

Getting Around Access Guide 2020



West
Midlands
Network



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Next Edition

Disabled Person's Pass

Preface

From Laura Shoaf Managing Director – Transport for West Midlands

Welcome to the 26th edition of our Getting Around Access Guide. Once again I am pleased to be able to share with you the progress we have made over the last 12 months.

The Metro extension in Birmingham opened on time in December 2019 with new stops at Town Hall and Centenary Square offering step-free access to Birmingham Museum and Art Gallery, the International Convention Centre and Symphony Hall. By 2021 the Metro will run along Broad Street and the Hagley Road giving people more options travelling through the West side of Birmingham.

The future of our Ring and Ride service, which provides door-to-door transport for more than 12,300 people in the West Midlands has been secured thanks to the signing of a new contract by National Express West Midlands. This vital service operates between 8am and 11pm Monday to Saturday and from 8.30am to 3.30pm on Sundays, supporting around 850,000 trips a year. Taxibus provides a similar service in the rural areas between Coventry and Solihull. Find out more about these services on page 23.

Your feedback has helped us improve our designs for Sprint along the A34 corridor through Perry Barr and resulted in almost 80% of residents parking been retained.

Sprint buses are single deck making them ideal for older people and passengers with mobility issue. The vehicles are designed with a low floor to provide more stable and smoother journeys and provide better accessibility for people who cannot climb stairs. The level boarding at stop means wheelchair users, people with buggies or lots of luggage will be able to board a Sprint bus without a ramp and we look forward to welcoming them onto our network over the next few years.

Last year we received over 140 bids for our £2m Better Streets fund designed to help communities improve their streets for cycling and walking. The successful bids include safer crossings and removing obstacles like parked cars on pavements to make streets much more user friendly for cyclists, walkers and people with disabilities.

Crime on public transport fell by 5% during 2019 thanks to the fantastic work of our award-winning Safer Travel Partnership. Although our public transport system is incredibly safe, over 90% of people agreed with our proposals last year to introduce new byelaws on bus to tackle low level, nuisance and anti-social behavior. We're now working with the Department for Transport to introduce the new byelaws which will give enforcement officers added powers to deal with offences such as drunkenness, unacceptable behaviour and smoking to ensure all our passengers have a pleasant experience on every journey they make.

Work is progressing well on the new Wolverhampton rail station which will be completed later this summer and provide a seamless connection between the rail station and city centre via the tram network.

We are also continuing with our commitment to making public transport an attractive option for 16 to 18-year-olds in school, college work, on a training course or an apprenticeship by giving them half price travel; an offer taken up by 58,500 young people in the previous 12 months.

So if you are travelling around the West Midlands I hope these improvements make a difference to your journey. If you haven't already, please check out our free resources on page 98 designed to make buying tickets, hailing and boarding buses and getting a seat on public transport easier, including our distinctive 'Please offer me a seat' badge which recognises not all disabilities are visible.

As always, please get in touch if you have ideas or suggestions that will help us improve our service to you.



Introduction

Welcome to the Getting Around Access Guide, your comprehensive guide to accessible public transport in the West Midlands Network 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-the minute information, please contact Traveline on **0871 200 22 33** or visit the website at 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 2020 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: 0808 800 0082

Textphone: 0808 800 0084

Website: www.equalityadvisoryservice.com

Email: eass@mailgb.custhelp.com

Opening Hours:

0900 to 1900 Mon to Fri

1000 to 1400 Saturday

Closed on Sundays and Bank Holidays

Post: FREEPOST EASS

Helpline FPN 6521

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 510,000 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 West Midlands Network 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 West Midlands Network 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 it 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 West Midlands Network 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 stopSimply 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 2020).

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 Play store or App store dependent on your smartphone. Search for **West Midlands Network** in your appropriate App store.

Social media service updates are issued on Twitter via **@westmidsnetwork** and on **facebook.com/westmidsnetwork**, 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 January 2019).

Website: www.traveline.org.uk

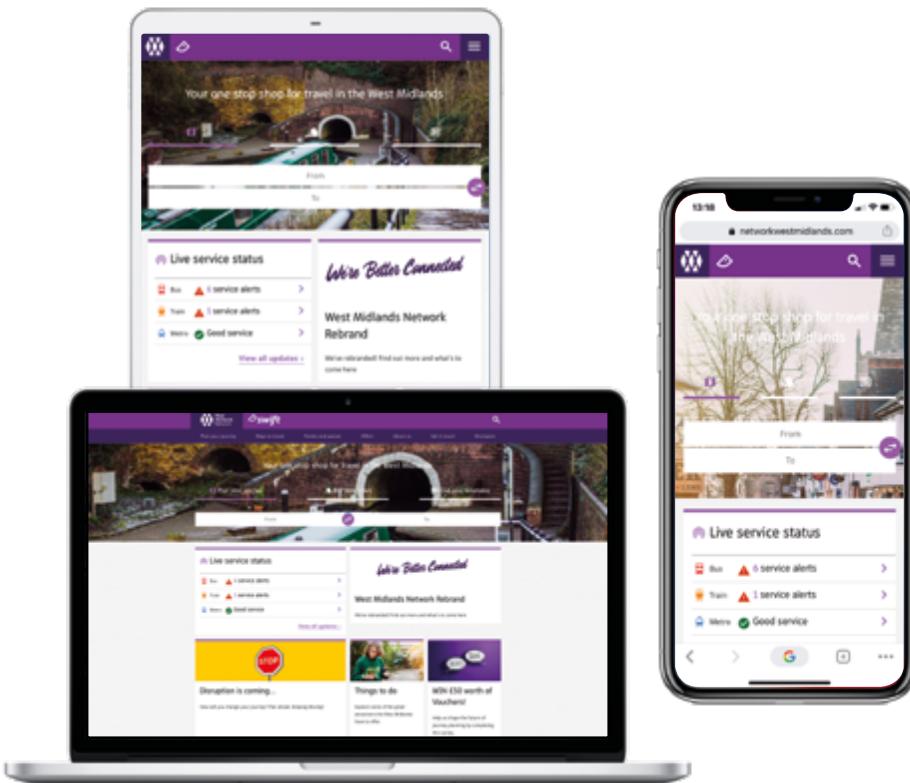
National Rail Enquires on **03457 48 49 50** provides rail information (calls cost 12p per minute plus network extras. Prices correct at January 2019).

Website: www.nationalrail.co.uk

Visit www.networkwestmidlands.com/information-for-transport-accessibility/during-your-journey/ (need to find updated website) 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.



Location	Address	Opening hours	Operator	Tickets	Journey planning
Birmingham City Centre	Unit 31, New Street Station Birmingham B2 4ND	Mon-Sat 08:30- 17:30	TfWM	Yes	Yes
Coventry Pool Meadow	NX Travel card & Information Centre, Pool Meadow Bus Station, Fairfax Street Coventry CV1 5AD	Mon-Fri 09:00- 17:30. Sat 09:00- 16:00	NXWM	Yes	Yes
Wolverhampton Bus Station	Wolverhampton Bus Station, Pipers Row, WV1 1LD	Mon-Sat 08:30- 17:30	TfWM	Yes	Yes
Solihull Connect	Ground Floor, Manor Square, Solihull, West Midlands B91 3RG	Mon, Tues, Thu & Fri 09:00- 17:00. Wed 10:00- 17:00	Solihull Council	No	Yes

Location	Address	Opening hours	Operator	Tickets	Journey planning
Chelmsley Wood	6-8 Coppice Way Chelmsley Wood, Solihull, West Midlands B37 5TX	Mon-Sat 09:30- 17:15	Solihull Council	No	Yes
Walsall First Stop Shop	Civic Centre, Darwall Street Walsall WS1 1EU	Mon-Thu 08:45- 17:15. Fri 08:45- 16:45	Walsall Council	No	Yes

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 fulfil 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
- working effectively with transport operators and providers 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 7368** or via email equalitiesteam@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 in operation since 1983. The current operator now has a fleet of 120 fully accessible minibuses operating across the West Midlands.

The service

The service is run by West Midlands Accessible Transport (WMAT), a wholly owned subsidiary of National Express West Midlands, which receives funding from the WMCA. It operates on Monday to Saturday from 8:00am to 10:30pm, excluding Christmas Day, Boxing Day, New Year's Day and Bank Holiday Mondays and from 8:30am to 3:30pm on a Sunday.

Who can use ring and ride?

Anyone who struggles to use the conventional public transport can use Ring and Ride - you just need to live in Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton.

The service is ideal for:

- anyone suffering from a temporary injury
- young and elderly people who find it difficult to use public transport
- disabled people who want the convenience of a door-to-door service.

Ring and Ride map



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

Ring and Ride operates across the West Midlands. The map below shows the exact operating area.

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 some people are eligible for NHS non-emergency patient transport services (PTS). These services provide free transport to and from hospital for people whose condition means they need additional medical support during their journey, people who find it difficult to walk and parents or guardians of children who are being transported. 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

Registered user (Aged 16+) and Essential Escort/Carer:

- Monday to Saturday daytime (before 7pm) - £1.30 single
- Monday to Saturday evening (after 7pm) - £2.40 single All day
- Sunday - £2.20 single

Registered user (Aged 5-15):

- Monday to Saturday daytime (before 7pm) - £0.65 single
- Monday to Saturday evening (after 7pm) - £1.20 single All day
- Sunday - £1.10 single

Non-registered user:

- Adults - £2.40
- Children under 16 - £1.20
- Children under 5 travel free

Further information

Information is available on audio tape, large print and printed leaflets in English and community languages. The website is at 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

Website: www.communitytransport.org

Shencare Community Transport

The Cabin, Welches Close, Northfield, Birmingham B31 2XT

Telephone: 0121 476 1816

Email: shencarevt@yahoo.co.uk

Website: 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

Website: www.communitytransport.org

Community Transport Dudley

Telephone: 0845 209 0191

Fax: 0121 520 8361

Email: bc.passengerservices@communitytransport.org

Website: 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

Website: www.communitytransport.org

Community Transport Solihull

Telephone: 0121 788 4525

Email: wms.passengerservices@communitytransport.org

Website: www.communitytransport.org

Walsall Community Transport

The Old Dairy, Pelsall Lane, Little Bloxwich, Walsall, West Midlands, WS3 3DH

Telephone: 01922 685555

Email: enquiries@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**Website:** www.communitytransport.org

Buses and coaches

Introduction

There is a comprehensive bus network in the West Midlands Network 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 70 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 **West Midlands Network Maps & Guides** for your area available from **Local Travel Information Centres** or from **networkwestmidlands.com**

List of bus operators in the West Midlands:

Arriva	03448004411
Banga Buses	07472634061
Claribel Coaches	01217897878
Coastal Liner	07949420920 or 01902633064
Community Transport	02476691433
Corporate Express	07970837863
Diamond Bus First	01213222222
Grosvenor Coaches	03456460707
Johnsons of Henley	01214746888
Landflight (Silverline)	01564797070
Let's Go	01217055555
Midland Classic	07545164579
National Express West Midlands	01283500228
National Express Coventry	01212547272
Ring and Ride	01212547272
RK Travel	01213278128
Select Bus Services	07985374034
Stagecoach	01785330764
Thandi Coaches	01604676060
The Green Transport Co	01214202929
Travel de Courcey	01215150440
Travel Express	02476302656
Walsall Community Transport	07545164579

Audio real time information

West Midlands Network provides Real Time Information displays at bus stations, major interchanges and many bus stops along main routes. For all routes these electronic information displays provide details of the next buses to call at the stop including the service number and destination. For National Express routes, the predicted time when the bus will arrive is given. 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, use 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

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.



Buses Stations

Here is a summary of facilities available at each bus station.

Facilities	Toilets (No particular disabled facilities)	Raised kerb for bus access	Metro Interchange	Rail Interchange	Blue Badge disabled parking spaces	Parking available	Cafe
Bearwood Adkins Lane Bearwood	✓	✓					
Bilston Wood Street Bilston	✓			✓			
Cradley Heath Forge Lane Cradley Heath	✓			✓			✓
Dudley Fisher Street Dudley							
Halesowen Queensway Halesowen							✓
Merry Hill* Merry Hill Centre Brierley Hill				✓			
Pool Meadow Fairfax Street Coventry	✓						✓

Facilities	Help Points	Braille and tactile information	Tactile paving	Shopmobility	Local Travel Information Centre	Accessible toilet facilities	Information screens on bus stands
Bearwood Adkins Lane Bearwood	✓	✓	✓				
Bilston Wood Street Bilston	✓	✓	✓				
Cradley Heath Forge Lane Cradley Heath			✓				
Dudley Fisher Street Dudley	✓	✓	✓	✓	✓	✓	
Halesowen Queensway Halesowen	✓	✓				✓	
Merry Hill* Merry Hill Centre Brierley Hill		✓				✓	
Pool Meadow Fairfax Street Coventry			✓	✓			

*Other facilities available in shopping centre

Facilities	Toilets (No particular disabled facilities)	Raised kerb for bus access	Metro Interchange	Rail Interchange	Blue Badge disabled parking spaces	Parking available	Cafe
Stourbridge	✓	✓		✓			
Walsall St Paul's Civic Square Walsall				✓			
Wednesbury Holyhead Road Wednesbury				✓	✓		
West Bromwich Ring Road West Bromwich	✓			✓	✓		
Wolverhampton Pipers Row, Wolverhampton				✓	✓		

Facilities	Help Points	Braille and tactile information	Tactile paving	Shopmobility	Local Travel Information Centre	Accessible toilet facilities	Information screens on bus stands
Stourbridge	✓	✓	✓				
Walsall St Paul's Civic Square Walsall		✓	✓		✓		
Wednesbury Holyhead Road Wednesbury			✓		✓		
West Bromwich Ring Road West Bromwich				✓	✓		
Wolverhampton Pipers Row, Wolverhampton					✓		

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. There are some services that offer a designated wheelchair space as long as the wheelchair meets the requirements. Otherwise, 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.

Lines open 7 days a week, 8am - 10pm

E-mail: addl@nationalexpress.com

Website: www.nationalexpress.com

Post: The Assisted Travel Team, National Express, National Express House, Mill Lane, Digbeth, Birmingham, B5 6DD

Trains

Introduction

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

Stations and trains are becoming more accessible with new lift schemes, ramps and other mobility improvements either under construction or planned. Stechford will have a brand new lift scheme opening in 2020, and funding has been approved to make Smethwick Rolfe Street fully accessible. Brand new trains are on order and we expect to see these appearing on our network by the end of the year.

We are continuing to work with our partners at Network Rail and West Midlands Trains to improve station accessibility. New automatic audio announcement systems and electronic information screens have now been installed at all stations in the West Midlands Network 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 West Midlands Network 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 normally require at least one working day advance notice to ensure their staff are available when needed.

As from January 2020 West Midlands Trains are providing a reduced 12 hour advance notice period as well as being able to ring between 8am-10pm every day to make your booking. This is for journeys made on West Midlands or London Northwestern Railway services.

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 the Assisted Travel Lounge at Birmingham New Street Station.

Alternatively for travel assistance for West Midlands Trains local services:

Telephone: 0800 024 8998

Textphone: 0344 811 0134

(Next Generation Text 18001 to 0800 024 8998)

Web form and info at www.westmidlandsrailway.co.uk/travel-information/accessible-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 at the same time, if possible, especially if you are returning the same day. If you do not give enough notice, the normal level of service cannot be guaranteed although operators will try to help you as much as they can under their 'turn up and go' service. Please also note that buses may replace trains due to planned engineering works, especially during weekends and public holidays, so it is important for you to check when you plan your journey.. If staff 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 West Midlands Network area

The majority of rail stations in the West Midlands Network 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 West Midlands Network 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 West Midlands Network 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** and **84268** Text Service.

Station access information is also available on the National Rail website. Go to https://www.nationalrail.co.uk/stations_destinations/ 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. You can also look at the national station access map covering all UK stations at <http://accessmap.nationalrail.co.uk>

Notes

Network Rail manage Birmingham New Street station; Avanti West Coast 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 West Midlands Network area.

Key



Metro service
operates from
the station



Blue Badge
parking
available
(amount)



Station
Wheelchair
available



Accessible
toilet facilities
with RADAR
NKS scheme
lock



Cycle rack or
storage facilities



Train departure
electronic
screens on
platform



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)



Tactile paving at
platform edge



Automatic
announcements
of arriving trains



Tactile paving
guidance
within ticket
office



Fully
accessible



Partially
accessible



Not
accessible



Ticket gates

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Acocks Green Yardley Road, Acocks Green, Birmingham. B27 6EB	 Accessible Window	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).
	Adderley Park Bordesley Green Road, Adderley Park, Birmingham. B9 4TG	 	Down stairs (37 steps to Birmingham platform, 30 steps to Coventry platform).	Up and down stairs via roadway (51 steps).
	Aston 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).
	Berkswell Station Road, Berkswell, Solihull. CV7 7EF	 Accessible Window Automated Door	Ramps (1:20 gradient).	Via ramp, then level via footpath/tunnel under road then ramp.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Bescot Stadium Bescot Crescent, Walsall. WS1 4NH For Walsall FC	 	Up stairs on footbridge (36 steps) then down stairs to platform (30 steps).	Up stairs (30 steps) and down stairs (30 steps) on footbridge.
	Birmingham International Station Way, Birmingham. B40 1PA For Airport & NEC	 	Down lift or down stairs (40 steps) or escalator from ticket office.	Level between platforms 2 and 3. Up lift and down lift or up stairs (40 steps) and down stairs (40 steps) or escalator between other platforms.
	Birmingham Moor Street Moor Street, Queensway, Birmingham City Centre. B4 7UL For Bullring Shop-mobility	 	Level from main entrance to Platform 1. Down ramp (1:12 gradient) or down stairs (24 steps) or uplift 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Birmingham New St Smallbrook, Queen-sway, Birmingham City Centre. B2 4ND	  Council car park above station	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	 Accessible Window	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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Blake Street 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 upstairs (57 steps) via subway.
	Bloxwich Toxdene Avenue, Bloxwich, Walsall. WS3 2NY	 Not staffed	Ramp. Recent platform extention continued, tactile and gates at end of platforms.	Ramp via roadbridge.
	Bloxwich North Whitby Close, Bloxwich, Walsall. WS3 2NR	 Not staffed	Ramp. Recent platform extention continued, tactile and gates at end of platforms.	Ramp via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Bordesley Coventry Road, Bordesley, Birmingham. B9 4HF For Birmingham City FC match-days	Not staffed	Up stairs (42 steps).	Level (island platform).
	Bournville Bournville Lane, Bournville, Birmingham. B30 1LG For Cadbury World	   	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.
	Butlers Lane 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Canley Canley Road, Canley, Coventry. CV5 6BH	 	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.
	Cannock Lichfield Road, Cannock. WS11 8NQ	 	Not staffed Up steep paths and ramps. Ramp. Recent platform extention continued, tactile and gates at end of platforms.	Up and down paths and ramps via roadway.
	Chester Road Chester Road, Sutton Coldfield. B73 5JS	 	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.
	Coseley Havacre Lane, Coseley, Dudley. WV14 8XP	 	Down ramps.	Up and down ramps via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Coventry Station Square, Eaton Road, Coventry. CV1 2GT	 	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.
	Coventry Arena Arena Park Shopping Centre, Classic Drive, Coventry. CV6 6AS		Ramp to Platforms.	Ramp to Platforms.
	Cradley Heath Forge Lane, Cradley Heath, Warley. B64 5AL For Bus Inter- change	 Accessible window and Ticket doors	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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform	
	Dorridge Station Approach, Dorridge, Solihull. B93 8JA	 	Not staffed Sunday	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.
	Duddeston Duddeston Mill Road, Duddeston, Birming- ham. B8 1AR	 	Lift or down stairs.	Level (island platform).	
	Dudley Port Station Road, Dudley Port, Tipton. DY4 8UB	 	Up stairs (25 steps).	Level (island platform).	

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Earlswood Station Road, Earlswood, Solihull. B94 5JS	   Not Staffed	<p>From road bridge on Rumbush Lane down ramp (1:10 gradient, no landings) to Birmingham platform.</p> <p>From road bridge on Rumbush Lane down ramp (1:12 gradient, no landings) to Stratford platform.</p> <p>Level from car park to Stratford platform.</p>	Up and down ramps via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Erdington Station Road, Erdington, Birming- ham. B23 6UB	   	Up steep ramp (1:9 gradient, no landings) to Birmingham platform. Up steep ramp (1:7 gradient, no landings) to Lichfield plateform. 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 acccessible for wheelchair users with railing protecting path from road.	Down and up ramps via roadway.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Five Ways Islington Row, Edgbaston, Birmingham. B15 1SF For Birmingham Botanical Gardens	    	Down lift or down stairs (61 steps).	Up and down lifts or up stairs (31 steps) and down stairs (31 steps) on footbridge.
	Four Oaks Lichfield Road, Four Oaks, Sutton Coldfield. B74 2TD	     <p>Auto doors at ticket office</p>	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 accessibility	Station	Facilities	Station access to platform	Platform to platform
	Gravelly Hill Hunton Hill, Erdington, Birmingham. B23 7NH	 	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).

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Hamstead 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	     Not Staffed	Level / gentle slope from car park. Ramp to Rugeley platform. Recent platform extension continued continued. Tactile and gates at end of platforms.	Ramp or steps via roadbridge and public car park.
	Jewellery Quarter Vyse Street, Hockley, Birmingham. B18 6LE For Museum of the Jewellery Quarter	       This is an accessible toilet, however customers are buzzed in from the ticket office	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 accessibility	Station	Facilities	Station access to platform	Platform to platform
	King's Norton Pershore Road, Cotteridge, Birmingham. B30 3DL	 	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.
	Landywood Landywood Lane, Cheslyn Hay, Staffordshire. WS6 6JE	 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Langley Green Western Road, Langley Green, Oldbury. B69 4LZ	      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.
	Lea Hall Lea Hall Road, Lea Hall, Birmingham. B33 8JU	     	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).
	Long-bridge Long-bridge Lane, Long-bridge Birmingham. B31 2TW	       Accessible window	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 accessibility	Station	Facilities	Station access to platform	Platform to platform
	Lye Station Drive, Lye, Stourbridge. DY9 8ES	 	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	 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Northfield Quarry Lane, North-field, Birming-ham. B31 2PY	   Accessible Window Auto doors in ticket office	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 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.	Up and down stairs (68 steps) via subway. New treads on steps and new lifts installed to provide step-free access.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Old Hill Station Road, Old Hill, Warley. B64 6PL	 	Sloped footpath from entrance on Station Road then up stairs (22 steps) from car park to Birmingham platform. Access to Stourbridge platform via footbridge only.	Up stairs (26 steps) and down stairs (25 steps) on footbridge. New stair treads.
	Olton Station Drive, Olton, Solihull. B92 7AR	 There is an accessible toilet, however customers are buzzed in from the ticket office.	Up lift or up stairs (24 steps) from ticket office.	Level (island platform). New stair treads.
	Perry Barr Birchfield Road, Perry Barr, Birmingham. B20 3JE For Greyhound Stadium		Down ramps or stairs (32 steps). Note 100mm step from Birchfield Road into ticket office.	Up and down ramps or stairs (64 steps).

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Rowley Regis 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 accessibility	Station	Facilities	Station access to platform	Platform to platform
	Sandwell & Dudley Bromford Lane, Oldbury, Warley. B70 7JD	       	Auto doors to ticket office From Bromford Road up ramp (1:15 gradient) or up stairs (14 steps) to ticket office. From ticket office, up lift or up stairs (17 steps) to Birmingham platform. Down and up lift or down stairs (12 stairs) along subway and up stairs (30 steps) to Wolverhampton platform.	Down and up lift or down and up stairs (59 steps) via subway Note: 150mm step into waiting rooms on both platforms).

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Selly Oak Heeley Road, Selly Oak, Birmingham. B29 6DW	       	<p>Short ramp and level to Redditch platform. Level to Birmingham platform from car park.</p>	<p>Down and up stairs on footbridge (80 steps).</p> <p>Lifts have now been fitted.</p> <p>Level access available via Heeley Road and Bristol Road.</p>
	Shirley Haslucks Green Road, Shirley, Solihull. B90 2NE	        <p>Accessible ticket counter</p>	<p>Power assisted doors to ticket hall.</p> <p>Level to Stratford platform through Ticket Office.</p> <p>From Stratford platform up and down stairs (48 steps) on footbridge to Birmingham platform.</p> <p>Lifts also available.</p> <p>NKS - Key available from ticket office (toilet only open during ticket office opening hours).</p>	<p>Up and down stairs (48 steps) on footbridge or lift.</p>

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Small Heath Golden Hillock Road, Small Heath, Birmingham. B10 ODT	 	Down stairs (30 steps).	Level (island platform).
	Smethwick Galton Bridge Oldbury Road, Smethwick, Warley. B66 1HU	 RADAR key from ticket office. This is an accessible toilet, customers can be 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.
	Smethwick Rolfe Street Rolfe Street, Smethwick, Warley. B68 2AF	 	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).

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Solihull Station Approach Solihull. B91 1LE For Bus Inter- change		Up lift or up stairs (24 steps).	Level (island platform).
	Spring Road Spring Road, Tyseley, Birming- ham. B11 3DP	 No cycle storage/hoops	Down steep ramps (no landings).	Up and down ramps via roadbridge.
	Stechford Victoria Road, Stechford, Birming- ham. 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform	
	Stour-bridge Junction Brook Lane, Oldswinford, Stour-bridge. DY8 1NH	 	Auto doors to waiting room. Accessible counter in the ticket office.	Short ramp/steps from car park to Worcester platform. Subway and up lift or up stairs (26 steps) to Birmingham platform. Stairs have been upgraded with new treads.	Down and up lift or up and down stairs (52 steps) via subway. Level between Birmingham platform and Stourbridge Town platform.
	Stour-bridge Town Vauxhall Road, Stour-bridge. DY8 1EX For Bus Station	 	Level	Single Platform.	

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Sutton Coldfield Railway Road, Sutton Coldfield. B73 6AY	    	<p>Down stairs (36 steps) to Birmingham platform from ticket office or via stairs(6 steps) from Station Street entrance.</p> <p>Alternative step-free access via public highway and side gate.</p> <p>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.</p>	<p>Lengthy route via public highway or via steep ramp (no landings) stairs (36 steps) and ticket office.</p> <p>New lift installed with new over bridge.</p>
	Tame Bridge Parkway New Walsall Road, Tame Bridge, Walsall. B70 1AA	    	<p>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.</p>	<p>Up and down ramps via road bridge.</p>

Station accessibility	Station	Facilities	Station access to platform	Platform to platform	
	The Hawthorns Carlton Terrace, Smethwick, Warley. B66 1AA For West Bromwich Albion FC	 	Toilets are accessible by being buzzed 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.	Via lifts or up and down stairs (76 steps). Level access between Metro platforms and National Rail Station Snow Hill bound platform.
	Tile Hill Station Avenue, Tile Hill, Coventry. CV4 6AS	 	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.	

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Tipton 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.	Ramp and level access or stairs (24 steps) via steep subway (1:9 gradient, no landings).
	Tyseley Wharfdale Road, Tyseley, Birmingham. B11 2HH For Tyseley Loco-motive Works		Down stairs (32 steps).	Level (Island Platform).

Station access-ability	Station	Facilities	Station access to platform	Platform to platform
	University University Road West, Edgbaston, Birming- ham. B15 2FB For Birming- ham University, Queen Elizabeth Medical Centre	 	Lift or down stairs (40 steps).	Lift or up stairs (40 steps) and down stairs (40 steps) on footbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Walsall Saddlers Centre, Walsall. WS2 9JS For New Art Gallery	 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 between platforms 2 & 3. To/from Platform 1 use Station Street entrance.
	Whitlocks End Tilehouse Lane, Whitlocks End, Solihull. B90 1PN	 Not Staffed	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 accessibility	Station	Facilities	Station access to platform	Platform to platform
	Widney Manor Widney Manor Road, Solihull. B91 3LB	 	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		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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Wolverhampton Railway Drive, Wolverhampton. WV1 1LE For Bus Station		<p>Lifts to all platforms.</p> <p>Platform 1: Level access from ticket office</p> <p>Platforms 2/3: From Platform 1 up stairs (30 steps) and down stairs (30 steps) on footbridge.</p> <p>Platform 4: From Platform 1 up stairs (40 steps) and down stairs (40 steps) on footbridge.</p> <p>Platforms 5/6: Level access from ticket office.</p>	<p>Up and down lifts or up and down stairs on footbridge.</p> <p>Level between Platforms 1,5 and 6. Level between Platforms 2 and 3.</p>
	Wylde Green Station Road, Wylde Green, Sutton Coldfield. B73 5LA		<p>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.</p>	<p>Up and down ramps or stairs (46 steps) via road under bridge.</p>

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Wylde Green Station Road, Wylde Green, Sutton Coldfield. B73 5LA	 	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.
	Wythall Lea Green Lane , Wythall, Birmingham. B47 6BY		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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	Yardley Wood Highfield Road, Yardley Wood, Birmingham. B28 0BY	     	<p>Ramps (no landings).</p> <p>Access to platforms via ramps from road overbridge 50m long.</p> <p>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.</p>	<p>Ramps via roadbridge.</p>

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 28 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, Bradley Lane 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 first and last trams to operate between Wolverhampton and Birmingham are:

Monday to Friday

To Birmingham

05:15 and 23:38

To Wolverhampton

05:10 and 23:30

Saturday

To Birmingham

05:15 and 00:03

To Wolverhampton

05:10 and 00:12

Sunday (10-minute frequency)

To Birmingham

08:00 and 23:00

To Wolverhampton

08:00 and 23:10

There is a frequent service every six to eight minutes between 07:00 and 19:00 Monday to Saturday, every 10 minutes between 08:00 and 19:00 on Sunday, and every 15 minutes at other times.

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

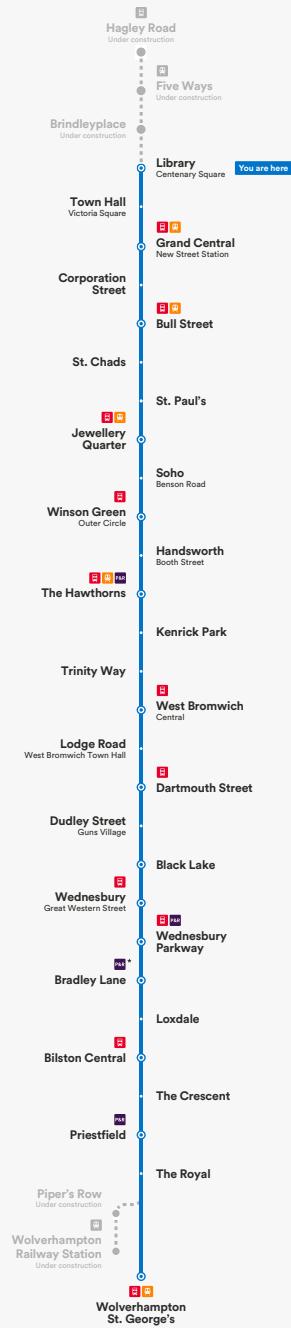
Where National Express West Midlands passes and tickets are sold, these may be used on the Metro if marked ‘Metro Add On’ or ‘Metrocard’. If in doubt, please check validity with the ticket issuer

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 West Midlands Metro customer service on **0345 835 8181** or www.westmidlandsmetro.com

Metro Route Map



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: [\(taxi licence enquiries\)](mailto:licensing@birmingham.gov.uk)

0121 303 8442

(general licensing enquiries)

0121 303 9896

(Licensing enforcement enquiries)

0121 303 9611

Email: licensing@birmingham.gov.uk

Coventry

Coventry City Council, Taxi Licensing Office, Whitley Depot, 259 London Road, Coventry, CV3 4AR.

Telephone: 024 7683 2183

Email: taxi.licensing@coventry.gov.uk

Dudley

The Licensing Team, Unit 1, Hurst Business Park, Narrowboat Way, Brierley Hill, DY5 1UF

Telephone: 01384 815101 or 01384 815377

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

Email: licensing@walsall.gov.uk or taxilicensing@walsall.gov.uk

Wolverhampton

Licensing, Education and Enterprise, Wolverhampton City
Council, Civic Centre, St. Peter's Square, Wolverhampton,
WV1 1DA

Telephone: 01902 551155

Email: licensing@wolverhampton.gov.uk

For information on taxi and private hire companies that serve
local rail stations, visit 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 (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

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 by cash or by using Swift Pay As You Go (PAYG). All Concessionary Travel Passes have PAYG included. This means you can load PAYG credit on to your Travel Pass to pay for journeys when your pass is not valid on the bus and tram, so there's no need to carry the correct change (not currently accepted on trains).

If you travel regularly before 9.30am, you can purchase 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 www.networkwestmidlands.com or alternatively by downloading an application form, or contacting customer services on **0345 303 6760** and we'll post a form to you.

Applicants will need to provide proof of age and evidence of residing in the West Midlands Combined Authority area together with a passport size colour photograph. You can apply for this pass up to six weeks 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 9:30am 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 9:30am until 11:00pm Monday to Friday and anytime at weekends and on Bank Holidays.

For Adult pass holders who need to travel regularly before 9:30am there is a range of add-on tickets that can be purchased, avoiding the need to find correct change for the fare. These pre-9:30am tickets can be used within the West Midlands county and allow travel between 4:00am and 9:29am on bus, rail and Metro (depending on the ticket purchased). 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 9:30 symbol on the card. This identifies that the passholder can travel on bus to school before 9:30am 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 2020 are as follows:

Ticket	2019 price	2020 price
4-Week ⚠ Network Zones 1-5 (all zones) PRE-9.30	£58.50	£59.50
Annual ⚠ Network Zones 1-5 (all zones) PRE-9.30	£610.00	£622.50
Direct Debit ⚠ Network Zones 1-5 (all zones) PRE-9.30	£51.00	£52.00
4-Week ⚠ BUS PRE-9.30	£35.50	£35.50
4-Week ⚠ BUS + Metro PRE-9.30	£49.25	£49.25
Direct Debit ⚠ BUS PRE-9.30	£33.00	£33.00
Direct Debit ⚠ BUS + Metro PRE-9.30	£43.50	£43.50
52-Week ⚠ BUS PRE-9.30	£397.50	£397.50
52-Week ⚠ BUS + Metro PRE-9.30	£522.50	£522.50
Early Bird 4-Week	£32.75	£32.75
Early Bird 4-Week + Metro	£45.45	£45.45
Early Bird 52-Week	£366.00	£366.00
Early Bird 52-Week + Metro	£481.20	£481.20
Early Bird Monthly Direct Debit	£30.50	£30.50
Early Bird + Metro Monthly Direct Debit	£40.10	£40.10
4-Week ⚠ Train Zones 1-5 (all zones) PRE-9.30	£44.85	£46.10
Monthly Direct Debit ⚠ Train Zones 1-5 (all zones) PRE-9.30	£36.50	£37.30
Annual ⚠ Train Zones 1-5 (all zones) PRE-9.30	£436.00	£448.00

National schemes

Please note for all tickets below, prices are correct as of January 2020, but may be subject to change. For more information go to www.railcard.co.uk

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

Opening Hours: 0700hrs to 2200hrs every day of the year except Christmas Day.

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.familyandfriends-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.

26-30 Railcard

Anyone between the age of 26 and 30 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 is a digital-only Railcard. It has to be purchased online and downloaded to the Railcard app on a smartphone. Once downloaded you can start travelling straight away. If your phone runs out of

battery or gets lost it can be swapped to another mobile device. Proof of age is required and a passport-style photo saved to your computer, tablet or mobile phone. You must have downloaded the Railcard app onto your smartphone to access your 26-30 Railcard. The railcard can be purchased online at www.26-30railcard.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, Wednesdays and Thursdays; a priority phone line; money back guarantee and exclusive offers on theatre tickets, hotels and days out. The card costs £12.50 for a year plus £2.50 postage and packing. For full terms and conditions please go to www.nationalexpress.com/en/offers/coachcards/senior

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 15% off the extensive coach services National Express offer to the UK's biggest events and festivals. The card costs £12.50 for a year or £30 for three years plus £2.50 postage and packing.
www.nationalexpress.com/en/offers/young-person

Disabled coachcard

National Express offer 1/3 off standard fares with their Disabled Coachcard. There are no peak or off peak restrictions and the card also offers a special £15 day return fare on Tuesdays, Wednesdays and Thursdays. To purchase a Disabled Coachcard it is £12.50 a year plus £2.50 postage and packing. For full terms and conditions please go to
www.nationalexpress.com/en/offers/coachcards/disabled

National Express also have a dedicated Assisted Travel team to support those customers that need help booking, accessing and travelling by coach. You can contact them by telephone on **03717 81 81 81** or email addl@nationalexpress.com

Opening hours: 0800hrs to 2200hrs 7 days a week



Ensuring your safety & security

The Safer Travel Partnership is a collaboration of Transport for West Midlands (TfWM), West Midlands Police (WMP) and British Transport Police (BTP) forces and Transport Operators. The Partnership is responsible for delivering the West Midlands Police and Crime Commissioners 'Local Transport Policing Plan'. The key objectives of this plan for 2019/20 continue to be to reduce crime and improve passenger perception of personal safety. The objectives, as outlined in the Police & Crime Commission Local Transport Policing Plan include:

- Increasing your trust and confidence in the Safer Travel Police through improved engagement ensuring that we publish information about our progress to address passenger concerns
- Continuing to reduce crime and offending: By using long term problem solving and by tackling antisocial behaviour and low level nuisance, we will take every opportunity to involve and communicate with passengers
- Improving passenger satisfaction in our services: By listening to passengers and dealing with the issues that matter most to them, we will improve satisfaction with our service.

Recorded crime on the bus and rail networks has reduced by 5% equating to over 130 fewer offences, so far in 2019. At the current time this bucks the regional trend with small increases being seen in offending by West Midlands Police and nationally by British Transport Police.

In context 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 including an impressive 70% reduction in recorded offences on the bus network.

The Partnership has had a clear focus on tackling anti-social behaviour (ASB) in recent years and clearly this has yielded good feedback from surveys conducted by the independent watchdog, “Transport Focus.” In the last survey conducted in Autumn 2018, the Partnership improved overall satisfaction levels in terms of “personal security on board bus journeys” by 7% up to 85% of those surveyed. Those experiencing ASB on their journey was 9% of those surveyed compared with 18% in 2011.

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 quality level of CCTV coverage across the 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. TfWM are now seeing the benefits of previous years investment in transport hub camera upgrades to a high definition digital quality 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.

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’, leaving a space, and then the message to 83010.

On the train and metro passengers can make reports of crime or incidents using British Transport Polices' national text service - 61016.

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

- 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 the majority 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
- During our first academic year since employing an Education Officer, the Safer Travel Education Programme has engaged with 30,000 young people in schools, colleges, Pupil Referral Units and SEN establishments across the whole of the West Midlands to reduce ASB on bus, train and tram and instil confidence to travel.. Many schools and colleges have incorporated the Partnerships Code of Conduct as a student contract in their new Year 7 induction packs
- The Safer Travel Policing team have continued to employ volunteer Special Constables who assist in policing the Network and promoting public safety

- The Safer Travel Partnership website www.safertravel.info has been refreshed and the Partnership regularly uses twitter and other forms of social media to raise awareness of its work and promote safer travel
- Over 140 young people have been referred and managed through the Partnerships innovative Restorative Justice programme since its inception 5 years ago. Working in collaboration with Birmingham Youth Offending Service, National Express West Midlands, and both Police Forces the process involves victim awareness and reparation elements including cleaning buses
- The Anti-Social behaviour team has now managed over 5000 cases of reported ASB since its inception 7 years ago. 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
- 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.



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: 03453 036 760

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 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: 0345 303 6760

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: 0345 303 6760

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 free 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



Please offer me a seat

We want everyone to have a safe and comfortable journey on bus, train and Metro. By wearing the 'Please offer me a seat' badge, it lets other passengers know that you have a good reason to sit down and it may encourage them to give up their seat for you.

Alternatively you show other passengers the 'Please offer me a seat' card.

To receive a 'Please offer me a seat' badge or card 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 vast majority of trains on the West Midlands Network have wheelchair accessible toilets.

Just for 2020 there will be a small number of trains still in use without accessible toilets while the improvements are being finished. This mainly affects trains on the Cross city line between Lichfield and Redditch/Bromsgrove although one refurbished train is coming back into service every 2 weeks.

In order to give more people a seat West Midlands Trains have a very limited number of older trains that still need to run this year but these will be coupled to units with accessible toilets.

At stations, improvements are being made to introduce new toilet and waiting facilities, including 'Changing Places' provision.

West Midlands Trains are also working with local businesses, cafes, hotels and venues close by stations as part of their 'Station Neighbour' programme, which will provide additional facilities for people to access a toilet and other facilities when the station is either unstaffed, or there is no ticket office or waiting rooms at the station.

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.

Coventry Central Library

17 Smithford Way, Coventry, CV1 1FY

Telephone: 02476 832314

Email: central.library@coventry.gov.uk

Sandwell MBC

David Dwyer, Sandwell Council House, PO Box 2374,
Oldbury, West Midlands, B69 3DE

Telephone: 0121 569 3413

Email: David_dwyer@sandwell.gov.uk

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 Trains on the West Midlands Network 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 form 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 Trains 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 Trains 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 bhta.com/wp-content/uploads/2018/04/GW-TUPT.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.com/contact-us

The Department for Transport and Ricability have also produced a guide entitled 'Accessible Public Transport', available at 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:

Research Institute for Disabled Consumers

Ground floor, Unit 10, Blenheim Court, 62 Brewery Road,
London, N7 9NY

Telephone: 020 7427 2460

Email: mail@ridc.org.uk

www.ridc.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.accessable.co.uk 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/Be there 4 U

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

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:

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 19:00 Mon – Fri; 9:00-17:00 Sat; 11:00 to 16:00 Sun; 10am to 17:00 Bank Holidays)

Email: shopmobility@ageukdudley.org.uk

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)

Email: TABS_MOBILITY1@sandwell.gov.uk

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)

Email: shopmobility@touchwoodsolihull.co.uk

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,

Telephone: 01933 229644 (9:30 to 15:30 Mon – Fri)

Email: 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 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.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england/the-blue-badge-scheme-rights-and-responsibilities-in-england#travelling-in-london

Dedicated Blue Badge car park spaces are provided at all West Midlands Network Rail Station and Metro Park & Ride sites, making it easier for you to use public transport. See page 32 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 Airline or travel agent at least 48 hours before departure/arrival advising 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 [bxh.prm@ocs.co.uk](mailto:bhx.prm@ocs.co.uk)

There are staff who can use sign language, they can be contacted from the OCS reception desk. Induction Loop System and mini loop systems are installed in various locations around the terminals.

Birmingham Airport have worked with Autism West Midlands and OCS to produce Autism support two booklets. One is for children with Autism and the other is for adults with Autism or parents/carers of children with Autism. They can be found at: www.birminghamairport.co.uk/at-the-airport/terminal-facilities/special-assistance/

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 www.nhs.uk/using-the-nhs/help-with-health-costs to get information on what help is available or contact the following services for more 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.gov.uk/browse/disabilities or call:

Disability living allowance(dla) helpline

Telephone: 0800 121 4600

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: 0800 121 4433

Textphone: 0345 601 6677

Monday to Friday, 8am to 7:30pm

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 West Midlands Network

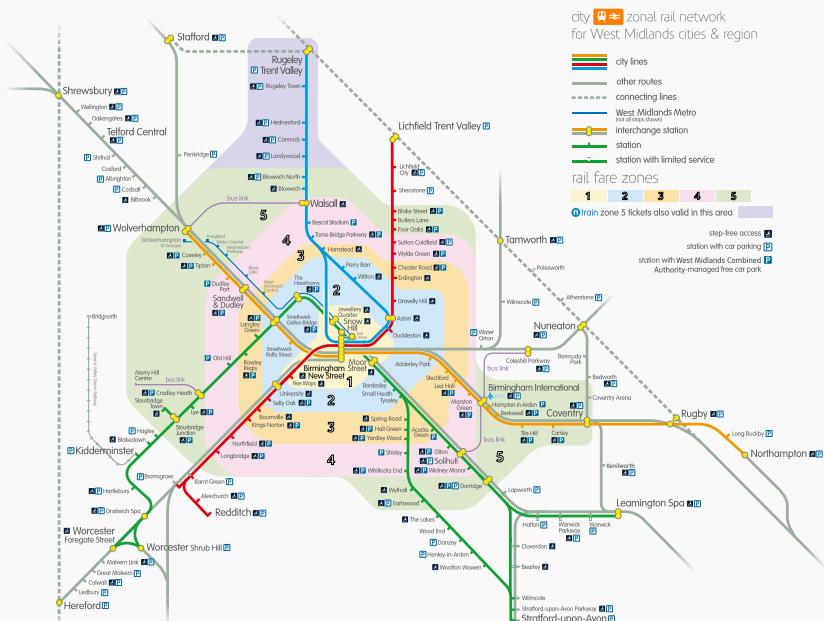
West Midlands Network is the name that connects all public transport in the West Midlands. This includes Birmingham, Dudley, Sandwell, Coventry, Walsall, Solihull and Wolverhampton.

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 districts' map



WMN Rail Network Map



Timetable information available by calling

For all public transport information visit
www.networkwestmidlands.com

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.