

# Making Rail Accessible: Helping Older and Disabled Passengers

February 2026



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## **1. Introduction**

Metro is operated by Nexus, the Passenger Transport Executive for Tyne and Wear.

We are committed to continually improving the accessibility of Metro services for all customers. This document sets out our commitments and provides guidance for our older and disabled customers, to help them make decisions about their journeys on Metro.

This document forms part of Metro's Disabled People's Protection Policy (DPPP) and fulfils obligations under our Passenger and Station Operator Licenses; the Department for Transport's 2009 Guidance on writing a DPPP; Department for Transport's Design Standards for Accessible Railway Stations (March 2015), the Office of Rail and Road's regulatory statement on DPPPs (July 2014); the requirements of the Equality Act 2010; and the Human Rights Act 1998.

Our Metro Access Guide details facilities available at each station, and is available on the Nexus website: [nexus.org.uk/metro/looking-after-our-customers/access-all](https://nexus.org.uk/metro/looking-after-our-customers/access-all) or from Customer Relations.

The Metro Access Guide provides information to help customers make decisions about their journeys on Metro. Metro station details of services, facilities and layouts are described fully in the guide. The accuracy of the document was correct at the date it was written.

Contact information for Metro, including addresses, phone numbers and email addresses, are noted throughout this document, and are listed in Section 10, Contact Us.

## **2. Our Commitment to service improvement**

The Metro modernisation programme sees the investment of public money in new track and technology, better stations, and refurbished trains right across the system. The work is essential to make sure Metro keeps serving Tyne and Wear for decades to come. By March 2024, a total of £446m had been invested on the renewal of Metro infrastructure since work began in 2010.

Metro is committed to improving services for all our customers. These include:

- All Customer Services Teams are trained in disability awareness. Guaranteed customer assistance on the Metro network if four hours' notice is provided.
- All assistance bookings are co-ordinated through our centralised Control Centre.
- Maintaining records of all assistance booking requests and any complaints.
- Stakeholder engagement through dedicated teams who will actively seek the views of local people, including user representative groups.
- Complaint Handling Procedure designed to highlight and act on accessibility issues.

### **3. Assistance for customers**

Many of our stations do not have Customer Services Teams present all the time. Customers who need assistance or special arrangements to help board a Metro train may find it difficult to simply turn up and travel. You may find it easier to pre-book assistance for your journey.

To book assistance with your journey, please contact us on 0191 203 36 66 (lines are open 6.30am to midnight). This number is also a textphone. Calls are charged at the local rate. Alternatively, you can email us to book assistance at [assistance@nexus.org.uk](mailto:assistance@nexus.org.uk).

#### **Our commitments to you**

If you require assistance to get on and off a Metro train, and, or travel around a station, you can turn up at the station and we will do our best to assist you as soon as a member of the Customer Services Team and the equipment is available. Not all our stations have a Customer Services Team present all the time. If you would like the reassurance of knowing that someone is expecting you, we recommend booking assistance in advance (please provide at least four working hours' notice).

We will provide booked assistance at any station during the hours' trains are timetabled to serve that station, so long as the request for assistance is received at least four working hours prior to travel.

We will meet customers at the Metro station they are travelling from and, or at their destination. Where a station is unstaffed, we will travel to that station to assist.

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Where customers have onward travel connections, we will assist them to the Information Point at the Mainline station, Newcastle (operated by Virgin Trains East Coast). Customers will need to book their assistance request directly with the Rail company.

The Nexus website provides more information about accessibility of Metro facilities and services, and it is kept up to date with any changes to accessibility such as:

- Any physical constraints preventing disabled customers from using the station.
- Any significant temporary work affecting station accessibility.
- Any changes to stations that would make them temporarily inaccessible, such as lifts being taken out of service.

We will also communicate changes to the accessibility of facilities via social media and station posters and public announcements across the network.

Our Pop App also provides service and station facility outage updates. To download it, visit the Play Store or the App Store and simply search 'Pop Nexus'.

## **Wheelchairs, mobility scooters and boarding ramps**

### **Wheelchairs**

For wheelchairs and powered wheelchairs to travel on the Metro system they must be no larger than 700mm (70cm) wide and 1200mm (120cm) long.

The maximum size of the gap that can be crossed by a wheelchair or powered wheelchair can vary depending on the wheelchair specification. However, we anticipate that any gap of less than 140mm (14cm) will be crossable for most wheelchair users.

### **Mobility scooters**

Powered mobility scooters cannot be used on Metro trains, stations or platforms. This rule has been introduced for the safety of all Metro customers following a series of incidents at stations where the mobility scooter users themselves were injured and other customers put at risk. There are no plans at present to review the prohibition of mobility scooters on Metro.

Mobility scooters that can be folded and carried on as luggage are permitted

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on trains.

## **Boarding ramps**

Boarding ramps are not widely available on Metro. Therefore, unaccompanied wheelchair users may find some stations more difficult to board or alight at, due to the vertical height and/or the horizontal gap between the platform and the train.

If you would like information about boarding or alighting at these stations call 0191 20 20 747 (lines are open Monday–Friday, 9.00am-5.00pm, excluding Bank Holidays).

A list of vertical heights and horizontal gaps between the platform and the train at each Metro station is available in Appendix 1 at the end of this document.

Boarding ramps are available at the following stations when assistance has been booked (please book assistance at least four hours in advance of travelling):

- |                    |                |
|--------------------|----------------|
| ■ Brockley Whins   | ■ East Boldon  |
| ■ Fellgate         | ■ Millfield    |
| ■ St Peter's       | ■ Pallion      |
| ■ Park Lane        | ■ Seaburn      |
| ■ Stadium of Light | ■ South Hylton |
| ■ University       |                |

If you would like to schedule the use of a boarding ramp, please call us on 0191 203 36 66 at least four working hours in advance of your journey and a member of our Customer Services Team will assist.

For boarding assistance at Sunderland station, which is a Northern Rail managed station, please contact Northern Rail's Customer Experience Centre using the following link [northernrailway.co.uk](http://northernrailway.co.uk).

Some wheelchair users may find boarding and alighting smoother with the largest wheel first, this may mean reversing as appropriate. Further advice on boarding and alighting at Metro stations is available in this guide.

## **4. Alternative accessible transport**

We will provide, without extra charge, an appropriate alternative mode of transport to take disabled customers to the nearest or most convenient accessible station where they can continue their journey in the following circumstances:

- Where a disabled customer is unable to travel from a station because it is inaccessible to them. For example, because of the physical constraints of a station, all lifts being out of service or due to refurbishment works which may temporarily prevent access to the station.
- Where substitute replacement transport provided is inaccessible to disabled customer, or where there is disruption to services at short notice which impedes disabled access.

## **5. Customer information**

We have a commitment to keep all information accurate and consistent. Any changes to the accessibility of stations, facilities or services we will provide information about at Metro stations, on trains, and on the Nexus website [nexus.org.uk/metro/updates](https://nexus.org.uk/metro/updates), within 24 hours of the change.

In addition to this document, we also provide the Metro Access Guide that details station and train accessibility information such as:

- station layouts.
- train and platform interface details.
- locations where the height and step gaps between the train and the platform may prove problematic for some customers.
- station lifts.
- station escalators.

Should any facility change, or be taken out of use, the Head of Metro Customer Service will be responsible for arranging the update of the required customer information.

Hard format information, such as leaflets and booklets, are reviewed at least once a year as part of our commitment.

We welcome your feedback and any suggestions on how we can improve the service we provide. Please contact us on 0191 20 20 747 (lines are open

9.00am-5.00pm, Monday-Friday excluding Bank Holidays) or email us at [CustomerRelations@nexus.org.uk](mailto:CustomerRelations@nexus.org.uk).

## **6. Tickets and Fares**

Where an older or disabled customer is unable to buy a ticket at a station before their journey, they will be allowed to travel without penalty. They should follow the guidance below:

- At a gated station, where the gates are operational, explain the circumstances to the gate-line team, who will provide you with help to buy a ticket.
- At a gated station where the gates are not in operation, or at an un-gated station, customers should continue their journey and make payment at their destination station.
- If the destination station is a gated station where the gates are in operation, explain the circumstance to the gateline team, who will assist you.
- If Customer Services Teams are checking tickets on the train, customers should explain the circumstance to the team, who will allow travel to continue without penalty.

Older and disabled customers who have a Concessionary Travel Pass (CT Pass) issued under the English National Concessionary Travel Scheme (ENCTS) can buy a Metro Gold Card. The Gold card gives you a year's travel on Metro, the Shields Ferry and on Northern Rail services between Newcastle and Sunderland. For details of tickets and discounts for disabled customers please visit the Nexus website [nexus.org.uk](http://nexus.org.uk).

If you have difficulty using public transport because of age, disability, illness or you lack confidence, you may find carrying a Bridge Card useful. A Bridge Card when shown to transport teams, will help them recognise that you may need extra help during your journey. For more details of the Bridge Card and how you can register for one visit: [nexus.org.uk/bridge-card](http://nexus.org.uk/bridge-card).

## **6. At the station**

### **Station entrances**

We maintain the accessibility of station entrances, platforms, and station facilities for disabled customers.

In the rare event that a Metro station entrance is considered for permanent closure, we will only do so following consultation with the Department for Transport, Transport Focus and local access groups. Any such closure will require approval from the Department for Transport.

Customers will be informed of any temporary closure affecting a station entrance, through our website, station posters, station public address announcements and the electronic station Passenger Information Displays.

### **Lifts and ramped access at stations**

All Metro stations are accessible by level access slopes or lifts. Lifts vary in size, but all can accommodate a wheelchair if it is no longer than 140cm (4 feet 7 inches) long and 70cm (2 feet 3 inches) wide. Station lifts include audio information.

Some stations that were adapted for use by Metro have ramps that are steeper than current accessibility standards. These stations are:

- Monkseaton
- West Monkseaton
- Walkergate (Platform 1 towards Whitley Bay and onto South Shields can be accessed by using the lift)

If you need assistance when planning a journey on Metro, call us on 0191 203 36 66 (calls are charged at local rate, lines are open 6.30am to midnight). Or email us to book assistance at [assistance@nexus.org.uk](mailto:assistance@nexus.org.uk). When booking assistance by telephone or email please contact us at least four working hours in advance of travelling.

Some Metro stations with level access do not have ramped access between platforms, and the route between the platforms requires using local roads. Stations in this category are:

- Tynemouth      ■ Ilford Road      ■ South Gosforth
- Cullercoats      ■ Jarrow

More information on these stations is available in the Metro Access Guide.

### **Station seating**

Our stations include perch bench and standard style seating with a back and arm rests. This is in accordance with the Department for Transport's Design Standards for Accessible Railway Stations (March 2015).

The type of seating at each station is detailed in the Metro Access Guide, available at [nexus.org.uk](http://nexus.org.uk).

### **Aural and visual information**

It is our policy to make all information at Metro stations clear, concise and accurate. We will ensure that all train departure information, including messages regarding service disruption and delays, are announced aurally and visually.

All Metro information conforms to strict guidelines to ensure consistency and clarity and has been designed and delivered with consideration to the needs of disabled and older people.

The following information is provided at all Metro stations.

### **Access information**

- Lift signage (if applicable).
- Platform numbers.
- Exit signage.
- Help/enquiry point facility.

### **Service information**

- Metro timetable.
- Engineering posters.

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- Metro Network route map.
- Ticket information is displayed on station posters and ticket machines.
- Bus information. Including the bus stops used by the Metro Replacement bus services.
- Ticket vending machines (information on how to buy the correct ticket).
- Station specific destination lists on ticket vending machines.

## **Legal notices**

- Penalty Fares Scheme.
- No Smoking.
- Do not trespass.
- Alcohol Exclusion Zone.
- CCTV.
- Emergency exit.

## **Information points and displays**

We will display station information without any objects or station equipment blocking access to it.

All printed information can be obtained from the Customer Relations department. To request printed material please call 0191 20 20 747 (lines are open Monday to Friday, 9.00am-5.00pm excluding Bank Holidays).

## **Help Points**

All Metro stations have Help Points. They are located on the platforms or on the station concourse and are highlighted by signage. Help Points are installed with induction loops for customers wearing hearing aids.

You can use the Help Point for enquiries, to request assistance, for example if a lift is out of service or to alert Metro teams to emergencies.

Some Help points have the facility for you to book a taxi to the station. When booking a taxi please make the company aware of any specific requirements. If using this facility, please check that the vehicle booked is suitable for your individual needs.

## **Our commitment to you**

Information Points at larger stations are signposted and can be found on or close to the concourse. At smaller stations, all information will be displayed in one location situated near to the ticket vending machines.

All Help Points are designated as meeting points for disabled people, especially where assistance has been booked. Alternative meeting points can be arranged at the time when assistance is booked.

The Help Points at each station can also be used to obtain the latest information about train services.

Up to date information regarding facilities, services, accessibility, train times, onward travel, local information and fares are clearly displayed at each station.

We will try to provide real time information including service disruption, delays and diversions as soon as practicable after the start of change to service, via station announcements and electronic information displays on station platforms.

Where feasible, information will be positioned so both wheelchair users and standing customers can access it.

All Customer Services Teams will be able to provide the most up to date information on services, facilities and onward travel. If our teams are unable to answer a question, they will find that information, or direct customers to where the information can be obtained.

## **Ticket Vending Machines**

Customers are required to purchase a valid ticket before they travel. If for whatever reason they are unable to, they should buy one at their destination. Ticket vending machines have an audio option which can be selected to hear the ticket choices made, the machines accept Credit and Debit Cards (including contactless payment), bank notes and coins. The machines were designed and manufactured in line with current codes of practice and guidelines.

Anyone entitled to an English National Concessionary Travel Scheme pass, can purchase a Metro Gold Card that allows free travel on Metro after 9.30am Monday to Friday and anytime on weekends and public holidays. Gold Cards can be renewed at any Metro ticket vending machine and the Gold Card entitlement is uploaded on the Concessionary Travel Scheme Pass. Further details are available at [nexus.org.uk/concessions/disabled-adult](https://nexus.org.uk/concessions/disabled-adult).

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## **Ticket gate**

Automatic ticket gate lines are installed at thirteen stations:

|                   |                 |
|-------------------|-----------------|
| ■ Airport         | ■ St James      |
| ■ Byker           | ■ Manors        |
| ■ Chichester      | ■ Gateshead     |
| ■ Jesmond         | ■ Heworth       |
| ■ Haymarket       | ■ South Shields |
| ■ Monument        | ■ North Shields |
| ■ Central Station |                 |

All the gate lines include a wide aisle gate which is suitable for wheelchair users, customers with impaired mobility and those travelling with children.

The gate lines are staffed during their operation. When they are not in operation, the gates will be set to the open position.

## **Validators**

Validators are installed at all non-gated stations. Customers holding smart enabled tickets need to validate their ticket at the start and end of their journey, by touching their smartcard onto the black section of the validator. If a disabled customer is unable to validate their ticket at the start of their journey, they are permitted to travel as normal. All Customer Services Teams are briefed on this arrangement and will help if required.

## **Car parks**

There are 33 car parks at or adjacent to Metro stations as set out in the table below showing the number of unclassified and accessible spaces available at each location.

Blue Badge Holders can park free in Metro car parks and some third party car park, check car park signage.

| Metro car parks     | Total number of spaces and number of accessible bays | Third party car parks                                                        | Total number of spaces and number of accessible bays | No designated parking facilities directly adjacent to station |
|---------------------|------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------|
| Bank Foot           | 62 - 2                                               | Felling                                                                      | 27 - 3                                               | Airport                                                       |
| Benton              | 10 - 2                                               | Heworth short stay                                                           | 70 - 7                                               | Bede                                                          |
| Callerton Parkway   | 195 - 7                                              | Heworth long stay                                                            | 392 - 10                                             | Brockley Whins                                                |
| Cullercoats         | 22 - 1                                               | Jarrow                                                                       | 38 - 1                                               | Byker                                                         |
| East Boldon         | 58 - 4                                               | Kingston Park                                                                | 96 - 4                                               | Central                                                       |
| Fawdon              | 17 - 2                                               | Manors                                                                       | 53 - 2                                               | Chichester                                                    |
| Fellgate            | 54 - 2                                               | South Shields                                                                | 60 - 10*                                             | Chillingham Road                                              |
| Four Lane Ends      | 475 - 22                                             | St Peter's                                                                   | 23 - 4                                               | Gateshead                                                     |
| Hebburn             | 80 - 4                                               | Tyne Dock                                                                    | 34 - 0                                               | Gateshead Stadium                                             |
| Millfield           | 12 - 2                                               | Tynemouth                                                                    | 71 - 3                                               | Hadrian Road                                                  |
| Monkseaton          | 22 - 1                                               | Walkergate                                                                   | 24 - 0                                               | Haymarket                                                     |
| Northumberland Park | 393 - 12                                             | Wallsend                                                                     | 24 - 1                                               | Howdon                                                        |
| Regent Centre       | 183 - 8                                              | West Jesmond (Street Parking)                                                | 23 - 2                                               | Ilford Road                                                   |
| Seaburn             | 9 - 2                                                | Whitley Bay                                                                  | 76 - 4                                               | Jesmond                                                       |
| Shiremoor           | 20 - 1                                               |                                                                              |                                                      | Longbenton                                                    |
| South Hylton        | 24 - 2                                               |                                                                              |                                                      | Meadow Well                                                   |
| Stadium of Light    | 182 - 12                                             |                                                                              |                                                      | Monument                                                      |
|                     |                                                      |                                                                              |                                                      | North Shields                                                 |
|                     |                                                      |                                                                              |                                                      | Pallion                                                       |
|                     |                                                      |                                                                              |                                                      | Palmersville                                                  |
|                     |                                                      |                                                                              |                                                      | Park Lane                                                     |
|                     |                                                      |                                                                              |                                                      | Pelaw                                                         |
|                     |                                                      |                                                                              |                                                      | Simonside                                                     |
|                     |                                                      |                                                                              |                                                      | South Gosforth                                                |
|                     |                                                      |                                                                              |                                                      | Sunderland                                                    |
|                     |                                                      | *South Shields - the 10 accessible bays are in a separate, adjacent car park |                                                      | University                                                    |
|                     |                                                      |                                                                              |                                                      | Wansbeck Road                                                 |
|                     |                                                      |                                                                              |                                                      | West Monkseaton                                               |

Further information on car park opening times and total spaces available can be viewed on the Metro website [nexus.org.uk/park](https://nexus.org.uk/park).

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## **Toilets**

Park Lane and Whitley Bay stations have toilet facilities. All include an accessible toilet with a National Key Scheme (RADAR) lock. There are toilet facilities in the vicinity of several other Metro stations, details are included in the Metro Access Guide, which can be viewed at [nexus.org.uk](http://nexus.org.uk).

## **Luggage**

Metro Customer Service Teams will assist disabled customers with luggage. This service will be provided free of charge. We strongly recommend booking this assistance in advance, by calling us 0191 20 33 666 (lines are open from 6.30am to midnight).

Customers may take a single item of hand luggage that must be capable of being held in your lap if required, plus up to two items of luggage each no greater than 30cm x 70cm x 90cm in size.

## **Left luggage**

There are no facilities for left luggage at any Metro station.

## **Third party facilities**

We will ensure that facilities provided by third parties do not cause obstruction and are as accessible as possible to disabled customers.

All third party service providers are required to operate under all current legal and statutory obligations when performing duties on Metro sites.

Compliance is managed through a "Permit to work" system, risk assessments and audits.

## **7. On the train**

### **Audible and visual information**

All Metro trains have digital information screens that display the name of the next station on the approach, the station name on arrival and the train destination or train route. There is also an on train automated station name announcement as the train approaches a station when it's at the station and the destination when the train leaves a station. In the event of a failure of the automated station name announcement, the train driver will announce designated stations.

The following information is displayed on all trains.

### **Legal notices**

- Metro notices at every train door advising cctv is in operation, a request not to leave litter on the train, and that smoking, vaping, using e-cigarettes, drinking or carrying open containers of alcohol is not allowed on Metro.
- Emergency door instructions.

### **Service information**

- Route map (line diagram) above each door.
- Metro, Police and emergency contact information.
- Priority seating notices.

### **Seats on Trains**

A Metro train consists of two Metrocars. All Metrocars have two dedicated wheelchair spaces. Ten seats in all Metrocars are designated as Priority seating, for the use by older, disabled, or pregnant customers. At the time of booking assistance, we will remind customers we do not operate a seat reservation system on Metro. We encourage customers to offer their seat by displaying priority seating notices on Metrocars.

### **Rolling stock information**

Trains have door opening widths that are wide enough to accept reference size wheelchairs (700mm by 1200mm). Two designated wheelchair spaces are available within each Metrocar, and gangway widths are wide enough to allow wheelchair users to manoeuvre within carriages.

Metro train doors have an opening width to accept wheelchairs sized up to 70cm by 120cm. There are two designated wheelchair spaces on each Metrocar, and gangway widths are wide enough to allow wheelchair users to maneuver. The external side of the train doors are painted in contrasting colours for easy identification from the platform.

Refurbished Metrocar plan



● Space for Wheelchair

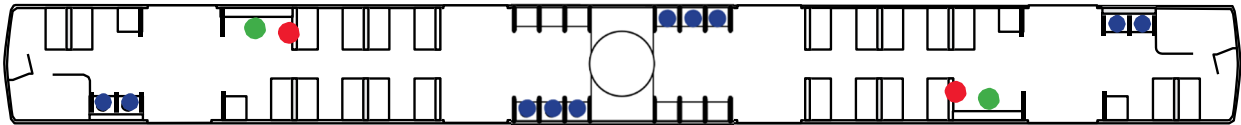


● Disabled call for aid

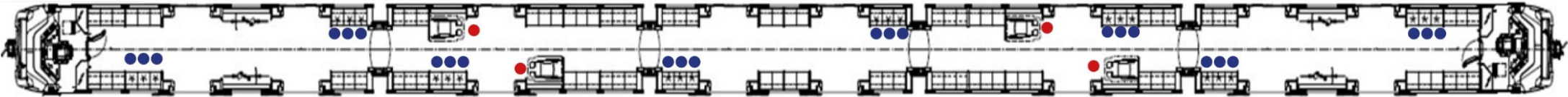


● Priority seats

Metrocar



Class 555 (new trains)



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## 8. Making connections

### Connections to other Rail services

Newcastle, Heworth and Sunderland stations have step free connections to National Rail services. We recommend that disabled customers plan their journey in advance, referencing the Metro Access Guide and booking assistance if necessary. Metro Customer Services teams can assist customers from Metro to the boarding point of the Rail service, and onto Metro after a Rail journey, if we are given at least four working hours' notice. Where assistance is required, but has not been booked in advance, we will try our best to help. If customers require assistance boarding and alighting the Rail service, this needs to be booked directly with the Rail company.

To book assistance for your Metro journey, please contact us on 0191 203 36 66 (lines are open from 6.30am to midnight). For general enquiries, please call Customer Relations on 0191 20 20 747. Calls are charged at local rate. Alternatively, you can email us at [assistance@nexus.org.uk](mailto:assistance@nexus.org.uk) to book assistance.

### National Rail

For Main Line train services contact National Rail Enquiries on 08457 48 49 50.

At Central Station (Newcastle) there is direct access from the Metro station to the national rail station. We will contact other rail operators on behalf of the customer if they require assistance with their onward journey at any of these stations.

### Other intermodal connections

Disabled customers can request assistance to other types of transport (such as bus or taxi), and we will try to assist where reasonably practicable. Information on the availability of accessible transport from Metro stations can be obtained from information and help points. There are sixteen transport interchange points on the Metro system. These are:

■ Regent Centre

■ Wallsend

■ Park Lane

■ Sunderland

■ Haymarket

■ North Shields

|                   |                       |
|-------------------|-----------------------|
| ■ Monument        | ■ South Shields       |
| ■ Central Station | ■ Gateshead           |
| ■ Heworth         | ■ Chichester          |
| ■ Four Lane Ends  | ■ Jarrow              |
| ■ Byker           | ■ Northumberland Park |

## **Buses**

Most local bus services in Tyne and Wear are operated with low floor buses. These can provide connections to Metro or alternative routes that may, in some cases, be easier for disabled customers to use instead of Metro. Customer Relations on 0191 20 20 747 can give details of which services are operated with low floor vehicles. Timetable information on all bus services in Tyne and Wear is also available at [nexus.org.uk](https://nexus.org.uk).

## **9. Disruption to facilities and services**

We understand the impact of disruption to facilities and services on older and disabled customers. Where disruption happens, we will do everything we can to ensure these customers are able to continue their journey and are not left stranded.

### **Arrangements during disruption of facilities and services**

We will make regular public announcements and provide visual displays to advise when any delays occur. We will aim to display posters at stations advising of planned maintenance or special arrangements at least seven days in advance.

When we have a disruption and it involves a customer who has pre-booked assistance, we will contact them to advise and make alternative arrangements if the disruption affects their travel plans.

Metro will provide replacement bus services during planned disruption. Where the Metro replacement bus services provided are inaccessible to disabled customers, we will provide an accessible alternative. Based on the customer's individual needs we will arrange the appropriate alternative transport.

Where disabled customers need to make connections with other trains, at

Newcastle and Heworth, our station Customer Service Teams will assist wherever possible by taking the customer to the onward train (at Heworth) and the main concourse where Virgin Trains East Coast staff will take over the onward assistance (Central Station).

During planned engineering work, we will provide clear information at our stations to advise customers of replacement transport options.

All replacement bus services run on behalf of Nexus during planned engineering work are compliant with Public Service Vehicle Accessibility Regulations.

When our facilities and services are not available or are not accessible, we will make every effort to provide alternative facilities in the form of a suitably accessible taxi.

Should the Metro experience a breakdown of any facility, such as a lift, which will affect accessibility to Metro stations or Metrocars, announcements and visual displays will be made to warn customers throughout the Metro system. We will also provide real time information on the Metro section of the Nexus website and on the Pop App. The information provided will include location, alternative arrangements and anticipated time scales for the expected return to normal services. All our teams will be kept informed.

In the event of an emergency, our teams are trained to assist disabled customers in evacuating Metro stations and Metrocars. Further details on these procedures can be found in our publication "Making Rail Accessible, a guide to policies and practices."

## **10. Contact us**

Within Metro the Head of Operations Delivery is responsible for the Disabled People's Protection Policy. We welcome all comments and views of our customers in writing, telephone, email or in person.

If you would like to contact us to provide general feedback on services and facilities or to obtain a copy of this document or the policy document, please contact Metro at:

Nexus  
Customer Relations  
The Spark  
Newcastle Helix  
St James Boulevard  
Newcastle upon Tyne  
NE4 5DE

E-mail: [customerrelations@nexus.org.uk](mailto:customerrelations@nexus.org.uk)

Telephone: 0191 20 20 747  
(lines are open Monday to Friday 9.00am – 5.00pm)

We can provide copies of the Metro Access Guide in all formats as requested. This includes large print, audio and Braille. Please contact us stating which format you require.

Further information on accessibility can be found at  
[nexus.org.uk/metro/looking-after-our-customers/access-all](http://nexus.org.uk/metro/looking-after-our-customers/access-all).

## **11. Station accessibility information**

Metro's commitment to disabled customers is set out in our Disabled People's Protection Policy. The Disabled Peoples Protection Policy and The Metro Access Guide now form part of our Making Rail Accessible documentation. The aim of the Metro Access Guide is to give customers information to help them make decisions about their journeys on Metro. The details of services, facilities and layouts of Metro stations are described fully in the Metro Access Guide. Please be aware that the accuracy of the information is current as of the date of the publication.

If however you need further information about access and individual stations, you can contact Customer Relations, between the hours of 9.00am-5.00pm Monday to Friday on 0191 20 20 747 or email: [customerrelations@nexus.org.uk](mailto:customerrelations@nexus.org.uk).

For enquiries about the Metro timetable, bus services or fares and tickets please contact Customer Relations on 0191 20 20 747 (lines open Monday to Friday 9.00am–5.00pm, excluding Bank Holidays).

If you need assistance to undertake your journey on Metro, you should book assistance at least four hours in advance by phoning

0191 203 36 66 (lines open 6.30am to midnight).

Related Documents:

Making Rail Accessible: Guide to Policies and Practices. The Metro Access Guide.

[nexus.org.uk/metro/looking-after-our-customers/access-all](https://nexus.org.uk/metro/looking-after-our-customers/access-all)

# Appendix 1

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

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

| Station RVAR      | Platform | Graded by Height (letter) and Gap (colour) |
|-------------------|----------|--------------------------------------------|
| Airport           | P1       | <b>A</b>                                   |
| Bede              | P1       | <b>A</b>                                   |
| Bede              | P2       | <b>B</b>                                   |
| Bank Foot         | P1       | <b>A</b>                                   |
| Bank Foot         | P2       | <b>A</b>                                   |
| Benton            | P1       | <b>A</b>                                   |
| Benton            | P2       | <b>A</b>                                   |
| Byker             | P1       | <b>B</b>                                   |
| Byker             | P2       | <b>A</b>                                   |
| Brockley Whins    | P1       | <b>A</b>                                   |
| Brockley Whins    | P2       | <b>C</b>                                   |
| Callerton Parkway | P1       | <b>A</b>                                   |
| Callerton Parkway | P2       | <b>A</b>                                   |
| Central Station   | P1       | <b>B</b>                                   |
| Central Station   | P2       | <b>C</b>                                   |
| Chichester        | P1       | <b>A</b>                                   |
| Chichester        | P2       | <b>A</b>                                   |
| Chillingham Road  | P1       | <b>B</b>                                   |
| Chillingham Road  | P2       | <b>B</b>                                   |
| Cullercoats       | P1       | <b>A</b>                                   |
| Cullercoats       | P2       | <b>A</b>                                   |

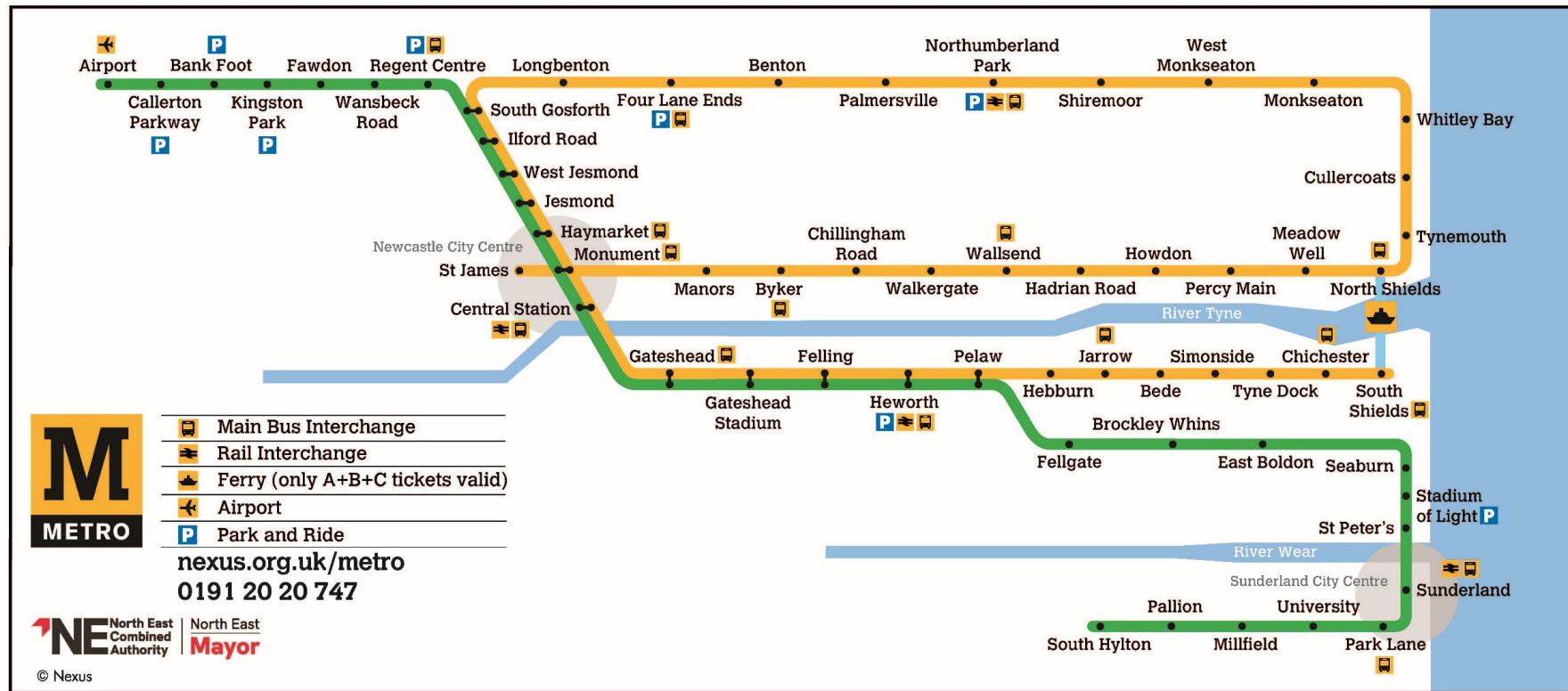
| Station RVAR      | Platform | Graded by Height<br>(letter) and Gap<br>(colour) |
|-------------------|----------|--------------------------------------------------|
| East Boldon       | P1       | A                                                |
| East Boldon       | P2       | A                                                |
| 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                                                |
| Howdon            | P1       | B                                                |
| Howdon            | P2       | A                                                |
| Heworth           | P1       | A                                                |
| Heworth           | P2       | A                                                |
| Ilford Road       | P1       | C                                                |
| Ilford Road       | P2       | A                                                |
| Jarrow            | P1       | A                                                |
| Jarrow            | P2       | A                                                |
| 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                                                |
| Millfield         | P1       | B                                                |
| Millfield         | P2       | A                                                |

Void if printed

| Station RVAR        | Platform | Graded by Height<br>(letter) and Gap<br>(colour) |
|---------------------|----------|--------------------------------------------------|
| Monkseaton          | P1       | A                                                |
| Monkseaton          | P2       | A                                                |
| Monument            | P1       | A                                                |
| Monument            | P2       | A                                                |
| Monument            | P3       | B                                                |
| Monument            | P4       | A                                                |
| Meadow Well         | P1       | A                                                |
| Meadow Well         | P2       | 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                                                |
| Simonside           | P1       | A                                                |
| Simonside           | P2       | A                                                |
| Shiremoor           | P1       | A                                                |
| Shiremoor           | 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                                                |

Void if printed

| Station RVAR       | Platform | Graded by Height<br>(letter) and Gap<br>(colour) |
|--------------------|----------|--------------------------------------------------|
| Sunderland Station | P2       | <b>A</b>                                         |
| Sunderland Station | P3       | <b>A</b>                                         |
| Tyne Dock          | P1       | <b>B</b>                                         |
| Tyne Dock          | P2       | <b>B</b>                                         |
| Tynemouth          | P1       | <b>A</b>                                         |
| Tynemouth          | P2       | <b>B</b>                                         |
| University         | P1       | <b>A</b>                                         |
| University         | P2       | <b>A</b>                                         |
| Wansbeck Road      | P1       | <b>A</b>                                         |
| Wansbeck Road      | P2       | <b>A</b>                                         |
| West Jesmond       | P1       | <b>A</b>                                         |
| West Jesmond       | P2       | <b>C</b>                                         |
| Walkergate         | P1       | <b>A</b>                                         |
| Walkergate         | P2       | <b>A</b>                                         |
| West Monkseaton    | P1       | <b>A</b>                                         |
| West Monkseaton    | P2       | <b>A</b>                                         |
| Wallsend           | P1       | <b>A</b>                                         |
| Wallsend           | P2       | <b>A</b>                                         |
| Whitley Bay        | P1       | <b>A</b>                                         |
| Whitley Bay        | P2       | <b>A</b>                                         |



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