wenlock Road

South Gosforth

Station

- Station is situated on Station Road with separate entrances for each platform, linked by a footbridge with stairs.
- This is an interchange point allowing passenger's access between the St James and Airport line.
- There is a pickup/set down area accessible from Station Road beside Platform 1 on Balmoral Terrace but no parking facilities.

Access to Ticketing areas

- Entrance to Platform 1 is directly off Balmoral Terrace with level access and dropped kerbs.
- Access to Platform 2 is via a short steep access road off Station Road and narrow footpath with handrail. There are also stairs down from Station Road bridge.

Ticketing areas

- Platform 1 ticket vending machines are located on right at entrance and Help Point straight ahead. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to both the station and the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines on left at entrance. Smartcard validators are located at the entrance to both the station and the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- There is no Help Point on Platform 2 ticketing area. The designated meeting point is in the ticket vending machine area.

Access to platforms

- Ramp access leading to Platform 1.
- Level access to Platform 2.

Platforms

- Platform 1 provides services to South Shields and South Hylton via Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Whitley Bay or to the Airport.
- Help point halfway along both platforms.
- Tarmac surface with tactile and grooved concrete edge.
- Bench style seating.

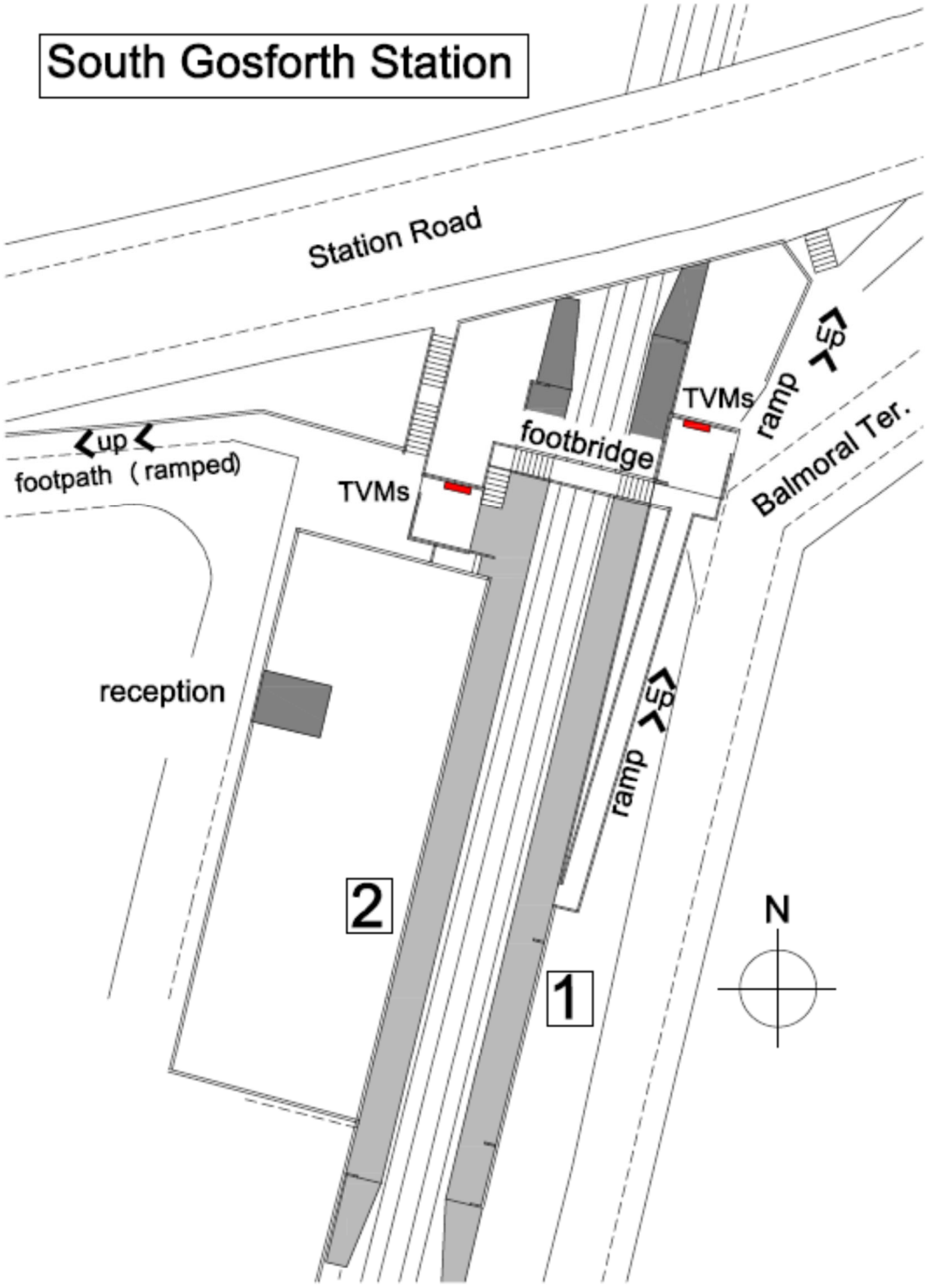
Access between platforms

- Access is via a footbridge with stairs at each side.
- The alternative for wheelchair users is to travel via Station Road, with ramp access off Balmoral Terrace (on Platform 1 side) and the access road to Platform 2.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.

NE3 1PZ


South Gosforth Station
Station Road
up
footpath (ramped)
TVMs
footbridge
TVMs
ramp
down
Balmoral Ter.
reception
ramp
up
2
1
N

South Hylton

Station
- Station is situated on Station Terrace at the foot of Hylton Bank.
- There is a small car park with 24 unclassified parking bays and 2 designated accessible bays.

Access to ticketing areas
- This is a terminal station and there is only one platform. Access is via ramp from street or short flight of steps from car park.

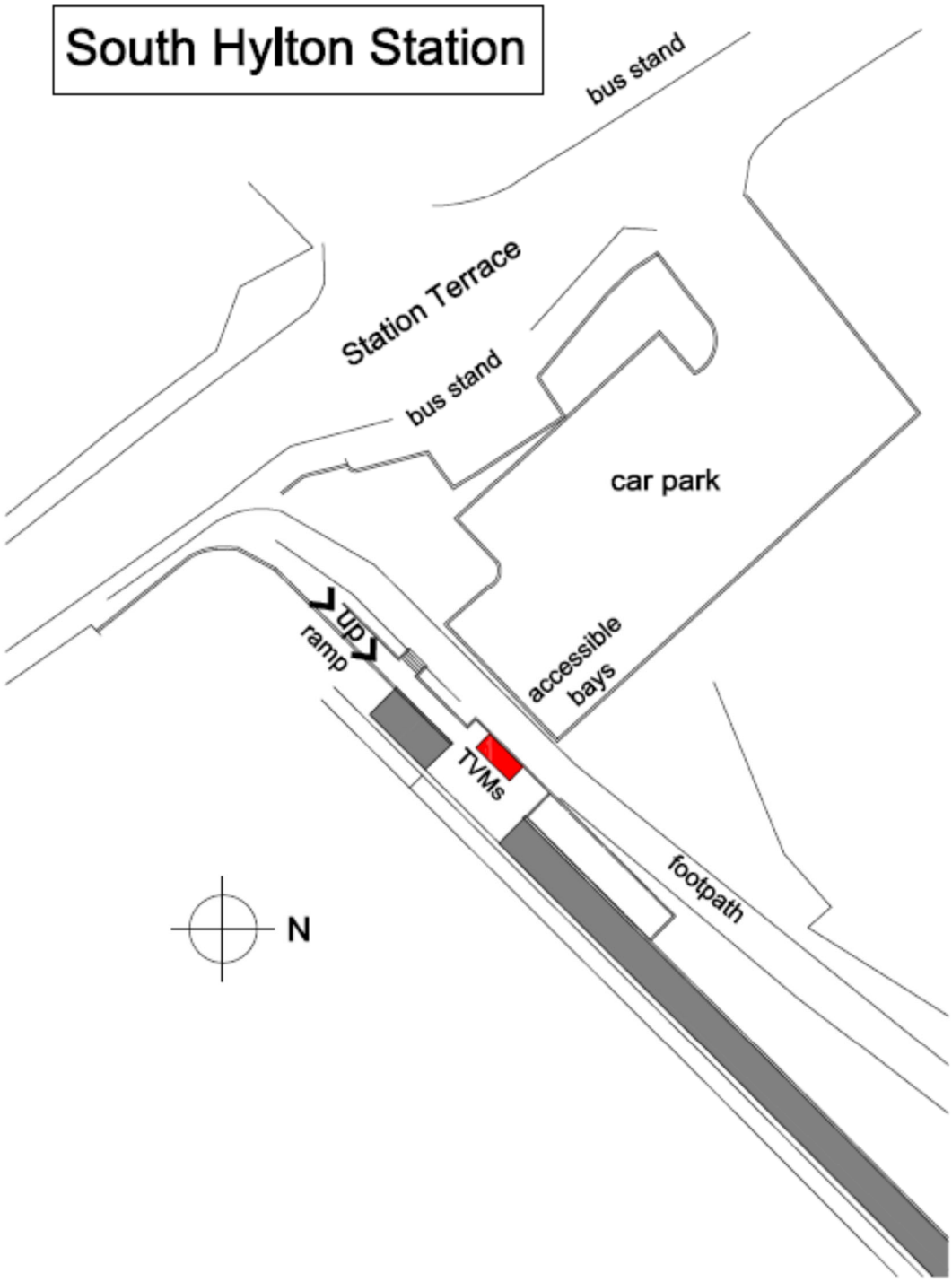
Ticketing areas
- Ticket vending machines and Help Point are on left from entrance.
- The Help Point is the designated meeting area.
- Smartcard validators are located at the entrance to the compulsory ticketing area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to Platforms
- Level access.

Platform
- Platform 2 provides a service to Airport via Sunderland city centre, Pelaw, Newcastle city centre and South Gosforth.
- Shelter with seating,
- Slightly rough surface, with tactile warning strip and white edging.
- Bench style seating.

Other information
- Light-controlled crossing immediately adjacent exit ramp.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR4 0RR


South Hylton Station
bus stand
Station Terrace
bus stand
car park
up
ramp
accessible
bays
TVMs
footpath
N

South Shields

Station

- Station is terminus interchange with single platform located just off Keppel Street.
- Direct access to station is via entrances at Keppel Street and William Street.
- Two car parks maintained by South Tyneside Council located near Mile End Road. The first car park has 60 unclassified parking bays and the second adjacent has 10 designated accessible parking bays.

Access to ticketing areas

- Keppel Street and William Street entrances are step free, to the interchange, with a flight of stairs, escalators and lift to the concourse level/ticketing area.

Ticketing areas

- Ticket vending machines are on concourse level and Help points on both concourse and platform level. Smartcard validators are located at the entrance to the compulsory ticketing area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

Access to platform

- From concourse. Concourse accessible by flight of stairs, escalator and lift from bus interchange on ground level.

Platform

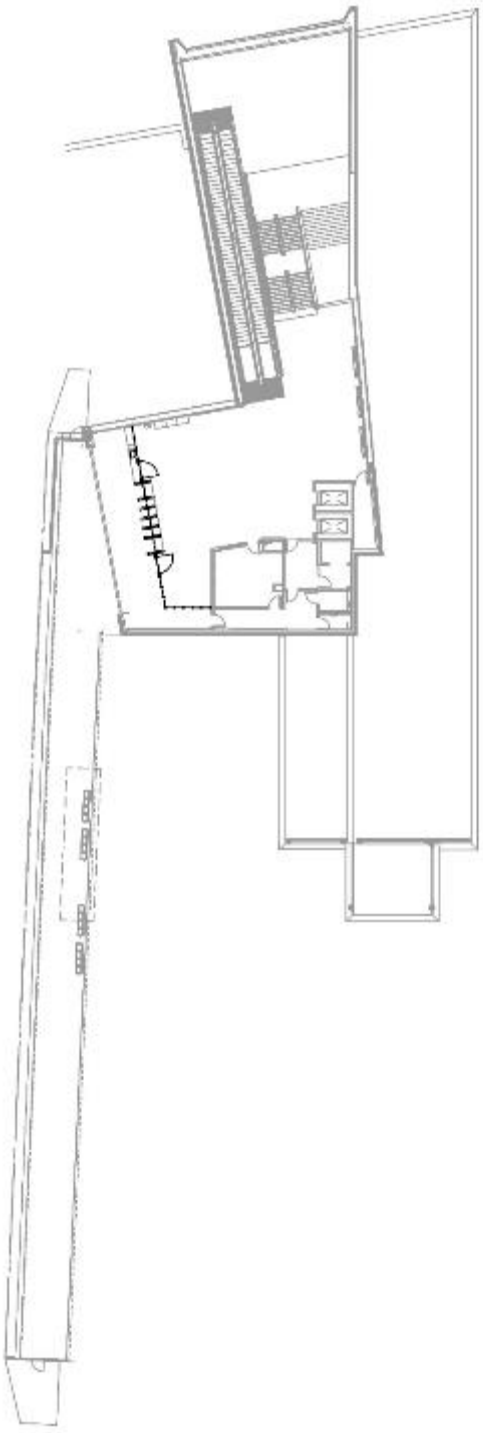
- Platform 2 provides a service to St James via Pelaw, Newcastle city centre, South Gosforth and Whitley Bay.
- Tarmac surface with grooved concrete edge and white strip.
- Bench style seating with backs.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.

NE33 1BU

Keppel Street.



Upper level.
Metro concourse
and platform.

St James

Station
- Underground station on Gallowgate with single entrance.
- Access to station is by footways with tarmac surface from Gallowgate, St Andrews Street or by stairs from Strawberry Place.

Access to ticketing concourse
- Level access off forecourt.

Ticketing Concourse
- Ticket vending machines to left of concourse.
- Help Point located opposite ticket vending machines and is the designated meeting point.
- Platform access via ticket gate-line with smartcard validators. Smartcard customers should always touch their smartcard on validators when entering or leaving the station. When the gates are closed, passengers with paper tickets purchased from Metro simply need to pass their ticket through the ticket feeder on the front of each gate in order to get through.

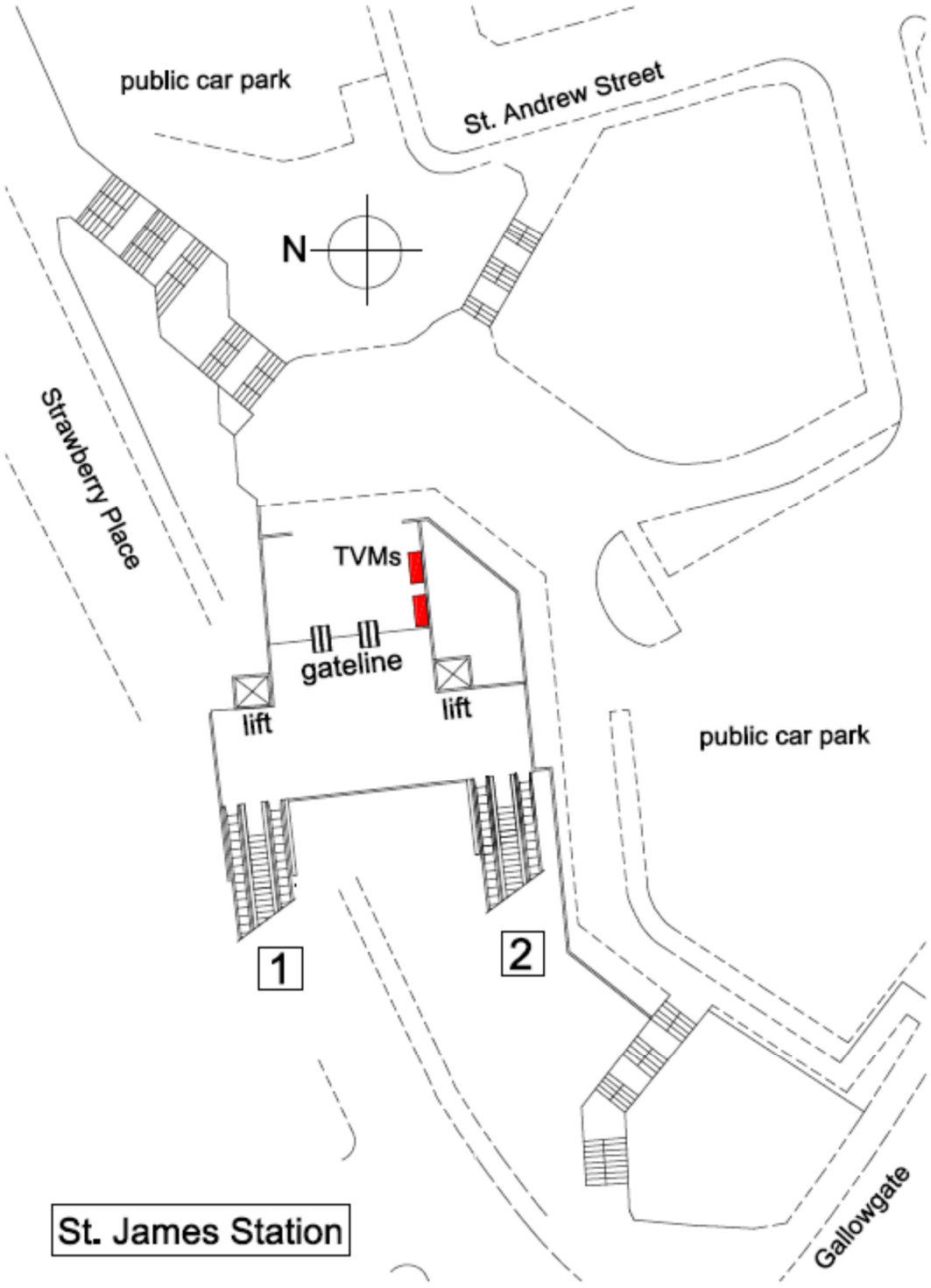
Access to platforms
- Via gate-line then stairs/escalators/lifts to both platforms.
- Platform 1 to right, Platform 2 to left.
- This is a terminus station with trains departing from either platform. Passengers should wait on concourse until advised by indicator and public address which platform will be used for the next departure.

Platforms
- Both platforms provide a service to South Shields via Whitley Bay, South Gosforth, Newcastle city Centre and Pelaw.
- Help Points on both platforms.
- Smooth surface, slightly inclined edge with coloured strip.
- Bench and flip-up style seating.

Access between platforms
- Via concourse

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE1 4SQ


public car park
St. Andrew Street
N
Strawberry Place
TVMs
gateline
lift
lift
public car park
1
2
St. James Station
Gallowgate

St Peter's

Station

- Station is situated on top of railway viaduct on west side of North Bridge Street with separate entrances to each platform.
- There are light controlled crossings or a subway to access the east side of North Bridge Street.
- There is a small public car park with operated by Sunderland City Council with 23 unclassified bays and 4 designated accessible bays to the west of the station via Sheepfolds North. Note that the ramp linking the car park with the station is quite steep.

Access to ticketing areas

- Lift or stair access up to both platforms. Note that there is a pronounced slope down to the Platform 2 lift at ground level.
- Both sets of stairs have dual height handrails in both sides.

Ticketing areas

- Ticket vending machines and Help Points are situated to the rear of both ticketing areas.
- The Help Point is the designated meeting area.
- Smartcard validators are located in the centre of the entrances to the compulsory ticket areas. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Bench style seating.

Access to Platforms

- Level access.

Platforms

- Platform 1 provides services to South Hylton via Sunderland city centre.
- Platform 2 provides services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- Shelters with seating.
- A slightly rough surface, with tactile warning strip and white edging.
- The station features extensive use of glazing and glazed surfaces, which may cause some problems with reflections.

Access between platforms

- Use lift/steps and arches under station.

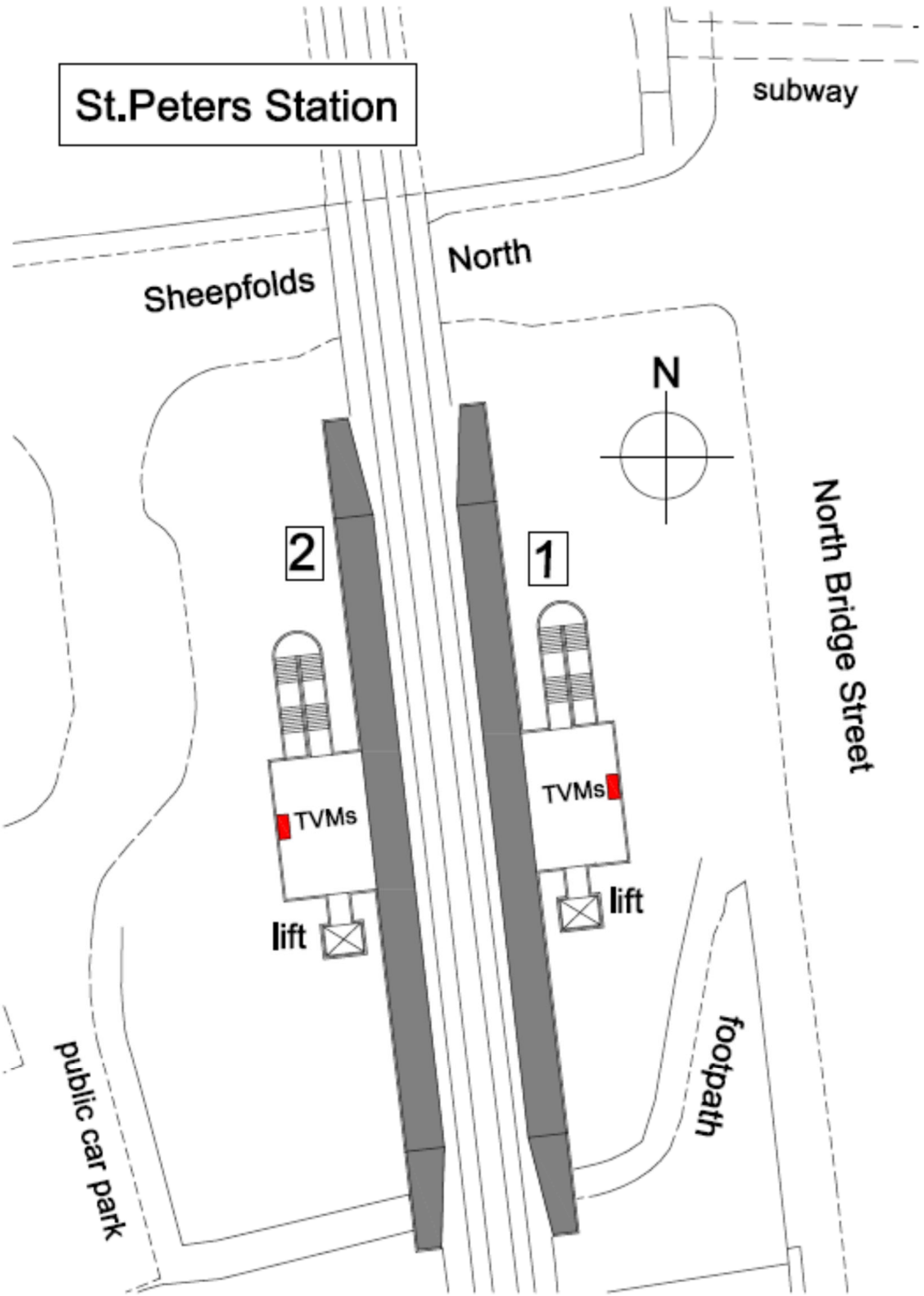
Other information

- This station is more convenient for wheelchair users wishing to access the Stadium of Light rather than the 'Stadium of Light' station.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR5 1AP


St.Peters Station
subway
Sheepfolds
North
N
2
1
TVMs
TVMs
lift
lift
North Bridge Street
public car park
footpath

Stadium of Light

Outside Station
- Located on Newcastle Road with separate entrances to each platform.
- Access to station is via Newcastle Road or Portobello Lane and footpaths from surrounding areas including a direct footpath link from the adjacent supermarket to Platform 1.
- There is a large Park and Ride car park 182 unclassified parking bays, and 12 designated accessible bays situated between Newcastle Road and Platform 2.

Access to ticketing areas
- Short ramp or steps to Platform 2.
- Longer ramp and steps to Platform 1.
- Both ramps and steps have dual height handrails.

Ticketing areas

- On both platforms ticket vending machines are located at the rear of the ticketing area
- On Platform 1 smartcard validators can be found at the entrance to the compulsory ticket area, on Platform 2 they are located at the entrance to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to Platforms
- Level access.

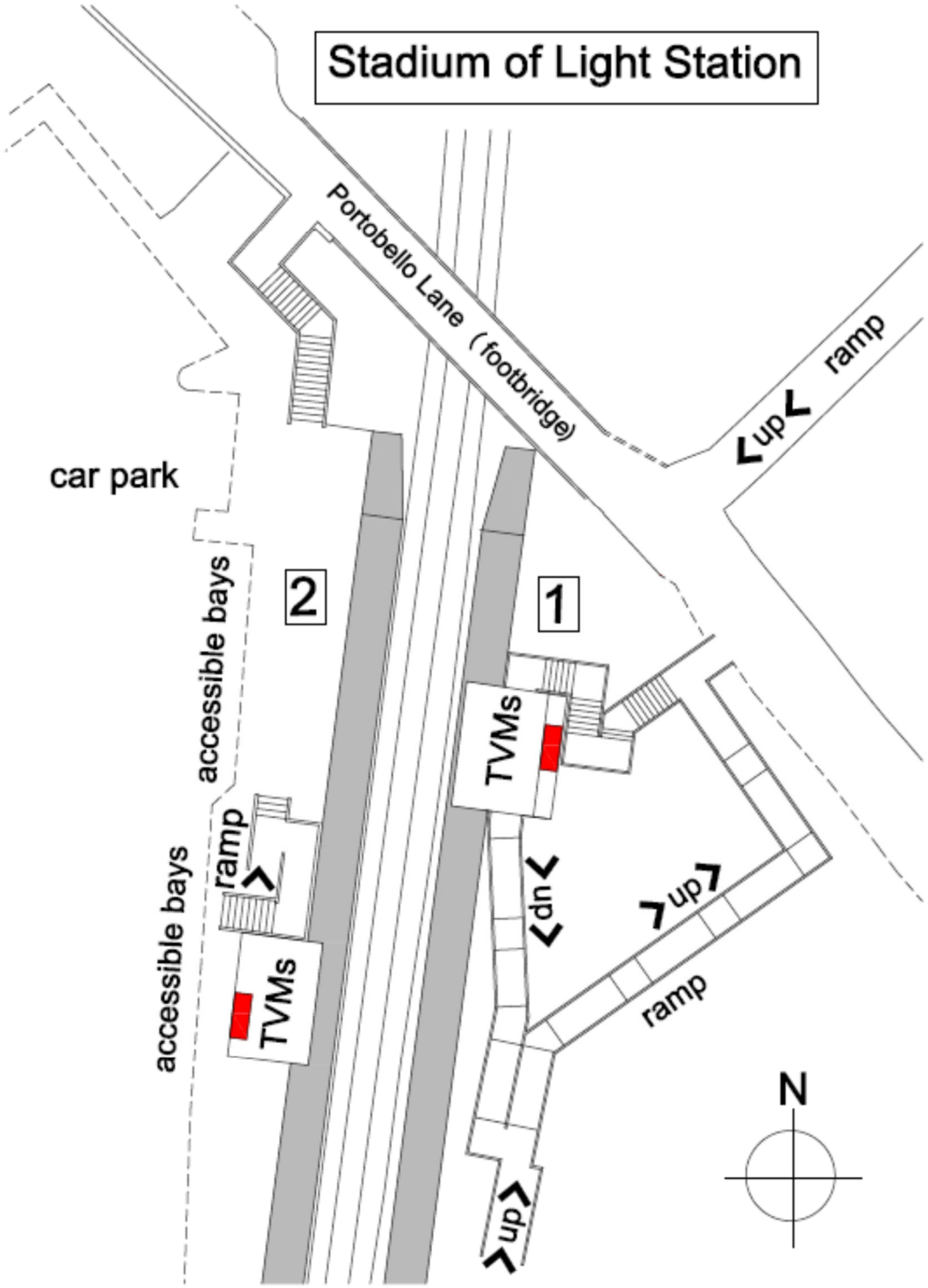
Platforms
- Platform 1 provides services to South Hylton via Sunderland city centre.
- Platform 2 provides services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- Shelters with bench style seating.
- Slightly rough surface, with tactile warning strip and white edging.

NB. Due to the large gap between trains and the platform edge this station may cause problems for unassisted wheelchair users. Wheelchair users wishing to access Sunderland AFC stadium may find St Peter's station provides easier access. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Use ramp/steps and over bridge.

Other information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR6 0DN


Stadium of Light Station
Portobello Lane (footbridge)
up
ramp
car park
accessible bays
2
1
TVMs
ramp
dn
up
accessible bays
TVMs
ramp
N
up
dn

Sunderland

Station

- This is an underground station serving both Metro and mainline trains, and is managed and staffed by Northern Rail, not Metro. The main ticket concourse is situated at street level at the junction of Market Square and Athanaeum Street, but there is also a secondary entrance and ticket concourse at the north end of Market Square off Union Street
- There are no parking facilities.

Access to ticketing areas

- The principal entrance on to the main ticket concourse off Athanaeum Street is level, but a side entrance off Market Square has two steps up from ground level.
- Access to the secondary concourse to the north is level off both Union Street and a back lane leading to Fawcett Street.

Ticketing areas

- In the main concourse Metro ticket vending machines are located at the top of each of the two flights of stairs down to platform level. Metro smartcard validators are also located nearby. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- In the secondary concourse two Metro Ticket vending machines are located against the wall at the right of the stairs to platform level. Note that a third ticket machine standing adjacent is for Northern Rail services only. Metro smartcard validators are situated close to each entrance. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to Platforms

- Stairs are located at either end of the main ticket concourse, and a lift is situated opposite the Northern Rail ticket office. There is also an escalator (up only) connecting the platforms with the concourse.
- Access from the secondary concourse is by lift and stairs. Note that Metro passengers must move from this entrance to the south end of the platform.

Platforms

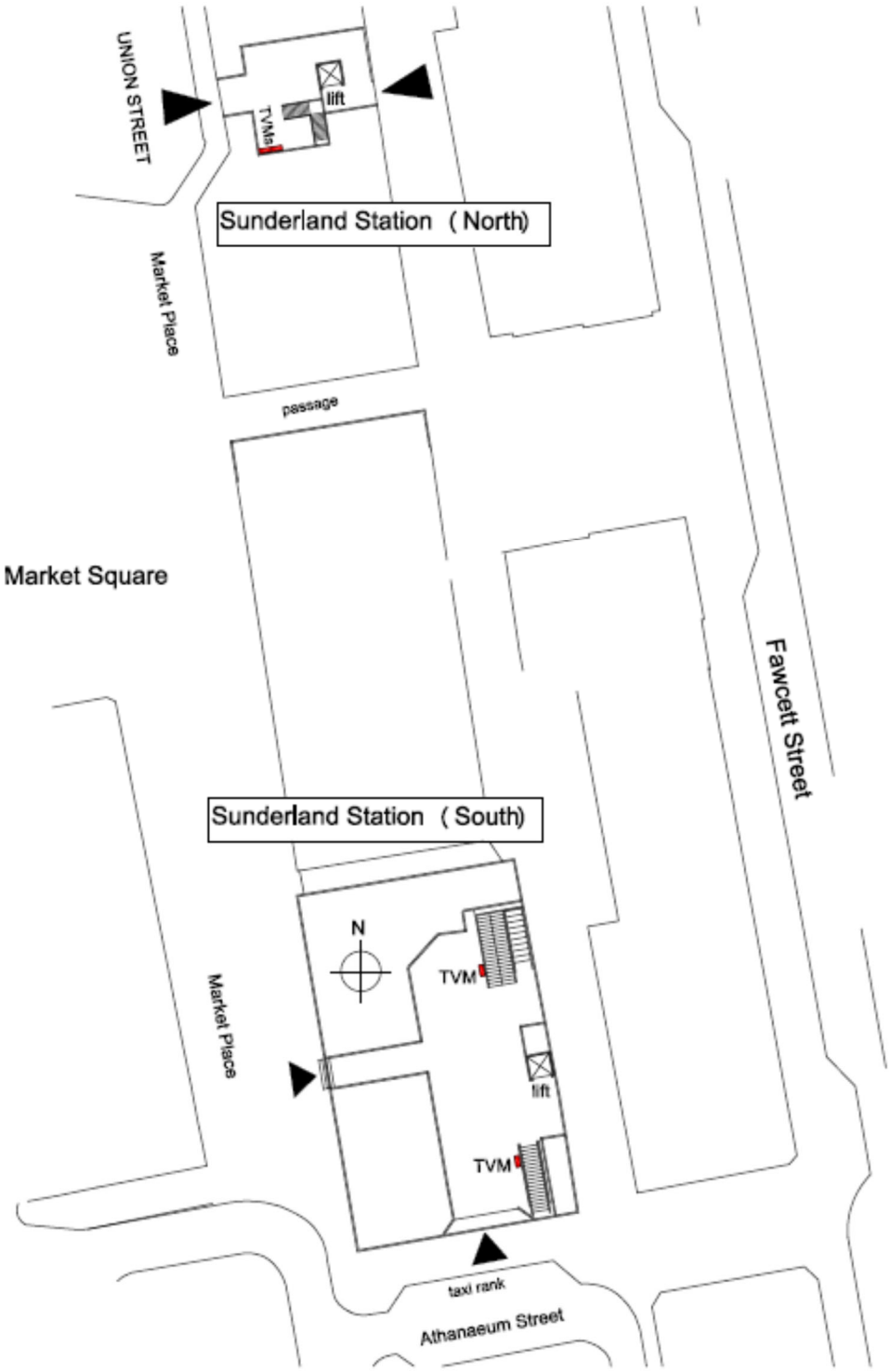
- The station has an island platform with offices and waiting rooms located between its two faces.
- The north end of the island is designated as Platforms 1 and 4 and serves main line rail services only. The south end of the island, under the main concourse, is designated as Platforms 2 and 3 and mainly used for Metro services.
- Note that the platform boundaries are unmarked and that some longer main line services will also use Platforms 2 and 3.
- Platform 2 provides Metro services to South Hylton.
- Platform 3 provides Metro services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- There is an enclosed waiting room adjacent to the main line platforms.
- Bench and standard style seating.

NB. The step/gap at Platform 2 may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.
For boarding mainline trains at Platforms 1 and 4 ramps are available.

Other information

- This station is staffed by Northern Rail.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR1 3HS


UNION STREET
lift
TVMs
Sunderland Station (North)
Market Place
passage
Market Square
Fawcett Street
Sunderland Station (South)
N
TVM
Market Place
lift
TVM
taxi rank
Athanaeum Street

Tyne Dock

Station

- The station is situated immediately north of Boldon Lane with ramped footpath access from Boldon Lane to separate entrances on each platform.
- Both footpaths also continue on to connect with a subway passing under the Metro at the north end of the station, linking Olive Street with Whitehead Street.
- There is direct access to Platform 1 off Whitehead Street.
- Note that both footpaths from Boldon Lane are steep in places.
- There is a public car park operated by South Tyneside Council on Whitehead Street opposite the Platform 1 entrance with 34 unclassified parking bays.

Access to ticketing areas

- Platform 1 has level access off Whitehead Street.
- Platform 2 has ramp access from footpath.

Ticketing areas

- Platform 1 ticket vending machines are situated on left of entrance with Help Point alongside. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated at the rear of the ticketing area with Help Point at the right side of the entrance on to the platform. Smartcard validators are located at both entrances to the station. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services to South Shields.
- Platform 2 provides services to St James via Pelaw, Newcastle city centre, South Gosforth and Whitley Bay.
- Red tarmac surface with grooved concrete edge and white strip.
- Bench style seating.

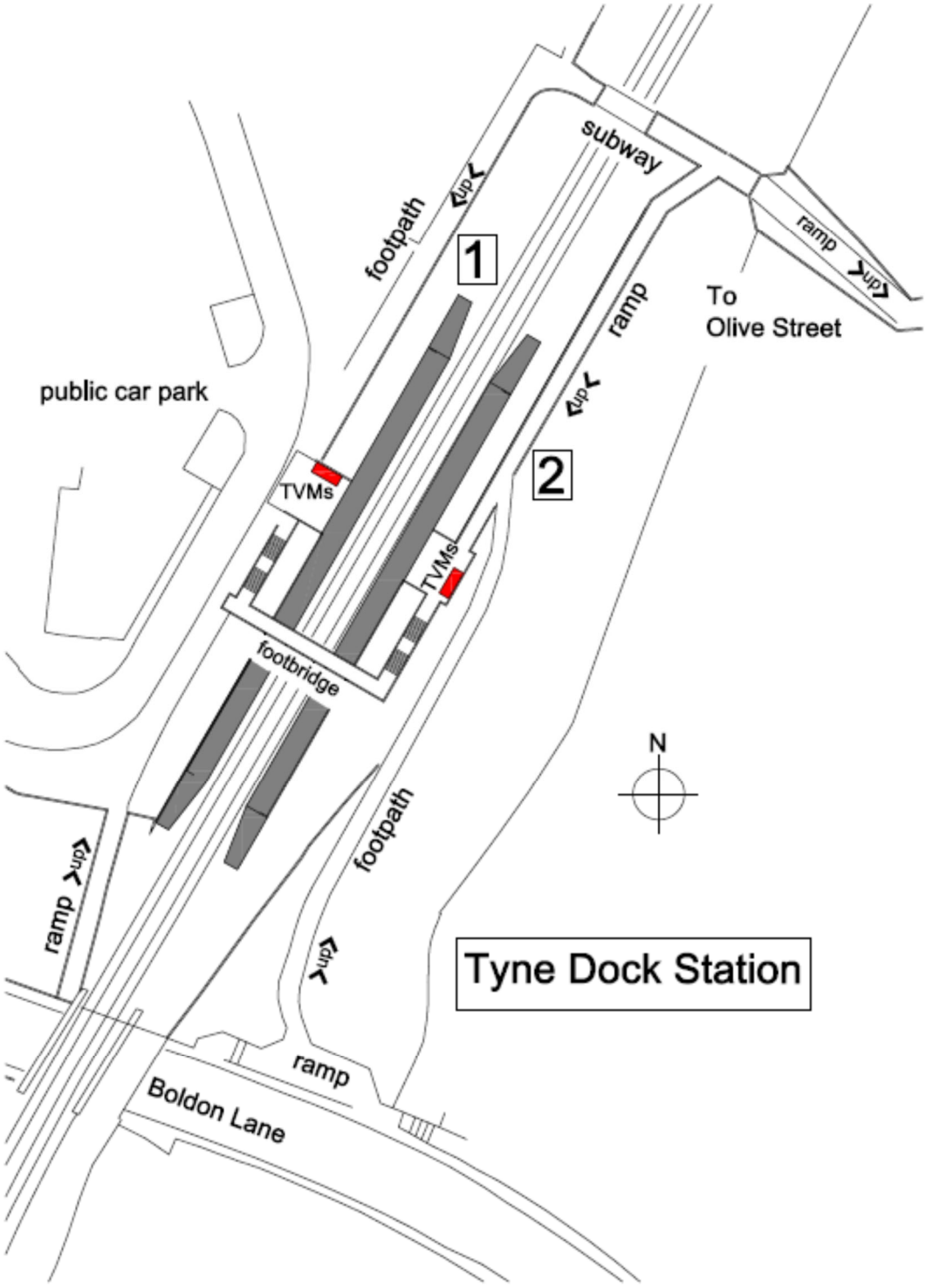
Access between platforms

- Direct transfer is by means of a footbridge accessed only by stairs at either side. Otherwise, passengers should use the Olive Street subway situated at the north end of the station.

Other information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE34 0AE


subway
footpath
up
1
ramp
down
To
Olive Street
ramp
up
public car park
2
TVMs
TVMs
footbridge
N
footpath
ramp
down
Tyne Dock Station
up
ramp
Boldon Lane

Tynemouth

Station
- Station is situated on Station Terrace with separate entrances to each platform.
- Access to Platform 1 is by steps from Birtley Avenue or down the lengthy inclined station approach road from Manor Road. Note that the footway is long and narrow with an uneven surface.
- Car parking operated by Station Developments (a private company) is available outside the station on Platform 1 side only. There are 71 unclassified parking bays and 3 designated accessible bays.
- Access to Platform 2 is directly off Station Terrace.

Access to ticketing areas
- Level access.

Ticketing areas
- On both platforms ticket vending machines and Help Points are located under the footbridge spanning the platform entrances.
- The Help Point is the designated meeting area.
- Smartcard validators are located by the entrances to the compulsory ticket areas. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.

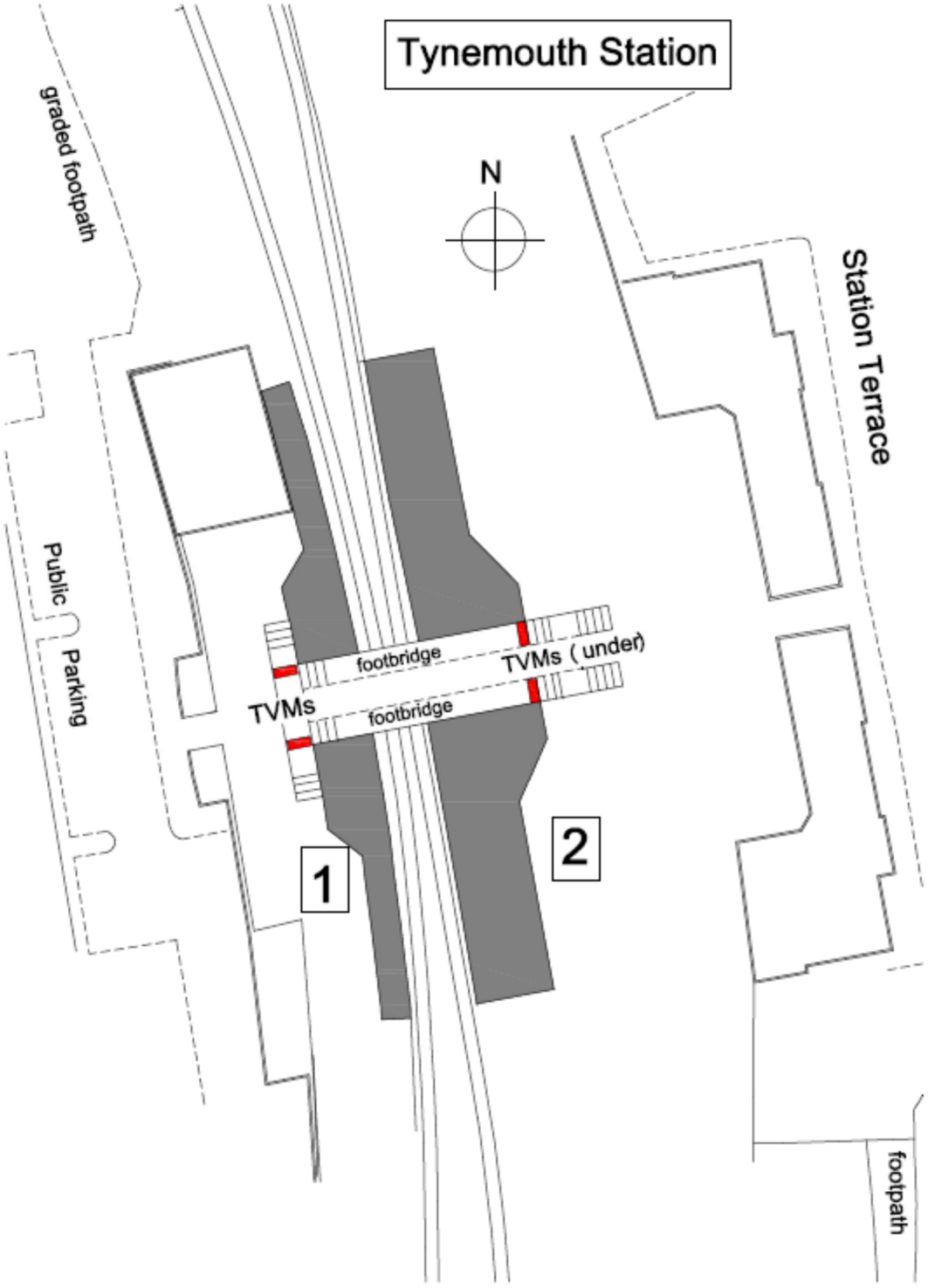
Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Wallsend, Newcastle city centre.
- Platform 1 consists of a variety of surfaces, with large edging slabs with white strip.
- Platform 2 smooth surface, grooved edge and white strip.
- Perch style seating.

NB. The gap between platform and train on Platform 1 can cause problems for unassisted wheelchair users. For travel to Newcastle there is easier access from Platform 2. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Footbridge inside station accessed by stairs at each end.
- Wheelchair users will need to use external roadways via the Manor Road bridge to the north of the station. This route is well signposted but unavoidably lengthy.

Other Information
- Tynemouth Station is privately owned, with the exception of the actual Metro platforms. The concourse on both sides is used for a popular market on weekends and whilst access to the platforms is not impeded it can be congested at times and road access to the Platform 1 side can be difficult.
- Taxi office, Newsagents and food outlets.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE30 4RE


Tynemouth Station
N
graded footpath
Station Terrace
Public Parking
footbridge
TVMs (under)
TVMs
footbridge
1
2
footpath

University

Station
- Station is situated on New Durham Road with separate entrances to each platform.
- Access to the station is by footpaths from New Durham Road or Chester Road via footpaths through Sunderland University Campus.
- There are no parking facilities.

Access to ticketing areas
- Ramp or stair access to platforms. Both ramp and stairs have dual height handrails. Beware of lampposts on landings.

Ticketing areas
- Ticket vending machines and Help Points are located at the rear of each ticketing area.
- The Help Point is the designated meeting area.
- Smartcard validators are located at the entrances to the compulsory ticket areas. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

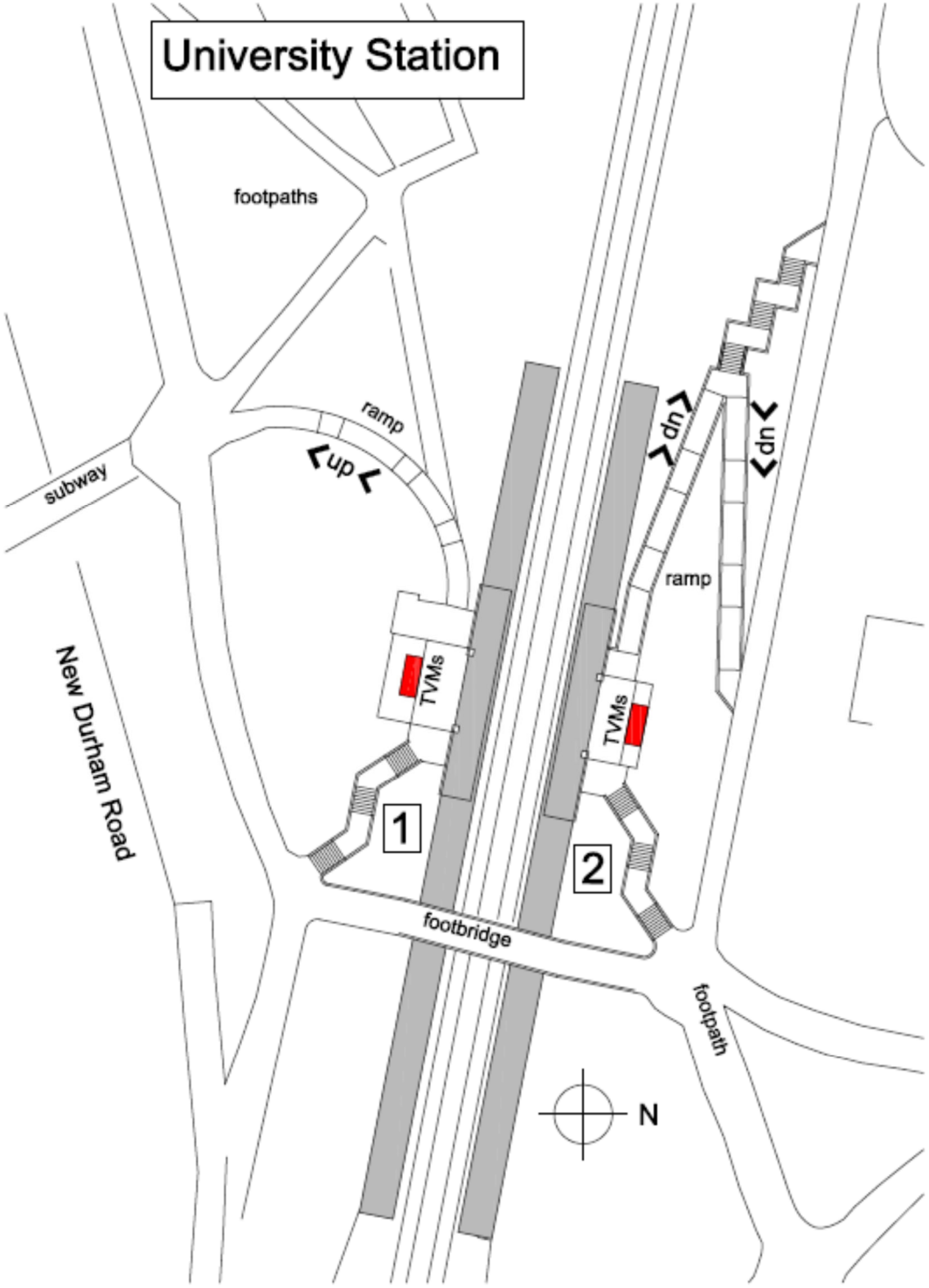
Access to Platforms
- Level access.

Platforms
- Platform 1 provides services to South Hylton.
- Platform 2 provides services to Airport via Pelaw, Newcastle city centre and South Gosforth.
- Shelters with seating.
- Slightly rough surface, with tactile warning strip and white edging.
- Bench style seating.

Access between platforms
- Via external public footbridge accessed by ramps or stairs.

Other Information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

SR2 7AA


University Station
footpaths
ramp
up
subway
New Durham Road
TVMs
1
2
TVMs
dn
dn
up
ramp
footbridge
footpath
N

Walkergate

Station
- The station is located on an embankment near the junction of Benfield Road and Shields Road with separate entrances to each platform off Benfield Road.
- A public car park operated by the City of Newcastle is situated behind 'The Railway' public house on Benfield Road. There are 24 unclassified parking bays.

Access to ticketing areas
- Access to Platform 1 is by lift or alternatively by stairs and a steep ramp with no resting places.
- Ramp to Platform 2 has no resting places. Double handrail available.

Ticketing areas
- Ticket vending machines and Help Points are located at rear of ticketing areas.
- The Help Point is the designated meeting area.
- On Platform 1 smartcard validators are located by each entrance to the station. On Platform 2 they are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms
- Level access.

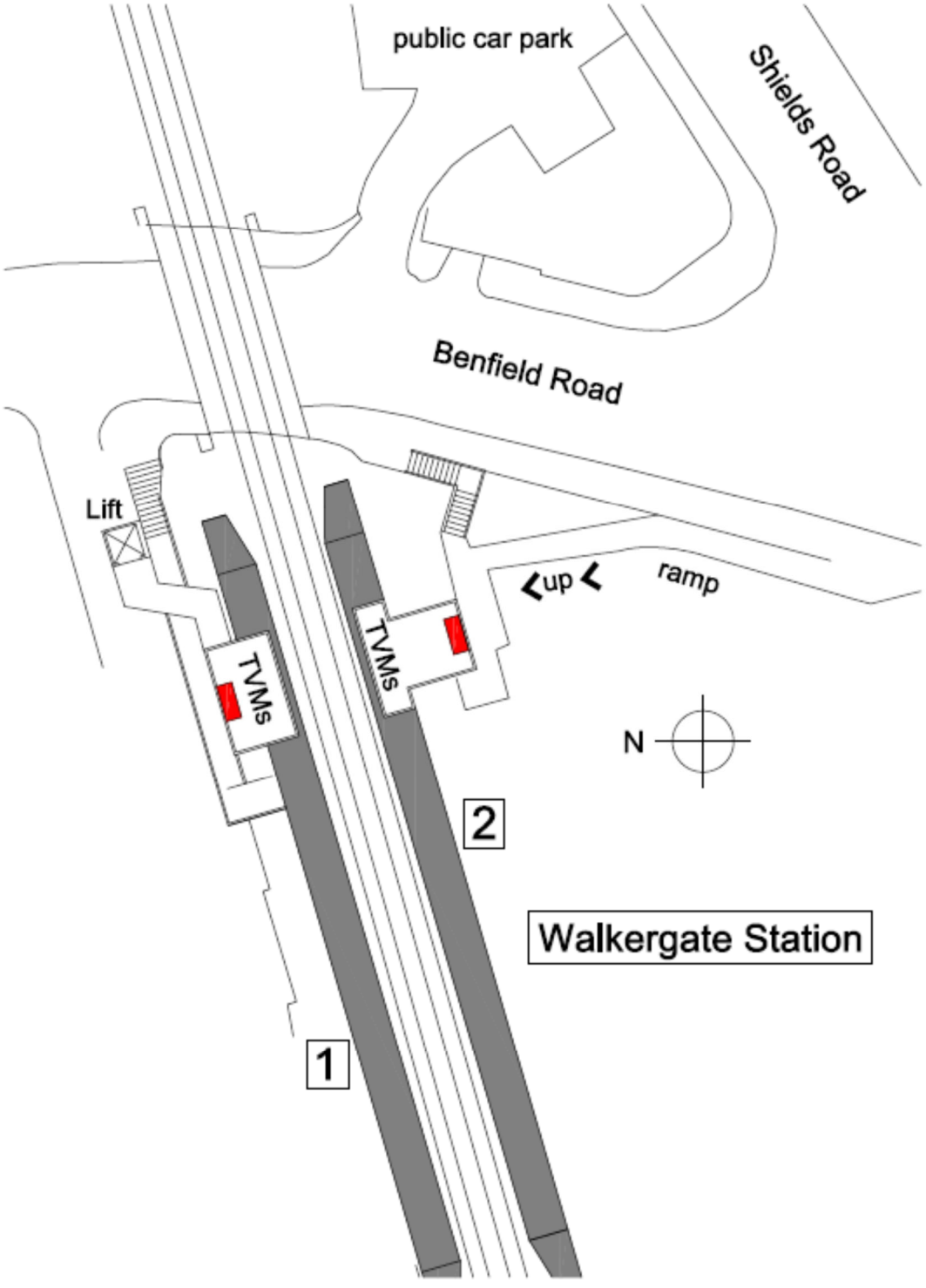
Platforms
- Platform 1 provides services towards South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Byker and Newcastle city centre.
- Concrete surface, with tactile white strips.
- Bench style seating.

NB. The gap between platform and train may cause problems for unassisted wheelchair users. If you require assistance with your journey, you can book this two hours in advance by calling 0191 203 3666.

Access between platforms
- Via Benfield Road at street level.

Other Information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE6 4NT


public car park
Shields Road
Benfield Road
Lift
up
ramp
TVMs
TVMs
N
2
Walkergate Station
1

Wallsend

Station

- The station is situated on an embankment on the west side of Station Road with separate entrances for each platform.
- Wallsend bus station on Woolley Street is immediately adjacent at street level on the south (Platform 2) side of the Metro station.
- There is a public car park operated by North Tyneside Council at the foot of the Platform 1 ramp on Atkinson Terrace, with 24 unclassified parking bays and 1 designated accessible bay.

Access to ticketing areas

- Platform 1 is accessed by stairs from Station Road or by a ramp on Atkinson Road. Ramp is long but does have resting places.
- Platform 2 is accessed by stairs from Station Road or by a ramp from Wallsend bus station.
- Note that although stairs and ramp both lead directly to the respective ticketing areas, they commence at ground level at opposite ends of the station.

Ticketing areas

- On both platforms ticket vending machines are situated at the rear of the ticket concourse at platform level.
- Help Points are located near the platform entrances close by the ramps. The Help Points are the designated meeting areas.
- Smartcard validators can be found in the centre of the entrances to the compulsory ticket areas. Please exercise caution due to their location. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services towards South Shields via Whitley Bay, South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Byker and Newcastle city centre.
- Shelters with seating.
- Slightly rough concrete surface, with tactile strip grooved edge and white strip.
- Bench style seating.

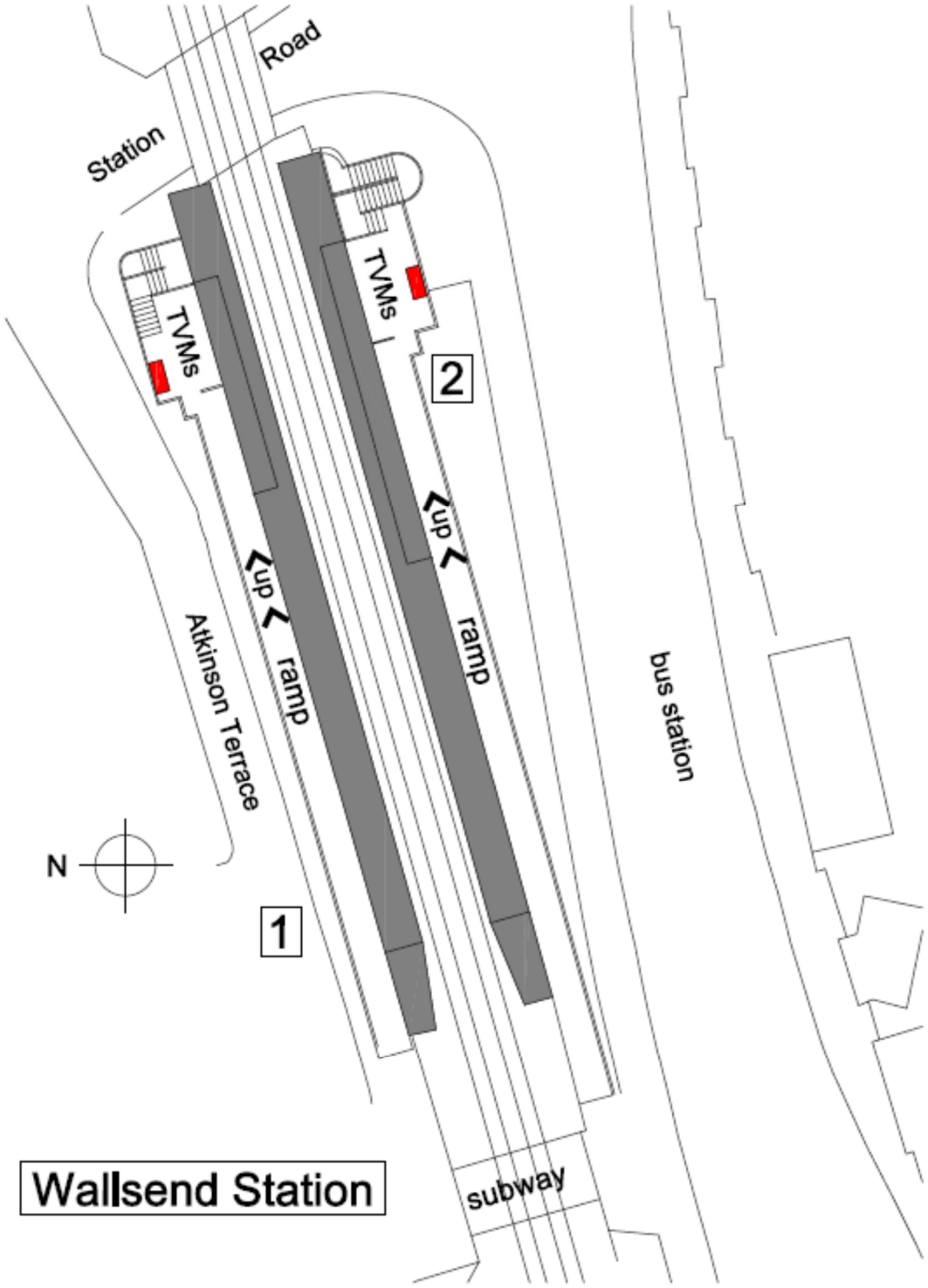
Access between platforms

- Via stairs and Station Road or by a subway which links the bottom of both ramps.

Other Information

- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE28 6HB


Road
Station
TVMs
TVMs
2
up
ramp
up
ramp
Atkinson Terrace
bus station
N
1
Wallsend Station
subway

Wansbeck Road

Station
- The station is situated on a bridge and embankment above Wansbeck Road, with separate entrances to each platform.
- Access to Platform 1 is by stairs and ramp on the west side of Wansbeck Road, and by stairs and footbridge from Budle Close on the east side of Wansbeck Road
- Access to Platform 2 is by ramp and stairs on the east side of Wansbeck Road
- There are no parking facilities.

Access to Ticket areas
- Level from stairs and ramps.

Ticketing areas
- Platform 1 ticket vending machines situated at rear of concourse. Help Point situated to left of entrance to platform and is the designated meeting area. Smartcard validators are located in the centre of the entrance to the compulsory ticket area. Due to their location please exercise caution. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines situated straight ahead from stairs/ramp. Help Point situated to left of ticket vending machine. The Help Point is the designated meeting area Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

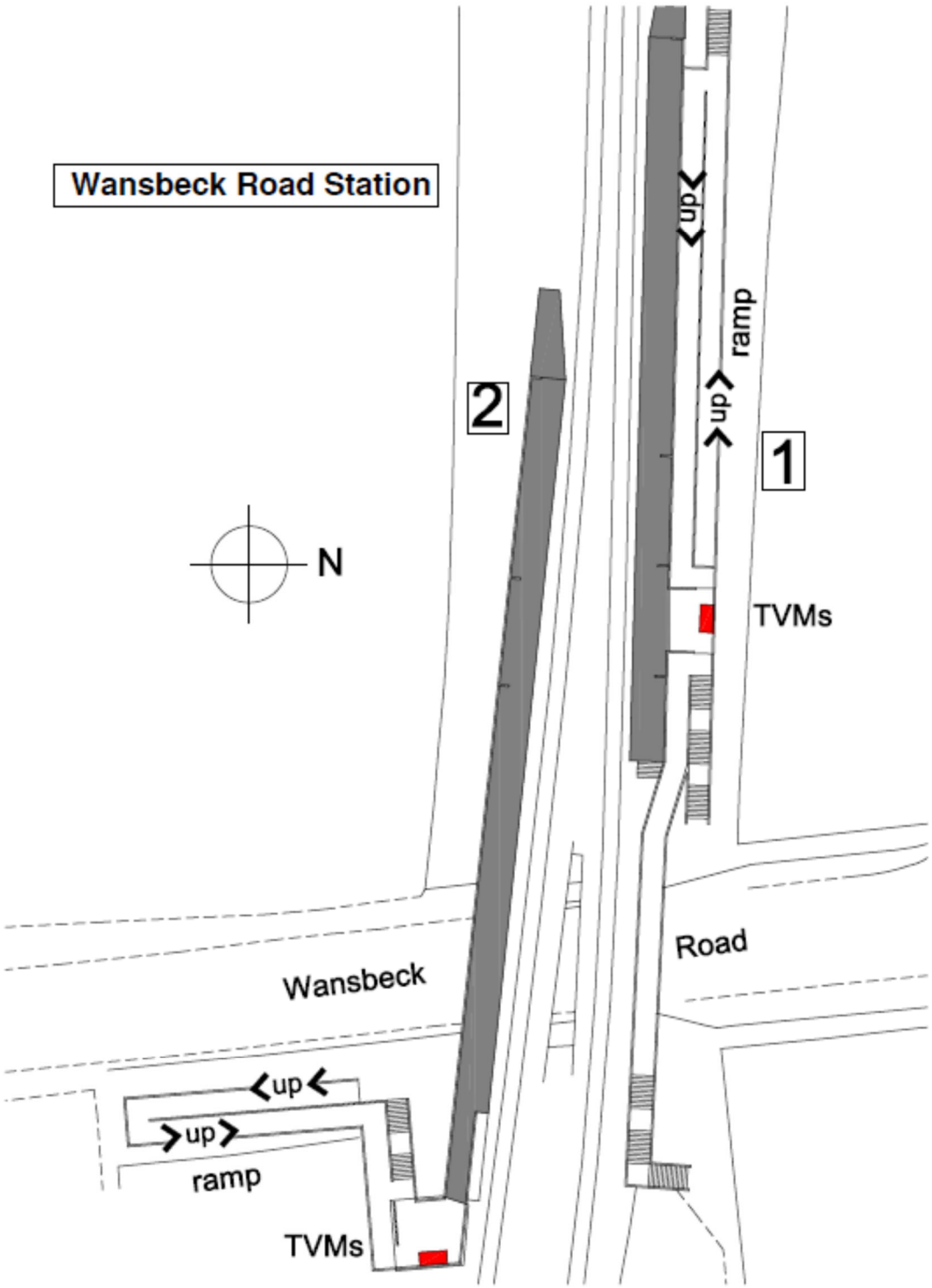
Access to platforms from Ticket areas
- Level access to Platform 1.
- There is a steep ramp access to Platform 2 with no handrails. The ramp is 5m (5.5yds) long.

Platforms
- Platform 1 provides services to South Hylton via South Gosforth, Newcastle city centre, and Pelaw.
- Platform 2 provides services to Airport.
- Rough concrete surface, smooth edge with white strip.
- Perch style seating.

Access between platforms
- Via Wansbeck Road. Pedestrians may use the footbridge and stairs on Budle Close, but wheelchair users should note that road level crossings are some distance to the north and south of the station.

Other Information
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE3 2LR


Wansbeck Road Station
2
1
N
up
ramp
up
TVMs
Road
Wansbeck
up
up
ramp
TVMs

West Jesmond

Station

- The station is situated on Lyndhurst Avenue with separate entrances for each platform.
- The entrance to Platform 1 is situated on Lyndhurst Avenue. There is pick up/set down area with lowered kerbs.
- The entrance to Platform 2 is situated on Brentwood Avenue.

Access to ticketing areas

- Platform 1 has level access to entrance and ticketing area.
- Platform 2 has stairs/ramp access from Brentwood Avenue.

Ticketing areas

- Platform 1 ticket vending machines are situated in a separate ticketing area on the left of the entrance hall. The Help Point is located in the entrance hall adjacent to a door directly accessing the platform and is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 ticket vending machines are situated on wall to the right on entering and Help Point just beyond. The Help Point is the designated meeting area. Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

Access to platforms

- Level access.

Platforms

- Platform 1 provides services to South Shields and South Hylton via Newcastle city centre and Pelaw.
- Platform 2 provides services to the St James via Whitley Bay and Airport via South Gosforth
- Surface is tarmac, with tactiles, smooth sandstone edges and white strip.
- Perch and bench style seating.

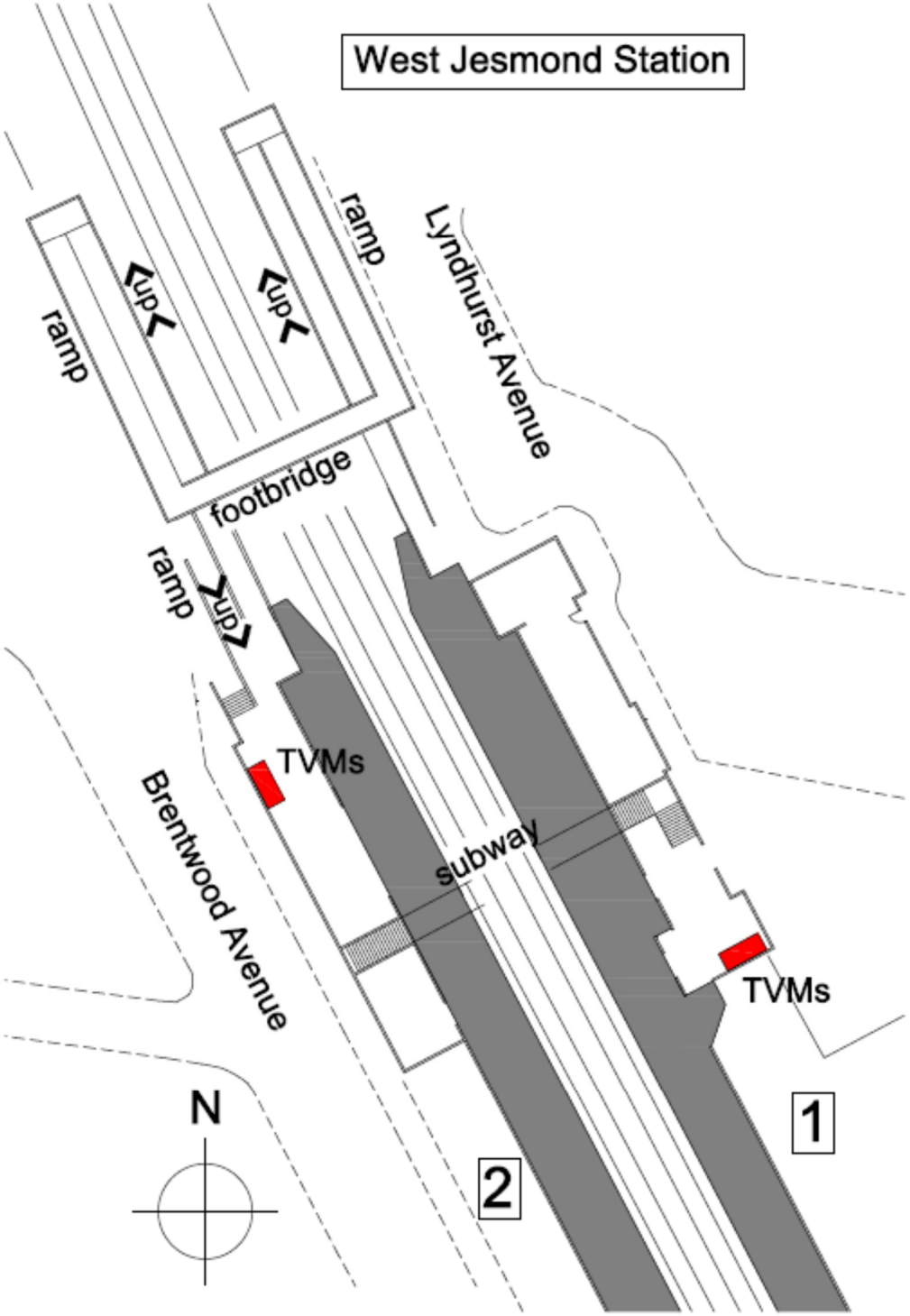
Access between platforms

- There is a footbridge external to the station at the north end accessed by ramps at both sides.
- Alternatively, there is a subway within the station below ground level and accessed by steps only. Note that on Platform 1 the subway entrance is located within the station entrance hall, but on Platform 2 the subway entrance is outside the station on Brentwood Avenue.

Other information

- There are no parking facilities at the station but kerbside parking on Lyndhurst Avenue immediately to the north of the station footbridge is designated by Newcastle City Council for accessible use.
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No toilet facilities.
- No designated pick up/set down area.

NE2 3HH


West Jesmond Station
ramp
Lyndhurst Avenue
ramp
up
up
footbridge
ramp
up
TVMs
Brentwood Avenue
subway
TVMs
N
1
2

West Monkseaton

Station
- The station is situated on Earsdon Road and accessed by twin entrances separated by a bank of bike lockers.
- Passengers should be aware that the forecourt on the right of the double entrance is deceptively uneven.
- There are no parking facilities.

Access to ticketing areas
- Level access.

Ticketing areas
- Ticket vending machine in each entrance passage, adjacent to bike lockers.
- Help Point in left hand entrance passage next to ticket vending machine. The Help Point is the designated meeting area.
- Smartcard validators are located at the entrance to the compulsory ticket area. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

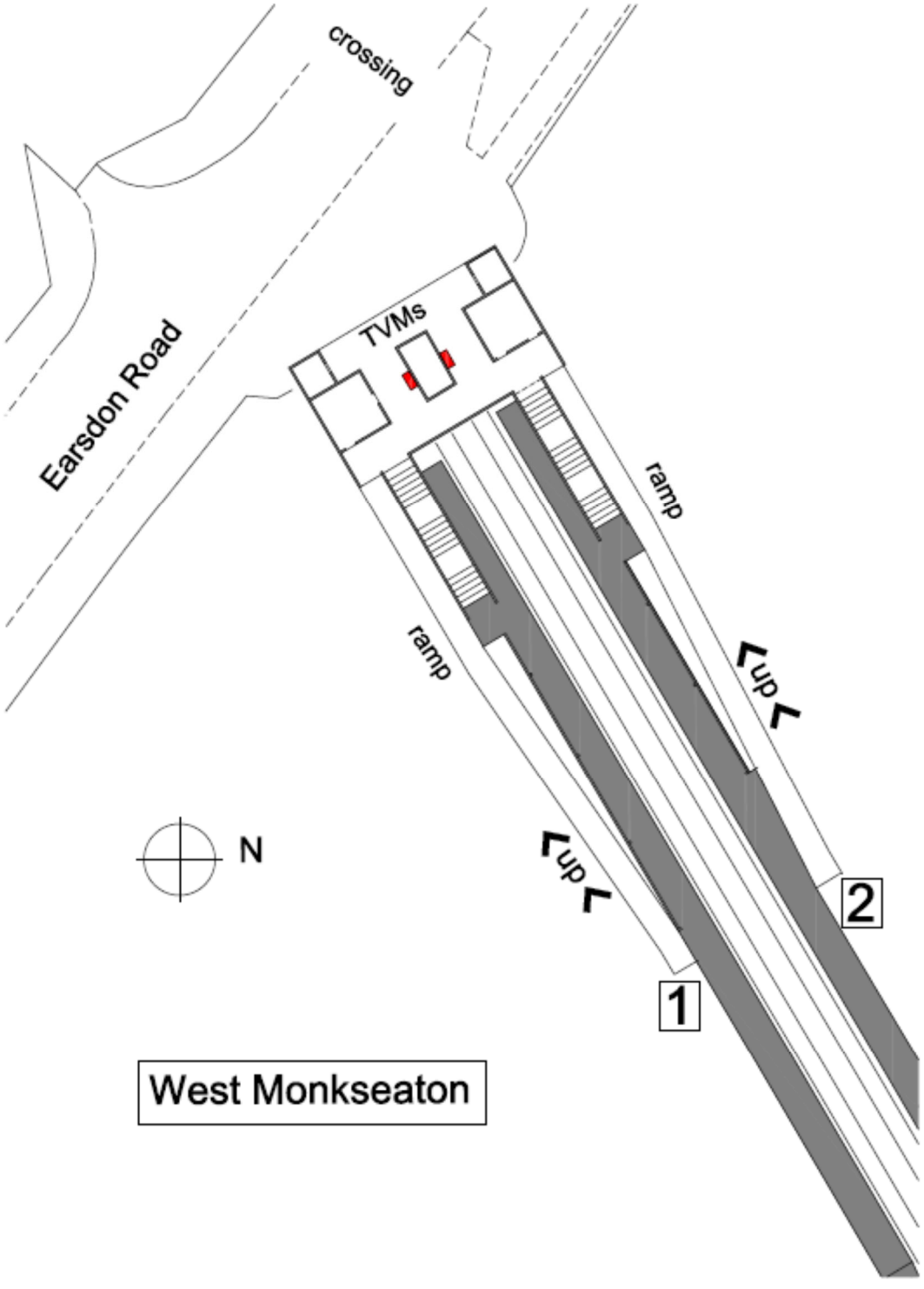
Access to Platforms
- Access to Platform 1 is to the right and access to Platform 2 for Newcastle is to the left.
- Both platforms have stairs with handrails or steep ramp with no resting places and handrail on one side only.

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to the St James via Whitley Bay and Newcastle city centre.
- Help Points are near the bottom of the stairs on both platforms.
- Smooth concrete surface with edging slabs and white strip on edge.
- Perch style seating.

Access between platforms
- Stairs/ramp access.

Other Information
- For assistance speak to staff or use the station Help Point.
- Visual and oral customer information systems.
- No toilet facilities.
- No designated pick up/set down area.

NE25 9SN


crossing
Earsdon Road
TVMs
ramp
ramp
up
up
N
2
1
West Monkseaton

Whitley Bay

Station
- The station is situated on Station Square with two separate access points to each platform.
- The main entrance to Platform 1 is off Plessey Crescent at its junction with Etal Avenue, with a secondary entrance to the left towards the junction with Felton Avenue.
- The main entrance to Platform 2 is on Station Square and marked by a portico and clock tower, with a secondary entrance via a small yard at the left (west) end of the station building.
- There is a taxi rank and taxi office on Station Square
- A public car park operated by North Tyneside Council with 76 unclassified parking bays is located off Station Square at its junction with Victoria Terrace. There are also 4 designated accessible bays situated immediately outside the station adjacent to the taxi rank.

Access to ticketing areas
- Level access.
- Ticketing areas are only situated at the main entrances, not the secondary entrances.
- Note that on Platform 2 it is necessary to pass through an entrance hall to reach the ticketing area.

Ticketing areas
- Platform 1 main entrance; ticket vending machines are situated against wall to the right and Help Point is immediately left of entrance. The Help Point is the designated meeting area. Smartcard validators are located at this entrance, and also at the smaller entrance at the opposite end of the platform. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.
- Platform 2 main entrance; ticket vending machines and Help Point are free-standing and situated on the right after passing through the entrance hall. Smartcard validators are located at the entrance to the compulsory ticket area, and also at the smaller entrance towards the car park. Smartcard customers should always touch their smartcard on validators when entering or leaving the station.

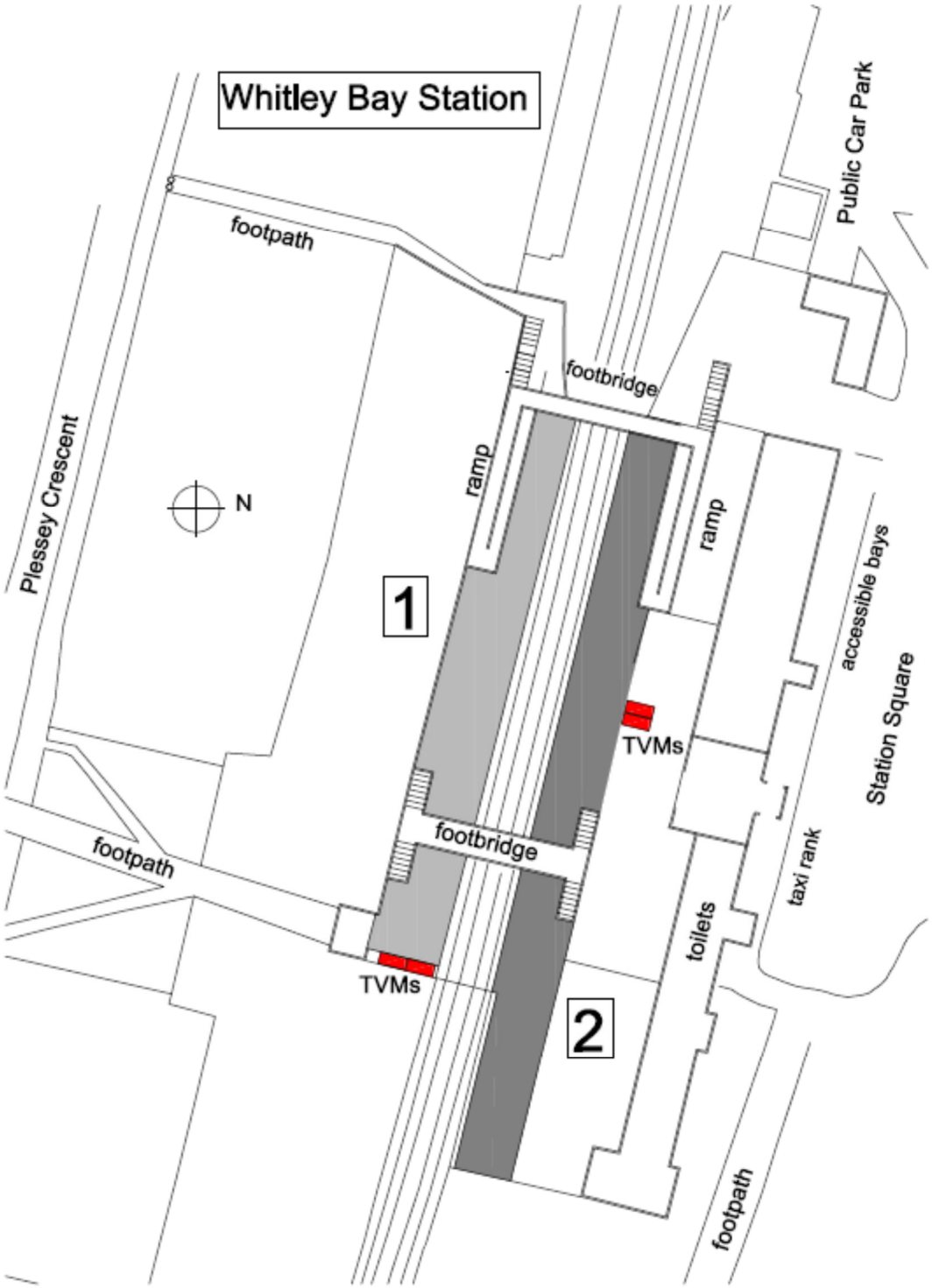
Access to platforms
- Level access.

Platforms
- Platform 1 provides services to South Shields via South Gosforth, Newcastle city centre and Pelaw.
- Platform 2 provides services to St James via Wallsend and Newcastle city centre.
- Smooth surface with grooved edge and white strip.
- Perch style seating.

Access between platforms
- Direct access is by footbridge within the station, with stairs at each side.
- A second footbridge at the west end of the station has both ramps and stairs. Note that this footbridge may be accessed directly from the secondary entrances.

Other information
- Public toilets, including accessible facilities, are operated by North Tyneside Council on Platform 2
- Refreshment and other commercial units are located on Platform 2
- For assistance speak to staff or use the station Help Point.
- Step free access.
- No designated pick up/set down area.

NE26 2QT


Whitley Bay Station
footpath
Plessey Crescent
N
ramp
footbridge
Public Car Park
ramp
accessible bays
Station Square
1
TVMs
footbridge
footpath
taxi rank
toilets
TVMs
2
footpath

Station step free classification

Station step free access classification:

A This station has step free access to all platforms

B This station has a degree of step-free access to platforms

C This station does not have step free access to any platform

Station	Station step free access
Airport	A
Bank Foot	B
Bede	B
Benton	A
Brockley Whins	B
Byker	B
Callerton Parkway	B
Central Station	A
Chichester	A
Chillingham Road	B
Cullercoats	B
East Boldon	B
Fawdon	B
Fellgate	B
Felling	B
Four Lane Ends	A

Station	Station step free access rating
Gateshead	A
Gateshead Stadium	A
Hadrian Road	B
Haymarket	A
Hebburn	B
Heworth	A
Howdon	B
Ilford Road	B
Jarrow	B
Jesmond	A
Kingston Park	B
Longbenton	B
Manors	A
Meadow Well	B
Millfield	B
Monkseaton	B
Monument	A
North Shields	A

Station	Station step free access rating
Northumberland Park	A
Pallion	B
Palmersville	B
Park Lane	A
Pelaw	A
Percy Main	B
Regent Centre	A
Seaburn	A
Shiremoor	B
Simonside	B
South Gosforth	B
South Hylton	A
South Shields	A
St James	A
St Peter's	A
Stadium of Light	B
Sunderland Station	A
Tyne Dock	B
Tynemouth	B
University	B

Station	Station step free access rating
Walkergate	B
Wallsend	B
Wansbeck Road	B
West Jesmond	B
West Monkseaton	B
Whitley Bay	B

Train/platform height and gap grading

Height and Gap Grading (grading is based on Door 1 of the leading car, directly behind the driver). Stations are listed below alphabetically.

Gap +25mm tolerance

	<100mm
	100mm <> 140mm - Be aware of the larger gap at these stations
	140mm> - Please arrange assistance when travelling from this station

Height

A	<50mm
B	50mm<>70mm - Be aware of the larger gap at these stations
C	70mm> - Please arrange assistance when travelling from this station

Station RVAR	Platform	Graded by height (letter) and gap (colour)
Airport	P1	A
Bank Foot	P1	A
Bank Foot	P2	A
Bede	P1	A
Bede	P2	B
Benton	P1	A
Benton	P2	A
Brockley Whins	P1	A
Brockley Whins	P2	C
Byker	P1	B
Byker	P2	A
Callerton Parkway	P1	A
Callerton Parkway	P2	A

Station RVAR	Platform	Graded by height (letter) and gap (colour)
Central Station	P1	B
Central Station	P2	C
Chichester	P1	A
Chichester	P2	A
Chillingham Road	P1	B
Chillingham Road	P2	B
Cullercoats	P1	A
Cullercoats	P2	A
East Boldon	P1	A
East Boldon	P2	A
Fawdon	P1	B
Fawdon	P2	B
Fellgate	P1	C
Fellgate	P2	A
Felling	P1	A
Felling	P2	A
Four Lane Ends	P1	A
Four Lane Ends	P2	A
Gateshead	P1	C
Gateshead	P2	A
Gateshead Stadium	P1	A
Gateshead Stadium	P2	A
Hadrian Road	P1	A
Hadrian Road	P2	A
Haymarket	P1	A
Haymarket	P2	A
Hebburn	P1	A
Hebburn	P2	A
Heworth	P1	A
Heworth	P2	A
Howdon	P1	B
Howdon	P2	A
Ilford Road	P1	C
Ilford Road	P2	A
Jarrow	P1	A
Jarrow	P2	A

Station RVAR	Platform	Graded by height (letter) and gap (colour)
Jesmond	P1	A
Jesmond	P2	A
Kingston Park	P1	A
Kingston Park	P2	A
Longbenton	P1	A
Longbenton	P2	A
Manors	P1	B
Manors	P2	A
Meadow Well	P1	A
Meadow Well	P2	A
Millfield	P1	B
Millfield	P2	A
Monkseaton	P1	A
Monkseaton	P2	A
Monument	P1	A
Monument	P2	A
Monument	P3	B
Monument	P4	A
North Shields	P1	A
North Shields	P2	A
Northumberland Park	P1	A
Northumberland Park	P2	A
Pallion	P1	B
Pallion	P2	A
Palmersville	P1	A
Palmersville	P2	A
Park Lane	P1	A
Park Lane	P2	A
Pelaw	P1	A
Pelaw	P2	A
Percy Main	P1	A
Percy Main	P2	B
Regent Centre	P1	A
Regent Centre	P2	A
Seaburn	P1	A
Seaburn	P2	A

Station RVAR	Platform	Graded by height (letter) and gap (colour)
Shiremoor	P1	A
Shiremoor	P2	A
Simonside	P1	A
Simonside	P2	A
South Gosforth	P1	A
South Gosforth	P2	A
South Hylton	P2	A
South Shields	P2	A
Stadium of Light	P1	A
Stadium of Light	P2	A
St James	P1	B
St Peter's	P1	A
St Peter's	P2	A
Sunderland Station	P2	A
Sunderland Station	P3	A
Tyne Dock	P1	B
Tyne Dock	P2	B
Tynemouth	P1	A
Tynemouth	P2	B
University	P1	A
University	P2	A
Walkergate	P1	A
Walkergate	P2	A
Wallsend	P1	A
Wallsend	P2	A
Wansbeck Road	P1	A
Wansbeck Road	P2	A
West Jesmond	P1	A
West Jesmond	P2	C
West Monkseaton	P1	A
West Monkseaton	P2	A
Whitley Bay	P1	A
Whitley Bay	P2	A