

Tyne and Wear Metro

The Tyne and Wear Metro is public transport across Newcastle, Gateshead Sunderland, North and South Tyneside. The metro can connect you with other local public transport services throughout the North East.

See their website for more details on ticket prices. You can buy day passes, single trip tickets and pay as you go passes. They provide reduce cost travel options such as:

- [concessionary travel passes](#) to people over the age of 66 or with a certain disability or medical condition
- free travel to up to 3 children aged 11 with a fare-paying adult. This includes someone with a Gold Card
- The Nexus Pop card gives under 16 year olds discounted travel on the metro

They are working to reduce anti social behaviour on the metro. You can text to discreetly report any issues that you don't need a police response such as vaping, smoking, vandalism or graffiti.

[Nexus](#) runs the metro. They are the Tyne and Wear Passenger Transport Executive.

Last updated: November 10, 2023

Telephone: 0191 2033 666

Telephone note: text the control room for an incident on the platform

Telephone 2: 0191 203 3199

Telephone 2 note: Customer Relations

Telephone 3: 0191 203 3666

Telephone note 3: To report non-emergency incidents

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

Fax: 0191 203 3319

Textphone: 66777

Email: contactmetro@nexus.org.uk

Twitter: https://twitter.com/My_Metro

Facebook: <https://www.facebook.com/mymetrotw>

Cost: There may be a cost to this service/support

Address:

Customer Relations Tyne and Wear Metro
Metro Control Centre
South Gosforth
Newcastle upon Tyne
NE3 1YT

Related Articles

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[Nexus TaxiCard Scheme – Accessible Transport](#)

[Concessionary travel](#)

[Anti-social behaviour](#)

[What to do in extreme weather](#)