

# Getting Around Access Guide 2024



← Waiting room

Platform 3  
Way out



Transport for  
West Midlands



# Contents

Preface. . . . .	2
Introduction. . . . .	5
Our equality commitment . . . . .	14
Ring & Ride and community transport . . . . .	17
West Midlands Bus on Demand. . . . .	22
Active travel . . . . .	29
Buses and coaches . . . . .	34
Trains . . . . .	43
Trams . . . . .	78
Taxis and private hire vehicles. . . . .	84
Tickets . . . . .	88
Ensuring your safety & security . . . . .	99
Transport innovation . . . . .	105
Further accessibility help. . . . .	106
About Transport for West Midlands . . . . .	128
West Midlands districts map. . . . .	128
West Midlands Railway network map. . . . .	129



## Preface

# From Anne Shaw Executive Director – Transport for West Midlands

Welcome to the 27<sup>th</sup> edition of our Getting Around Access Guide. Once again, I am pleased to share the progress we have made over the last couple of years.

Transport for West Midlands (TfWM) has now adopted a new Local Transport Plan Core Strategy which sets the policy tone and direction for transport improvements across our region. This long-term plan addresses the changing transport needs of its citizens to create a better connected, more prosperous, fairer, greener and healthier region and support more people with improved accessibility.

We are further investing £5 billion up to 2026 to help manage and improve our transport infrastructure. This includes new bus and cycle lanes, new stations and interchanges and road improvement measures to help implement many of the policies within our new West Midlands Local Transport Plan. Of this, £88M will transform our bus services over the next three years through our Bus Service Improvement Plan (BSIP) to help improve the bus network and provide more targeted fare offers and flexible ticketing to encourage new and returning customers onto our bus network.

Several new railway stations have opened across the region including University and Perry Barr with several more being planned for in the coming years. Our tram network has extended to Edgbaston Village and Wolverhampton Railway Station and will continue to expand across the Black Country through the Wednesbury to Brierley Hill extension and along Digbeth High Street.

Our first Sprint bus rapid transit route opened in 2022, providing a high level of service, comfort and presence close to a tram, together with dependable and shorter journey times for customers. Sprint will further provide direct cross-city services between the Black Country, north and the west of Birmingham and Solihull, and will link into the wider transport network, acting as a blueprint for other services to tackle congestion and deliver Better Journeys.

Our new Bus Passenger's Charter was launched in mid 2023. This is a commitment to our customers that every journey undertaken is made as easy, safe and comfortable as possible. Our charter tells customers what they can expect from all bus operators and TfWM, covering all of our buses, bus stations and bus stop infrastructure. The Bus Passenger's Charter includes specific commitments around disability awareness training for all staff who interact with passengers.

TfWM are further continuing to provide a comprehensive Ring & Ride service for people for whom fixed route public transport is not a suitable or viable option. The service operates in all parts of the region with fully accessible vehicles and specially trained drivers. In early 2023, we began a trial in Coventry to merge our Ring & Ride and West Midlands Bus on Demand services to offer customers an enhanced experience.

Alongside the trial, modernization of the Ring & Ride service has taken place allowing it to play a stronger role

in supporting our local bus network into the future with further investment continuing over the coming years.

Crime on public transport has fallen over the last two years, thanks to the fantastic work of our award-winning Safer Travel Partnership. Although our public transport system is incredibly safe, the partnership continues to tackle low level, nuisance and anti-social behaviour on our public transport network to ensure all our passengers have a pleasant experience on every journey they make.

Furthermore, we are investing in walking, wheeling, cycling and scooting for everyone which are a crucial part of our plans for a healthier and carbon neutral future. This includes investment in segregated lanes and paths for cycling and scooting and ensuring our local streets give way to walking and wheeling friendly environments. This includes providing inclusive cycle parking for adapted and larger bikes, the roll out of our West Midlands Bike Hire Scheme and delivering on the Cycling for Everyone Project as part of the cycling legacy of the Birmingham 2022 Commonwealth Games through providing bikes and training to some of the most deprived communities.

All these improvements will hopefully help everyone to move around the region safely, accessibly, inclusively and sustainably, while also understanding the needs of a range of different communities across our region through improved engagement.

So, when 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 106](#) 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 and active travel in the TfWM area.

We hope this guide will help make your journey that little bit easier, be it to go to work, education, shop, visit friends and family or for leisure or accessing healthcare.

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 throughout the year. For up-to-date information, please contact **Traveline on [0871 200 22 33](tel:08712002233)**, use the text service on **[84268](tel:84268)** or visit the website at **[traveline.info](http://traveline.info)**.

All the Traveline call centres are open 7am to 10pm, 7 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, 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](tel:03453036760)** or email **[customerservices@tfwm.org.uk](mailto: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 2023 edition freepost reply card at the end of the guide to ensure you receive future, up to date versions of the guide. The reply card can also be used for any comments you wish to make about services 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 require expert information, advice and support on discrimination and human rights issues, please contact the Equality Advisory and Support Service (EASS).

**Phone:** [0808 800 0082](tel:08088000082)

**Textphone:** [0808 800 0084](tel:08088000084)

**Website:** [equalityadvisoryservice.com](http://equalityadvisoryservice.com)

**Email:** [eass@mailgb.custhelp.com](mailto:eass@mailgb.custhelp.com)

### Opening Hours:

Monday to Friday, 9am to 7pm

Saturday, 10am to 2pm

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 governance structure for the region. Members of the WMCA are local authorities who work together to make the region a better place to live. The WMCA was created to build a strong partnership, based on voluntary collaboration, ready to take on key devolved powers from central Government and enable collective decision making at a regional level by people who know it best.

WMCA then works collaboratively to improve transport, housing and land, economic delivery, and skills, environment and energy, wellbeing and inclusive growth. Through investing in these areas, we can deliver on our ambitious plan to drive inclusive economic growth, which is at the heart of our vision to build a region where people thrive in the places they live and work.

From a transport perspective, the WMCA's delivery arm is Transport for West Midlands (TfWM). TfWM is responsible for delivering affordable, reliable, accessible, and sustainable travel options for all.

TfWM's remit is to develop an integrated network encompassing the region's road, rail, bus, and tram system to create a world-class transport system. To achieve this, we're investing £5 billion across nearly 200 transport projects between now and 2026, in partnership with our 7 local authorities, Network Rail, National Highways, the Department for Transport, bus and train operators, Midland Metro Limited as well as other key partners.

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



Removing barriers to travel for disabled people. We provide accessible information and assist people with travelling



Managing concessionary schemes to enable free travel for 400,000 senior citizens and 36,000 disabled people



Funding 8 million bus journeys that aren't profitable for commercial operators to run



Owning and promoting the West Midlands Metro tram system



Providing, maintaining and managing over 5,200 bus shelters, 5,300 bus stop poles, 1,400 real time information displays and over 12 bus stations and transport interchanges



Embedding innovation into how we work



Providing over 9,000 Park and Ride spaces at rail stations and tram stops



Co-ordinating and promoting a range of multi-operator tickets and passes for bus, rail and tram



Investing, designing and promoting inclusive cycle routes. We also manage the West Midlands Cycle Hire scheme

## How can you have your say?

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

**Post:** Customer Services  
16 Summer Lane  
Birmingham  
B19 3SD

**Telephone:** [0345 303 6760](tel:03453036760)

**Email:** [customerservices@tfwm.org.uk](mailto:customerservices@tfwm.org.uk)

**Website:** [contact-us.tfwm.org.uk](http://contact-us.tfwm.org.uk)



## Where to find travel information

The TfWM website can be found at [tfwm.org.uk](https://tfwm.org.uk) and is where you can find our journey planner to help you plan your bus, train and tram journeys, access timetables, ticketing, scheduled and real time information, live disruptions, information on other forms of sustainable travel and concessionary travel options. Visit [disruptions.tfwm.org.uk](https://tfwm.org.uk) to keep up to date with live disruptions.

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 a range of mobility options to choose from (i.e. no stairs or escalators, wheelchair accessibility requirements etc), walking and cycling options as well as sample fares and tickets for the journey being planned to help you choose the best ticket for you.

Yet we are constantly improving many areas of the TfWM website, including its design, timetables, ticket search tools, mapping and enhancing the modes included.

Customers can also sign up to service disruption alerts where automatic emails and a text message service can alert you of any disruptions to your bus, tram or train service.

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

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, which enables more

passengers to access Real Time Information to make smarter choices about how they travel before starting their journey.

SMS TextTime provides live and scheduled bus timetable updates about your local bus service and tells you when the next buses will arrive at your stop via your mobile phone.

Each stop in the West Midlands has a unique eight letter code which you'll find at the stop. Simply text that code to [84268](#) and a few seconds later a reply will tell you the arrival time of the next bus. Noting texts are charged at 25p plus your standard network operator charges, with prices being correct at February 2024.

We also have 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), scheduled times for bus, train and tram as well as walking and cycling options. It also includes a range of mobility options and locates your nearest bus, train or tram stops near you, and 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 TfWM in your appropriate App store.

Social media service updates are issued on [platform X via @TransportForWM](#), on [Facebook via @TransportForWM](#) and [Instagram via @TransportForWM](#), 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 tram services.

**Telephone: [0871 200 22 33](tel:08712002233)**

**Website: [traveline.info](http://traveline.info)**

7 days a week, 7am to 10pm

Calls cost 12p per minute plus your phone company's charge. Prices correct at February 2024.

National Rail Enquires provides rail information:

**Telephone: [03457 48 49 50](tel:03457484950)**

**Website: [nationalrail.co.uk](http://nationalrail.co.uk)**

Open 24 hours every day except Christmas Day)

Calls cost no more than calls to geographical numbers (01 or 02).

**Website: [tfwm.org.uk/accessible-travel](http://tfwm.org.uk/accessible-travel)** for more information on how to travel with accessibility needs on board bus, train and tram.



# Our equality commitment

Public transport and active travel will continue to be defined and delivered as part of an integrated transport strategy that supports the broader agenda of regeneration, inclusive growth, 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 equality, diversity and inclusion, which is at the heart of everything 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, and that people's needs are met in different ways. As an employer and a service provider we consider 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
- Involving a diversity of people in the development of ideas
- A customer-focused service approach that recognises the different needs of communities and individuals
- Engaging and consulting with a wide range of diverse groups
- Developing a diverse workforce at all levels of the organisation with appropriate training provided on a range of accessibility and diversity issues

- Supporting the diverse workforce with a wide range of wellbeing support and staff diversity networks
- Developing, reviewing and promoting policies and practices that provide equality of opportunity and eliminate discrimination in all areas of employment
- Creating a working environment where equality, diversity and inclusion are valued and drive change for the better
- Promoting good relations, understanding and respect between members of staff and raising awareness through training.
- Ensuring suppliers and contractors embrace and implement equality principles
- Ensuring our procurement practices are transparent, objective and non-discriminatory in the selection of our suppliers
- Conducting full Health and Equity Impact Assessments on all our priorities, schemes, policies, functions and strategies
- Working effectively with transport operators and providers: monitoring progress to inform future planning, auditing 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 Equalities Team

One of the Equality, Diversity and Inclusion 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, passenger organisations and interest groups in the West Midlands to understand passenger needs.

Another aim is to be as inclusive as possible to ensure all passenger 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 [EqualitiesTeam@wmca.org.uk](mailto:EqualitiesTeam@wmca.org.uk), text or call [07827 234637](tel:07827234637)



# Ring & Ride and community transport



## Introduction

West Midlands Ring & Ride has been in operation since 1983 and provides accessible transport to disabled people, and people with mobility difficulties that makes using conventional public transport difficult. If you qualify, you can book a place on a Ring & Ride accessible minibus to take you, and an accompanying adult, door to door for local short journeys across the West Midlands urban area.

## The service

The service is funded by the WMCA and operated by National Express Accessible Transport (NEAT), a wholly owned subsidiary of National Express West Midlands. It operates on Mondays to Saturdays from 8.00am to 11.00pm (excluding Christmas Day, Boxing Day, New Year's Day and Bank Holiday Mondays) and from 8.00am to 3.30pm on Sundays.

## Who can use Ring & Ride?

Anyone with a disability or mobility difficulty residing in:

- Birmingham
- Dudley
- Sandwell
- Solihull
- Walsall
- Wolverhampton

who struggles to use conventional public transport can register to use Ring & Ride. Coventry is covered by West Midlands on Demand ([see page 22](#)).

The services eligibility criteria currently covers:

- disabled people who want the convenience of a door-to-door service
- young and elderly people who find it physically difficult to use conventional public transport
- anyone suffering from a temporary injury that means they are unable to travel by their normal means

## Wheelchair users

We use accessible minibuses with space for a wheelchair. You can bring assistance dogs on the bus. If you are a wheelchair user, we will need to do an assessment before you can use the service. This is to keep you safe and to ensure we can safely carry your wheelchair. To arrange this, please call [0345 034 8670](tel:03450348670).

## How the service works

Journey requests can be booked up to 45 minutes in advance of travel, where our customer services team will do their best to accommodate the journey. However, customers can book up to 7 days in advance of a journey being taken. If you are booking through the call centre for a Bank Holiday Monday, please call no later than Friday.

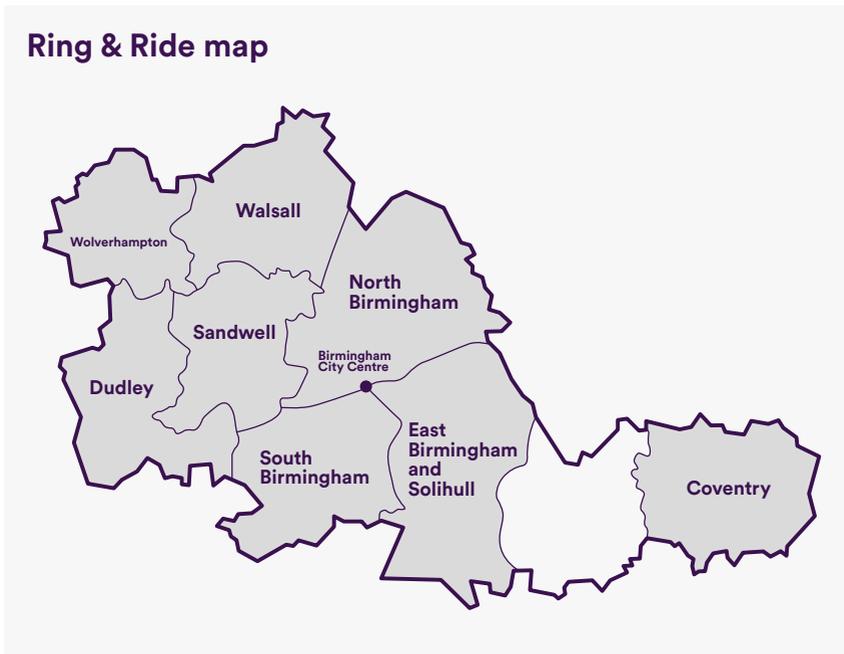
App bookings, however, can be made at any time. It should be noted this is correct as of February 2024 but booking arrangements may change.

Journeys can be booked through the West Midlands Ring & Ride App, through contacting our Customer Relations Centre on [0330 053 8141](tel:03300538141) (lines open 8am to 6pm Monday to Friday and 8am to 4pm Saturday) or through using our online booking form. We will then confirm your journey as soon as possible.

## Where does the service operate?

Ring & Ride operates throughout the West Midlands except Coventry and the Meriden Gap (see West Midlands on Demand, below). The map on the next page shows the exact operating area.

Please note: When travelling, users can take a companion and dependent children with them provided they are booked in advance. 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 & Ride is unable to take people to hospital appointments, and for such appointments you should consider using 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 or for people who find it difficult to walk or for parents or guardians of children who are being transported. Contact your doctor or local hospital for details of these services or visit [wmaspts.wmas.nhs.uk](https://www.wmaspts.wmas.nhs.uk).

You can use Ring & Ride if you are visiting people in hospital, or to access medical appointments other than a hospital. For example, your local doctor's surgery, treatment centres, chiropodists, opticians and dentists.

### Fares (as of February 2024)

- Registered user (Aged 16+) and Essential Escort/Carer: £1.30 single
- Registered user (Aged 5-15): 65p single
- Non-registered user: Adults - £2.40, Children under 16 – 65p, Children under 5 travel free

Please note: bus and network passes are currently valid for travel on Ring & Ride yet this is being reviewed. National Concessionary passes (those used free on bus, tram and train services in the West Midlands) are not accepted.

## Further information

Telephone: [0330 053 8141](tel:03300538141)

Monday to Friday, 8am to 6pm

Saturday, 8am to 4pm

Website: [ringandride.org](http://ringandride.org)

Information can be made available on audio, large print and printed leaflets in English and community languages upon request.



# West Midlands Bus on Demand



West Midlands Bus on Demand has now merged with Ring & Ride in Coventry and it is a new type of bus service that anyone travelling in the Coventry area can use. It does not follow a specific route. Instead, you book a journey, and a bus will pick you up at a time you choose.

Download the app on Google Play or the App Store.

It operates 7 days a week: Monday to Friday, 6am to 11pm, Saturday, 8am to 11pm and Sunday, 8am to 3:30pm.

## Registering for West Midlands Bus on Demand

You will need to register if you would like to use the service.

- Download our app on Google Play for Android or the App Store for iOS
- Create an account
- Add a default payment method

You can also register without the app by calling [0345 034 8670](tel:03450348670).

Our phone lines are open: Monday to Friday, 8am to 6pm, Saturday, 8am to 4pm, Sundays & Bank Holidays - Closed

Booking a journey - To book a trip:

- Open the app or call [0345 034 8670](tel:03450348670)
- Choose your destination and pick-up time. You can book immediately or up to 7 days in advance
- Confirm your journey and pick-up point

If you are using the app, it might suggest it's quicker to take a normal bus service. Yet you can ignore this and still book the on-demand bus.

You cannot change a booking once it's been confirmed. You will need to cancel it and rebook instead. To cancel, use the app or call [0345 034 8670](tel:03450348670).

Please let us know as soon as possible if you won't be travelling on your chosen journey. That way we can ensure the bus is available for other passengers to book.

Ticket prices as of February 2024.

## **Standard fare**

- 0 - 1.5 miles: £2
- 1.5 - 5 miles: £3
- 5 - 7 miles: £4
- 7 - 10 miles: £6
- 10+ miles: £7

## **Concessionary fare**

- 0 - 1.5 miles: £1
- 1.5 - 5 miles: £1.50
- 5 - 10 miles: £2
- 10+ miles: £2.50

Your fare is based on the distance you are travelling. Distances are calculated as a straight line from A to B and does not depend on the route the bus takes.

The price of your journey will be confirmed when you book, and your fare will remain the same regardless of how many stops are made.

You can either pay by cash on the bus or by card once your journey is complete.

You are eligible for the concessionary discount if you are either:

- under 18 years old
- over 67 years old
- have a registered disability

## Group and bulk discounts

Once you have booked you will be able to add additional passengers for £1 per person regardless of journey length. You can add up to 10 people to one booking.

You are also able to bulk purchase rides:

- 12 journeys for £30
- 30 journeys for £60

Concessionary passes cannot be used on group or bulk bookings, as these already offer discounted journey pricing.

## Catching the bus

You'll be told exactly when and where to catch the bus.

If you use the app, you can follow the bus in real-time. You will also receive a text message reminder 10 and 5 minutes before arrival.

We cannot wait for you if you're running late, so please ensure you are at your pick-up destination before your chosen time.

If the bus does not turn up, check the app or call [\*\*0345 034 8670\*\*](tel:03450348670).

However please note the bus does not operate like a taxi and it may pick up and drop off other people on the way to your destination.

## Community transport

There are several community transport operators across the West Midlands. The operators listed below offer minibus/ wheelchair accessible vehicles for hire to community groups in their area, such as youth or senior citizens clubs, disabled groups and many other voluntary organisations.

Because community transport operators are non-profit making, charges for their services are usually much less than those made by typical commercial providers. Most community transport providers have specially adapted minibuses to accommodate people with mobility difficulties including wheelchair users, and they often support group travel with a volunteer driver.

TfWM often refer group bookings for Ring & Ride to community transport providers, as currently the Ring & Ride service cannot provide this. Some community transport providers also offer training opportunities, shoppers' services on certain days of the week and other demand responsive transport services in their local area.

# Find your nearest community transport operator

## Community Transport Birmingham

Unit 3a Garrison Freight Terminal  
Garrison Street  
Bordesley  
Birmingham  
B9 4BN

Telephone: [0845 209 0190](tel:08452090190)

Email: [info@communitytransport.org](mailto:info@communitytransport.org)

Website:

[communitytransport.org/birmingham-passenger-office](http://communitytransport.org/birmingham-passenger-office)

## Shencare Community Transport

The Cabin  
Welches Close  
Northfield  
Birmingham  
B31 2XT

Telephone: [0121 476 1816](tel:01214761816)

Email: [shencarevt@yahoo.co.uk](mailto:shencarevt@yahoo.co.uk)

Website: [shencare.org.uk](http://shencare.org.uk)

## Community Transport Coventry

Bermuda Industrial Estate  
Buckingham Close  
Nuneaton  
CV10 7JT

Telephone: [024 7669 1433](tel:02476691433)

Email: [info@communitytransport.org](mailto:info@communitytransport.org)

Website:

[communitytransport.org/nuneaton-passenger-office](http://communitytransport.org/nuneaton-passenger-office)

### **Walsall Community Transport**

The Old Dairy  
Pelsall Lane  
Little Bloxwich  
Walsall  
WS3 3DH

**Telephone:** [01922 685555](tel:01922685555)

**Email:** [enquiries@walsallct.org.uk](mailto:enquiries@walsallct.org.uk)

**Website:** [walsallct.org.uk](http://walsallct.org.uk)

### **Black Country Community Transport**

Units 17 & 18 Barton Industrial Estate  
Etruria Way  
Bilston  
WV14 7LH

**Telephone:** [01902 491 209](tel:01902491209)

**Email:** [wlvspassenger@communitytransport.org](mailto:wlvspassenger@communitytransport.org)

**Website:**

[communitytransport.org/wolverhampton-passenger-office](http://communitytransport.org/wolverhampton-passenger-office)

**Please note:** this list is correct at the time of publication, is not exhaustive and other operators may be available.

# Active travel



## Scooter Hire and West Midlands Cycle Hire

Cycling, walking, wheeling and scooting remain a crucial part of our plans for a healthier and carbon neutral future. Over the last few years, we have opened new cycle lanes, undertaken junction improvements and supported many events and training sessions in local communities to improve safety, people’s confidence and ability to travel more actively.

All our cycling infrastructure projects aim to be fully compliant with the latest LTN1/20 standards set by the Department for Transport, and designs are reviewed to ensure that minimum standards are met. This determines things like the widths of cycle lanes and types of paving and curbing used. This new guidance ensures that our cycleways are as accessible and safe as they can

be – so that users of adapted bicycles can also use the infrastructure in the West Midlands without facing barriers. These standards also ensure that pedestrian safety – including both walking and wheeling – are upheld to a high standard.

Inclusive cycle parking for adapted and larger bikes has continued to be rolled out and a new version of the West Midlands Cycle Design Guidance has been produced (covering best practice on design and construction of cycle routes for all cycles and abilities). Where cycle parking has been upgraded at railway stations recently, priority has been given to ensuring that at least one parking space can comfortably fit an adapted bike.

The Cycling for Everyone Project as part of the cycling legacy of the Birmingham 2022 Commonwealth Games has also continued to build on the success of previous cycling initiatives by providing bikes and training to some of the most deprived communities in Birmingham, and covers all abilities, and ensures everyone, regardless of their disability or age can still try cycling.

TfWM are partnering with a range of organisations to provide cycle training for people with a disability or in need of some extra support. Such organisations will work with people across the region, providing a wide range of specially adapted cycles which then gives people the confidence to enjoy the benefits of cycling and start cycling more often. For more information on what we can provide to help people cycle, visit [tfwm.org.uk/cycling-and-walking](https://tfwm.org.uk/cycling-and-walking).

## **West Midlands Cycle Hire**

West Midlands Cycle Hire has been operational since March 2021, providing a fleet of 1,500 bikes across over 200 docking stations across the region including across Birmingham, Coventry, Sandwell, Stourbridge, Solihull, Sutton Coldfield, Walsall and Wolverhampton. Bikes are available 24/7 with docking stations at major bus, train and tram stations, visitor attractions and city or town centres.

## **Booking a cycle journey**

The scheme is accessed through downloading the Beryl App.

- This is available on Google Play for Android or the App Store for iOS
- Create an account
- Add a default payment method

Pedal bikes and electric bikes are available for use. Users need to be aged 16 or above.

## **Hire prices (as of February 2024)**

The scheme operates a Pay As You Ride and Pass model

- Standard pedal bike - £1 to unlock and 8p per minute
- eBike - £1.50 to unlock and 16p per minute

Various pass options can also be purchased covering 1 day passes to flexi-passes valid for up to one month.

## **eScooters**

Alongside the West Midlands Bike Hire Scheme, a re-launched eScooter hire scheme is also available across Birmingham and is operated by Beryl. A fleet of about 800 scooters are available in Birmingham. Users need to be aged 18 or above and hold a valid UK provisional or full driving licence. The eScooters can be used on roads,

cycle lanes, carriageways and other areas where cycling is permitted but not on pavements.

### **Booking an eScooter journey**

The scheme is accessed through downloading the Beryl App.

- This is available on Google Play for Android or the App Store for iOS
- Create an account
- Add a default payment method

### **Hire prices (as of February 2024)**

eScooters cost £1 to unlock and 20p per minute to use.

Various pass options can also be purchased covering 1 day passes to flexi-passes valid for up to one month.

Both the cycle scheme and eScooter scheme utilise a docked model, whereby bikes and scooters are hired from and returned to formal docking station facilities. Any bikes or scooters parked outside of these designated docking stations or ride outside of the operating zones are subject to penalty charges.

To ensure people stay safe using these modes, Beryl offers both in-person and digital training courses designed to provide a helpful introduction, tips and pointers. For more information on these courses, visit [scoot-happy.com/learn-to-scoot](https://scoot-happy.com/learn-to-scoot).

Full details of the terms and conditions, scheme pricing and docking station locations can be found at:

- [wmcyclehire.co.uk](https://wmcyclehire.co.uk)
- [tfwm.org.uk/e-scooter](https://tfwm.org.uk/e-scooter)
- [beryl.cc/scheme/west-midlands-e-scooters](https://beryl.cc/scheme/west-midlands-e-scooters)

## The Go Cycle and Scoot Scheme

As part of a trial, free credits on the West Midlands Cycle Hire scheme and escooter hire scheme are currently available for people meeting an eligibility criteria. The pilot scheme helps eligible people with the cost of cycling and scooting by providing a code to get free minutes on West Midlands escooter and West Midlands e-bike hire.

To find out more and see if you qualify, visit [tfwm.org.uk/c4ecyclehire](https://tfwm.org.uk/c4ecyclehire)



# Buses and coaches



## Introduction

There is a comprehensive bus network in the TfWM 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 90% of all buses in the West Midlands now meet these standards. All new single and double deck buses and coaches are accessible and meet Accessibility Regulations. The new and modern design of buses makes them a lot easier to use, so if you haven't travelled by bus before, why not try it?

We have also in place a Bus Passenger Charter which is our commitment to you that we will work hard to make sure every journey you take with us is as easy as possible. Our charter tells you what you can expect from all of our regions bus operators and TfWM, including our 'last bus promise'. This means if the final bus of the day has been cancelled or leaves earlier than usual, passengers can claim compensation for their alternative journey including a free cab fare home.

This Bus Passenger Charter also covers a range of commitments covering the running of our bus services, conditions at our bus stations, bus stops and shelters as well as assurance to improving access and support for disabled and elderly passengers. The charter is available by visiting [tfwm.org.uk/charter](https://www.tfwm.org.uk/charter)



## 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
- Flat wide entrance without steps
- Priority seats for disabled people at the front of the bus
- Space for wheelchair users
- 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

## How to use a low floor bus

When at the bus stop and the bus is approaching, please give a clear signal to the driver to stop the bus. Blind and partially sighted passengers can use a 'Bus Hailer' to help catch the correct bus (see, Further accessibility help, [page 106](#) 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 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 on the bus's right-hand side, or behind the driver. 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 window side of the space, with a vertical handrail on the side nearest the centre of the bus.

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 normally a number of 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, many with a bell push which you can press to alert the driver that you want to get off at the next stop.

Please visit our journey planner at [tfwm.org.uk/jp](https://www.tfwm.org.uk/jp), contact Traveline on [0871 200 22 33](tel:08712002233) or call our own Customer Services Team on [0345 303 6760](tel:03453036760) to find details of low floor bus services available.

TfWM Maps & Guides for your area are available from [tfwm.org.uk/maps-and-guides](https://www.tfwm.org.uk/maps-and-guides)

## List of bus operators in the region

Bus operator	Telephone number
Arriva Midlands	<a href="tel:03448004411">0344 800 4411</a>
Banga Buses	<a href="tel:07981201932">07981 201932</a>
Carolean Coaches	<a href="tel:01902606042">01902 606042</a>
Chaserider	<a href="tel:01543758594">01543 758594</a>
Coventry Minibuses	<a href="tel:02476473797">024 7647 3797</a>
Diamond Bus	<a href="tel:01213222222">0121 322 2222</a>
First Worcestershire	<a href="tel:03456460707">0345 646 0707</a>
Kev's Cars and Coaches	<a href="tel:01214579168">0121 457 9168</a>
Landflight Travel Services	<a href="tel:01217055555">0121 705 5555</a>
Let's Go (Travel Express)	<a href="tel:07545164579">07545 164579</a>
National Express Coventry	<a href="tel:01212547272">0121 254 7272</a>
National Express West Midlands	<a href="tel:01212547272">0121 254 7272</a>
Select Bus Services	<a href="tel:01785330764">01785 330764</a>
Stagecoach Midlands	<a href="tel:03452418000">0345 241 8000</a>
Solus Coaches	<a href="tel:0182751736">01827 51736</a>
Walsall Community Transport	<a href="tel:03453036760">0345 303 6760</a>

## 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. This can be through calling [03717 81 81 81](tel:03717818181), emailing [addl@nationalexpress.com](mailto:addl@nationalexpress.com) or through visiting their assistance support website at [nationalexpress.com/en/help/contact/assisted-travel](https://nationalexpress.com/en/help/contact/assisted-travel). Their dedicated staff can respond to requests for information and assistance from customers who might need some help along the way. They can offer advice and guidance on how assistance needs can best be met. Information in large print is available on request, providing adequate notice is given. Assistance dogs trained by and affiliated with Assisted Dogs UK will be carried free of charge on National Express services when accompanying their owners and carrying the correct identification.

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

National Express also allows customers to travel with folding wheelchairs, which can be stored in the luggage hold during the journey. In addition, small mobility scooters and battery powered wheelchairs are also carried, if 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 if 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**

**Telephone:** [03717 81 81 81](tel:03717818181)

Lines open 7 days a week, 9am to 5pm

**Email:** [addl@nationalexpress.com](mailto:addl@nationalexpress.com)

**Website:** [nationalexpress.com](http://nationalexpress.com)

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

## Bus stations

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

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

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

# Trains

## Introduction

There is an extensive local rail network within the TfWM area. West Midlands Trains operates most local and regional 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 across several stations in the coming months and years. Stechford, Smethwick Rolfe Street, University and Perry Barr railway stations have recently been upgraded and include a range of enhanced accessible facilities. We also have brand-new electric trains with improved accessibility features appearing on many local West Midlands Railway services from 2024, which complement the new diesel trains already in services on our regional routes such as Leamington – Coventry – Nuneaton and Birmingham to Worcester, Hereford, Telford and Shrewsbury.

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 TfWM area, which provide audible and visual information about the next train to arrive at the station.

This section advises you of some facilities available at each station and on the trains. The TfWM Rail Network Map is also 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 some advance notice to ensure their staff are available when needed.

You can book assistance up to 2 hours ahead for journeys on the same day for most services, and from April 2022 the Passenger Assistance request line has been open 24/7. This is for journeys made on West Midlands or London Northwestern Railway services.

To make a Passenger Assist booking with other train operators, please contact us up to 6 hours ahead of journeys on the same day.

If you need extra assistance to help you make your journey, contact National Rail Enquiries:

**Telephone: [0800 022 3720](tel:08000223720)**

**Text: [60083](tel:60083)**

**Textphone/minicom: [0345 60 50 600](tel:03456050600)**

Download the Passenger Assistance app which is available on iOS and Android mobile devices.

Visit [nationalrail.co.uk/help-and-assistance/passenger-assistance-app](https://nationalrail.co.uk/help-and-assistance/passenger-assistance-app)

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](tel:08000248998)**

**Textphone: [0344 811 0134](tel:03448110134)**

(RelayUK 18001 to 0800 024 8998)

Web form and info at

**[wmr.uk/travel-information/accessible-travel](http://wmr.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 you provide as much notice as possible to avoid waiting for suitable alternative transport.

If you are buying tickets online, please note that you can book travel assistance during this process.

## **Rail station facilities in the TfWM area**

Most rail stations in the TfWM area enable access from outside the station to the platform, via level access, ramps, or passenger lifts.

Help Points are located at all station platforms in the TfWM 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 also well served by local bus services.

The weblinks below provide a guide to some of the facilities available at stations within the TfWM 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](tel:08712002233) and 84268 Text Service.

Station access information is available on the National Rail website. Go to [nationalrail.co.uk/find-a-station](https://nationalrail.co.uk/find-a-station) and enter the name of the station.

Information on routes through stations is available on National Rail website using the 'Find a Station' 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 [accessmap.nationalrail.co.uk](https://accessmap.nationalrail.co.uk)

TfWMs own journey planner can also provide suitable journey options for those with mobility restrictions. Go to [journeyplanner.tfwm.org.uk](https://journeyplanner.tfwm.org.uk) and enter your journey requirements.

## Notes

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

## Key



Tram 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
	<b>Acocks Green</b> 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).
	<b>Adderley Park</b> 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).
	<b>Aston</b> Lichfield Road, Aston, Birmingham. B6 7PR	  	Lift or up stairs (40 steps).	Down lift, along footpath and up lift, or down stairs (37 steps) along footpath and up stairs (37 steps).
	<b>Berkswell</b> Station Road, Berkswell, Solihull. CV7 7EF	     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
	<b>Bescot Stadium</b> 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.
	<b>Birmingham International Station</b> 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.
	<b>Birmingham New St</b> Smallbrook, Queen-sway, Birmingham City Centre. B2 4ND	          <p>Council car park above station</p>	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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Birmingham Snow Hill</b> 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.
	<b>Blake Street</b> Station Approach, Sutton Coldfield. B74 4EB	    	From car park on Tennyson Road up ramp (1:12 gradient) or from ticket office up stairs (29 steps) to Birmingham platform. Up ramp (1:14 gradient) or up stairs (28 steps) to Lichfield platform. Access to ramp/ steps is level from Station Approach entrance or along level subway from ticket office.	Down and up ramp or down and upstairs (57 steps) via subway.
	<b>Bloxwich</b> Toxdene Avenue, Bloxwich, Walsall. WS3 2NY	   Not staffed	Ramp. Recent platform extension continued, tactile and gates at end of platforms.	Ramp via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Bloxwich North</b> Whitby Close, Bloxwich, Walsall. WS3 2NR	    Not staffed	Ramp. Recent platform extension continued, tactile and gates at end of platforms.	Ramp via roadbridge.
	<b>Bordesley</b> Coventry Road, Bordesley, Birmingham. B9 4HF For Birmingham City FC match-days	Not staffed	Up stairs (42 steps).	Level (island platform).
	<b>Bournville</b> 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.
	<b>Butlers Lane</b> Butlers Lane, Four Oaks, Sutton Coldfield. B74 4RT	    	Down stairs (35 steps) to Birmingham platform, down stairs (25 steps) to Lichfield platform.	Up and down stairs (61 steps) via road bridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Canley</b> 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.
	<b>Cannock</b> Lichfield Road, Cannock. WS11 8NQ	    Not staffed	Up steep paths and ramps. Ramp. Recent platform extension continued, tactile and gates at end of platforms.	Up and down paths and ramps via roadway.
	<b>Chester Road</b> 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.
	<b>Coseley</b> 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
	<b>Coventry Station</b> 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.
	<b>Coventry Arena</b> Arena Park Shopping Centre, Classic Drive, Coventry. CV6 6AS	  	Ramp to Platforms.	Ramp to Platforms.
	<b>Cradley Heath</b> Forge Lane, Cradley Heath, Warley. B64 5AL For Bus Interchange	      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
	<b>Dorridge Station</b> 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.
	<b>Duddeston</b> Duddeston Mill Road, Duddeston, Birmingham. B8 1AR	   	Lift or down stairs.	Level (island platform).
	<b>Dudley Port Station</b> 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
	<b>Earlswood</b> Station Road, Earlswood, Solihull. B94 5JS	   Not Staffed	From road bridge on Rumbush Lane down ramp (1:10 gradient, no landings) to Birmingham platform. From road bridge on Rumbush Lane down ramp (1:12 gradient, no landings) to Stratford platform. Level from car park to Stratford platform.	Up and down ramps via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Erdington Station</b> Road, Erdington, Birmingham. B23 6UB	    	Up steep ramp (1:9 gradient, no landings) to Birmingham platform. Up steep ramp (1:7 gradient, no landings) to Lichfield platform. Ramp to platform 1 (trains to Lichfield) 75m ramp to platform 2 (trains to Birmingham, 50m long step for access to platform via ramps and road underbridge, 160m ramp share handrails one side only. Road underbridge is fully accessible for wheelchair users with railing protecting path from road.	Down and up ramps via roadway.
	<b>Five Ways</b> 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Four Oaks</b> Lichfield Road, Four Oaks, Sutton Coldfield. B74 2TD	     Auto doors at ticket office	Level to Lichfield platform from car park entrance, or down stairs (33 steps) from road bridge on Lichfield Road. From car park entrance up stairs (26 steps) and down stairs (26 steps) on footbridge to Birmingham platform, or down ramp (1:8 gradient, no landings) from Lichfield Road.	Up stairs (26 steps) and down stairs (26 steps) on footbridge or lengthy ramped/level access via road bridge.
	<b>Gravelly Hill</b> 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).

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Hall Green</b> 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.
	<b>Hampton-in-Arden</b> High Street, Hampton in Arden, Solihull. B92 0BJ	    	Down stairs (34 steps) or steep ramp (no landings) to Coventry platform. Down stairs (34 steps) to Birmingham. Ramped access to ticket office.	Up and down stairs (68 steps).
	<b>Hamstead</b> Old Walsall Road, Hamstead, Birmingham. B42 1NJ	  	From Old Walsall Road down stairs (31 steps) or down ramp (1:12 gradient) to Walsall platform. From Rocky Lane down ramp (1:9 gradient, no landings) to Birmingham platform.	Up and down ramps or stairs (31 steps) via roadbridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Hednesford</b> Market Street, Hednesford. WS12 1AZ	     Not Staffed	Level / gentle slope from car park. Ramp to Rugeley platform. Recent platform extension continued. Tactile and gates at end of platforms.	Ramp or steps via roadbridge and public car park.
	<b>Jewellery Quarter</b> Vyse Street, Hockley, Birmingham. B18 6LE For Museum of the Jewellery Quarter	       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 Tram stop.	Via lifts or up stairs (77 steps) and down stairs (77 steps). Level access between Tram platforms and National Rail station Snow Hill bound platform.
	<b>King's Norton</b> Pershore Road, Cotte-ridge, 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Landywood</b> 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.
	<b>Langley Green</b> 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	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 Folllott 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.
	Lye Station Drive, Lye, Stour-bridge. 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.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<p><b>Marston Green Station</b>            Road, Marston Green, Birmingham. B37 7AB</p>	 Power Doors	<p>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.</p>	<p>Long ramps on footbridge or up stairs (32 steps) and down stairs (32 steps) on footbridge.</p>

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

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Old Hill Station</b> Road, Old Hill. 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.
	<b>Olton Station</b> 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.
	<b>Perry Barr</b> 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
	<b>Rowley Regis Station</b> Road, Rowley Regis. 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.
	<b>Sandwell &amp; Dudley</b> Bromford Lane, Oldbury. 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. From McKean Road entrance, up lift or up stairs (30 steps) to Wolverhampton platform. Along subway and up lift or up stairs (12 steps) to ticket office or up stairs (29 steps) to Birmingham platform.	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
	<b>Selly Oak</b> Heeley Road, Selly Oak, Birmingham. B29 6DW	      	Short ramp and level to Redditch platform. Level to Birmingham platform from car park.	Down and up stairs on footbridge (80 steps). Lifts have now been fitted. Level access available via Heeley Road and Bristol Road.
	<b>Shirley</b> Haslucks Green Road, Shirley, Solihull. B90 2NE	       Accessible ticket counter	Power assisted doors to ticket hall. Level to Stratford platform through Ticket Office. From Stratford platform up and down stairs (48 steps) on footbridge to Birmingham platform. Lifts also available. NKS - Key available from ticket office (toilet only open during ticket office opening hours).	Up and down stairs (48 steps) on footbridge or lift.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Small Heath</b> Golden Hillock Road, Small Heath, Birmingham. B10 0DT	   	Down stairs (30 steps).	Level (island platform).
	<b>Smethwick Galton Bridge</b> 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.
	<b>Smethwick Rolfe Street</b> Rolfe Street, Smethwick. 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
	<b>Solihull</b> Station Approach Solihull. B91 1LE For Bus Interchange	       	Up lift or up stairs (24 steps).	Level (island platform).
	<b>Spring Road</b> Spring Road, Tyseley, Birmingham. B11 3DP	     No cycle storage/hoops	Down steep ramps (no landings).	Up and down ramps via roadbridge.
	<b>Stechford</b> Victoria Road, Stechford, Birmingham. B33 8AJ	   New handrails to ticket office.	Down stairs (24 steps) to Birmingham platform. Down stairs (24 steps) and up stairs (35 steps) and down stairs (35 steps) on footbridge to Coventry platform. Note: 150mm step into ticket office.	Up stairs (35 steps) and down stairs (35 steps) on footbridge. Steps have been upgraded with new rails and treads.

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

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<p><b>Sutton Coldfield</b> Railway Road, Sutton Coldfield. B73 6AY</p>	    	<p>Down stairs (36 steps) to Birmingham platform from ticket office or via stairs(6 steps) from Station Street entrance. Alternative step-free access via public highway and side gate. Steep ramp (1:10 gradient no landing areas) to Lichfield platform from Booking Hall or via short very steep ramp (1:6 gradient) from main car park area.</p>	<p>Lengthy route via public highway or via steep ramp (no landings) stairs (36 steps) and ticket office. New lift installed with new over bridge.</p>
	<p><b>Tame Bridge Parkway</b> New Walsall Road, Tame Bridge, Walsall. B70 1AA</p>	    	<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
	<p><b>The Hawthorns</b> Carlton Terrace, Smethwick, Warley. B66 1AA For West Bromwich Albion FC</p>	 <p>Toilets are accessible by being buzzed from the ticket office.</p>	<p>Lifts to all platforms. Platform 1 (to Stourbridge) down stairs (36 steps). Platform 2 (to Birmingham) down stairs (36 steps). To Tram Stop down stairs (38 steps) or via lift to Platform 2 and level through access gate.</p>	<p>Via lifts or up and down stairs (76 steps). Level access between Tram platforms and National Rail Station Snow Hill bound platform.</p>
	<p><b>Tile Hill Station</b> Avenue, Tile Hill, Coventry. CV4 6AS</p>		<p>Short slope from Cromwell Lane to Coventry platform. Level or up short ramp or up 4 steps to Birmingham platform.</p>	<p>Up ramp (1:20 gradient) and down ramp, or up stairs (30 steps) and down stairs (30 steps) on footbridge.</p>

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<p><b>Tipton</b> Owen Street, Tipton. DY4 8ET</p> <p>For Black Country Living Museum</p>	    	<p>Up 4 steps or level to ticket office. Down 1 step to platform from ticket office or level from left side of ticket office to Wolverhampton platform. From Alexandra Road up ramp (1:14 gradient) or up stairs (24 steps) from subway to Birmingham platform.</p>	<p>Ramp and level access or stairs (24 steps) via steep subway (1:9 gradient, no landings).</p>
	<p><b>Tyseley</b> Wharfdale Road, Tyseley, Birmingham. B11 2HH For Tyseley Locomotive Works</p>	  	<p>Down stairs (32 steps).</p>	<p>Level (Island Platform).</p>

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>University</b> University Road West, Edgbaston, Birmingham. B15 2FB For Birmingham University, Queen Elizabeth Medical Centre	    	Lift or down stairs (40 steps).	Lift or up stairs (40 steps) and down stairs (40 steps) on footbridge.
	<b>Walsall</b> Saddlers Centre, Walsall. WS2 9JS For New Art Gallery	      	Level or up stairs (6 steps) to Saddlers Centre Park Mall entrance and along Mall to ticket office. Up ramp (1:12 gradient) or up stairs (11 steps) from Station Street entrance to ticket office.  Level from Station Street to Platform 1. Down ramp (1:16 gradient, no landings) or down stairs (26 steps) to other platforms from ticket office.	Level between platforms 2 & 3. To/from Platform 1 use Station Street entrance.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Whitlocks End</b> 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).
	<b>Widney Manor</b> 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.
	<b>Witton</b> 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
	<b>Wolverhampton</b> Railway Drive, Wolverhampton. WV1 1LE For Bus Station	         	Lifts to all platforms. Platform 1: Level access from ticket office Platforms 2/3: From Platform 1 up stairs (30 steps) and down stairs (30 steps) on footbridge. Platform 4: From Platform 1 up stairs (40 steps) and down stairs (40 steps) on footbridge. Platforms 5/6: Level access from ticket office.	Up and down lifts or up and down stairs on footbridge. Level between Platforms 1,5 and 6. Level between Platforms 2 and 3.
	<b>Wylde Green</b> Station Road, Wylde Green, Sutton Coldfield. B73 5LA	    	Up ramp (1:12 gradient) or up stairs (33 steps) to Birmingham platform. Up ramp (1:12 gradient, no landings) then up further ramp (1:12 ramp with landings), or up stairs (13 steps) to Lichfield platform.	Up and down ramps or stairs (46 steps) via road under bridge.

Station accessibility	Station	Facilities	Station access to platform	Platform to platform
	<b>Wythall</b> 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.
	<b>Yardley Wood</b> Highfield Road, Yardley Wood, Birmingham. B28 0BY	     	Ramps (no landings). Access to platforms via ramps from road overbridge 50m long. Step free access between platforms via ramps and road -150m. Also direct access from car park to Birmingham platform via short ramp (5m). Platform ramps have handrail on one side only.	Ramps via roadbridge.

# Trams



## Introduction

West Midlands Metro is the modern, fully accessible tram system in the West Midlands. It provides a fast link between Edgbaston Village, through Birmingham city centre and onto Wolverhampton city centre and Wolverhampton Railway Station via West Bromwich, Wednesbury and Bilston. All stops on the tram line have received the Safer Tram Stop Award.

# 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
- 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

## Facilities at stops

All 36 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

Trams call at every stop on the route.

The first and last trams to operate between Wolverhampton city centre and Birmingham's Edgbaston Village are:

## **Monday to Friday**

### **To Birmingham**

05:15 and 23:30

### **To Wolverhampton**

05:10 and 23:30

## **Saturday**

### **To Birmingham**

05:15 and 00:00

### **To Wolverhampton**

05:10 and 00:00

## **Sunday (10-minute frequency)**

### **To Birmingham**

08:00 and 23:00

### **To Wolverhampton**

08:00 and 23:00

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 TfWM ticket options are available for use on the tram, including free travel for concessionary pass holders after 9.30am on weekdays and all weekend.

Where National Express West Midlands passes and tickets are sold, these may be used on the tram 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 West Midlands Metro line map is shown overleaf.

For further information, contact West Midlands Metro:

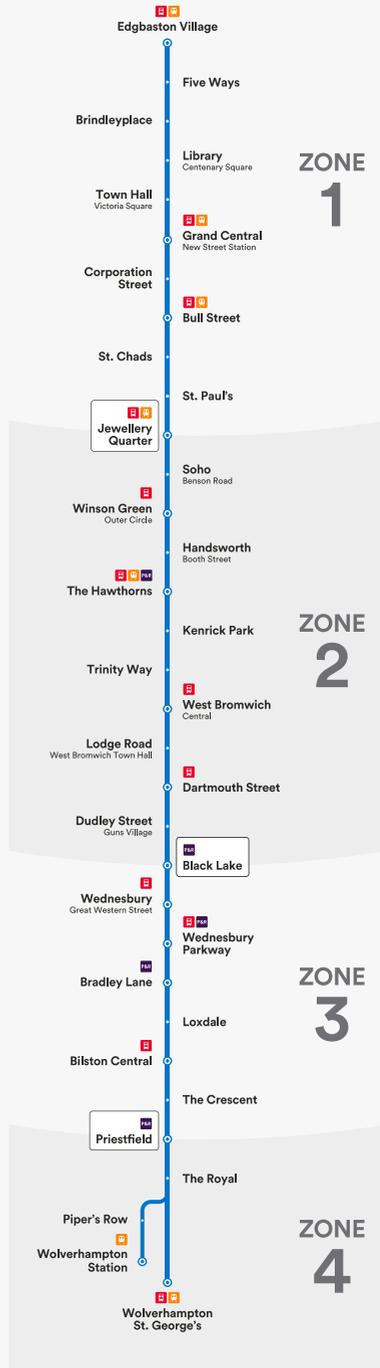
**Telephone: [0345 835 8181](tel:03458358181)**

**Website: [westmidlandsmetro.com](https://www.westmidlandsmetro.com)**

# Tram route map



Scan the QR code or visit [find-metro-zones.tfwm.org.uk](http://find-metro-zones.tfwm.org.uk)



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

### **Birmingham**

Birmingham City Council  
Licensing Section  
PO BOX 17013  
Birmingham  
B6 9ES

**Telephone:** 0121 303 8442

**Email:** [licensing@birmingham.gov.uk](mailto:licensing@birmingham.gov.uk)

**Taxi licence enquiries:** 0121 303 8442

**General licensing enquiries:** 0121 303 9896

**Licensing enforcement enquiries:** 0121 303 9611

**Website:** [birmingham.gov.uk/licensing](http://birmingham.gov.uk/licensing)

## **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](mailto: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](mailto:Licensing.LDS@dudley.gov.uk)

## **Sandwell**

Sandwell M.B.C  
Highways Direct & Support Services  
Waterfall Lane  
Cradley Heath  
B64 6RL

**Telephone:** 01215696655

**Email:** [taxi\\_licensing@sandwell.gov.uk](mailto:taxi_licensing@sandwell.gov.uk)

## **Solihull**

Licensing  
Central Depot  
Mote Lane  
Solihull  
B91 2LW

**Telephone:** 0121 704 6830

**Email:** [licensing@solihull.gov.uk](mailto:licensing@solihull.gov.uk)

## **Walsall**

Licensing Unit  
Civic Centre  
Darwall Street  
Walsall  
WS1 1TP

**Telephone:** 01922 653050

**Email:** [licensing@walsall.gov.uk](mailto:licensing@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](mailto:licensing@wolverhampton.gov.uk)

For information on taxi and private hire companies that serve local rail stations, visit [traintaxi.co.uk](http://traintaxi.co.uk)

# Tickets



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

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

The English National Concessionary Pass gives older people free travel by bus anywhere in England during ‘off-peak’ times - between 9.30am Monday to Friday 11pm and 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 [tfwm.org.uk/swift-and-tickets/discounts-and-free-travel-passes](https://www.tfwm.org.uk/swift-and-tickets/discounts-and-free-travel-passes).

## Additional benefits for West Midlands residents

Residents of the West Midlands are also entitled to free train and tram 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 [tfwm.org.uk/olderperson](https://tfwm.org.uk/olderperson) or alternatively by downloading an application form or contacting customer services on [0345 303 6760](tel:03453036760) 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](tel:03453036760).

## Concessions for disabled people

The West Midlands Combined Authority operates a Concessionary Travel Scheme, available to blind and disabled people as well as other conditions covering 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 tram services in the area from 9:30am until the last service of the day Monday to Friday and anytime at weekends and Bank Holidays. Free travel is also available on buses only throughout England from 9:30am until 11pm, 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 tram (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 (5-18)

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.

All of the buses on our network have ample space for at least 2 pushchairs. However, priority must be given to those with a disability in the instance where both a wheelchair user and pushchair are on the bus. All children 4 and under can travel for free.

For further information or to apply online visit [tfwm.org.uk/disabledpersonspass](https://tfwm.org.uk/disabledpersonspass). Alternatively, you can download an application form, telephone Customer Services on [0345 303 6760](tel:03453036760) 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 [tfwm.org.uk](https://tfwm.org.uk) then select ‘Tickets’.

Prices for pre-0930 tickets as of February 2024 are:

Ticket	Price
4-Week  network Zones 1-5 (all zones) PRE-9.30	£70.50
Annual  network Zones 1-5 (all zones) PRE-9.30	£735
Monthly  network Direct Debit Zones 1-5 (all zones) PRE-9.30	£62
4-Week  bus Pre-9:30	£30
Monthly  bus Direct Debit PRE-9.30	£27.50
Annual  bus Pre-9:30	£330
4-Week  bus + Metro Pre-9:30	£55.10
Monthly  bus + Metro Direct Debit Pre-9:30	£48.30
Annual  bus + Metro Pre-9:30	£570

## Further discounted travel by TfWM

### Workwise

If you are in the process of securing a new job, since being unemployed you may be entitled to TfWM's Workwise offer. This allows free and discounted travel to work for up to the first 3 months of securing a new job. This includes apprenticeships.

You can apply if:

- starting a new job after being unemployed or made redundant
- increasing your hours to 16 or more per week in a job you already have
- aged 16 or over and paying adult fare

Please note: 16 to 18 years olds, living in Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton, can apply for a photocard to pay child prices so don't qualify for Workwise.

You must either:

- be earning £30,000 a year or less or have been getting unemployment benefit if your new salary is more than £30,000 a year
- be living or working in the West Midlands Combined Authority area

To find out more and see whether you qualify including full terms and conditions, visit [tfwm.org.uk/workwise-referral](https://tfwm.org.uk/workwise-referral)

## **TfWM's Bus Incentivisation Scheme**

TfWM are currently offering thousands of people try-before-you-buy bus tickets as part of a £19 million Government-funded scheme to drive up bus passenger numbers and protect services.

The incentive scheme will be offered to people who currently travel by car to work, to sign up for a Swift travel card or account to get a period of free or discounted bus travel, with a hope that many people will switch to bus travel long-term and help keep more bus services operating - and fewer private cars – reducing traffic congestion and pollution across the West Midlands.

Furthermore, some offers may be available to people who may have difficulty accessing public transport. These may include those with health issues who do not qualify for a concessionary pass, those from low-income households or those not in employment, education or training.

Organisations supporting such groups can find out how to take part through the TfWM website and register their interest and should visit [tfwm.org.uk/travel-scheme](https://tfwm.org.uk/travel-scheme) to find out more.

## **National schemes**

Please note for all tickets below, prices are correct as of February 2024, but may be subject to change. For more information use our ticket finder:

[ticketsearch.tfwm.org.uk](https://ticketsearch.tfwm.org.uk) or [railcard.co.uk](https://railcard.co.uk).

## **Disabled Persons Railcard**

This card costs £20 for 12 months, or £54 for 3 years and entitles the holder and a companion to up to 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. You can choose to have the railcard on your phone (digital) or to have a plastic card posted to you.

For further details and to apply online go to [disabledpersons-railcard.co.uk](https://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 [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)

**Opening Hours:** 07:00am to 10:00pm 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 3-year period. The annual version is available online or from any staffed station ticket office however the 3-year version is only available online. Proof of age is required. Both versions can also be purchased online at [senior-railcard.co.uk](https://senior-railcard.co.uk) where full details and terms and conditions can be found.

## **Family and Friends Railcard**

Up to 4 adults and 4 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 5 to 15 save 60% on child fares on travel throughout Britain. You can choose to have the railcard on your phone (digital) or to have a plastic card posted to you. The card costs £30 for 12 months and £70 for a 3-year period. The annual version is available from any staffed station ticket office or online, the 3-year version is only available online. Both versions can also be purchased online at [familyandfriends-railcard.co.uk](https://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). You can choose to have the railcard on your phone (digital) or to have a plastic card posted to you. It costs £30 for 12 months and £70 for a 3-year period. The annual version is available from any staffed station ticket office or online, but the 3-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 [16-25railcard.co.uk](https://www.16-25railcard.co.uk), where full details and terms and conditions can be found.

## **Mature Student Railcard**

Anyone in full time education – even over the age of 30 – is eligible for a 16-25 Railcard for Mature students. Only the 12 months for £30 is applicable for mature students, but a mature student application form must be completed.

## **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 must 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 [26-30railcard.co.uk](https://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. You can choose to have the railcard on your phone (digital) or to have a plastic card posted to you. It costs £30 for 12 months and can be purchased online or from any staffed station ticket office. Purchase online at [twotogether-railcard.co.uk](https://www.twotogether-railcard.co.uk), where full details and terms and conditions can be found.

## **Veterans Railcard**

If you have served for at least one day in her Majesty's Armed Forces (Regular or Reserve) or have been a Merchant Mariner who has seen duty on legally defined military operations, you may be eligible to apply for this card. It entitles the holder to a one-third saving on a wide selection of Standard and First Class ticket types (minimum fare applies at peak times). You can also nominate a companion to get one-third off when travelling with you, and up to 4 children get 60% off. It costs £30 for 12 months and £70 for a 3-year period. The Veterans Railcard is available to purchase online and by post, you can choose to have it on your phone (digital) or to have a plastic card posted to you. Purchase online at [veterans-railcard.co.uk](https://veterans-railcard.co.uk), where full details, including what proof of eligibility, and terms and conditions can be found.

## **Senior Coachcard**

National Express offer 1/3 off standard fares to over 60s with their Senior Coachcard. There are no peak or off-peak restrictions, and the card also offers £15 day return fares on Tuesdays, Wednesdays and Thursdays. The card costs £12.50 for a year plus £2.50 postage and packing. For full terms and conditions visit [nationalexpress.com/en/offers/coachcards/senior](https://nationalexpress.com/en/offers/coachcards/senior)

## **Young Persons Coachcard**

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. Visit [nationalexpress.com/en/offers/coachcard/young-person](https://nationalexpress.com/en/offers/coachcard/young-person)

## **Disabled Person's Coachcard**

National Express offer 1/3 off standard fares with their Disabled Person's 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 Person's Coachcard it is £12.50 a year plus £2.50 postage and packing. For full terms and conditions visit [nationalexpress.com/en/offers/coachcards/disabled](http://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:** 03717 81 81 81

**Email:** [addl@nationalexpress.com](mailto:addl@nationalexpress.com)

**Opening hours:** 9am to 5pm, 7 days a week



# Ensuring your safety & security



The Safer Travel Partnership is a collaboration with TfWM, West Midlands Police (WMP), British Transport Police (BTP) forces and Transport Operators. The Partnership is responsible for delivering the West Midlands Police and Crime Commissioners Safer Travel Plan. The key objective of this plan is to continue to reduce crime and improve passenger perception of personal safety, but other key aims 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
- Support victims with the right support services
- Fully maximising on the benefits of new technology and innovation in safety measures

- Continuing to reduce crime and offending by using long term problem solving and by tackling antisocial behaviour and low-level nuisance crimes, and take every opportunity to identify, understand, involve and communicate with passengers concerning their needs
- Improving passenger satisfaction in our services through listening to passengers and dealing with the issues that matter most to them

All the above aims are in place to have our users of the transport network to: - be, feel and stay safer.

In context, the public transport network across the West Midlands continues to be one of the safest in the UK having seen sustained reductions in criminal offences over recent years.

## **Safer Travel 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 tram network and along key transport corridors of the West Midlands, focusing on crime reduction and community safety. This 'cross mode' policing team is the only one of its type in the country bringing together two police forces, working together daily, 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.

The partnership has also secured funding for the recruitment of Transport Safety Officers (TSOs). Such TSOs patrol targeted routes and locations, working in co-ordination with local police forces and the British Transport Police to improve safety, with an emphasis on engagement and education, but they further hold powers to issue fixed penalty notices in response to certain antisocial behaviour. They are also trained and dedicated to tackling incidents involving women’s safety, helping to make women and girls feel safer when travelling on public transport.

A dedicated Anti-Social Behaviour team, consisting of TfWM, West Midlands Police and British Transport Police staff also 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.



## The CCTV Suite

There continues to be high-quality CCTV coverage across the public transport network monitored through the CCTV suite at the West Midlands Combined Authority offices at 16 Summer Lane in Birmingham. The state-of-the-art CCTV suite is the largest public space system outside of London, consisting of nearly 3,000 cameras, recorded and monitored 24/7 covering all parts of the transport network. Fully compliant with the Surveillance Camera Commissioners Code of Practice, the control centre has achieved and retained British Standard 7958, held up by the Home Office as a model of best practice.

The CCTV suite ensures connectivity across the Safer Travel Partnership and enables information flows from each of the locally based control centres. It allows for a multi-agency and multi-modal collaboration approach to be taken and appropriate data sharing and information management systems which then provide for the safe and secure transfer of information which in turn helps reduce crime and enables a safer transport network.

The experienced team looking after our CCTV suite has further led to many partners moving their services to the control centre. This now means services are provided on behalf of Chiltern Railways, West Midlands Trains, Walsall Council, Solihull MBC, East Staffordshire Borough Council and others.

## **Project Empower Campaign**

The Project Empower campaign encourages people who have been victims of sexual offences to report them to the police. In the last year, more than 1,600 posters have been introduced on the region's buses, bus stations, schools and football stadiums to increase awareness of the issue and encourage people to report behaviours including touching, stalking, harassment and sexual comments.

Officers through the Safer Travel Partnership also provide support on bystander interventions and safeguarding victims, as well as using technology such as journey planning apps to offer safety tips to passengers. They also educate people on appropriate behaviour that we can prevent such sex offences happening in the first place through working across schools, higher educational institutions, businesses and communities.

## How to report non-emergency incidents

Passengers can report any instances of nuisance behaviour anonymously by using the ‘See Something Say Something’ initiative.

The ‘See Something Say Something’ initiative was rebranded and relaunched in 2021 as ‘See Say’. The scheme provides public transport 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 Say’ 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 visiting [report.safetravel.info](https://report.safetravel.info) or by sending a text to 81018. You need to start your message with ‘SeeSay’ (typed without a space between See and Say) followed by as much detail as possible of what’s happened.

On the train and tram passengers can make reports of crime or incidents using British Transport Polices’ national text service - [61016](tel:61016).

To report incidents of a serious criminal nature, passengers can call West Midlands Police on [0845 113 5000](tel:08451135000) or in event of an emergency via 999.

# Transport innovation

TfWM are trialling the latest technology and innovation initiatives across our transport networks to support disabled groups. Examples include our new Mobility as a Service (MaaS) app. We are working closely with our Birmingham, Black Country and Worcestershire Sight Loss Councils, Shaw Trust as well as our communities to develop a product that supports people with a range of disabilities and needs. For example, ensuring dyslexic friendly fonts and all aspects meet web content accessibility guidelines.

We have also invested in Waymap - a solution which enables indoor navigation for those with sight loss in complex spaces such as train stations. The platform audibly guides people through spaces – covering the number of steps, and degrees of rotation they may need to take. The project has involved several partners like Network Rail and the Birmingham and Black Country Sight Loss Council and is the first time a public authority has invested in this technology in the UK.

To try Waymap, please download the Waymap app which is available on iOS and Android mobile devices.

# 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](mailto: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.

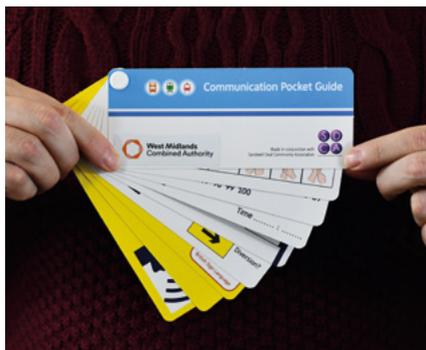
To receive a free Bus Hailer by post, please contact:

### **WMCA, Customer Services**

16 Summer Lane, Birmingham B19 3SD

Telephone: 0345 303 6760

Email: [customerservices@tfwm.org.uk](mailto: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](mailto:customerservices@tfwm.org.uk)



## Please offer me a seat

We want everyone to have a safe and comfortable journey on bus, train and tram. 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](mailto: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.

All trains on the TfWM network have wheelchair accessible toilets.

## 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 most 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:** [changingplaces@muscular dystrophyuk.org](mailto:changingplaces@muscular dystrophyuk.org)

### **Sandwell MBC**

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

**Telephone:** 0121 569 3413

**Email:** [David\\_dwyer@sandwell.gov.uk](mailto:David_dwyer@sandwell.gov.uk)

## Other information

### **Wheelchair and scooter users on public transport**

Most 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 (about 4.43 ft) 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 TfWM 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 (27.5 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

**Telephone:** 020 7240 3131

**Email:** [admin@cpt-uk.org](mailto:admin@cpt-uk.org)

Scooters are allowed on trams if they meet certain criteria.  
They 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 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 contact National Express West Midlands:

**Telephone:** 01922 908179

**Email:** [bustumobility@nationalexpress.com](mailto:bustumobility@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 Passenger Assist team on **0800 024 8998** (Relay UK **18001** followed by **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 [issuu.com/bhta/docs/gw\\_tupt\\_2020?fr=sYzgyNDIzMDg5ODUf](https://www.issuu.com/bhta/docs/gw_tupt_2020?fr=sYzgyNDIzMDg5ODUf)

For further details contact:

**British Healthcare Trades Association (BHTA)**

Office 404

Tower Bridge Business Centre

46-48 East Smithfield

London

E1W 1AW

**Telephone:** [020 7702 2141](tel:02077022141)

**Email:** [info@bhta.com](mailto:info@bhta.com)

**Website:** [bhta.com/contact-us](https://www.bhta.com/contact-us)

## **Public transport information services**

Traveline provides information on all local and national bus, train and tram 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.

### **Traveline**

**Telephone:** 0871 200 22 33

**Website:** [traveline.info](http://traveline.info)

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

A lot of the information in this guide is also available on our website at **tfwm.org.uk** 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 **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.

### **Dudley**

Dudley CVS  
7 Albion Street  
Brierley Hill  
West Midlands  
DY5 3EE

**Telephone:** [01384 573381](tel:01384573381)

**Email:** [info@dudleycvs.org.uk](mailto:info@dudleycvs.org.uk)

**Website:** [dudleycvs.org.uk](http://dudleycvs.org.uk)

### **Walsall Darlaston Fellowship for the Disabled**

27 Hall Street East  
Darlaston  
WS10 8PL

School transport for disabled students  
and a day centre for the elderly

**Telephone:** [0121 526 4044](tel:01215264044)

(Open Mon – Fri, 10am to 2pm)

**Email:** [sandrajoy24@hotmail.com](mailto:sandrajoy24@hotmail.com)

## Shopmobility

There are several 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 difficulty with mobility, including people with a visual impairment or with a temporary disability such as a broken leg. Powered and manual wheelchairs, electric scooters can be available for loan, and at some locations an escort can be provided to help with shopping or 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

### Coventry

Barracks Car Park  
Upper Precinct  
Coventry  
CV1 1DD

Telephone: [02476 832020](tel:02476832020)

Monday to Saturday, 8:45am to 4:30pm

### Sandwell

Unit 1A New Square  
West Bromwich  
B70 7PP

Telephone: [0121 553 1931](tel:01215531931)

Monday to Saturday, 8.30am to 4pm

Email: [TABS\\_MOBILITY1@sandwell.gov.uk](mailto:TABS_MOBILITY1@sandwell.gov.uk)

## **Solihull**

Touchwood Welcome Hall  
Touchwood Car Park  
Orange Parking Zone  
Solihull  
B91 3GJ

**Telephone: [0121 709 6980](tel:01217096980)**

Monday to Wednesday, 9.30am to 7pm

Thursday, 9am to 4pm

Friday to Saturday, 9.30am to 7pm

**Email: [shopmobility@touchwoodsolihull.co.uk](mailto:shopmobility@touchwoodsolihull.co.uk)**



## ShopMobility UK

ShopMobility UK is a nationwide network of centres which hire out mobility equipment to the public. The service 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. ShopMobility UK is part of Driving Mobility, a national charity that accredits a network of driving and mobility assessment centres.

### ShopMobility UK

c/o Driving Mobility  
The Old Carriage Works  
Moresk Road  
Truro  
TR1 1DG

**Telephone:** [07984 740 271](tel:07984740271) for Lisa Deacon  
Monday to Friday, 9.30am to 3.30pm

**Email:** [shopmobility@drivingmobility.org.uk](mailto:shopmobility@drivingmobility.org.uk)

# 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:

Customer Services  
16 Summer Lane  
Birmingham  
B19 3SD

Telephone: [0345 303 6760](tel:03453036760)

Email: [customerservices@tfwm.org.uk](mailto: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
- visit [gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england](https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england)

Dedicated Blue Badge car park spaces are provided at all TfWM train and tram Park & Ride sites, making it easier for you to use public transport.

## 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 Assisted Travel Help Desk is available for all information regarding your flight:

**Telephone: [0121 767 7878](tel:01217677878)**

**Email: [assisted.travel@birminghamairport.co.uk](mailto:assisted.travel@birminghamairport.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 offers courtesy mobility equipment for customers. Including:

- Manual wheelchairs (including Bariatric models)
- Self-propelled wheelchairs
- Electric mobility scooters

Birmingham Airport will loan mobility equipment to customers whose own mobility aid has been lost or damaged when travelling by air. This will be done on a like-for-like basis where possible.

Birmingham Airport have worked with Autism West Midlands to produce Autism support resources, including a video and two booklets. One booklet is for children with Autism and the other is for adults with Autism or parents/ carers of children with Autism.

They can be found [birminghamairport.co.uk/at-the-airport/terminal-facilities/assisted-travel](http://birminghamairport.co.uk/at-the-airport/terminal-facilities/assisted-travel)

### **Toilet facilities and changing places**

All toilets found throughout the terminal building have accessible facilities.

There is a dedicated Changing Places toilet, located within the Departure Lounge (behind WH Smith Bookshop) which includes:

- Pressalit Nursing Bench 3000 height adjustable changing bench, a protective paper sheet is provided which must be used on the changing bench
- Voyager Duo Hoist System, to lift the person between their wheelchair, toilet and bench
- Space for the bench and toilet to be approached from either side

No slings are provided, customers should bring their own and they must be compatible with the loop system. The weight limit must not exceed 30 stone (200kg) and it is always the carer's responsibility for the safety of the user.

The facility can't be access with a RADAR key, the access code is '2345'. This can be requested at the airport from the Assisted Travel Help Desk or by using the courtesy phone adjacent to the Changing Places facility.

## Help points

When you arrive at the Airport, you can be assisted from one of the Help Points available at the following areas:

- Car Park 5 – Accessible bus service to terminal available
- Car Park 1, next to the disabled parking bays
- Car Park 2, next to the disabled parking bays
- Premium Set Down Car Park, next to the disabled parking bays
- Birmingham rail interchange, next to the Air-Rail link
- Outside the terminal – opposite the local area bus stops and opposite the car park courtesy bus stops

Any calls made to these points are directed to the Assisted Travel Help Desk. To make sure that someone is available to assist you in a timely manner, please contact the Assisted Travel Desk 30 minutes before you are expected to arrive at the airport.



### **Airport car parking for disabled passengers**

Blue Badge holders are entitled to up to 30 minutes free parking within the Premium Set Down car park upon production of their Blue Badge and car parking ticket at the NCP Customer Service Desk which is located in the Premium Set Down car park.

Normal charges apply if the 30 minutes is exceeded. This car park can be used to pick up disabled customers.

Disabled parking is also available in Car Parks 1, 2, 5 and the Free Drop Off/Set Down area. Please note that car parking is charged at the normal rates for these car parks.

Car parks 1, 2 and 5 have both manual ticket collection/ deposit and Automatic Number Plate Recognition (ANPR) systems. If you find it difficult to collect or deposit tickets from entry/exit barriers, it is recommended that you pre-book parking to make use of the ANPR system, which will automatically raise the entry and exit barriers.

You can pre-book car parking by visiting [birminghamairport.co.uk/airport-parking](https://www.birminghamairport.co.uk/airport-parking)

The Blue Badge scheme does not operate within the airport site.

## Transport to local hospitals

To visit your local hospital by public transport, visit [tfwm.org.uk](http://tfwm.org.uk) or call Traveline on **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 [nhs.uk/using-the-nhs/help-with-health-costs](http://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, visit **[dwp.gov.uk](http://dwp.gov.uk)** or **[gov.uk/browse/disabilities](http://gov.uk/browse/disabilities)** or you can call the following numbers.

## Disability living allowance (DLA) helpline

If you use Relay UK, dial 18001 followed by the relevant telephone number.

### If you were born after 8 April 1948

Telephone: [0800 121 4600](tel:08001214600)

Textphone: [0800 121 4523](tel:08001214523)

Monday to Friday, 9am to 5pm

### If you were born on or before 8 April 1948

Telephone: [0800 731 0122](tel:08007310122)

Textphone: [0800 731 0317](tel:08007310317)

Monday to Friday, 8am to 3.30pm

## Attendance Allowance (AA) helpline

Telephone: [0800 731 0122](tel:08007310122)

Textphone: [0800 731 0317](tel:08007310317)

Monday to Friday, 8am to 6pm

Calls to these numbers are free

## Personal Independence Payment (PIP) helpline

Telephone: [0800 121 4433](tel:08001214433)

Textphone: [0800 121 4493](tel:08001214493)

Monday to Friday, 9am to 5pm

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 [gov.uk/access-to-work](https://www.gov.uk/access-to-work)

General information on disability issues can be found on the Government's Disability Unit website at [gov.uk/government/organisations/disability-unit](https://www.gov.uk/government/organisations/disability-unit)

# About Transport for West Midlands

Transport for West Midlands connects all public transport in the West Midlands. This includes Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

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

West Midlands districts map



# West Midlands Railway network map

-  West Midlands Railway
-  Avanti West Coast
-  Chiltern Railways
-  Cross Country
-  East Midlands Railway
-  Great Western Railway
-  London Northwestern Railway
-  Northern
-  Transport for Wales
-  West Midlands Metro
-  bus links
-  station
-  interchange station
-  station with limited service

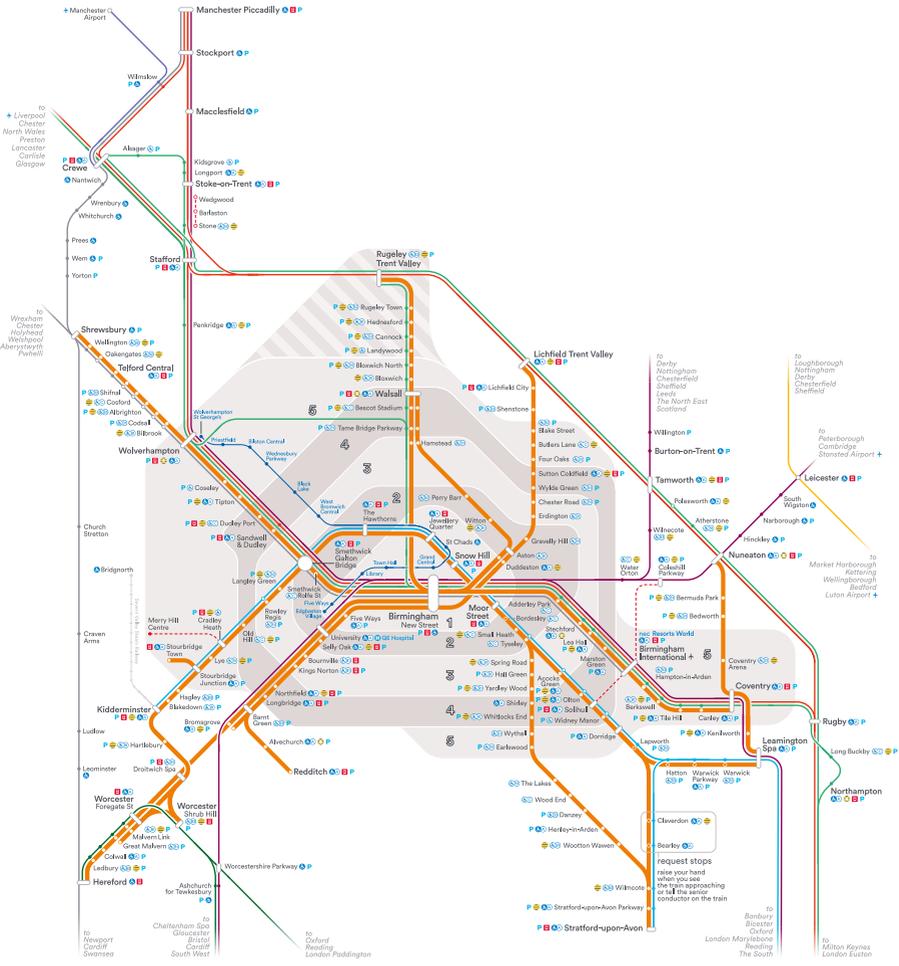
-  1
-  2
-  3
-  4
-  5

Transport for West Midlands fare zones  
Transport for West Midlands train zone

-  station with full step-free access
-  station with step-free access to all platforms, but this may include long or steep ramps and access between platforms may be via the street – please check details
-  station with some step-free access to all platforms – please check details
-  station with some step-free access, but this may be in one direction only – please check details
-  station with step-free access to any platform
-  station with full tactile paving
-  station with part tactile paving
-  station with parking
-  bus interchange



Scan the QR code or visit [wmr.uk/map](http://wmr.uk/map)





# Timetable information available by calling

For all public transport information visit  
**[tfwm.org.uk](http://tfwm.org.uk)**

Or telephone Traveline on  
**0871 200 22 33** for bus and tram  
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 7am to 10.30pm every  
day of the year, except Christmas Day.