

Tyne Pedestrian and Cyclist Tunnels Closures Q&A

Here you can find out more about the upcoming works on 7th and 8th August 2023 and the free replacement bus service. The tunnels will reopen for all users at 6pm on 8th August 2023.

If you would like to get in touch with a specific query regarding the Tyne Pedestrian and Cyclist Tunnels, please email tcpt@transportnortheast.gov.uk

What is the purpose of the works/closure?

Essential maintenance is required on the north vertical lift which currently operates 24 hours a day for all users including pedestrians and cyclists. The works will improve the operation of the lift and its reliability. In order to ensure the safety of contractors and members of the public, it is necessary to close the tunnels while works are underway. In order to minimise disruption to users, the tunnels will reopen between 6pm on Monday 7th and 8am on Tuesday 8th, and will remain open from 6pm Tuesday 8th August 2023. We apologise for the disruption to your journeys while the essential maintenance is carried out.

What dates/ times will the tunnels be closed?

The tunnels will close for the works at 8am on 7th August 2023. The replacement bus service will be in operation between 8am and 6pm on both days of the works. The tunnels will reopen for all users from 6pm on 8th August.

What can't the tunnel remain open?

The North lift will be out of operation to allow for essential works and as such, usage of the tunnels is restricted and a full closure is required. The vertical lifts are currently the only way for cyclists to make their way to/from the tunnels. Onsite signage alerts users to the risks of cyclists using the escalators (stairs) and we are aware of instances where cycling equipment has been carried up and down the steep incline, posing a risk to pedestrians who may be passing in close proximity. A decision has been made to safeguard the safety of all users and close the tunnels while essential works are carried out. During the closure there will remain a 24/7 security presence on site as normal at the tunnels. A replacement bus service will operate throughout the closure from 8am until 6pm each day.

Why can't people use the stairs?

While we know that most users make use of the route safely with consideration for others, during previous closures there have been instances where bicycles have been carried up and down the escalators alongside pedestrians. While the lifts are undergoing essential works unfortunately it isn't possible to separate cyclists and pedestrians safely, so a decision has been taken to safeguard all users and close the tunnels while essential works are carried out.

Safety is of the utmost importance and while we know this will be frustrating to some tunnel users, we must take steps to ensure safe use of the tunnels.

What are you doing to help tunnel users throughout the closure?

A replacement bus with a cycle trailer will be available for users daily while the works are carried out. The bus is free to use and has the capacity for 16 people and bikes at a time. The bus will operate daily between 8am and 6pm. The North side pickup point is located on Tyne View Terrace, Howdon and the South side pickup point is located on Tyne Street, Jarrow. Please see the pickup points map showing the locations and the bus replacement timetable.

If I normally use the tunnels in a wheelchair or mobility scooter what should I do during the closure?

Arrangements are in place to facilitate your travel needs between 8am and 6pm throughout the closure period. Please speak to the onsite security team or the replacement bus driver who will make arrangements to suit your needs.

If you wish to discuss your requirements in advance, please email tcpt@transportnortheast.gov.uk – please allow up to 48hrs for a response (Monday-Friday only).

Why isn't the bus operating 24 hours a day?

The replacement bus will be operating during the closure of the tunnels to provide an alternative for users. As the tunnels will re-open on an evening, users can use the tunnels as normal from 6pm at night.

What alternatives are available while the tunnels are closed?

A replacement bus with a cycle trailer will be available for users daily while the works are carried out. The bus is free to use and has the capacity for 16 people and bikes at a time. The bus will operate daily between 8am and 6pm. The North side pickup point is located on Tyne View Terrace, Howdon, the South side pickup point is located on Tyne Street, Jarrow. Please see the pickup points map showing the locations and the replacement bus timetable. For those travelling from the East of the tunnels you may wish to make use of the Shields Ferry and/or local bus services which provide connections between Jarrow and Howdon such as the 10/11. If travelling from further afield, there is also the option of the Tyne and Wear Metro. For further local transport information regarding bus, Metro and Ferry services please visit the Nexus website www.nexus.org.uk

What is happening with the glass (inclined) lifts?

Work is well underway to bring the new glass inclined lifts into service at the Tyne Pedestrian and Cyclist Tunnels which will improve reliability for tunnel users and help even more local people travel actively across the region.

We look forward to seeing tunnel users make full use of this iconic infrastructure once works are completed in the near future. We understand that tunnel users are keen to know when the inclined lifts will be brought into operation and we are working to do so as soon as possible.

Substantial progress has been made in terms of the installation of new parts to the specialist lifts. Works can now move on to the final stage of testing and certification. At the moment there is no fixed date for the lifts to enter service but we can assure users that we will be bringing them into operation as soon as we possibly can. Once we have a fixed date from the contractors, we will provide a further updates. Once the glass lifts are completed we anticipate that the increased capacity will reduce the need for future closures. When the additional lifts enter operation, the historic wooden escalators will be closed and reserved for use in case of emergencies only.

Can I be reimbursed for my travel costs?

No, there is a replacement bus which will operate between 8am and 6pm throughout the closure period free of charge.

How can I find out further information?

If you would like to get in touch regarding the Tyne Pedestrian and Cyclist Tunnels, please email tcpt@transportnortheast.gov.uk and the operational team will respond in due course.

You can also follow us on Facebook or Twitter for the latest news. Please note our channels are monitored Mon-Fri only during office hours.