Public transport

Accessible, comfortable and reliable transport is a key factor in having independence and a good quality of life. Newcastle is lucky in that it is served by a good, and improving, transport infrastructure.

This section provides information on the various types of public transport available in Newcastle. For details of concessionary travel schemes, visit the **Concessionary travel** article.

Planning your journey

Online

Help is available to plan your journey on public transport by bus, metro, ferry or train online. All you need to enter is your start and end point. The website will then produce suggested routes for you and tell you which bus/metro to catch. For more information please visit

- **Traveline**
- **Nexus**

Telephone

Travel information is also available by telephone. Call The **Traveline** for information about routes and times of buses, coaches, trains, metro and ferries in the North East and Cumbria.

Local bus services

The public transport bus companies which operate in and around Newcastle are Arriva, Go North East and Stagecoach.

Together, these services provide a network of bus routes throughout the region, interlinking with other public transport services including Metro, rail and ferry services throughout the North East.

Where to find bus journey information

Traveline provides timetable and fare information for all local bus, Metro, train and ferry journeys throughout the North East. You can plan your journey online by visiting their website.

Information on all local transport services operating within Tyne and Wear is also available from Public Transport Information Desks in Nexus TravelShops. The travel shop in Newcastle is at the Haymarket metro station concourse.

QuayLink buses

QuayLink buses are a great way to explore Newcastle and Gateshead quayside. The buses link key attractions between the two and run frequently 7 days a week.

QuayLink buses are fitted with ramp access at the centre doors and space is provided on board for wheelchair users. You can use your **concessionary travel pass** on QuayLink buses.

For a map of the QuayLink bus route and a timetable, visit the Go North East website.

Complaining about bus services

If your suggestion or complaint is about bus stops or bus shelters, you should contact the bus shelter hotline at Nexus on 0191 203 3365.

If your complaint is with a bus service specifically, then you should contact the relevant bus service company.

It may be helpful to have the following information to hand, so that the bus company can deal with your complaint effectively. Most of it will be on your ticket, so you should keep hold of your bus ticket if possible.

If you don’t have your ticket, the information they may need is:

- Date and time of pick-up
- Bus-stop number (or location)
- Service number (e.g. 10,11, 38) and destination
- Bus number (if possible)
- Description of your journey – where from and to
- Nature of your comment
- Description of the driver

Tyne and Wear Metro

The Tyne and Wear Metro is overseen by Nexus. Unfortunately you are not allowed to use a mobility scooter on the metro due to health and safety reasons.

Visit the **Nexus** website for up to date Metro travel information, or visit one of the travel shops in Newcastle.

Complaining about Metro services

You can contact the **Nexus** Metro service or complete a Customer Response Form. These are available from staff at Nexus TravelShops, or from inspectors on the Metro system.

Reporting an incident or concern

For reporting anti-social or disruptive behaviour, you can do so discretely by texting the Control Room on 0191 2033 666. This is for when something is happening now, such as anti-social behaviour on the train or platforms.

Accessible public transport

More and more public transport can now be used by wheelchair users. **Scope** has online advice about **accessible public transport**.

National Rail provides journey planning and **Passenger Assist** is available for older and disabled passengers travelling on the rail network. You can request assistance from their website or download the app. Contact them to arrange assistance with:

- help you on and off trains
- reserve wheelchair spaces and seats
- provide you with detailed rail information
- help with animals or pets that are travelling with you

The Bridge Card

A Nexus Bridge Card can help you if you need additional support whilst travelling on local public transport. This may be because of your age, disability, illness, or if you lack confidence.

You can get a free Bridge Card at Nexus TravelShops, day centres and libraries. When you show the card to transport staff, they will recognise that you may need extra help during your journey.

If you have a Bridge Card transport staff could:

- help you to count out your money or change;
- check that you know where you are going and what stop you need to get off at;
- tell you that you have arrived at the place that you are travelling to;
- allow time for you to sit down on a seat before moving off;
- tell you information about your journey, rather than just giving you a written timetable;
- use bus stop bays to make it easier for you to get on and off; and
- operate special equipment for you, like ramps.

You don’t have to register for the scheme. You just have to carry your Bridge card and show it to transport staff if you need help. For further information, visit the **Nexus website**.

Regional public transport

Explorer North East is a public transport ticket which can be used throughout the region from the Scottish Borders through Northumberland, Tyne and Wear, County Durham, Teesside and North Yorkshire. It can be used on most local bus services, as well as the Tyne and Wear Metro.

If you need help to plan your day out you can also contact **Traveline**.

Travelling by coach

Newcastle Coach Station is located on St. James Boulevard. It is the main coach station for long distance journeys run by **National Express** coaches. You can book a coach trip to many destinations throughout the UK.

For further information, visit the **National Express** website.

Travelling by Train

Several different companies provide rail services to and from Newcastle as part of the local and national rail network. The Central Station is Newcastle's only national railway station. It is linked to the local public transport network by bus and Metro services.

Where to find train journey information

Traveline provides timetable and fare information for all local bus, Metro, train and ferry journeys throughout the North East, regardless of who provides the services.

You can also find details of local train services and timetables on the **Northern Rail** website or **LNER** website.

If you are travelling further afield and need information on national rail journeys, visit the **National Rail Enquiries** website.

Travelling by air and sea

Travelling by both air and sea is easily accessible from Newcastle. **Newcastle International Airport** is situated approximately 8 miles from the city centre near Ponteland. The airport also has its own Metro station

Several companies run ferries to Europe from the International Ferry Terminal, which is about 8 miles east of the city on the River Tyne. The nearest Metro station is Percy Main, which is about 15 minutes walk. Ferry companies provide bus services direct to the Terminal from Newcastle Central Station.

The ferry companies which operate from the Ferry Terminal are currently **DFDS Seaways** and **Direct Ferries**.

Other Useful Information

- **Disabled Travel Advice** offers advice on how you can get about easily as a disabled user whether you're off on holiday, on a day trip, or looking for an everyday means of travel or transport.
- **The Elders Council of Newcastle** publish an annual **Summer Outings leaflet** **(June/July)** with ideas and tips on days out using your concessionary travel pass.
- **Safer Transport Northumbria App** helps you and other public transport users make safe and comfortable journeys throughout Northumberland, Tyne and Wear.
- **North East and Cumbria Hubs Mobility Advice Service** offers free advice on public transport and alternate travel options for people who are unable to drive or have been advised to stop.

Last updated: August 29, 2025

Useful Organisations

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Address: The Spark, NE4 5DE

Go North East

Email: customerservices@gonortheast.co.uk

Website: https://www.gonortheast.co.uk/services

Telephone: 0191 420 5050

Address: Go North East, NE8 1BR

Arriva

Website: www.arrivabus.co.uk

Telephone: 0344 800 4411

Address: ARRIVA North East Ltd, NE2 1QS

Stagecoach North East – Customer Services

Email: northeast.enquiries@stagecoachbus.com

Website: https://www.stagecoachbus.com/

Telephone: 0191 566 0231

Address: Stagecoach North East, SR5 1AQ

Traveline

Email: info@travelinenortheast.info

Website: www.traveline.info

Telephone: 0871 200 22 33

Address: Customer Services Traveline Information Ltd, WC2A 1QS

National Rail Enquiries

Email: customer.relations@nationalrail.co.uk

Website: www.nationalrail.co.uk

Telephone: 03457 48 49 50

Address: Customer Relations, WC2N 5BW

National Express

Email: www.nationalexpress.com

Website: http://www.nationalexpress.com/home.aspx

Telephone: 0871 781 8181

Address: Newcastle Coach Station, NE1 4EE

Tyne and Wear Metro

Email: contactmetro@nexus.org.uk

Website: http://www.nexus.org.uk/metro

Telephone: 0191 2033 666

Address: Customer Relations Tyne and Wear Metro, NE3 1YT

Northern Rail

Email: enquiries@northernrailway.co.uk

Website: https://www.northernrailway.co.uk/

Telephone: 0800 200 6060

Address: Freepost NORTHERN RAILWAY.,

Direct Ferries

Email: customer.services@directferries.com

Website: www.directferries.co.uk

Address: 12th Floor Portland House, SW1E 5RS

DFDS Seaways

Email: travel.sales@dfds.com

Website: www.dfdsseaways.co.uk

Telephone: 0871 522 9955

Newcastle International Airport

Website: https://www.newcastleairport.com/passenger-assistance/

Address: Newcastle International Airport, NE13 8BZ

Disabled Travel Advice

Website: www.disabledtraveladvice.co.uk

LNER London North Eastern Railway

Email: customers@lner.co.uk

Website: https://www.lner.co.uk/

Telephone: 03457 225 333

Address: FREEPOST RTUH-TUGH-GCLZ, NE23 1WG

Blue Badge Scheme at Newcastle City Council

Website: http://www.newcastle.gov.uk/parking-roads-and-transport/parking/disabled-parking-and-blue-badge-scheme

Telephone: 0191 278 7878

Address: Blue Badge Scheme, NE1 8QH

Community Transport – Hop to the Shops

Email: info@communitytransport.org

Website: communitytransport.org

Telephone: 0191 265 9267

Address: 6 Heaton Terrace, NE6 1JR

Disability Rights UK

Email: enquiries@disabilityrightsuk.org

Website: www.disabilityrightsuk.org

Telephone: 0330 995 0400

Address: Plexal, 14 East Bay Lane , E20 3BS

Disabled Person's Railcard

Email: railcardhelp@nationalrail.co.uk

Website: www.disabledpersons-railcard.co.uk

Telephone: 0345 605 0525

Address: Disabled Persons Railcard Office, DD11 9AN

Gosforth and Jesmond Community Minibus

Email: info@gosforthcommunityminibus.co.uk

Website: https://www.gosforthcommunityminibus.co.uk

Telephone: 07926563160

Address: Gosforth and Jesmond Community Minibus, NE2 3AP

Nexus Taxi Card

Email: customerservices@nexus.org.uk

Website: http://www.nexus.org.uk/taxicard

Telephone: 0191 202 0747

Address: Nexus House, NE1 4AX

Scope

Email: helpline@scope.org.uk

Website: https://www.scope.org.uk/

Address: Here East Press Centre, E15 2GW

North East and Cumbria Hubs Mobility Advice Service

Email: TransportHub@cntw.nhs.uk

Website: www.cntw.nhs.uk/nedm

Telephone: 07816 129 405

Address: Walkergate Park Hospital, NE6 4 UD

Related Articles

Taxis

Concessionary travel

Things to do in Newcastle

Fitness Activities

Wheelchairs, mobility scooters and powered wheelchairs

Day trips and visits

Taking a short break or holiday

Airport assistance

Blue Badge Scheme