# Getting Around Access Guide

Accessible public transport in the West Midlands April 2018

express West Midlands

SNI5 LGD



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# PREFACE



From Laura Shoaf Managing Director, Transport for West Midlands

I am delighted to introduce this, the 24th edition of the Getting Around Access Guide. Accessible travel for the people of the West Midlands is an integral aspect of our goal of transforming public transport. I am sure that you will find this guide useful and that it provides all the information you need to improve your journey experience on the region's public transport network.

The past 12 months has been an exciting time for the West Midlands Combined Authority and within that Transport for West Midlands (TfWM).

We were named best in the UK for the second year running after winning City Region Transport Authority of the Year at the National Transport Awards, in recognition of a number of key projects that TfWM had delivered, many of which are included here.

The innovative West Midlands Bus Alliance was renewed, meaning passengers across the region can look forward to even higher standards of service and reliability, following the partnership's first two successful years. Since its launch, the Alliance has overseen:

- £7.3 million invested in highways schemes to improve bus journey times
- 570 brand new and refurbished buses, improving standards and air quality
- £3.5 million successful funding bids to cut harmful emissions
- More than £1m of funding to provide cleaner vehicles on subsidised services
- £550,000 from owners Intu to modernise Merry Hill shopping centre bus station

The new agreement aims to:

- Improve bus emission standards even further
- Make bus journeys better value
- Tackle congestion and speed up bus journeys
- Shape the bus network to improve economic growth
- Make it more pleasant to travel by bus

The Alliance, the first of its kind in the UK when launched in 2015, consists of the Mayor of the West Midlands, TfWM, the Safer Travel Partnership, Transport Focus, the Confederation of Passenger Transport, local highways authorities and local bus operators.

In the past year, the Alliance also won Local Authority Bus Project of the Year at the UK Bus Awards and the West Midlands Low Emission Bus Delivery Plan won 'Passenger Transport Project of the Year' award at the National Air Quality Awards.

The Plan highlights our ambitions for delivering low emission buses to help address the region's significant air quality problems. Poor air quality is a major issue in the West Midlands, with several Air Quality Management Areas and around 1,500 premature deaths each year from road transport emissions. It pinpoints areas where low emission buses should be prioritised and sets out a timeline for reducing emissions of nitrous oxides by over 90% by 2035.

Transport Focus' independent Bus Passenger Survey showed a sustained satisfaction level from travellers in the West Midlands, with around nine in 10 bus passengers in the region happy about the service overall – with improved satisfaction with waiting times and a reduction in anti-social behaviour.

As part of the Safer Travel Partnership with TfWM, National Express West Midlands (NXWM) installed innovative CCTV units to several vehicles, helping Safer Travel police officers target anti-social behaviour on the bus network in real-time. The technology lets the team tap into live CCTV feeds and view anti-social behaviour so that officers can then stop the bus and quickly act.

Through the Partnership, anti-social behaviour and crime captured on CCTV from NXWM buses has already seen a 75% success rate in identifying offenders. Bus passengers can also use the Safer Travel Partnership's See Something, Say Something service to report any anti-social behaviour on NXWM buses. Passengers can text 'bus' then details of the anti-social behaviour to 83010.

Crime on public transport in the West Midlands has fallen by 70% per cent in the last eight years. On the bus network the total number of recorded crimes from 1 April 2015 to 31 March 2016 was 2,755, a six per cent fall from 2,930 the previous year.

TfWM, West Midlands Police, British Transport Police and transport operators, including NXWM, make up the Safer Travel Partnership, helping make public transport even safer. The partnership is the first of its type in the country.

TfWM will take over the daily running of its Midland Metro trams from October 2018 when the current concession, held by National Express, finishes. This will enable us to invest millions of pounds of future profits back into expanding the network.

The Metro network will triple in size within 10 years, with passengers forecast to grow to more than 30 million - in time generating profits of around £50 million which will be channeled back into the network to benefit passengers and local economies.

Metro has already seen the biggest rise in passenger satisfaction in the country, Transport Focus found. Overall satisfaction rose from 81% in 2015 to 92% last year, the largest of all the tram networks surveyed. In a further boost, patronage on the line between Birmingham and Wolverhampton city centres is at an all-time high with 7.89 million passengers using the tram between June 2016 and May 2017.

Future expansion includes an extension from New Street station to Centenary Square, with services expected to start running in 2019. Nearly £60 million has also been confirmed for the line to go further along Broad Street to Edgbaston by 2021.

Extensions are also planned through Digbeth in Birmingham, to the forthcoming HS2 high speed rail station at Curzon Street. Works have begun in Wolverhampton on an extension to the bus and railway stations and the line is expected to open in 2019. And, in November 2017, £250m Government funding made the Wednesbury to Brierley Hill extension a reality, with the line expected to open to Dudley in 2022.

There will be a near £1 billion investment in the West Midlands rail network with passengers getting more frequent services with new trains and extra seats after the agreement that will see West Midlands Trains Ltd (WMT) run the region's rail services under a new franchise which began in December 2017.

WMT will run local rail services until March 2026, providing increased frequencies and major investment in new trains. Around £60m will be invested on station improvements, delivering 1,000 new car park spaces, 2,500 cycle parking spaces, a cycle hire scheme, new and refurbished waiting rooms and more seating. There will also be improved access for the disabled and those requiring extra assistance. Plans for new stations in the West Midlands will also be developed. Passengers will even be entitled to 25% compensation if their train is delayed by more than 15 minutes. Swift, the region's travel smartcard, has seen another major rollout. With three million journeys now being made every month, access has been made even wider. Three new schemes were introduced: rail passengers travelling into the metropolitan West Midlands from stations in neighbouring non-constituent local authorities were able to use Swift from July; a pilot scheme using Swift on buses in non-constituent members began in autumn and self-service kiosks issuing Swift cards with the holder's photograph are being rolled out across the region.

Jobseekers in the West Midlands can now access award-winning support anytime, anywhere, with WorkWise Online - the first scheme of its kind in the UK. The ground-breaking programme, which offers free public transport tickets and expert journey planning advice, is available at the Network West Midlands website.

WorkWise was introduced in 2013 with the aim of removing travel barriers for people trying to get back into work, linking up with Jobcentre Plus. It gained national recognition as best practice to deliver travel support for unemployed people. To date, the WorkWise free travel offer has helped more than 27,000 people in the region find and stay in employment and over 12,000 people to attend job interviews.

Apprentices and trainees aged 18 or under now receive half price travel on the bus, train and tram network through an initiative helping them stay on the career ladder, meaning an extra 31,000 young people across the region enjoy the 50% discount. Those aged between 16 and 18 and in full-time education are eligible for half price travel, although the scheme has now been extended to those on apprenticeships or traineeships who would normally pay the full adult fare.

In the past year, the Ring and Ride service received a grant of £7.8 million so that it can continue to offer a door-to-door transport service between 8am and 11pm Monday to Saturday and from 8.30am to 3.30pm on Sundays.

It provides around 850,000 trips a year in the West Midlands and is an essential service for residents in the region with impaired mobility who may find mainstream public transport difficult to access. Taxibus provides similar services in the rural area between Solihull and Coventry.

I sincerely hope that this useful guide will help you make the most of getting out and about on the public transport network in the West Midlands.

# INTRODUCTION

Welcome to the Getting Around Access Guide, your comprehensive guide to accessible public transport in the Network West Midlands area.

We hope this guide will help make your journey that little bit easier, be it to go to work, shop, visit friends or for leisure. With frequent improvements to the accessibility of public transport in the West Midlands, it is important to remember that some of the information given here may be amended later. For up-to-theminute information, please contact Traveline on 0871 200 22 33 or visit the website at http://www.traveline.info/. All the Traveline call centres are open 07:00-22:00 seven days a week.

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, Transport for West Midlands (TfWM) regrets that it cannot accept liability for any inaccuracy, error or omission.

If you would like a copy of this document in a form more suited to your needs, please call 0345 3036 760 or email customerservices@ tfwm.org.uk. The Getting Around Access Guide is also available in large print, audio CD, pdf or Braille format. You may also return the 2019 edition freepost reply card at the end of the guide to ensure you receive next year's version. The reply card can also be used for any comments about services you wish to make and if you include your name and address, we can make sure you receive a copy in your preferred format.

# LEGISLATION

The Equality Act 2010 brings together, harmonises and extends the current equality law. It replaces previous protection in disability discrimination law. The equality duty imposed by the Disability Discrimination Act 2005 (DDA) remains, as it is still unlawful for transport operators to discriminate against disabled people or to fail to make reasonable adjustments to the way they provide services.

The Equality and Human Rights Commission is responsible for enforcing the amended legislation, ensuring transport operators fulfil their duties and disabled people know about their rights. For further information, advice and support on discrimination and human rights issues contact:

## Equality and Human Rights Commission Advisory and Support Service (EASS)

If you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide, please contact the Equality Advisory and Support Service (EASS).

Phone: 08088000082 Textphone: 08088000084 Website: http://www.equalityadvisoryservice.com Email: eass@mailgb.custhelp.com

Opening Hours: 0900 to 1900 Mon to Fri 1000-1400 Saturday Closed on Sundays and Bank Holidays Post: FREEPOST EASS Helpline FPN 6521 1

# WHO WE ARE, WHAT WE DO

The West Midlands Combined Authority (WMCA) is a new governance structure for the region. Members of the WMCA are working collaboratively to improve transport, economic development, regeneration, skills and to deliver public sector reform, in an effort to close the productivity gap and grow the economy.

From a transport perspective, the WMCA's delivery arm is Transport for West Midlands (TfWM). Transport for West Midlands (TfWM) is responsible for transport infrastructure and public transport services in the West Midlands Metropolitan Area. TfWM's remit is to develop an integrated network encompassing the region's road, rail, bus and tram system. TfWM sets the long-term strategy for the West Midlands' public transport system, contributing to regional economic growth through the development of a public transport system which includes a rapid transit network and Midland Metro. In partnership with bus operators, train operators and Midland Metro, TfWM is delivering major transport schemes and improvements.

TfWM is involved in a number of major public transport activities including:

- Funding socially necessary bus services;
- Working in partnership with rail organisations to deliver improvements to the West Midlands local rail network;
- Managing concessionary fare schemes to enable free travel for 495,000 senior citizens of eligible age and 30,000 disabled people;

- Being owners and promoters of the Midland Metro light rail system;
- Providing and maintaining more than 5,200 bus shelters, over 5,300 bus stop poles, operating 12 bus stations and several transport interchanges;
- Funding forms of transport for people with mobility difficulties;
- Promoting innovation in public transport;
- Providing over 7,300 free Park and Ride spaces at rail stations and Metro stops;
- Co-ordinating and promoting a comprehensive range of Network West Midlands bus/rail/Metro and multi-operator tickets;

# HOW CAN YOU HAVE YOUR SAY?

There are several ways you can have your say on public transport services in the West Midlands.

- Write to the West Midland Combined Authority's Customer Services Team at WMCA, Customer Services, 16 Summer Lane, Birmingham, B19 3SD. Alternatively telephone 0345 303 6760 or e-mail customerservices@tfwm.org.uk
- Go to the website at www.networkwestmidlands.com and click on 'Get in Touch'/ 'Contact Us'/'For all other public transport matters'/'Contact Form'. This correspondence will be dealt with by the Customer Services team.



# WHERE TO FIND TRAVEL INFORMATION

The Network West Midlands website can be found at www. networkwestmidlands.com (or www.networkwm.com for mobile users) and is where you can find a journey planner to help you plan your bus, train and tram journeys, access timetables, ticketing, scheduled and real time information, information on other forms of sustainable travel, concessionary travel and mobility.

This website is accessible from all devices, including desktop, tablet and mobile phone and recognizes your location so that is can locate bus, train or tram stops near you and provide the next arrivals and departures from these stops or stations.



The journey planner can also provide sample fares and tickets for the journey planned to help you choose the best ticket to suit you.

We are currently working on enhancing many areas of the Network West Midlands website, including the design, introducing personalization, so that you can save your favourite journeys and departure boards among other preferences, improved timetables, ticket search functionality and mapping.

With our interactive rail map, you can find your station, arrivals and departures, timetables, sample fares, parking and cycle storage and other facilities (where the information is available).

In order to improve web accessibility, we use BrowseAloud on our websites. This support software adds speech, reading, and translation to websites facilitating access and participation for people with Dyslexia, Low Literacy, English as a Second Language, and those with mild visual impairments.

Online content can be read aloud in multiple languages using the most natural and engaging voice to transform the user's reading experience.

#### This service provides:

- Access to our services online
- Content that is easily accessible to people with dyslexia, reading difficulties, visual impairments and English Language Learners
- Confidence to site visitors who lack digital skills
- Translation into other languages
- Compliance with legal obligations for website accessibility
- Demonstrable greater social responsibility

Many buses are fitted with GPS trackers, showing where bus services are on the network at any time and with digital display screens at most stops, this enables more passengers to access Real Time Information in order to make smarter choices about how they travel before starting their journey.

**SMS TextTime** - provides live and scheduled bus timetable updates about your local bus service and tells you when the next buses will arrive at your stop via your mobile phone. Each stop in the West Midlands has a unique eight letter code which you'll find at the stop.

Simply text that code to **84268** and a few seconds later a reply will tell you the arrival time of the next bus. (Texts are charged at 25p plus your standard network operator charges. Prices correct at January 2016).

We have **on the move mobile** apps, available for Android, and iPhone that will allow you to plan your journey, view your next departures and obtain real time (where available) and scheduled times for bus, train and tram. It also locates bus, train or tram stops near you and provides the next departures from these stops. These are available free of charge from either the

Android Market Place or iTunes store dependent on your smartphone. Search for Network West Midlands in your appropriate App store.

Social media service updates are issued on Twitter via @networkwm and on facebook.com/networkwestmidlands, and you can also ask questions via these channels to our Customer Service Centre team.

**Traveline** provides a national telephone enquiry service to obtain all local and national bus, and Midland Metro services. Telephone **0871 200 22 33** (Lines open 07:00-22:00 seven days a week. Traveline calls cost 12p per minute plus your phone company's charge. Prices correct at December 2017).

#### Website: www.traveline.org.uk

**National Rail Enquires** on **03457 48 49 50** provides rail information (calls cost 12p per minute plus network extras. Prices correct at December 2017).

#### Website www.nationalrail.co.uk

Visit **www.networkwestmidlands.com/information-for/ transport-accessibility/during-your-journey/** for more information on accessibility on board bus, train and tram.

**Travel Information Centres** - TfWM directly operates two Travel Information Centres located at Birmingham New Street rail station and Wolverhampton bus station. Each outlet provides advice and guidance on planning public transport journeys and purchasing tickets to travel. Outlets stock a full range of maps and timetables and have electronic access to up-to-date timetable information and journey planning software.

Tickets can be purchased at Birmingham New Street Travel Information Centre and Wolverhampton bus station. TfWM works in partnership with a number of external organisations to facilitate the provision of travel information at locations not directly operated by TfWM.

JOURNEY PLANNING	YES	YES	YES	YES	YES	YES	YES
TICKETS	YES	ON	YES	0 Z	0 N	ON	ON
OPERATOR	TFWM	TFWM	TFWM	Solihull Council	Solihull Council	Solihull Council	Walsall Council
OPENING HOURS	Mon-Sat 08:30-17:30	Mon-Fri 09:00-17:30. Sat 09:00-17:00	Mon-Sat 08:30-17:30	Mon & Thu 09:00- 20:00. Tues & Fri 09:00-18:00 Wed 10:00-18:00 Sat 09:00-17:00	Mon, Tues, Thu 09:00-16:30. Wed 10:00-16:30. Fri 09:00-16:00	Mon-Fri 09:00-17:00 Sat 09:00-13:00	Mon-Thu 08:45- 17:15. Fri 08:45
ADDRESS	Unit 31, New Street Station Birmingham B2 4ND	NX Travel card & Informa- tion Centre, Pool Meadow Bus Station, Fairfax Street Coventry CV1 5AD	Wolverhampton Bus Sta- tion, Pipers Row, WV1 1LD	Ground Floor, Library Square, Solihull,West Midlands B91 3RG	6-8 Coppice Way Chelmsley Wood, Solihull, West Midlands B37 5TX	286 Stratford Road, Shirley, Solihull B90 3AR	Civic Centre, Darwall Street Walsall WS1 1EU
LOCATION	BIRMINGHAM CITY CENTRE	COVENTRY POOL MEADOW	WOLVERHAMPTON BUS STATION	SOLIHULL	CHELMSLEY WOOD	SHIRLEY POLICE STATION	WALSALL FIRST STOP SHOP

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# **OUR EQUALITY COMMITMENT**



It is recognised that public transport will continue to be defined and delivered as part of an integrated transport strategy that supports the broader agenda of regeneration, economic development, housing, social inclusion, health and quality of life. TfWM will lead and influence in defining the public transport system and work with others to develop and deliver it.

We value diversity and equality – equality is at the heart of what we do. People should be treated fairly, with respect and in a way that is appropriate to their needs, giving people the opportunity to fulfill their potential. We recognise equality is not about treating everyone the same, but recognising that people's needs are met in different ways. As an employer and a service provider we take into account and value individual and group differences and implement policies that recognise those differences.

## **EQUALITY ACTIONS INCLUDE:**

- identifying specific resources for improving equality;
- improving equality through planning and setting targets within departments and service areas;

- having a structured way of involving people in the development of ideas;
- delivering a customer-focused service by recognising the needs of different communities and individuals and actively engaging with the public;
- developing a diverse workforce at all levels of the organisation;
- developing, reviewing and promoting policies and practices that ensure equality of opportunity and eliminate discrimination in all areas of employment (including recruitment, retention, learning and development, promotion, grievance, disciplinary and retirement);
- creating a working environment where equality and diversity are valued and act as a key driver for change;
- promoting good relations, understanding and respect between members of staff and raising awareness through a range of media, such as training, induction and one-to-one meetings;
- ensuring suppliers and contractors embrace and adhere to equality principles;
- ensuring our procurement practices are transparent, objective and non-discriminatory in the selection of our suppliers;
- conducting an equality impact assessment on our priorities, schemes, policies, functions and strategies to ensure that they have a positive impact on disability, gender, gender reassignment, pregnancy and maternity, race, age, sexual orientation and religion/belief;
- embedding equality and diversity priorities in business operations using our impact assessment process and training and setting performance targets so that we can measure progress against our diversity agenda;
- monitoring progress to inform future planning; and
- audit and inspection.

In delivering a service, equality of opportunity is an essential element of our activities. In employment, equality of opportunity allows the best use of talents, skills, and knowledge, maximising the potential of individuals and improving the quality of service we provide

## THE EQUALITY TEAM

We are committed to equality of opportunity for all in the delivery of services and in employment.

One of the Equality Team's aims is to support the development of services and policies to meet the needs of the passengers across the region. To do this, we aim to work closely with people in the West Midlands to understand their needs.

The Equality Team would like to develop opportunities in the West Midlands for community engagement – we aim to be as inclusive as possible to ensure all voices are heard. We would like to further improve the way we consult and involve the public in decision making as well as understanding people's needs, using that knowledge to inform and shape our policies and services.

If you would like to be involved please contact the Equality Team on 0121 214 7401 or via email anna.sirmoglou@wmca.org.uk



# RING AND RIDE & COMMUNITY TRANSPORT

## INTRODUCTION

Ring and Ride is the main door-to-door accessible transport service operating throughout urban parts of the West Midlands. It has been running since 1983. It now has a fleet of 120 fully accessible minibuses operating from 6 depots across the West Midlands.

### THE SERVICE

The service is run by a charity, Ring and Ride West Midlands Ltd (RRWM), which receives funding from the WMCA. It operates on Monday to Saturday from 8:30am to 10:30pm, excluding Bank Holiday Mondays and from 8:30am to 3:30pm on a Sunday.

To become a registered user of Ring and Ride you must generally find it difficult or impossible to use conventional public transport and be resident in Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton.

### HOW THE SERVICE WORKS

Bookings for journeys can be made by telephone up to 24 hours ahead of travel, or online requests made by 8.00am the day before. Registered users of the service canmake six advance bookings every year for important appointments and social events..

Ring and Ride enables users to get to local destinations in their neighbourhood and up to half a mile into an adjoining area. A limited 'cross-boundary' service enables users to travel beyond the half mile limit, to anywhere in operating areas adjoining their own. Ring and Ride also links up with other passenger transport services including local trains, Metro and the cross-boundary buses of other Ring and Ride operating areas. This enables journeys to be completed from door- to-door across the West Midlands. When travelling, users can take a companion with them provided they are booked in advance. Users may also take dependent children with them.

The service uses minibuses with ramps or lifts, so that people who use wheelchairs or find steps very difficult can easily use the bus.

## TRAVELLING TO HOSPITAL APPOINTMENTS

Ring and Ride is unable to take people to hospital appointments because the National Health Service Act states that people are entitled to access NHS Patient Transport Services in accordance with their eligibility criteria. Contact your doctor or local hospital for details of these services.

Ring and Ride can transport people registered with the service to visit people in hospital and can take companions who are registered and wish to accompany people at their hospital appointments. You can also take a companion to travel with you when you use Ring and Ride, even if they are not registered to use the service. Just let the booking staff know when you book your journey.

### FARES

A fare of £1.20 per adult single trip is charged. The fare is £2.20 for any journey after 7pm and £2.00 at any time on a Sunday. Children aged under five travel free, and five to16-year-olds pay £1.10 per single trip. Network West Midlands nNetwork and nbus passes can be used too. Companions who are not registered users pay£2.20 per single trip. National Concessionary passes are not valid for use on the service.

## FURTHER INFORMATION

Information is available on audio tape, large print and printed leaflets in English and community languages. The website is at http://www.ringandride.org/

For further information and to apply to use the service, contact your local call centre. Ring the following telephone numbers (open 09:30am to 2:30pm Monday to Saturday). Between 9:30am and 10:30am lines are dedicated to shopping trips and clubs.

You can also book your trip by e-mail. If you are using this facility, please allow four days prior to the travel date for your request to be processed.

You can also make six advance bookings every year for important appointments and social events.

Coventry 0333 006 6024 coventry@ringandride.org

Dudley 0333 006 6026 blackcountry@ringandride.org

East Birmingham/Solihull 0333 006 6004 birmingham@ringandride.org

North Birmingham 0333 006 6005 birmingham@ringandride.org Sandwell 0333 006 6027 blackcountry@ringandride.org

South Birmingham 0333 006 6023 birmingham@ringandride.org

Walsall 0333 006 6028 blackcountry@ringandride.org

Wolverhampton 0333 006 6029 blackcountry@ringandride.org

# **COMMUNITY TRANSPORT**

There are community transport operators in all seven districts of the West Midlands. The operators listed below offer minibus/ wheelchair accessible vehicles for hire to community groups in their area, such as scouts or brownies, youth or senior citizens clubs, disabled groups, and sheltered housing developments. Operators continue to work with TfWM on regeneration projects that are helping to improve access for communities to health, education, leisure and employment.

Because community transport operators are non-profit making, charges for its services are usually much less than those made by typical commercial providers. Most community transport projects have specially adapted minibuses to accommodate people with mobility difficulties including wheelchair users, and it is sometimes possible to provide groups with a volunteer driver. Some community transport providers offer training opportunities and demand responsive transport services in their local area.

Community transport providers are:

#### Community Transport Birmingham

Unit 3a Garrison Freight Terminal, Garrison Street, Bordesley, Birmingham B9 4BN Telephone 0845 209 0190 Fax 0121 771 1520 Email: wms.passengerservices@communitytransport.org www.communitytransport.org

Shencare Community Transport The Cabin, Welches Close, Northfield, Birmingham B31 2XT Telephone 0121 476 1816 Email shencarevt@yahoo.co.uk www.shencare.org.uk

Community Transport Coventry 269 Sovereign Road, Earlsdon, Coventry CV5 6LT Telephone 024 7669 1433 Fax 02476 674482 Email wms.passengerservices@communitytransport.org www.communitytransport.org Community Transport Dudley Telephone 0845 209 0191 Fax 0121 520 8361 Email bc.passengerservices@communitytransport.org www.communitytransport.org

#### **Community Transport Sandwell**

216 Great Bridge Street, Great Bridge, West Bromwich, West Midlands B70 0DE Telephone 0845 209 0191 Fax 0121 520 8361 Email bc.passengerservices@communitytransport.org www.communitytransport.org

Community Transport Solihull Telephone 0121 788 4525 Email: wms.passengerservices@communitytransport.org www.communitytransport.org

#### Walsall Community Transport

The Old Dairy, Pelsall Lane, Little Bloxwich, Walsall, West Midlands WS3 3DH Telephone 01922 685555 Email enguiries@walsallct.org.uk

Shopper buses operate in the Bloxwich and Barr Beacon areas to local supermarkets three days a week. They are provided primarily for the benefit of older and less mobile individuals and passengers must register and book travel in advance. For further information telephone Walsall Community Transport at the above number.

Community Transport Wolverhampton Telephone 0845 209 0191 – Minibus Email bc.passengerservices@communitytransport.org www.communitytransport.org



# **BUSES AND COACHES**

# INTRODUCTION

There is a comprehensive bus network in the Network West Midlands area. TfWM has policies that promote the use of accessible buses on services, providing a subsidy to operators to run these. Guidelines produced by The Disabled Persons Transport Advisory Committee (DPTAC), Low Floor Bus Specification and Disability Discrimination Act (DDA) and Public Service Vehicle Accessibility Regulations have established standards in vehicle design to help make them more accessible. More than three quarters of all buses in the West Midlands now meet these standards. All new single and double deck buses and coaches must be accessible to disabled people and meet Accessibility Regulations. The modern design of buses makes them a lot easier to use, so if you haven't travelled by bus before, why not try it?

# LOW FLOOR ACCESSIBLE BUS SERVICES

In the West Midlands all buses are low floor and wheelchair accessible. They are designed for easy access for disabled people, and for parents with pushchairs and buggies. The main access features of low floor buses are:

- Bright colour contrasting handrails;
- Space for one wheelchair user;
- Some space for parents with buggies;
- Kneeling suspension to lower the front step, operated by the driver on request;
- Ramp to enable access for wheelchair users between the pavement and bus entrance, operated by the driver on request;
- Flat wide entrance without steps; and
- Priority seats for disabled people at the front of the bus.

# HOW TO USE A LOW FLOOR BUS

When at the bus stop and the bus is approaching, in order to stop the bus, give a clear signal to the driver. Blind and partially sighted passengers can use a Bus Hailer to help them catch the correct bus (see Page 69 for details). The driver should stop the bus as close to the kerb edge as possible. If you require the driver to lower the step or to put out the access ramp, then you can ask them to do so. All buses have a wide flat entrance, without steps. The floor is non-slip, and there are colour contrasting handrails on the side of each door, with horizontal handrails in the gangway areas. You should swipe your card across the reader, show your travel pass to the driver or pay him the fare. If you are not sure of the fare, tell the driver your destination. Please note that many bus operators insist on the exact fare and do not give change.

If you are a wheelchair user, a dedicated space is normally located on the right hand side of the bus. To travel in safety you will have to reverse into the space, with the back of your wheelchair against the backrest. The brakes on the wheelchair will have to be applied too, as no additional restraint system is available. There is a horizontal handrail on the right hand side of the space, with a vertical handrail on the left side.

When the bus approaches your stop, you can press the bell push button located on the handrail which alerts the driver that you want to get off. There will be a sound and a sign will illuminate to indicate that the bus is stopping. The bus will then pull into the kerb, and if requested by you, the driver will put out the access ramp.

There are four priority seats for disabled people on each low floor bus, which are generally located in the first row of seating, with a sign stating they are priority seats. The priority seats have more legroom than a standard seat, and there is space underneath for an assistance dog. There are further vertical handrails along the length of the bus, each with a bell push which you can press to alert the driver that you want to get off at the next stop.

For timetable information contact **Traveline 0871 200 22 33.** Details of low floor services are also available in **Network West Midlands Maps & Guides** for your area available from **Local Travel Information Centres** or from **networkwestmidlands.com**.

# LIST OF BUS OPERATORS IN THE WEST MIDLANDS:

ALC Travel Service of Coventry	02476450808
Arriva	08448004411
Banga Buses	07981 201932
Central Buses	01213563487
Claribel Coaches	01217897878
Coastal Liner	07949420920 or 01902 633064
Corporate Express	07970837863
Diamond Bus	0121322222
Evergreen Coaches	01215551060
First	08450100111
Grosvenor Coaches	01214746888
Hansons	01384894020
Hi Ride Coaches	07956405962
iGo	01213278128
Johnsons of Henley	01564797000
Midland Classic	01283500228
National Express West Midlands	01212547272
National Express Coventry	02476817000
Ring and Ride	01213278128
Sandwell Travel	07825872240
Select Bus Services	01785 330764
Silverline	01217055555
Stagecoach	08456001314
Sunny Travel	07985374034
Thandi Transport	01215652002
The Green Bus	08452342222
The Green Transport Co	08452342222
Travel de Courcey	02476302656
Walsall Community Transport	01922685555

# AUDIO REAL TIME INFORMATION

Network West Midlands provides Real Time Information displays at bus stations, major interchanges and many bus stops along main routes. For National Express routes these electronic information displays provide details of the next buses to call at the stop including the service number, destination, and the predicted time when the bus will arrive. For routes run by all other operators the scheduled arrival time is given. For people with visual impairment or learning disabilities we provide a small key fob device that can be used to activate an audio voice message which provides the same information.

Audio RTI is available at 1 in every 7 stops on National Express bus services across the seven council areas: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton. This includes all bus stations.

If you are a West Midlands resident and use National Express bus services and think you may be eligible to receive a key fob please contact:

If you are a West Midlands resident and use the above bus services and think you may be eligible to receive a key fob please contact:

WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD Telephone 03453 036760 Email customerservices@tfwm.org.uk

BUS STATIONS Here is a summary of facilities available at each bus station.	Cafe	Parking available	Blue Badge disabled parking spaces	Rail Interchange	Metro Interchange	Raised kerb for bus access	Toilets (No particular disabled facilities)	Information screens on bus stands	Accessible toilet facilities	Local Travel Information Centre	Shopmobility	Tactile paving	Braille and tactile information	Help Points
BEARWOOD Adkins Lane Bearwood														
BILSTON Wood Street Bilston														
CRADLEY HEATH Forge Lane Cradley Heath														
DUDLEY Fisher Street Dudley						Π								
HALESOWEN Queensway Halesowen														
MERRY HILL* Merry Hill Centre Brierley														
POOL MEADOW Fairfax Street Coventry														
STOURBRIDGE														
WALSALL ST PAUL'S Civic Square Walsall														
WEDNESBURY Holyhead Road Wednesbury														
WEST BROMWICH Ring Road West Bromwich														
WOLVERHAMPTON Pipers Row, Wolverhampton														

\*Other facilities available in shopping centre

# COACHES

From January 2005, the DDA Public Service Vehicle Accessibility Regulations required all new coaches to be accessible to wheelchair users when used on scheduled services, and by 2020 all coaches in service will be required to be accessible.

## NATIONAL EXPRESS COACH SERVICES

National Express operates coach services to hundreds of locations across Britain from the West Midlands.

Where any assistance is required, either at boarding, alighting or interchange points, their staff will always try to help.

National Express operates an Assisted Travel Helpline between 8am and 8pm seven days a week via phone, fax, e-mail or minicom. Their dedicated staff can respond to requests for information and assistance from customers who might need a little help along the way. They can offer advice and guidance on how assistance needs can best be met. Information in large print is available on request, providing adequate notice is given. Assistance dogs trained by and affiliated with Assisted Dogs UK will be carried free of charge on National Express services when accompanying their owners and carrying the correct identification.

All National Express coaches are now fully accessible. Boarding the coach via a passenger lift, wheelchair users can travel while seated in their wheelchair provided it can be fully secured within the coach. For this reason, National Express request that customers book at least 36 hours in advance of travel and provide details of the make and model of their wheelchair before their journey, just to check that the wheelchair is compatible.

National Express also allows customers to travel with folding wheelchairs, which can be stored in the luggage hold during the journey. In addition, small mobility scooters and battery powered wheelchairs are also carried, as long as they can be dismantled and re-assembled by the customer or a companion at both ends of the journey. For safety reasons, it is not possible to travel while sitting on a scooter. For the same reason, only wheelchairs and scooters operated by a dry cell or gel-type battery can be carried. Wherever possible, 36 hours notice is required for all bookings and all wheelchairs/scooters must be capable of being dismantled into separate parts and stored in the luggage hold. Each part must weigh no more than 20kg.

National Express has a Code of Practice called 'Serving our Disabled Customers' which sets out the requirements relating to this policy, as well as other methods where the company is committed to assisting disabled customers or customers with reduced mobility. This is available on request from the Assisted Travel helpline or online at their website.

National Express also offers customers a Disabled Coach Card and a Senior Coach Card. Both cards offer a 33% discount on all coach tickets, all day, every day. To see how you can save a third off coach journeys, you can visit their website or call their Assisted Travel team.

Assisted Travel Helpline: 03717 81 81 81

E-mail: **DPTH@nationalexpress.com** Fax: **0121 456 5538** Minicom: **0121 455 0086** Website: **www.nationalexpress.com** 



# TRAINS

## INTRODUCTION

There is an extensive local rail network within the Network West Midlands area. West Midlands Railway operates the majority of local train services, with links to long distance services at main line stations.

Stations and trains are becoming more accessible. We are continuing to work with our partners at Network Rail and West Midlands Railway to improve station accessibility. New automatic audio announcement systems and electronic information screens have now been installed at all stations in the Network West Midlands area, which provide audible and visual information about the next train to arrive at the station.

This section advises you of some of the facilities that are available at each station, and on the trains. The Network West Midlands Rail Network Map is at the rear of this guide.

## ADVANCE BOOKING AND ASSISTANCE

The accessibility of rail stations varies; it is recommended that you should always try to plan your journey so that you use stations best equipped and staffed to meet your needs. If you think you may need assistance at the station or on the train, please let the train operators know you are travelling. They are more than happy to assist disabled people, but require at least one working day advance notice to ensure their staff are available when needed.

If you need extra assistance to help you make your journey, contact National Rail Enquiries **03457 48 49 50** or call into the Customer Reception or Travel Centre at Birmingham New Street Station. Alternatively for travel assistance for **West Midlands Railway services**: Telephone: **0800 029 8998** (Next Generation Text: **18001 0800 029 8998**) Fax: **0845 051 8359** Website: **www.westmidlandsrailway.co.uk/contact-us/book-assisted-travel** 

To provide the best possible service, you can assist the station staff by providing the following information:

- The date you will travel and the time your train will leave;
- The destination station and any stations where you need to change trains;
- Exactly what assistance is required;
- How you will travel to and from your departure and arrival stations, for example taxi or private car, and whether someone is meeting you at your destination;
- Whether you will be travelling alone or with someone;
- Whether you will need a wheelchair at your departure and arrival stations;
- Any other relevant information you want to give.

Please provide similar details for your return journey if possible, especially if returning the same day. Please try to give at least one working days notice of your journey. If you do not give notice, the normal level of service cannot be guaranteed. Please also note that buses may replace trains due to planned engineering works, especially during weekends and public holidays. If assistance is booked, then West Midlands Trains asks that you arrive at the station 20 minutes prior to the scheduled departure time.

Where stations are not accessible for a particular journey and no suitable alternative station exists, West Midlands Trains will provide a taxi (to suit your accessibility needs) to the nearest accessible station for your journey, at no additional cost. We recommend that you provide as much notice as possible to avoid having to wait for suitable alternative transport.

If you are buying tickets online, please note that you will be able to book travel assistance during this process.

# TRAIN FACILITIES

#### Rail station facilities in the Network West Midlands area

The majority of rail stations in the Network West Midlands area enable access from outside the station to the platform, via level access, ramps, or passenger lift. Stations with booking offices have staff available whenever trains are operating, from first train until last. However, some smaller stations are unstaffed. Help Points are located at all station platforms in the Network West Midlands area. Blue Badge disabled parking spaces are provided at all Park and Ride sites and we have recently carried out improvements to the accessibility of all our Park and Ride sites by installing more dropped kerbs, tactile surfaces, and colour contrasting finishes to step edges and bollards. Many stations are well served by local bus services.



The following is a guide to some of the facilities available at stations within the Network West Midlands area, together with information on how to access the platforms. It shows, for example, how many steps there are on a footbridge, or if a ramp or lift is available. Please note that older ticket machines on some platforms may not be accessible to wheelchair users. For further information, telephone Traveline 0871 200 22 33.

Station access information is also available on the National Rail website. Go to

http://nrekb.nationalrail.co.uk/stations\_destination and enter the name of the station.

Information on routes through stations is available on National Rail Enquiries website using the 'Stations Made Easy' feature. For each station you can find out what routes are available according to your access requirements, for example, step free.

#### KEY



Metro service operates from the station



Blue Badge parking available (amount)



Station Wheelchair available



Free Park and Ride car parking available



Induction loop facility available at the ticket office window



Toilets (No particular facilities for people with a disability)



Accessible toilet facilities with RADAR NKS scheme lock



Tactile paving at platform edge



Cycle rack or storage facilities



Automatic announcements of arriving trains



Train departure electronic screens on platform



Automated doors

#### NOTES

Network Rail manage Birmingham New Street station; Virgin Trains manages Birmingham International, Coventry and Wolverhampton stations; Chiltern Railways manages Birmingham Moor Street, Solihull and Dorridge stations. West Midlands Trains manages all the other stations in the Network West Midlands area.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
Acocks Green Yardley Road, Acocks Green, Birmingham. B27 6EB	Accessible Window Power doors	Down stairs (34 steps) from ticket office. From car park up stairs (41 steps) and down stairs (34 steps). Lift also available	Level (island platform)
<b>Adderley Park</b> Bordesley Green Road, Adderley Park, Birmingham. B9 4TG	<b>)   ●</b> ™	Down stairs (37 steps to Birmingham platform, 30 steps to Coventry platform.)	Up and down stairs via roadway (51 steps).
<b>Aston</b> Lichfield Road, Aston, Birmingham. B6 7PR	⊅ •> ₽	Lift or up stairs (40 steps)	Down lift, along footpath and up lift, or down stairs (37 steps) along footpath and up stairs (37 steps).
<b>Berkswell</b> Station Road, Berkswell, Solihull. CV7 7EF	Image: Second system       Image: Second system         Image: Second system       Image: Second system         Accessible Window       Automated door	Ramps (1:20 gradient)	Via ramp, then level via footpath/ tunnel under road then ramp.
<b>Bescot Stadium</b> Bescot Crescent, Walsall. WS1 4NH For Walsall FC	⊅ <mark>₽</mark> •> 탄 ሙ	Up stairs on footbridge (36 steps) then down stairs to platform (30 steps).	Up stairs (30 steps) and down stairs (30 steps) on footbridge.
<b>Birmingham</b> <b>International</b> Station Way, Birmingham. B40 1PA For Airport & NEC	₽ •> ₽ ∞ క" క †	Down lift or down stairs (40 steps) or escalator from ticket office.	Level between platforms 2, 3, 4 and 5. Up lift and down lift or up stairs (40 steps) and down stairs (40 steps) or escalator between other platforms.
<b>Birmingham</b> <b>Moor Street</b> Moor Street, Queensway, Birmingham City Centre. B4 7UL For Bullring Shopmobility	<ul> <li>✓</li> <li>✓</li></ul>	Level from main entrance to Platform 1. Down ramp (1:12 gradient) or down stairs (24 steps) or up lift and down lift from Platform 1 to Platform 2.	Up and down lift or up stairs (34 steps) and down stairs (34 steps) on footbridge. Level access between platforms 2, 3 and 4.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
Birmingham New St Smallbrook Queensway Birmingham City Centre B2 4ND	P₂     ●       ●     ↑↑↑       ●     ↑↑↑       ●     ↓◆	Down lift, or down stairs (36 steps) or down .Escalator from main concourse. Down stairs (42 steps) from Navigation Street entrance.	Via lifts, or up and down stairs or via escalator.
Birmingham Snow Hill Colmore Row, Birmingham City Centre B3 2BJ	مراجع الله الله الله الله الله الله الله الل	Down lift or down stairs (39 steps) or escalator.	Level between platforms 2 and 3. Up and down lift or up stairs (39 steps) and down stairs (39 steps) or escalators between platforms 1 and 3.
<b>Blake Street</b> Station Approach, Sutton Coldfield B74 4EB		From car park on Tennyson Road up ramp (1:12 gradient) or from ticket office up stairs (29 steps) to Birmingham platform. Up ramp (1:14 gradient) or up stairs (28 steps) to Lichfield platform. Access to ramp/ steps is level from Station Approach entrance or along level subway from ticket office.	Down and up ramp or down and up stairs (57 steps) via subway.
<b>Bloxwich</b> Toxdene Avenue, Bloxwich, Walsall. WS3 2NY	not staffed	Ramp	Ramp via roadbridge
<b>Bloxwich North</b> Whitby Close, Bloxwich, Walsall. WS3 2NR	P I I I I I I I I I I I I I I I I I I I	Ramp	Ramp via roadbridge
<b>Bordesley</b> Coventry Road, Bordesley, Birmingham B9 4HF For Birmingham City FC matchdays	not staffed	Up stairs (42 steps)	Level (island platform)

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Bournville</b> Bournvile Lane, Bournville, Birmingham. B30 1LG For Cadbury World	Accessible ticket counter	Up stairs from station entrance in Bournville Lane. To Platform 1 24 steps. To Platform 2 39 steps. Ramps to both platforms from Mary Vale Road entrance.	Down and up stairs via subway or ramps via road bridge at Mary Vale Road.
<b>Butlers Lane</b> Butlers Lane, Four Oaks, Sutton Coldfield. B74 4RT	♪ •> ™	Down stairs (35 steps) to Birmingham platform, down stairs (25 steps) to Lichfield platform.	Up and down stairs (61 steps) via road bridge.
<b>Canley</b> Canley Road, Canley, Coventry. CV5 6BH	♪ <mark>P</mark> ●》 ● み	Level from Canley Road to Coventry platform. Level from Pilkington Road to Birmingham platform.	Up ramp (1:20 gradient) and down ramp (1:20 gradient) or up stairs (30 steps) and down stairs (30 steps) on footbridge.
<b>Cannock</b> Lichfield Road, Cannock. WS11 8NQ	P ♦	Up steep paths and ramps	Up and down paths and ramps via roadway.
<b>Chester Road</b> Chester Road, Sutton Coldfield B73 5JS	⊅ <mark>Р</mark> ♦) ₿ ൽ	Ramp (1:12 gradient) or stairs (31 steps) to Birmingham platform. Steep ramp (no landings) to Lichfield platform.	Ramps or down and up stairs via road bridge.
<b>Coseley</b> Havacre Lane, Coseley, Dudley. WV14 8XP	⊅ <mark>P,</mark> •) ₽ ൽ	Down ramps	Up and down ramps via roadbridge

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Coventry</b> Station Square, Eaton Road, Coventry. CV1 2GT	<ul> <li></li></ul>	Level to Platform 1. Up stairs (30 steps) and down stairs (30 steps) to other platforms from Platform 1 or up and down lift.	Up stairs (30 steps) and down stairs (30 steps) or up and down lift. Level access between platforms 2 & 3. Platform 4 only accessible by stairs or lift. All platforms have lifts.
<b>Coventry Arena</b> Arena Park Shopping Centre Classic Drive Coventry West Midlands CV6 6AS	<b>€)</b>	Ramp to Platforms	Ramp to Platforms
<b>Cradley Heath</b> Forge Lane, Cradley Heath, Warley. B64 5AL For Bus Interchange	Image: Constraint of the second se	From ticket office, down short ramp or down one step to Birmingham platform. Up ramp (1:12 gradient) from Woods Lane to Stourbridge platform.	Up stairs (30 steps) and down stairs (30 steps) on footbridge or via level crossing and footpath outside station
<b>Dorridge</b> Station Approach, Dorridge, Solihull. B93 8JA	Image: Constraint of the second se	Level to Leamington platform. Up lift and across footbridge and down lift or up stairs (25 steps) and down stairs (25 steps) from footbridge to Birmingham platform.	Up lift and across footbridge and down lift or up stairs (25 steps) and down stairs (25 steps) on footbridge. Level access between platforms 2 and 3.
<b>Duddeston</b> Duddeston Mill Road Duddeston, Birmingham. B8 1AR	<i>⊅</i> • ▶	Lift or down stairs	Level (island platform)
<b>Dudley Port</b> Station Road, Dudley Port, Tipton. DY4 8UB	⊅ <mark>₽</mark> ●) 탄 & :::	Up stairs (25 steps)	Level (island platform)

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Earlswood</b> Station Road, Earlswood, Solihull. B94 5JS	not staffed	From road bridge on Rumbush Lane down ramp (1:10 gradient, no landings) to Birmingham platform. From road bridge on Rumbush Lane down ramp (1:12 gradient, no landings) to Stratford platform. Level from car park to Stratford platform.	Up and down ramps via roadbridge
<b>Erdington</b> Station Road, Erdington, Birmingham. B23 6UB	<i>∑</i> <b>●</b> > ₩	Ramp to platform 1 (trains to Lichfield) 75m ramp to platform 2 (trains to Birmingham, 50m long step for access tp platform via ramps and road underbridge, 160m ramp share handrails one one side only. Road underbridge is fully accessible for wheelchair users with railing protecting path from road.	Down and up ramps via roadway.
Five Ways Islington Row, Edgbaston, Birmingham B15 1SF For Birmingham Botanical Gardens	<i>∑</i> •	Down lift or down stairs (61 steps)	Up and down lifts or up stairs (31 steps) and down stairs (31 steps) on footbridge
<b>Four Oaks</b> Lichfield Road, Four Oaks, Sutton Coldfield B74 2TD	Auto doors at ticket office	Level to Lichfield platform from car park entrance, or down stairs (33 steps) from road bridge on Lichfield Road. From car park entrance up stairs (26 steps) and down stairs (26 steps) on footbridge to Birmingham platform, or down ramp (1:8 gradient, no landings) from Lichfield Road.	Up stairs (26 steps) and down stairs (26 steps) on footbridge or lengthy ramped/level access via road bridge.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Gravelly Hill</b> Hunton Hill, Erdington, Birmingham B23 7NH	2 <b>1</b>	To Birmingham: Steep ramp (no landings) to ticket office then 1:12 gradient ramp to platform, or stairs (22 steps to ticket office and 22 steps to platform from footbridge) To Lichfield: Steep ramp (no landings).	Up and down ramps or up and down stairs (34 steps)
Hall Green Stratford Road, Hall Green, Birmingham. B23 7NH For Greyhound Stadium		Level to Birmingham platform. Ramp to Stratford platform from Welby Road.	Up and down stairs on footbridge (46 steps) or ramps via road bridge.
Hampton-in-Arden High Street, Hampton in Arden, Solihull. B92 0BJ		Down stairs (34 steps) or steep ramp (no landings) to Coventry platform. Down stairs (34 steps) to Birmingham. Ramped access to ticket office	Up and down stairs (68 steps)
<b>Hamstead</b> Old Walsall Road, Hamstead, Birmingham. B42 1NJ	⊅ •> ₽	From Old Walsall Road down stairs (31 steps) or down ramp (1:12 gradient) to Walsall platform. From Rocky Lane down ramp (1:9 gradient, no landings) to Birmingham platform.	Up and down ramps or stairs (31 steps) via roadbridge
Hednesford Market Street, Hednesford. WS12 1AZ	P₂ ◀୬ ➡ ﷺ not staffed	Level / gentle slope from car park. Ramp to Rugeley platform	Ramp or steps via roadbridge and public car park
<b>Jewellery Quarter</b> Vyse Street, Hockley, Birmingham. B18 6LE For Museum of the Jewellery Quarter	Image: Second system       Image: Second system         Image: Second	Platform 1 (to Stourbridge) down stairs (77 steps). Platform 2 (to Birmingham) down stairs (77 steps). Access to both platforms via lifts. Level to Metro stop.	Via lifts or up stairs (77 steps) and down stairs (77 steps). Level access between Metro platforms and National Rail station Snow Hill bound platform.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>King's Norton</b> Pershore Road, Cotteridge, Birmingham. B30 3DL	<i>⊅</i> Р • ⇒ ∞ ٤ <sup>₩€</sup> ††	Gentle slope from ticket office then ramp (1:12 gradient) or stairs (22 steps) to Birmingham platform. Steep footpath through car park area or down stairs (22 steps) from footbridge to Redditch platform.	Ramps via road bridge and footpath through car park or up stairs (22 steps) and down stairs (22 steps) on footbridge.
<b>Landywood</b> Landywood Lane, Cheslyn Hay Staffordshire. WS6 6JE	P2 (1) (1) not staffed	Level to Walsall platform. Steep path from car park to Stafford platform. Ramp from road off overbridge down to Stafford platform. 12 steps from underbridge down to car park, then ramp up from car park to Birmingham platform. Also step free route to carpark via street. Step free route between platform, 300m.	Via roadbridge and cross road
<b>Langley Green</b> Western Road, Langley Green Oldbury B69 4LZ	Image: Accessible Ticket Counter	Level to Birmingham platform. Level to Stourbridge platform from Crosswell Road.	Up stairs (24 steps) and down stairs (24 steps) on footbridge or lengthy level route via level crossing
<b>Lea Hall</b> Lea Hall Road, Lea Hall Birmingham B33 8JU	<i>⊅</i> ₽ •> ₽ ∞ ∷:	Down ramp (1:12 gradient) or down stairs (34 steps) to Birmingham platform. Up steep footpath from Folliott Road and down ramp (1:12 gradient) or down stairs (34 steps) to Coventry platform.	Up ramp (1:12 gradient) up slight slope on over-bridge and down ramp (1:12 gradient) or up stairs (34 steps) and down stairs (34 steps).
<b>Longbridge</b> Longbridge Lane, Longbridge Birmingham B31 2TW	Image: Second secon	Down lift or stairs (36 steps) from footbridge to Birmingham platform. Ramp (1:12 gradient) to Redditch platform.	Lift or ramp or stairs (36 steps) on footbridge

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Lye</b> Station Drive, Lye, Stourbridge DY9 8ES	<b>P₂</b> ◀狼 []→ ॐ	Steep ramp (no landings) to Birmingham platform. Steep footpath to Stourbridge platform. 2 steps into ticket office on Stourbridge platform.	Up and down steep ramp/ footpath via road bridge or up stairs (24 steps) and down stairs (24 steps) on footbridge.
Marston Green Station Road, Marston Green Birmingham B37 7AB	Image: Power doors	Short ramp in front of ticket office from Station Road to Coventry platform or stairs (6 steps) from rear of ticket office. Ramp to Birmingham platform (no landing areas, uneven surface) from Elmdon Lane or across footbridge from Coventry platform.	Long ramps on footbridge or up stairs (32 steps) and down stairs (32 steps) on footbridge.
Northfield Quarry Lane, Northfield, Birmingham B31 2PY	Image: Constraint of the second se	Up short ramp (1:12 gradient) or up stairs (5 steps) from main entrance to ticket office. From ticket office: Level to Birmingham platform. Down stairs (30 steps) along subway (1:12 gradient) and up stairs (38 steps) to Redditch platform. From rear car park up	Up and down stairs (68 steps) via subway. New treads on steps and new lifts installed to provide step-free access
		stairs (5 steps) or up ramp (1:12 gradient) to Birmingham platform. From Station Road: Up short ramp (1:7 gradient, no landings) then up and along subway (1:12 gradient and up stairs (30 steps) to Birmingham platform. Up short ramp (1:7 gradient, no landings) and up stairs (38 steps) to Redditch platform.	

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Olton</b> Station Drive, Olton Solihull B92 7AR	⊅ <mark>P</mark> •>	Up lift or up stairs (24 steps) from ticket office.	Level (island platform).
Solinuli B92 7AK		There is an accessible toilet, however customers are buzzed in from the ticket office. Radar Key scheme no longer applicable due to missuse of toilets on a regular basis.	New stair treads
<b>Perry Barr</b> Birchfield Road, Perry Barr Birmingham B20 3JE For Greyhound Stadium	2	Down ramps or stairs (32 steps). Note 100mm step from Birchfield Road into ticket office.	Up and down ramps or stairs (64 steps).
<b>Rowley Regis</b> Station Road, Rowley Regis, Warley B65 0LJ	Accessible ticket window Power doors to ticket office	Down steep ramps (no landings) to both platforms.	Up and down steep ramps via road bridge.

#### STATION

#### FACILITIES

Sandwell & Dudley Bromford Lane, Oldbury, Warley B70 7JD



Auto doors to ticket office

#### STATION ACCESS TO PLATFORM

From Bromford Road up Down and up ramp (1:15 gradient) or lift or down up stairs (14 steps) to and up stairs ticket office. (59 steps) via From ticket office, up lift subway or up stairs (17 steps) to Ramped Birmingham platform. access to Down and up lift or down waiting rooms stairs (12 stairs) along subway and up stairs (30 steps) to Wolverhampton platform. From McKean Road entrance, up lift or up stairs (30 steps) to Wolverhampton platform. Along subway and up lift or up stairs (12 steps) to ticket office or up stairs (29 steps) to Birmingham platform.

Selly Oak

Heeley Road, Selly Oak, Birmingham B29 6DW



Short ramp and level to Redditch platform. Level to Birmingham platform from car park.

footbridge (80 steps). Lifts have now

Down and

up stairs on

PLATFORM TO

PLATFORM

been fitted Level access available via

Heeley Road and Bristol Road.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Shirley</b> Haslucks Green Road, Shirley, Solihull B90 2NE	Image: Second systemImage: Second systemImage: Second systemAccessible ticketImage: Second systemAccessible ticketAccessible ticketAccessible ticketImage: Second systemAccessible ticketAccessible ticket <td>Power assisted doors to ticket hall. Level to Stratford platform through Ticket Office. From Stratford platform up and down stairs (48 steps) on footbridge to Birmingham platform. Lifts also available NKS - Key available from ticket office (toilet only open during ticket office opening hours)</td> <td>Up and down stairs (48 steps) on footbridge or lift.</td>	Power assisted doors to ticket hall. Level to Stratford platform through Ticket Office. From Stratford platform up and down stairs (48 steps) on footbridge to Birmingham platform. Lifts also available NKS - Key available from ticket office (toilet only open during ticket office opening hours)	Up and down stairs (48 steps) on footbridge or lift.
<b>Small Heath</b> Golden Hillock Road, Small Heath, Birmingham B10 0DT	<i>∑</i> ◀୬ 🕒 &	Down stairs (30 steps)	Level (island platform)
Smethwick Galton Bridge Oldbury Road, Smethwick, Warley B66 1HU	This is an accessible toilet, however customers are buzzed in from the ticket office	Lifts available to all platforms. Platform 1 (to Stourbridge) down stairs (32 steps). Platform 2 (to Snow Hill) down stairs (28 steps). Platform 3 (to Wolverhampton) down stairs (62 steps). Platform 4 (to New Street) down stairs (62 steps).	Via lifts or up and down stairs

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Smethwick Rolfe</b> <b>Street</b> Rolfe Street, Smethwick Warley B68 2AF	<b>∑ •</b> > <b>⊡</b> ∞	Down stairs (26 steps) to Birmingham platform. Down stairs (24 steps) to Wolverhampton platform.	Up and down stairs (50 steps) via ticket office and along Rolfe Street (50 metres).
<b>Solihull</b> Station Approach Solihull, B91 1LE For Bus Interchange	<ul> <li>✓ P₀</li> <li>✓</li> <l< td=""><td>Up lift or up stairs (24 steps)</td><td>Level (island platform)</td></l<></ul>	Up lift or up stairs (24 steps)	Level (island platform)
<b>Spring Road</b> Spring Road, Tyseley Birmingham B11 3DP	No cycle storage/ hoops	Down steep ramps (no landings)	Up and down ramps via roadbridge
Stechford Victoria Road, Stechford, Birmingham B33 8AJ	New handrails to ticket office.	Down stairs (24 steps) to Birmingham platform. Down stairs (24 steps) and up stairs (35 steps) and down stairs (35 steps) on footbridge to Coventry platform. Note: 150mm step into ticket office.	Up stairs (35 steps) and down stairs (35 steps) on footbridge. Steps have been upgraded with new rails and treads
Stourbridge Junction Brook Lane, Oldswinford Stourbridge DY8 1NH	Image: Construction of the second	Short ramp/steps from car park to Worcester platform. Subway and up lift or up stairs (26 steps) to Birmingham platform.	Down and up lift or up and down stairs (52 steps) via subway. Level between Birmingham platform and Stourbridge Town platform. Stairs have been upgraded with new treads

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Stourbridge Town</b> Vauxhall Road, Stourbridge DY8 1EX For Bus Station	<b>∑ •</b> > ₽ ™	Level	Single platform
Sutton Coldfield Railway Road, Sutton Coldfield B73 6AY	<ul> <li>✓ P₁₁ ●</li> <li>→</li> </ul>	Down stairs (36 steps) to Birmingham platform from ticket office or via stairs (6 steps) from Station Street entrance. Alternative step-free access via public highway and side gate. Steep ramp (1:10 gradient no landing areas) to Lichfield platform from Booking Hall or via short very steep ramp (1:6 gradient) from main car park area.	Lengthy route via public highway or via steep ramp (no landings) stairs (36 steps) and ticket office. New lift installed with new over bridge
Tame Bridge Parkway New Walsall Road, Tame Bridge Walsall B70 1AA	<b>⊅ <mark>P₄</mark> •</b> ≫ ₽ ൽ	Down stairs (12 steps) and then ramp (1:12 gradient) or down ramp only to ticket office and Birmingham platform. Down ramp (1:11 gradient) to Walsall platform.	Up and down ramps via road bridge.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>The Hawthorns</b> Carlton Terrace, Smethwick, Warley B66 1AA For West Bromwich Albion FC	Customers are buzzed in from the ticket office	Lifts to all platforms. Platform 1 (to Stourbridge) down stairs (36 steps). Platform 2 (to Birmingham) down stairs (36 steps). To Metro Stop down stairs (38 steps) or via lift to Platform 2 and level through access gate. Toilets are accessible by being buzzed from the ticket office, however due to staffing hours there is no rader scheme,	Via lifts or up and down stairs (76 steps) . Level access between Metro platforms and National Rail Station Snow Hill bound platform
<b>Tile Hill</b> Station Avenue, Tile Hill, Coventry CV4 6AS	Image: Constraint of the second se	Short slope from Cromwell Lane to Coventry platform. Level or up short ramp or up 4 steps to Birmingham platform.	Up ramp (1:20 gradient) and down ramp, or up stairs (30 steps) and down stairs (30 steps) on footbridge.
<b>Tipton</b> Owen Street, Tipton DY4 8ET For Black Country Living Museum		Up 4 steps or level to ticket office. Down 1 step to platform from ticket office or level from left side of ticket office to Wolverhampton platform. From Alexandra Road up ramp (1:14 gradient) or up stairs (24 steps) from subway to Birmingham platform.	Ramp and level access or stairs (24 steps) via steep subway (1:9 gradient, no landings).
<b>Tyseley</b> Wharfdale Road, Tyseley, Birmingham B11 2HH For Tyseley Locomotive Works	1	Down stairs (32 steps)	Level (Island Platform)

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
University University Road West, Edgbaston, Birmingham B15 2FB For Birmingham University, Queen Elizabeth Medical Centre	Key available at ticket office	Lift or down stairs (40 steps)	Lift or up stairs (40 steps) and down stairs (40 steps) on footbridge.
<b>Walsall</b> Saddlers Centre, Walsall WS2 9JS For New Art Gallery	√ ● ● ●   ◆ や ●   ◆ や ●   P+R	Level or up stairs (6 steps) to Saddlers Centre Park Mall entrance and along Mall to ticket office. Up ramp (1:12 gradient) or up stairs (11 steps) from Station Street entrance to ticket office. Level from Station Street to Platform 1. Down ramp (1:16 gradient, no landings) or down stairs (26 steps) to other platforms from ticket	Level between platforms 2 & 3. To/from Platform 1 use Station Street entrance.
Whitlocks End Tilehouse Lane, Whitlocks End, Solihull B90 1PN	Pase   Image: Second	From car park down ramp (1:12 gradient) or stairs (17 steps) to Stratford platform. From road bridge down ramp (1:12 gradient) or down stairs (16 steps) to Birmingham platform.	Up and ramps or up and down stairs (33 steps) via road bridge. (Note: narrow pavement on road bridge).

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Widney Manor</b> Widney Manor Road, Solihull B91 3LB	<ul> <li>✓ P₁ ●</li> <li>●</li> <li>●&lt;</li></ul>	Up footpath (1:12 gradient, 850mm wide, no landings) to car park. Up ramp (1:14 gradient, no landings) or up stairs (8 steps) to ticket office and Birmingham platform. Up access road (no footpath, 1:20 gradient) to car park and level to Stratford platform.	Up stairs (27 steps) and down stairs (27 steps) on footbridge or via footpath and access road route via Widney Manor Road.
Witton Witton Lane, Aston, Birmingham B6 7BA	<b>€</b>	Up ramp (1:12 gradient) or up ramp and up stairs (12 steps) to Birmingham platform. Up ramp (1:12 gradient) or up ramp and up stairs (13 steps) to Walsall platform.	Up and down ramps via footway on Witton Lane.
<b>Wolverhampton</b> Railway Drive, Wolverhampton WV1 1LE For Bus Station	グ <mark>P。</mark> ● ● み。 き、竹中	Lifts to all platforms. Platform 1: Level access from ticket office Platforms 2/3: From Platform 1 up stairs (30 steps) and down stairs (30 steps) on footbridge. Platform 4: From Platform 1 up stairs (40 steps) and down stairs (40 steps) on footbridge. Platforms 5/6: Level access from ticket office.	Up and down lifts or up and down stairs on footbridge. Level between Platforms 1,5 and 6. Level between Platforms 2 and 3.
<b>Wylde Green</b> Station Road, Wylde Green, Sutton Coldfield, B73 5LA	<i>\$</i> 7 <mark>₽₄</mark> ◀୬ ➡ ॐ	Up ramp (1:12 gradient) or up stairs (33 steps) to Birmingham platform. Up ramp (1:12 gradient, no landings) then up further ramp (1:12 ramp with landings), or up stairs (13 steps) to Lichfield platform.	Up and down ramps or stairs (46 steps) via road under bridge.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	PLATFORM TO PLATFORM
<b>Wythall</b> Lea Green Lane, Wythall, Birmingham, B47 6BY	Not staffed	From road bridge down ramp (1:8 gradient, no landings) to Birmingham platform. Down ramp (1:6 gradient, no landings) to Stratford platform.	Up and down ramps via road bridge.
Yardley Wood Highfield Road, Yardley Wood, Birmingham, B28 0BY		Ramps (no landings) Access to platforms via ramps from road overbridge 50m long. Step free access between platforms via ramps and road -150m. Also direct access from car park to Birmingham platform via short ramp (5m). Platform ramps have handrail on one side only.	Ramps via roadbridge.



# **METRO**

## INTRODUCTION

Metro is the modern, fully accessible light rail system in the West Midlands. Line One provides a fast link between in Birmingham city centre and Wolverhampton city centre, via West Bromwich, Wednesbury and Bilston.

## THE TRAMS

Every tram has been designed to enable easy access. There is level access between the tram and the platform edge. The main access features of the trams are:

- Bright, colour contrasting, doors and handrails;
- Six sets of double doors, three on each side.
- A Stop request button in the accessible bay. When pressed the door next to the bay automatically opens at the stop and stays open longer to allow time for the wheelchair user to disembark.
- Priority seats for disabled people and people with mobility difficulties;
- Two easily accessible spaces for wheelchair users. When in the space wheelchair users should apply their brakes and should not travel facing sideways;
- 'Next stop' visual information screens and audio announcements;
- Emergency intercom, also located in wheelchair space;
- Customer Service Representatives on-board to give information and to sell and check tickets and passes;
- Assistance dogs are permitted. However dogs are generally not allowed on board.

# FACILITIES AT STOPS

All 26 stops along the route have been designed to be fully accessible, with level, ramped, or lift access to all platforms. Handrails are provided where required. There is no permanent staff presence at stops. Every tram stop has the following features:

- Waiting shelter or totem on each platform;
- Passenger information and timetables;
- Tactile paving along platform edges, stairs and crossing points;
- Good lighting;
- Seating in shelters;
- Emergency help points at end of shelters;
- Real Time Information and audio announcements;
- Free Park and Ride facilities at The Hawthorns, Black Lake, Wednesbury Parkway and Priestfield stops with Blue Badge disabled parking spaces;
- Cycle racks at most stops.

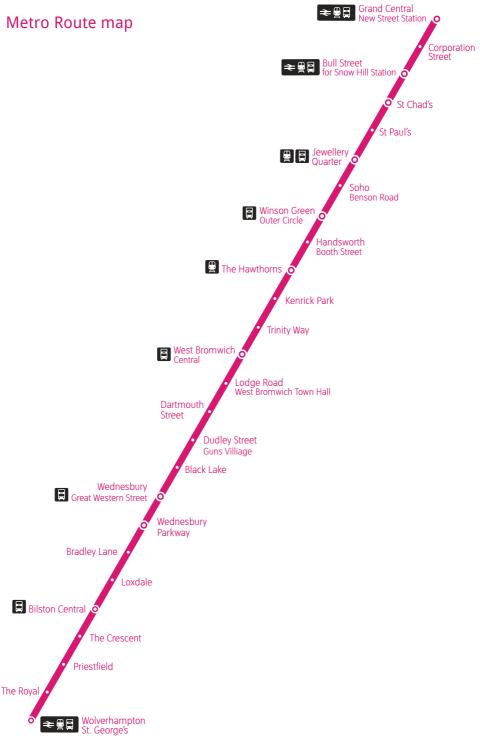
# THE SERVICE

The Metro calls at every stop on its route. The service operates between 0515 and 2330 Monday to Friday, 0515 until midnight on Saturday, and 0800 to 2300 on Sunday. There is a frequent service every six to eight minutes between 0700 and 1900 Monday to Saturday, and every 15 minutes at other times.

A range of Network West Midlands ticket options are available for use on the Metro, including free travel for concessionary pass holders after 0930 weekdays and all weekend.

Where National Express West Midlands passes and tickets are sold, these may be used on the Metro if marked 'Metro Add On' or 'Metrocard'. If in doubt, please check validity with the ticket issuer before purchase. Rail/Bus transfer tickets are also available to allow multi-modal travel within the West Midlands. Cash fares can also be paid, with change available from the Customer Service Representative on the tram. Swift pay as you go is also accepted on tram and so are debit/credit card payments (contactless option also available).

The Midland Metro route guide is shown overleaf. For further information, contact Traveline **0871 200 22 33** www.nxbus.co.uk/the-metro/





# TAXIS AND PRIVATE HIRE VEHICLES

Taxis and Private Hire Vehicles (PHV) can be booked in advance and offer door-to-door transport. PHVs are ordinary saloon, estate cars, or specially converted wheelchair accessible vehicles which are licensed by local authorities to carry passengers who book their journey in advance.

Taxis (Hackney Carriages) are either ordinary cars or black cabs, depending on the area and the operator. Please note that Hackney Carriages are the only type of vehicle that can be flagged down in the street or hired from Taxi Ranks without prior booking. Ordinary cars can be difficult to get into, and have limited space to store a wheelchair. Accessible black cabs have more space and are fitted with ramps to allow wheelchair access, bright colour contrasting handrails and other access features.

Accessibility regulations require drivers of Taxis and PHVs to carry Assistance Dogs accompanying disabled people at no extra charge. PHV operators have a duty to accept bookings for journeys that will involve a disabled person travelling with their assistance dog.

If you are unfortunate enough to have cause for complaint about a licence holder, you may choose to take up your complaint with the driver directly or alternatively take note of the driver's name and badge number, vehicle plate number and/or vehicle registration number and contact the relevant licensing office at the address below.

## LICENSING OFFICES

There are a number of companies offering an accessible taxi service in the West Midlands, which are licensed by local district councils. For further information on taxi operators in your area, contact your local Licensing Office at the address shown, or contact the operators direct.

#### BIRMINGHAM

Birmingham City Council, Licensing Section, PO BOX 17013, Birmingham B6 9ES. Telephone: 0121 303 8442 Email licensing@birmingham.gov.uk (taxi licence enquiries), 0121 303 8442 (general licensing enquiries) 0121 303 9611 (Licensing enforcement enquiries) Email licensing@birmingham.gov.uk

#### COVENTRY

Coventry City Council, Taxi Licensing Office, Whitley Depot, 259 London Road, Coventry CV3 4AR. Telephone 024 7683 2183 Fax 024 7683 2735 Email taxi.licensing@coventry.gov.uk

#### DUDLEY

The Licensing Team, Unit 1, Hurst Business Park, Narrowboat Way, Brierley Hill, DY5 1UF Telephone 01384 815489 or 01384815377 Email Licensing.LDS@dudley.gov.uk

#### SANDWELL

Sandwell M.B.C, Highways Direct & Support Services, Waterfall Lane, Cradley Heath, West Midlands B64 6RL. Telephone 01215696655 Email taxi\_licensing@sandwell.gov.uk

#### SOLIHULL

Licensing, Central Depot, Mote Lane, Solihull, B91 2LW Telephone 0121 704 6830 Email licensing@solihull.gov.uk

#### WALSALL

Licensing Unit, Civic Centre, Darwall Street, Walsall, WS1 1TP Telephone 01922 653050 Fax 01922 653070 Email taxilicensing@walsall.gov.uk

#### **WOLVERHAMPTON**

Licensing, Education and Enterprise, Wolverhampton City Council, Civic Centre, St. Peter's Square, Wolverhampton WV1 1DA Telephone 01902 551155 Minicom: 01902555554 Fax:01902551195 Email customer.services@wolverhampton.gov.uk

For information on taxi and private hire companies that serve local rail stations, click on **www.traintaxi.co.uk** 



# TICKETS

# CONCESSIONS FOR OLDER PEOPLE

In England you can get a concessionary travel pass when you reach the female State Pension age, whether you're a man or a woman. To qualify for the pass issued by the West Midlands Combined Authority, you must:

- Have reached the age of entitlement (https://www.gov.uk/ state-pension-age/y/bus\_pass)
- Live permanently at an address liable for the payment of council tax in either Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton Councils

The English National Concessionary Pass gives older people free travel by bus anywhere in England during 'off-peak' times - between 9.30am and 11.00pm Monday to Friday. All day at weekends and on public holidays.

The scheme is administered by the West Midlands Combined Authority for residents of the West Midlands. Applicants can apply online at networkwestmidlands.com or alternatively apply by application form using the 'Check and Send' service available at the following locations:

# ADDITIONAL BENEFITS FOR WEST MIDLANDS' RESIDENTS

Residents of the West Midlands are also entitled to free train and Metro travel during these times, as well as extended travel beyond off-peak hours to include the last services of the day on all buses, trains and trams in the area. For 24-hour services, end of daytime service will be defined as 11.59pm.

If you need to travel before 9.30am you can pay for your journey each time you travel. Using a Swift Pay As You Go card (the West Midland's transport smartcard) which makes cash fares cheaper and you don't need to worry about having the right change.

If you travel regularly before 9.30am, you can buy a pre-9.30am add-on ticket.

Your council may be able to offer you help towards the cost of your pre 9.30am ticket. Contact your local Social Services Department to find out more.

The scheme is administered by the West Midlands Combined Authority for residents of the West Midlands. Applicants can apply online at networkwestmidlands.com or alternatively by downloading an application form form, or calling our customer services team on 0345 303 6760 and we'll post a form to you.

Applicants will need to provide proof of age and residence in the West Midlands county together with a passport size colour photograph. You can apply for this pass up to one month before you become entitled and it will be posted to you.

For further information telephone Customer Services on 0345 303 6760.

# CONCESSIONS FOR DISABLED PEOPLE

The West Midlands Combined Authority operates a Concessionary Travel Scheme, available to blind and disabled people of all ages who are residents of the West Midlands metropolitan area and who meet the criteria detailed in the application form.

#### ADULTS (18+)

The pass entitles the holder to free travel on bus, rail and Metro services in the area from 0930 until end of daytime service Monday to Friday and anytime at weekends and Bank Holidays. Free travel is also available on buses only throughout England from 0930 until 2300 Monday to Friday and anytime at weekends and on Bank Holidays.

For Adult pass holders who need to travel regularly before 0930 there is a range of tickets that can be purchased and used with the pass to give free travel, avoiding the need to find correct change for the fare. These pre-0930 tickets give travel on bus only, bus and Metro, rail only, or bus rail and Metro, depending on which you choose, but only within the West Midlands county. They allow travel between 0400 and 0929 on bus, rail and Metro. Some district councils offer limited help with the purchase of these tickets and you should check with your local Social Services department at your district council if you think you may qualify.

#### CHILD (4-18)

Children who hold a disabled pass under the age of 16 and for those eligible for a 16-18 photocard will receive a pass with a Pre 0930 symbol on the card. This identifies that the passholder can travel on bus to school before 09:30am during weekdays free of charge.

For further information and an application form, **telephone Customer Services on 0345 303 6760** or return the reply card at the back of this guide.

The application form and information leaflet are also available in Easy Read format. They are available to complete online and print off for signature at **www.networkwestmidlands.com** then select 'Tickets'.

Prices for **pre-0930** tickets as of January 2018 are as follows:

Ticket	2017 price	2018 price
4-Week ONetwork Zones 1-5 (all zones) PRE-9.30	£ 54.50	£ 56.50
Annual ONetwork Zones 1-5 (All zones) PRE-9.30	£570.00	£590.00
DirectDebit ONetwork Zones 1-5 (All zones) Pre-9.30	£47.75	£49.50
4-Week <b>O</b> BUSPRE – 9.30	£ 34.00	£ 35.50
4-Week OBUS + Metro PRE-9.30	£ 47.25	£ 49.25
BUS PRE – 9.30 Direct Debit	£ 30.75	£ 32.25
BUS + Metro PRE – 9.30 Direct Debit	£ 40.50	£ 42.50
52-Week DBUSPRE -9.30	£ 367.50	£ 387.50
52-Week DBUS + Metro PRE – 9.30	£ 485.00	£ 510.00
Early Bird 4-Week	£ 31.25	£ 32.75
Early Bird 4-Week + Metro	£ 43.50	£45.45
Early Bird 52 - Week	£ 339.00	£ 357.00
Early Bird 52-Week + Metro	£ 445.60	£ 469.00
Early Bird Monthly Direct Debit	£ 28.25	£ 29.75
Early Bird + Metro Monthly Direct Debit	£ 37.15	£ 39.10
4-Week OTrain Zones 1-5 (All Zones) PRE-9.30	£ 42.00	£ 43.50
Monthly DirectDebit <b>O</b> Train Zones 1-5 (All Zones) PRE-9.30	£ 34.85	£ 35.40
Annual OTrain Zones 1-5 (All Zones) PRE-9.30	£ 410.00	£ 422.50

#### NATIONAL SCHEMES

Please note for all tickets below, prices are correct as of January 2017, but may be subject to change.

### DISABLED PERSONS RAILCARD

This card costs £20 for 12 months, or £54 for three years and entitles the holder and a companion to up to a one-third reduction on the price of most First and Standard Class rail tickets throughout Britain. To qualify for a card you must meet the criteria as detailed on the application form.

For further details and to apply online go to **www.disabledpersons-railcard.co.uk**. Alternatively pick up the Disabled Persons Railcard leaflet and application form from main rail stations or contact the Disabled Persons Railcard office telephone 0345 605 0525, textphone 0345 601 0132 or email **disability@raildeliverygroup.com** 

#### SENIOR RAILCARD

Anyone 60 or over can apply for this card and it entitles the holder to a one-third saving on a wide selection of standard and first class ticket types. It costs £30 for 12 months and £70 for a three year period. The annual version is available online or from any staffed station ticket office however the three year version is only available online. Proof of age is required. Both versions can also be purchased online at **www.senior-railcard.co.uk** where full details and terms and conditions can be found.

## FAMILY AND FRIENDS RAILCARD

Up to four adults and four children can travel on one card (minimum must be one adult and one child), and they don't even need to be related. Adults save a third on most standard class rail fares and children aged five to fifteen save 60% on child fares on travel throughout Britain. The card costs £30 for 12 months and £70 for a three year period. The annual version is available from any staffed station ticket office or online but the three year version is only available online. Both versions can also be purchased online at **www.family-railcard.co.uk** where full details and terms and conditions can be found.

## 16-25 RAILCARD

Anyone between the age of 16 and 25 or in full time education can apply for this card and it entitles the holder to a one-third saving on a wide selection of standard class ticket types (minimum fare applies at peak times). It costs £30 for 12 months and £70 for a three year period. The annual version is available from any staffed station ticket office or online but the three year version is only available online. Proof of age or eligibility and a passport sized photo is required. Both versions can also be purchased online at **www.16-25railcard.co.uk** where full details and terms and conditions can be found.

# TWO TOGETHER RAILCARD

Any two named people travelling together aged 16 and over can apply for this card – a friend, partner or relative. Both cardholders must be travelling together to receive one third off standard and first class anytime, off-peak or advance fares. It costs £30 for 12 months and can be purchased online or from any staffed station ticket office. Purchase online at **www.twotogether-railcard.co.uk** where full details and terms and conditions can be found.

# TRAVEL FOR OVER 60S

National Express offer 1/3 off standard fares with their Senior Coachcard. There are no peak or off peak restrictions, and the card also comes with other benefits such as a special £15 day return fare on Tuesdays, a priority phone line, money back guarantee and exclusive offers on theatre tickets, hotels and days out. The card costs £10 for a year plus £1.50 postage and packing. For full terms and conditions please go to

#### www.nationalexpress.com/offers/coachcards/senior-coachcard. aspx

## SAVINGS FOR 16-26 YEAR OLDS

National Express offer 1/3 off standard fares with a Young Persons Coachcard. The card is available for those aged 16-26, or full-time students. The Coachcard also entitles you to 10% off the extensive coach services National Express offer to the UK's biggest events and festivals. The card costs £10 for a year or £25 for three years plus £1.50 postage and packing.

www.nationalexpress.com/offers/coachcards/young-personscoachcard.aspx

# DISABLED COACHCARD

National Express have a dedicated Assisted Travel team to support those customers that need help booking, accessing and travelling by coach. A Disabled Coachcard is also available which provides 1/3 off standard fares for £10 a year plus £1.50 postage and packing. www.nationalexpress.com/offers/coachcards/disabledcoachcard.aspx



# ENSURING YOUR SAFETY & SECURITY

#### SAFETY AND SECURITY:

The Safer Travel Partnership is a collaboration of Transport for West Midlands (TfWM), West Midlands (WMP) and British Transport Police (BTP) forces and Transport Operators. The public transport network across the West Midlands continues to be one of the safest in the U.K having seen sustained reductions in criminal offences over the preceding 8 years. Whilst last year saw another reduction of 6% on the bus and rail networks recorded crime has increased so far in 2017. At the current time this is a reflection of what is happening at a national level with BTP and across the West Midlands Police force area.

The Partnership has a clear focus on tackling anti-social behaviour (ASB) in recent years and clearly this has yielded good feedback. Surveys from the independent watchdog, "Transport Focus" show that passenger perception of safety on buses across the region has improved by 9% over the last 4 years.

Within the same survey of over 3000 passengers those who had experienced ASB on their journey is now only 8% compared with 18% in 2011.

The team continue to raise the profile of Safer Travel encouraging reporting of crime and ASB from customers at Colleges, work place environments, bus and train stations and events around City Centres. At these events they also distribute "See Something Say Something" cards in order to raise awareness of the reporting scheme. The See Something Say Something campaign has been rebranded this year in more overt yellow colouring and reporting cards have been produced specifically for partially sighted customers.



#### SERVICES

The Safer Travel Police Team is a group of officers and Police Community Support Officers from West Midlands Police and British Transport Police who work on the bus, rail and Metro network and associated corridors of the West Midlands, focusing on crime reduction and community safety. This 'cross mode' policing team is the only team of its type in the country bringing together two police forces, working together on a daily basis, to make transport safer. The team carry out visible reassurance patrols targeting bus and rail services and stations based on intelligence of crime and reported anti-social behaviour

A dedicated Anti-social behaviour unit consisting of TfWM, WMP and BTP staff deal with reports of incidents from the public and operators, using a range of civil based interventions including warnings, Restorative Justice referrals, acceptable behaviour contracts and leading ultimately through to Criminal Behaviour Orders (CBOs) in a few instances. CCTV

There continues to be a high level of CCTV coverage across the whole public transport network. Well over 1,000 cameras monitor bus, rail and Metro stations and bus stops across the West Midlands, with further cameras on-board buses, trams and trains. The state of art Safer Travel Command Centre provides comprehensive proactive monitoring 24 hours a day. This year has seen transport hub cameras upgraded to a high definition digital type significantly improving monitoring quality. In addition agreements with Walsall and Solihull Councils to monitor their town centre public space cameras are now fully operational ensuring a joined up approach with bus stations and interchanges in these towns.

A new cutting edge service has been deployed where CCTV operatives can access cameras on services in real time. This enables the team to use mobile devices or tablets to monitor directly any instances that occur on the Network and can respond immediately.

HOW TO REPORT NON-EMERGENCY INCIDENTS Passengers are able to report any instances of nuisance behaviour anonymously by using the 'See Something Say Something' initiative.

Launched in September 2008, 'See Something Say Something' provides bus passengers with an interactive website and text messaging service through which they can anonymously report any incidents they witness, like smoking, rowdy behaviour, intimidation of staff/passengers, graffiti and playing of loud music.

Over 100 reports per month are made via 'See Something, Say Something' many of which feed directly into ongoing police work, and have led to many successful operations.

Details of nuisance or anti-social behaviour can be given by logging on to www.safertravel.info or by texting 'bus' 'rail' or 'metro', leaving a space, and then the message to 83010.

To report incidents of a serious criminal nature, passengers can call West Midlands Police on 0845 113 5000 or in event of an emergency via 999.

## ACHIEVEMENTS AND INITIATIVES

A number of initiatives have continued to develop over the last year. These include;

- The West Midlands continues to boast the only tram network in the UK to achieve 'Safer Tram Stop award' at every stop. TfWM have now achieved "Safer Bus Station" Accreditation for 10 of its 12 stations. Both awards demonstrate that everything is being done to prevent crime and reduce fear of crime at these locations.
- The Safer Travel CCTV control room has retained the British Standard 7958 compliance which confirms the service is well managed and operates effectively within all legal requirements
- TfWM's CCTV system was a shortlisted finalist at the global IFSEC (International Fire and Security Excellence) awards

- TfWM continue to work with the West Midlands Police and Crime Commissioner to meet the objectives of the Local Transport Policing Plan. This gives a clear focus and direction on further reducing crime and improving passenger perception. Other actions within the plan include plans to develop byelaws and use civil injunctions to further tackle ASB on the network
- Operation Bale A Police named initiative aimed at addressing poor behaviour amongst students on bus at the start of the school and college year and the return immediately after the Christmas and New Year break. In September 2017 a number of schools were identified and focused upon as causing repeated anti-social behaviour problems on the network. Hivisibility patrols of affected bus services and bus stations took place and an educational video was distributed to the regions schools to encourage good behaviour.
- Operation Snow A police named initiative targeting crime to improve public safety in and around Birmingham City centre during the period of the Christmas Frankfurt Market. Pleasingly, despite thousands more people catching buses into the City Centre in the period leading up to and during the market time only 10 bus related offences occurred with reductions in theft, robbery and violence. This is over a 50% reduction compared with 2015
- The Safer Travel Policing team have continued to employ volunteer Special Constables who assist in policing the Network and promoting public safety
- A Safer Travel education website and lesson plans
- 46 young people have been referred and managed through the Partnerships innovative Restorative Justice programme.
   Working in collaboration with Birmingham Youth Offending Service, National Express West Midlands, and both Police Forces the process involves victim awareness and reparation elements cleaning buses.
- The Anti-Social behaviour team has now managed over 3600 cases of reported ASB since its inception in the Summer of 2013. The team have been ably assisted by an experienced operational member of staff seconded from National Express, who continues to provide an important link with Bus drivers and

revenue staff encouraging qualitative reporting of incidents

- Continued focus on tackling cycle crime predominantly within rail stations using a range of tactics including successful use bike tracking devices leading to arrests of offenders as well as proactive cycle marking sessions
- Transferrable CCTV technology on targeted bus services allowing 'live' time viewing of footage by Police Officers of cameras on board and outward facing. This has led to a number of interventions by Officers for incidents they have seen take place.

# 11

# FURTHER ACCESSIBILITY HELP

There are a host of different accessibility initiatives that TfWM has developed to help people with disabilities.

## ASSISTANCE CARDS

The assistance cards help disabled people to use public transport. They are small cards which you tear off and place into your bus ticket and/or concessionary pass holder. The cards have the following messages:

- Please speak slowly, I am hard of hearing
- Please be patient, I have difficulty in speaking
- Please wait for me to sit down
- Driver, please let me know when we get to.....(space for you to insert details)



To receive the free assistance cards, please contact: WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD Telephone 03453036760 Email customerservices@tfwm.org.uk

# 'TICKETS PLEASE' PAD

This is a note pad to help people with communication difficulties buy tickets on buses or for train journeys. The pad contains 50 tear-off slips, each of which states that the bearer may have a speech or hearing impairment. The user completes the slip with the required ticket information and hands it to the person selling the ticket. After

ou buy your tickets.	rehand and hand it over when
I am travelling to:	
Please give me: Single/return ticket(s) for and	Adults Children
Other requests (please specify)	
ovided by West Midlands Combined Author	ity, 16 Summer Lane, Birmingham B19 3SD

payment a ticket would then be issued for the journey. The 'Tickets Please' pad is only available to West Midlands' residents.

To receive a free Tickets Please pad, please contact: WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD Telephone 03453036760 Email customerservices@tfwm.org.uk

## **BUS HAILER**

People who are blind or partially sighted can sometimes have problems distinguishing an approaching bus from a van or a car. To help, we have designed a Bus Hailer that enables the user to show the bus service number that they want to catch, whilst at the stop. The free Bus Hailer is A5 size (the same size as the standard Getting Around guide) and has large black tactile numbers with Braille on a bright yellow background. These can be flipped over to show the required bus service number. The bus driver can spot the Bus Hailer from a distance, and it informs him that the person is waiting to catch the bus. It is particularly useful at busy locations where many different buses use the same stop.



To receive a free Bus Hailer by post, please contact:

WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD Telephone 03453036760 Email customerservices@tfwm.org.uk

# COMMUNICATION POCKET GUIDE

The Communication Pocket Guide is a laminated resource which includes key messages to assist people with different disabilities when using public transport.

Examples of messages include:

- Please be patient. I have autism
- Hello, please can you help me?
- Where do I catch the bus to.....? Stop location.....
- What time will bus No.... arrive?



It could be especially useful for people with hearing difficulties, people with autism, people with learning difficulties or people with speech difficulties

Messages can be written and wiped clean to aid communication with the driver or other passengers.

To receive the Communication Pocket Guide by post, please contact:

WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD Telephone 0345 303 6760 Email customerservices@tfwm.org.uk



# **TOILET FACILITIES**

# TOILETS ON COACHES AND TRAINS

Coaches, such as those operated on National Express services, all have a washroom and toilet on board. However they are not accessible to wheelchair users. Because a toilet is provided, the service may not make a toilet stop en route.

Accessible toilets are being introduced on new trains on long distance routes; you can ask about this facility when you book your ticket. The majority of trains on the Birmingham to Coventry line have wheelchair accessible toilets. Trains used on other local services in the West Midlands have toilets that are suitable for most people but are not wheelchair accessible. However, most accessible local rail stations have accessible toilet facilities.

## THE RADAR SCHEME

There are many places now with accessible toilets in the West Midlands. Many of them are controlled with a key that is operated under the RADAR National Key Scheme (NKS). The NKS offers independent access to disabled people to around 7,000 locked public toilets around the country. It ensures that people who need them can always find a suitable and accessible toilet in a good clean condition. NKS toilets are provided at the majority of bus stations in the West Midlands.

To obtain a key, please contact any of the organisations shown below.

#### **BIRMINGHAM SHOPMOBILITY**

Level 2 Centre Car Park, Bullring, Birmingham B5 4BU Telephone 03332412747 birminghamshopmobility.com

#### **COVENTRY CENTRAL LIBRARY**

17 Smithford Way, Coventry CV1 1FY Telephone 02476 832314 central.library@coventry.gov.uk

#### SANDWELL MBC

David Dwyer, Sandwell Council House, PO Box 2374, Oldbury, West Midlands B69 3DE Telephone 0121 569 3413 David dwyer@sandwell.gov.uk

## ACCESSIBLE TOILETS IN THE WEST MIDLANDS

Listed below are NKS or similar accessible toilets available in the West Midlands, including local bus and rail stations. Most facilities are unisex. A more detailed list of accessible toilets in the West Midlands is available on the Nationwide Access Register website:

BIRMINGHAM	
City Centre	'All Bar One', Waters Edge, Brindley Place Back-to-Backs, Inge Street Bennetts', 8 Bennetts Hill Birmingham New Street Station (Network Rail) Birmingham Rep Theatre, Broad Street 'Briar Rose', 25 Bennetts Hill Bullring Central Library City Plaza, Cannon Street Coach Station, Mill Lane (National Express) 'Dragon Inn', Hurst Street 'Figure of Eight', Broad Street 'Highlight', 259 Broad Street Hurst Street (corner of Queensway) 'KFC', 98 Bull Street 'Malt House', Brindley Place Millennium Point, Curzon Street Moor Street Rail Station 'Nandos', R2 The New Bullring 'Nandos', The Mailbox New Street Rail Station 'Old Joint Stock', Temple Row West Pallasades Shopping Centre, New Street Pavilion Central, High Street 'Risa', Quayside Tower, Broad Street 'Slug and Lettuce', Brindley Place Snow Hill Rail Station, Colmore Row 'Soloman Cutler', Regency Wharf 'Square Peg', Corporation Street St. Martin's Market/Upper Dean Street 'The Hornet', Alum Green Road 'Walkabout'. Regency Wharf 'Wetherspoons', Paradise Place

Acocks Green	Westley Road, next to Lafferty Pub 'Spread Eagel', Warwick Road (JDW)
Aston	Villa Park Stadium (Aston Villa FC)
Bournville	Linden Road Instruction Pool (Pool hrs)
Cotteridge	Pershore Road, opposite Watford Road King's Norton Rail Station
Digbeth	Digbeth Campus, High St Deritend (S. Birmingham College)
Edgbaston	Five Ways Island Five Ways Rail Station County Ground University Station 'Nandos', Fiveways Leisure Centre 'Revolution', Broad Street, Fiveways Grosvenor Casino, Fiveways Leisure Centre
Erdington	Wilton Road/High Street Stockland Green Leisure Centre, Slade Street Gala Bingo, Streetly Road 'Charlie Hall', Barnabas Road
Four Oaks	Mere Green Youth and Community Centre Mere Green Library 'Mare Pool', 294 Lichfield Road
Great Barr	Beeches Pool & Fitness Centre Tower Hill Library
Hall Green	Sarehole Mill, Cole Bank Road
Handsworth	Baker Street, off Soho Road
Harborne	High Street Harborne Pool Leisure Centre 'Old House at Home', 193 Lordswood Road 'Proverbial', High Street Gala Bingo, Harborne High Street
Highgate	Gooch Street
Hockley	Jewellery Quarter Rail Station Vyse Street, Jewellery Quarter
Kings Heath	Vicarage Road 'Pear Tree', Alcester Road South

Kings Norton	Kings Norton Station
Kingstanding	Kingstanding Circle
Longbridge	Longbridge Rail Station
Moseley	Alcester Road (adj to Car Park) Cannon Hill Park, off Edgbaston Road Cannon Hill Park, Russell Road Gate
Nechells	'KFC', Star City 'Old Orleans', Star City
Northfield	Church Road Car Park Bournville college, Bristol Road South Northfield Fitness Centre, Bristol Rd South
Perry Barr	Alexander Stadium, Fitness Centre 'Arthur Robertson', Walsall Road
Poolway	Kent's Moat
Selly Oak	Bristol Road/Harborne Lane Selly Oak Station
Small Heath	Coventry Road, junction Regent Park Road
Sparkhill	Sparkhill Park, Stratford Road
Stechford	Pool Way Shopping Centre Stetchford Cascades Leisure Centre
Stirchley	Pershore Road, opposite Hazelwell Lane
Sutton Coldfield	Boldmere Road (junction of Jockey Road) Boldmere Library, Boldmere Road Sutton Coldfield Town Hall, Reception The Mall Sutton Coldfield 'Bishop Vesey', Boldmere Road 'Boot Inn', Rectory Road The Mall Gracechurch
Warmley	Crawford Street
Weoley Castle	Weoley Castle Square
Wythall	Chapel Lane Caravan Club site
Yardley	South Yardley Library, Yardley Road 'William Tyler', 140 Church Road Gala Bingo, Swan Centre

COVENTRY	
Ansty	'Ansty Arms', Combe Fields Road 'Coventry Oak', Ansty Road Tenpin Coventry, Crosspoint Business Park
City Centre	Barracks Car Park Belgrade Theatre Belgrade Plaza Car Park BHS Broadgate House, Broadgate Canal Basin, St Nicholas Street Cathedral Lanes Shopping Centre Central Library, Smithford Street Cathedral Lanes Shopping Centre Civic Centre 1, Little Park Street Civic Centre 2, Much Park Street Civic Centre 4, Much Park Street Coop store, Corporation Street Coventry Old Cathedral, rear entrance Coventry Retail Market Coventry Retail Market Coventry Station, Platform 1 Coventry Transport Museum Debenhams, West Orchards Herbert Art Gallery Lower Precinct, Sherbourne Arcade Pool Meadow Bus Station Priory Visitor Centre Spire House, New Union Street West Orchards Shopping Centre
Bell Green	Riley Square
Binley	Coombe Country Park, Brinklow Road Coombe Visitors Centre
Cannon Park	De Montfort Way Shopping Centre
Canley	Neighbourhood Office Canley Rail Station
Cheylesmore	Daventry Road/Cecily Road War Memorial Park, by Tennis Pavilion
Coombe Abbey	Countryside Park Visitors Centre
Coundon	'Holyhead', Holyhead Road

Earlsdon	Library, Albany Road
Edgwick	Edgwick Park, Foleshill Road
Radford	Jubilee Crescent/Links Road
Rowleys Green	Tesco Extra, Arena Retail Park
Tile Hill	Tile Hill Rail Station
DUDLEY	
Amblecote	Sainsbury's Store, Sandringham Way
Brierley Hill	Merry Hill Centre Cottage Street
Coseley	Castle Street
Dudley	Bus Station, Birmingham Street Flood Street Market Place Gala Bingo, Castle Hill 'Nandos', 2 Castlegate, Birmingham Road 'Full Moon', High Street
Halesowen	Cornbow Shopping Centre 'William Shenstone', Queensway Bus station, Hagley Road
Kingswinford	The Cross Car Park 'British Oak', 55 Stallings Lane
Lye	Chapel Street 'Hadcroft', Grange Lane
Merry Hill	Debenhams store, Pedmore Road 'Abraham Darby' Merry Hill 'Bar Edge', Waterfront East, Level Street 'Waterfront Inn', The Waterfront
Netherton	'Woodman', 45 Saltwells Road
Sedgley	Townsend Place car park. Access via High Street, opposite Bilston Street 'The Clifton', Bull Ring

Stourbridge	Crystal Leisure Centre, Bell Street Bus station, Foster Street Stourbridge Junction Station 'Edward Rutland', High Street 'Station Inn', 95 Worcester Road
Wollaston	Meriden Avenue
SANDWELL	
Bearwood	Bus Station, Adkins Lane
Blackheath	Henderson Way Car Park
Cradley Heath	Lower high Street Car Park Cradley Heath Bus Station, Forge Lane
Oldbury	Sandwell & Dudley Rail Station, Bromford Road
Rowley Regis	Henderson Way Car Park 'The Britannia', Halesowen Street
Smethwick	Smethwick Galton Bridge Rail Station Stoney Lane Car Park
Wednesbury	Bus Station, Holyhead Road Gala Bingo, St James Bridge Camp Street, The Shambles
West Bromwich	Bus Station, Ring Road Kings Square, Sandwell Centre Queens Square Shopping Centre The Hawthorns Rail Station The Hawthorns Station
SOLIHULL	
Balsall Common	'Ye Old Saracens Head', Balsall Street
Berkswell	'Bear Inn', Spencer Lane
Castle Bromwich	'The Farthings', Green Lane
Chelmsley Wood	Chelmsley Wood Library Chelmsley Wood Shopping Centre
Marston Green	Marston Green Rail Station
NEC Area	Birmingham International Rail Station, Airport & NEC

Olton	Olton Rail Station
Sheldon	Rileys Snooker, Hobs Moat Road
Shirley	'Colebrook Inn', Haslucks Green Road 'The Drawbridge', Drawbridge Road 'Woodmans Rise', Union Road
Solihull	Mell Square – Mill Lane and Drury Lane Solihull Rail Station Solihull Central Library Solihull Arts Complex Touchwood Shopping Centre 'Apres Bar', Poplar Road 'Assembley Rooms', Poplar Road 'Coach House', Herbert Road 'Druckers Café', Touchwood Centre 'Jimmy Spices', Station Road 'Nandos', Mill Lane Arcade, Touchwood 'Nog', Station Road 'Slug and Lettuce', Touchwood Centre 'White Swan', Station Road
WALSALL	
WALSALL Aldridge	Aldridge Shopping Centre, Anchor Road Gala Bingo, Anchor Road
Aldridge	Gala Bingo, Anchor Road High Street/Wolverhampton Road
Aldridge Bloxwich	Gala Bingo, Anchor Road High Street/Wolverhampton Road Asda Car Park, High Street Norton Road
Aldridge Bloxwich Pelsall	Gala Bingo, Anchor Road High Street/Wolverhampton Road Asda Car Park, High Street Norton Road 'Old House at Home', Norton Road
Aldridge Bloxwich Pelsall Rushall	Gala Bingo, Anchor Road High Street/Wolverhampton Road Asda Car Park, High Street Norton Road 'Old House at Home', Norton Road Pelsall Lane St Paul's Bus Station Walsall Rail Station (in Saddlers Centre) 'Park Tavern', Broadway North 'Revolution', Bridge Street 'Yates's Bar', Leicester Street
Aldridge Bloxwich Pelsall Rushall Walsall	Gala Bingo, Anchor Road High Street/Wolverhampton Road Asda Car Park, High Street Norton Road 'Old House at Home', Norton Road Pelsall Lane St Paul's Bus Station Walsall Rail Station (in Saddlers Centre) 'Park Tavern', Broadway North 'Revolution', Bridge Street 'Yates's Bar', Leicester Street Gala Bingo, Jerome Retail Park

#### WOLVERHAMPTON

City Centre	Art Gallery, Lichfield Street Ashmore Park, Griffiths Drive Civic Centre, St Peter's Square Faulkland Street Coach Park WCityStop, Mnader Centre West Park Wolverhampton Market, School Street Bus Station, Pipers Row Wolverhampton Station, Platform 1 Mander Shopping Centre Asda, Molineux Way Beatties, Victoria Street BHS, Dudley Street Central Library, Garrick Street Chicago Rock Café, Pipers Row Grand Theatre, Lichfield Street Homebase, St John's Retail Park Lighthouse Media Centre, Fryer Street Marks & Spencer, Dudley Street Moon under Water, Lichfield Street Sainsbury's, St George's Parade The Imperial Oriental Buffet Restaurant, School Street Shopmobility, Cleveland Street The Royal London, Wulfruna Street Waitrose, Penn Road Walkabout, Queen Street (accessible via Castle Street) West Park, West Park Way (opposite West Park Hospital)
	Yates Wine Bar, Queen Square
Bilston	Bus Station, Coach Lounge Indoor Market Building Outside Market, adjacent to Bus Station
Tettenhall	Children's Paddling Pool Stockwell Road
Wednesfield	High Street 'Nandos', Bently Bridge Leisure Park 'Royal Tiger', High Street AMF Bowl Bentley Bridge



## **OTHER INFORMATION**

# WHEELCHAIR AND SCOOTER USERS ON PUBLIC TRANSPORT

The majority of wheelchair users will be able to travel on accessible public transport. Where services are stated as being accessible, this implies that access is possible for persons using wheelchairs conforming to International Standard ISO 7193, which is a maximum length of 1200mm (47 inches) and maximum width 700mm (27.5 inches) and a height of no more than 1350mm in height from floor level to the top of the head of the person sitting in the wheelchair.

Trains used by West Midlands Railway on the Network West Midlands local rail network only enable wheelchairs with the footrests folded to be carried provided they fall within the dimensions of 1200mm (47 inches) length and 700mm (927.5 inches) width.

If you are considering the purchase of a wheelchair and intend to use public transport, you are advised to check that the model conforms to International Standard ISO 7193.

The Confederation of Passenger Transport (CPT) has launched a voluntary Code of Practice aimed at regularising the carriage of mobility scooters on buses.

The Code sets out which models of scooter are allowed on buses, and which are not, based on size.

Scooter users who are allowed to travel on buses in their scooter will be asked to take a training session in entering and exiting buses safely. On completion of this, they will be granted a credit card sized permit which will guarantee them carriage with all companies that have signed up to the Code. For further information contact the CPT Head Office, Fifth Floor Offices, Chancery House, 53-64 Chancery Lane, London, WC2A 1QS, Tel: +44 (0) 20 7240 3131, Fax: +44 (0) 20 7240 6565, email admin@ cpt-uk.org

Scooters are allowed on the Metro if they meet certain criteria. The need to be:

- Class 2 scooters with 3 or 4 wheels
- No more than 1000mm long
- No more than 600mm wide
- Turning radius not exceeding 1200mm
- Scooter plus occupant must not exceed 300kg (47 stone)

Moreover, the owner needs to have a scooter permit for the scooter they are using. Permits are issued after capability assessment has been successfully completed and the scooter has been approved for use on public transport. Approval will be issued in the forum of a credit card sized photographic permit to travel which will be for a period of 5 years. The permit will also contain the conditions of use and the user should show or display this permit to the conductor prior to entry to the tram. As well as being accepted on the Metro trams, once this pass has been accepted it will also be accepted by National Express West Midlands buses. These passes will also be accepted on vehicles operated by other operators who are currently using or issuing permits. For more information about how to apply for a permit please contact National Express West Midlands Training Centre on 01922856172 or email travelcare@nationalexpress.com

Use of scooters on West Midlands Railway services is allowed providing the scooter is a maximum length of 1200mm and a maximum width 700mm. The scooter must be powered by a sealed battery, and be lightweight and collapsible to enable it to be transported by bus, coach or taxi in the event of a rail disruption. They can be carried as luggage by you or a companion. Further information can be obtained in the Disabled People's Protection Policy or by calling the West Midlands Railway Assisted Travel team on 0800 024 8998. The British Healthcare Trades Association (BHTA) have updated their information leaflet 'Get wise to using public transport' which has information for wheelchair and scooter users http://www.bhta.net/sites/default/files/document-upload/ BHTA%20Get%20Wise%20Transport.pdf Also available is 'Get wise to using electric scooters and wheelchairs'.

http://www.bhta.net/sites/default/files/document-upload/ BHTA%20Get%20Wise%20Wheelchairs.pdf For further details contact:

BHTA, New Loom House, Suite 4.06, 14 Gowers Walk, London, E1 8PY Telephone 020 7702 2141 Email info@bhta.com www.bhta.net

The Department for Transport and Ricability have also produced a guide entitled 'Accessible Public Transport', available at http://www.rica.org.uk/content/accessible-public-transport This guide tells you what you can expect from newer trains, coaches, buses and taxis. It has information on where to find accessible services for blind and partially sighted travellers and gives tips on travelling in a wheelchair or mobility scooter. For further details contact:

**Ricability**, Unit G03, The Wenlock Business Centre, 50-52 Wharf Road, London N1 7EU Telephone 020 7427 2460 Email mail@rica.org.uk www.rica.org.uk PUBLIC TRANSPORT INFORMATION SERVICES Traveline provides information on all local and national bus, train and Metro services. Traveline can help you plan the quickest, most convenient routes on the Journey Planner as well as provide information on timetables, fares, and special tickets. Telephone Traveline 0871 200 22 33 or visit the website **www.traveline.info** 

Local bus, rail, and Metro timetables are also available at www.networkwestmidlands.com. If you require information in a format more suited to your needs telephone 0345 303 6760 or email customerservices@tfwm.org.uk

There is a Network West Midlands Local Travel Information Centre on the forecourt of Birmingham New Street Station. The office is accessible and an induction loop facility is available at the sales counter. There are also Local Travel Information Centres at Dudley Bus Station, Wolverhampton Bus Station, St Paul's Bus Station in Walsall and Merry Hill Bus Station, Brierley Hill.

A lot of the information in this guide is also available on our website at www.networkwestmidlands.com and in large print, audio CD and Braille by **telephone on 0345 303 6760** or email **customerservices@tfwm.org.uk** 

For longer distance rail journey information telephone the National Rail Enquiries 24 hour service on **03457 48 49 50** 

National Rail's website at **www.nationalrail.co.uk** has a variety of information including timetables and a dedicated section on rail travel for disabled passengers.

**www.Help2travel.co.uk** provides live traffic information, live bus, rail and Metro information, and live airport and car park information across the Midlands.

**www.disabledgo.com** provides online information for disabled people on access to venues such as cafes, restaurants, hotels, nightclubs, rail stations and more.

## VOLUNTARY TRANSPORT SERVICES INFORMATION

The following organisations do not provide transport, but may be able to provide information on services that do offer transport on a voluntary basis in your area.

#### **Birmingham Mobility Advice Line**

101 Holloway, Northfield, Birmingham, B31 1TR Telephone 07711810505 (Open: 12am to 4pm Mon-Fri) Email enquiries@mobility-advice.org.uk www.mobility-advice.org.uk

Mobility Advice Line offer free, confidential advice to disabled people, their families, friends and carers on all aspects of Disability, including: Help with filling out forms, representation at Tribunals, wheelchair hire/purchase and more.

#### **Dudley**

Dudley CVS, 7 Albion Street, Brierley Hill, West Midlands DY5 3EE Telephone 01384 573381 Email info@dudleycvs.org.uk www.dudleycvs.org.uk

#### Sandwell CARES, Carers Advice & Resource Establishment,

Sandwell, The Carers Centre, 2 Bearwood Road, Smethwick, West Midlands B66 4HH Telephone **0121 558 7003** Email **cares.sandwell@btinternet.com www.cares-sandwell.org.uk** Solihull DIAL, Solihull, 67 The Parade, Kingshurst, Birmingham B37 6BB Telephone **0121 770 0333** (Lines open Mon &Thur, 9am – 4pm; Tues & Weds 9am-5pm Fri 9am-2pm) Email **enquiries@dialsolihull.org.uk** 

DIAL Solihull is a free, impartial and confidential information and advice service for disabled people and their carers. Service users must be residents of Solihull.

#### Walsall Darlaston Fellowship for the Disabled,

27 Hall Street East, Darlaston, West Midlands WS10 8PL School transport for disabled students and a day centre for the elderly Telephone **0121 526 4044** (Open Mon – Fri, 10:00am-14:00pm) Email **sandrajoy24@hotmail.com** 

## SHOPMOBILITY

There are a number of Shopmobility schemes in the West Midlands, enabling disabled people to access town centres and main shopping areas. The schemes are open to anyone who has a mobility difficulty, including people with a visual impairment or with a temporary disability such as a broken leg. Powered and manual wheelchairs, as well as electric scooters can be available for loan, and at some locations an escort can be provided to assist with shopping, or to meet you when you arrive by public transport. It may be required to register and book equipment in advance.

Contact details for local Shopmobility schemes are shown below:

BIRMINGHAM The Shopmobility Centre, Level 2, Centre Car Park, Bullring, Birmingham B5 4BU Telephone **0333 241 2747** (open 10:00-20:00 Mon-Fri; 09:00-20:00 Sat; 11:00 to 17:00 Sun) Email **enquiry@birminghamshopmobility.org** www.birminghamshopmobility.org

COVENTRY Barracks Car Park, Upper Precinct, Coventry CV1 1DD Telephone: **02476 832020** (8:45 to 16:30 Mon – Sat)

DUDLEY Merry Hill Centre, Brierley Hill, West Midlands DY5 1SR (on the upper mall near BHS) Telephone **01384 267007** (9:00 to 19:00Mon – Fri; 9:00-17:00 Sat; 11:00 to 16:00 Sun; 10am to 17:00 Bank Holidays) www.ageuk.org.uk/dudley/our-services/shopmobility

SANDWELL Unit 1A New Square, West Bromwich, B70 7PP Telephone: **0121 553 1931** (8:30 to 16:00 Mon-Sat)

WEST BROMWICH Bus Station, St Michaels Ring Way B70 7NN Telephone: **0121 5259725** (8:30 to 14:30 Mon – Sat) Fax: **0121 5259768**  SOLIHULL

Touchwood Welcome Hall, Touchwood Car Park, Orange Parking Zone, Solihull, West Midlands B91 3GJ Telephone: **0121 7096980** (open 9:30 to 17:30 Mon, Wed and Fri; 09:30 - 19:00, Thu 09:00-16:00, Sat 11:00-16:00 Sun)

WALSALL

Independent Living Centre, 9 Wisemore Street, Walsall, WS2 8EZ Telephone: **01922 650790** (09:30-16:00 Mon, Wed and Fri, 09:00-14:30 Thu, 09:00-16:00 Fri, 09:00-15:30 Sat Email: **ilc@walsall.gov.uk** Website: **walsall.gov.uk/shopmobility** 

WOLVERHAMPTON Wulfrun Shopping Centre, 12 Cleveland Street, Wolverhampton, West Midlands WV1 3HH Telephone: **01902 556021** (9:00-14:30 Mon-Fri; 9:00-13:30 Sat) Email: **shopmobility@wolverhampton.gov.uk** 

#### THE NATIONAL FEDERATION OF SHOPMOBILITY UK

The National Federation of Shopmobility UK is an independent registered charity which aims to achieve equal access and independence for disabled people by encouraging new shopmobility schemes throughout the UK, Channel Islands, Republic of Ireland and overseas and provides continuing support for existing shopmobility schemes.

The National Federation of Shopmobility UK (NFSUK) 2-4 Meadow Close Ise Valley Industrial Estate, Wellingborough, NN8 4BH, **01933 229644** 

shopmobility@bhta.com

## TRAVEL TRAINING MANUAL

The TfWM Travel Training Manual has been produced for use as a resource by teachers, support workers, carers, travel trainers or anyone with has an interest in improving people's' independence. For a copy, contact our Customer Services Team at WMCA, Customer Services, 16 Summer Lane, Birmingham B19 3SD, telephone 0345 303 6760. Email customerservices@tfwm.org.uk

The manual has helped schools across the West Midlands to set up Travel Training Schemes and through classroom role play activities teaches pupils key skills for using public transport.

## BLUE BADGE PARKING SCHEME

The Blue Badge parking scheme provides many benefits to disabled people with severe walking difficulties who either travel as car drivers or passengers. For more information on the scheme, apply at your local social services department, or click on:

#### www.direct.gov.uk/en/disabledpeople/motoringandtransport/ dg\_4001061

Dedicated Blue Badge car park spaces are provided at all Network West Midlands Rail Station and Metro Park & Ride sites, making it easier for you to use public transport. See page xxxx for details.

## **BIRMINGHAM AIRPORT**

The Air-Rail Link carries passengers between Birmingham International Airport and Birmingham International Rail Station. The free service runs every two minutes with a journey time of less than 90 seconds. There is also easy access from the station to the National Exhibition Centre.

Passengers are advised to inform their travel agent when booking of any extra assistance they may require. Alternatively a dedicated Special Assistance Control Desk staffed 24 hours a day is available for all information regarding your flight on telephone 0121 767 7878, or by email bhx.prm@ocs.co.uk

A Minicom is available at the Main Terminal Information Desk 0121 767 8084 and a Deaf Alerter system is also available. Staff who can use British Sign Language are on hand.

http://www.birminghamairport.co.uk/useful-information/ facilities2/special-assistance.aspx

#### CAR PARKING FOR DISABLED PASSENGERS

Blue Badge holders are entitled to up to 60 minutes free parking within the Drop and Go car park upon production of their Blue Badge and car parking ticket at the NCP Customer Service Desk which is located in the Meet & Greet Cabin. Normal charges apply if the 60 minutes is exceeded.

Disabled parking is also available in Car Parks 1, 2, and 5. Please note that car parking is charged at the normal rates for these car parks.

The Blue Badge scheme does not operate within the Airport site

#### TRANSPORT TO LOCAL HOSPITALS To visit your local hospital by public transport, visit **www.networkwestmidlands.com** or call Traveline **0871 200 22 33** for timetable information or to plan your journey.

For some journeys to a hospital for treatment, you may be able to use the ambulance service. Ask at your doctor's surgery for details. You will be entitled to use an ambulance only if your medical condition requires you to use this service.

At some hospitals, volunteers provide transport for visitors unable to use public transport. Please enquire at the General Office of your hospital for further information.

You may be able to obtain help with your travelling expenses when you go into hospital for NHS treatment and when you come out of hospital, or when you go to and from hospital as an outpatient for NHS treatment. If you need someone to travel with you, you may also be able to get help with the cost of their fares. Visit http:// www.nhs.uk/NHSEngland/Healthcosts/Pages/help-with-healthcosts.aspx to get information on what help is available or contact the following services for further information.

Dental services helpline – 0300 330 1348 NHS Low Income Scheme helpline – 0300 330 1343 Prescription services helpline – 0300 330 1349 Queries about medical exemption certificates – 0300 330 1341 Queries about prescription prepayment certificates (PPCs) – 0300 330 1341 Queries about tax credit certificates – 0300 330 1347 Call 0300 123 0849 to order a paper copy of the HC12, HC5 and HC1 (SC) forms

Call 0300 330 1343 for all other queries

If you're deaf or hard of hearing and you have a textphone, you can use the Text Relay service. Dial 18001 then the relevant phone number above.

#### **BENEFITS AND ALLOWANCES**

There are a number of benefits and allowances which some disabled people can claim. To find out more, click on **www.dwp.gov.uk** or **www.direct.gov.uk/disability** or call:

DISABILITY LIVING ALLOWANCE (DLA) HELPLINE

Telephone: 0345 712 3456 Textphone: 0345 722 4433 Monday to Friday, 8am to 6pm Attendance Allowance (AA) helpline Attendance Allowance helpline Telephone: 0800 731 0122 Textphone: 0800 731 0317 Monday to Friday, 8am to 6pm Calls to these numbers are free.

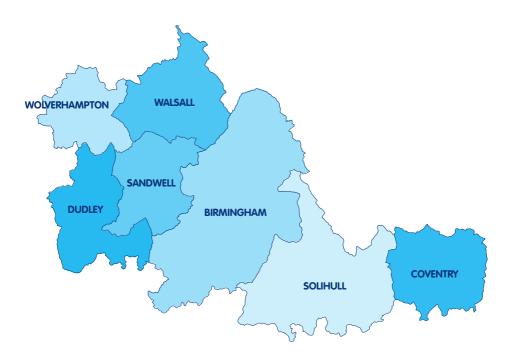
Personal Independence Payment (PIP) PIP helpline Telephone: 0345 850 3322 Textphone: 0345 601 6677 Monday to Friday, 8am to 6pm Under the Access to Work Programme, Jobcentre Plus will help with the additional costs of travel to, or in, work for people who are unable to use public transport. Contact the Disability Employment Advisor at your local Jobcentre Plus or visit www.jobcentreplus.gov.uk

General information on disability issues can be found on the Government's Office for Disability Issues website at www. officefordisability.gov.uk

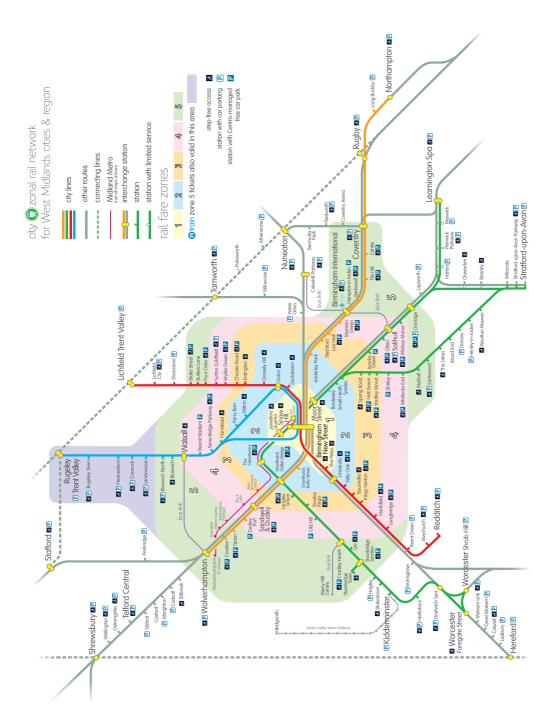
# ABOUT NETWORK WEST MIDLANDS

Network West Midlands is the name that connects all public transport in the West Midlands. This includes Birmingham, Dudley, Sandwell, Coventry, Walsall, Solihull and Wolverhampton.

It clearly identifies the complete network of bus, rail and Metro services that are easily accessible to most people in the West Midlands county. Wherever you see the n logo and signage at bus stops, rail stations and Metro stops, you'll find better information to make using buses, trains and the Metro easier than ever before.



WEST MIDLANDS RAIL MAP



## Timetable information available by calling



Or telephone Traveline on **0871 200 22 33** for bus and metro information, calls cost 12p per minute plus your phone company's access charge. Telephone National Rail Enquiries on **03457 48 49 50** for rail information, calls cost 10p per minute plus network extras.

## Minicom 0870 241 2216

Lines are open from 07:00 to 22:30 everyday of the year, except Christmas Day.