

# Getting Around Access Guide

April 2013

A guide to accessible public transport  
in the West Midlands



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# Preface

## From Councillor John McNicholas

Chairman, Centro



I am delighted to introduce the 19th edition of the Centro Getting Around Access Guide. Accessible travel is a key aspect of Centro's plans to transform public transport and this useful guide will help you make the most of the region's public transport network.

During the past year, Centro has built on its successes, bringing benefits for passengers and access for all. We continue to improve and provide electronic and printed travel information at bus stops and at bus, rail and Metro stations, and through the Network West Midlands website.

The new £7 million Stourbridge Bus Interchange opened in May 2012. The Interchange offers a major improvement on the former facility, with fully enclosed and comfortable waiting areas and cutting edge passenger information systems. It has a contemporary glass and steel design, including a focal point canopy, a modern station building and concourse complete with toilets, convenience store and electronic passenger information boards telling passengers when their bus is due.

CCTV, help points and an internal public address system have also been installed throughout the site. Walking routes into the town centre have been improved and better links created to the innovative People Mover connection to Stourbridge Junction railway station, allowing for easy interchange.

Work is well underway on the £3.9 million Birmingham City Centre Interchange scheme which will revolutionise bus travel and walking routes in Birmingham city centre. The project has delivered a major upgrade to bus passenger facilities in the city centre, including a major overhaul of bus routes and stops and the introduction of six bus interchanges around the city centre.

Commissioned by Centro and Birmingham City Council, it will include improving crossing facilities and signage, the installation of cycle lanes, and the improvement and adding of pedestrian crossings. It has also provided newly designed shelters, bus totems and other passenger facilities

including easy-to-follow information to encourage public transport and walking journeys.

The work will pave the way for when the Midland Metro extension from Snow Hill to New Street station opens in 2015. The extension of Midland Metro will provide fully accessible new stops and new trams to complement the existing system which includes level boarding at all stops and on all trams, lift and ramp access, audio and visual announcements.

2012 also saw the 10th anniversary of a Centro fund which has distributed nearly £3 million to community groups across the West Midlands.

More than 60 delegates from community groups marked a decade of the Transport Regeneration Fund and its community partnerships at a special conference in November. In that time more than 50 community-based projects have benefited from grants awarded by Centro.

The Transport Regeneration Fund was set up to seek to ensure that public transport meets the environmental, social, physical and economic needs of the region. Where those demands are unmet, it awards grants to groups and communities, particularly when accessing key services such as employment, health and education.

Since the scheme was launched, nearly 20,000 people have benefited from a total of £2.8 million in grants.

Meanwhile, more than 70,000 Ring and Ride users across the West Midlands now find it easier to book their journeys after a new system was introduced.

Users of the door-to-door transport service can book their journeys closer to the time they want to travel as phone lines will be available throughout the day rather than at restricted times.

Ring and Ride provides around 1.8 million trips a year in the West Midlands, making it the largest such service in the world. It is a lifeline service for residents in the region with impaired mobility who may find mainstream public transport difficult to access. Taxibus provides similar services in the rural area between Solihull and Coventry.

Councillor John McNicholas  
Chairman, Centro

# Introduction

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

We hope this guide will help make your journey that little bit easier, be it to go to work, shop, visit friends or for leisure. With frequent improvements to the accessibility of public transport in the West Midlands, it is important to remember that some of the information given here may be amended later. For up-to-the-minute information, please contact Traveline **0871 200 22 33**. All the Traveline call centres are open 07:30-20:00 Monday-Saturday and 10:00-18:00 on Sunday. You can also access the information in this guide on our website at [networkwestmidlands.com](http://networkwestmidlands.com) in the Mobility section.

If you would like a copy of this document in a form more suited to your needs, please call **0121 214 7214** or email [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

The Getting Around Access Guide is available in large print, audio tape, audio CD, or Braille format. You may also return the 2014 edition freepost reply card at the end of the guide to ensure you receive next year's version. The reply card can also be used for any comments about services you wish to make and if you include your name and address, we can make sure you receive a copy in your preferred format.

## Legislation

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

The Equality and Human Rights Commission is responsible for enforcing the amended legislation, ensuring transport operators meet their duties and disabled people know about their rights. For further information contact:

Equality and Human Rights Commission Advisory Support Service

Phone: 0800 444 205

Textphone: 0800 444 206

Opening Hours:

9:00 - 20:00 Mon to Fri

10:00 - 14:00 Saturday

Closed on Sundays and Bank Holidays

Post: FREEPOST Equality Advisory Support Service FPN4431

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, Centro regrets that it cannot accept liability for any inaccuracy, error or omission.



## Centro

Centro is responsible for public transport policies and developing an integrated transport network across the West Midlands. To do this, money is raised from Council Tax payers, the Government and through private sector finance. There are 27 members of Centro, appointed by the seven metropolitan district councils (See page 105 for the districts covered within the region).

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

- Funding socially necessary bus services;
- Working in partnership with rail organisations to deliver improvements to the West Midlands local rail network;
- Managing concessionary fares schemes to enable free travel for 495,000 senior citizens of eligible age and 30,000 disabled people
- Being owners and promoters of the Midland Metro light rail system operated under contract by Travel Midland Metro;
- Providing and maintaining more than 5,200 bus shelters, over 5,300 bus stop poles, operating 12 bus stations and several transport interchanges;
- Funding forms of transport for people with mobility difficulties;
- Being a partner in the production of the West Midlands Local Transport Plan;
- Promoting innovation in public transport;
- Providing over 6,500 free Park and Ride spaces at rail stations and Metro stops;
- Coordinating and promoting a comprehensive range of Network West Midlands bus/rail/Metro and multi-operator tickets;

- Operating three Travel Information Centres and three more in partnership;
- Partners in the West Midlands Traveline information service.

## How can you have your say?

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

- Centro's Customer Relations Team is available by writing to them at Centro, Customer Relations, Centro House, 16 Summer Lane, Birmingham, B19 3SD. Alternatively telephone **0121 214 7214** or e-mail [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)
- Go to the website at [centro.org.uk](http://centro.org.uk) and click on 'Get In Touch/ Customer Relations Contact Form'. This correspondence will be dealt with by the Customer Relations team.
- The **"Your Public Transport Matters"** events give the travelling public the chance to talk directly with Network West Midlands – the region's integrated bus, rail and tram system. They are a partnership between Centro, transport operators, and Bus Users UK and involve taking Centro's exhibition bus or marquee out to public places in order to actively engage with the public in an informal and accessible setting. These sessions allow customers to talk face to face with operators and Centro about public transport issues, often of an operational nature. In addition to representation from Centro, rail and bus operators and Bus Users UK, a wide range of publicity material is available for customers to take away. Customers are also asked to participate in a short survey to gauge customer feedback on the effectiveness of the forum. More details are available from the Democratic Services team at Centro, Centro House, 16 Summer Lane, Birmingham, B19 3SD. Telephone **01212147505** or e-mail [danessex@centro.org.uk](mailto:danessex@centro.org.uk) More details are also available at [centro.org.uk](http://centro.org.uk)



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# Where to find Travel Information

[networkwestmidlands.com](http://networkwestmidlands.com) is where you can find a journey planner to help you plan your rail, bus or Metro journey, timetables, information on how to use SMS TextTime and information on sustainable travel, concessionary travel and mobility.



With our interactive travel maps, all you need to do is type in your location, and you'll see a map showing all the public transport in that area (where the information is available). Click on your chosen stop and you can look at timetables or Real Time Information and pick the travel times to suit you.

**Traveline** provides timetable information on all local and national bus and Metro services. It is a national telephone enquiry service but can be used to obtain local public transport information wherever you are calling from in the UK. Telephone **0871 200 22 33** (Lines open 07:30-20:00 Monday-Saturday and 10:00-18:00 on Sunday). Website: [traveline.org.uk](http://traveline.org.uk)

Call National Rail Enquires on **0845 7484 950** for all rail information queries, Textphone **0845 60 50 600**. Website [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

**SMS TextTime** - provides live 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 or on the Network West Midlands website. Simply text that code to **84268** and a few seconds later a reply will tell you the arrival time of the next bus\*. For a step-by-step guide on how to use SMS TextTime and to find out the code for your stop, just go to [networkwestmidlands.com](http://networkwestmidlands.com)

\*Calls are charged at 25p plus your standard network operator charges. Prices correct at January 2014. You need to check these prices and whether they are correct as of this month.

Centro has an **on the move Mobile** application that will allow you to locate any bus, train or metro near you and provide the next departures for that stop. These are available free of charge from either the Android Market Place or iTunes store dependant on your smartphone.

**Search for Network West Midlands in your App store.**

The new NetNav Mobile App is available for Android, iPhone and iPad. It allows you to: plan your journey and change your plans while on route, view your next departures, obtain scheduled times for bus, train and Metro, monitor your journey and keep a list of your favourite journeys.

**Search NetNav in your App store.**

Centro is working with bus operators to enable their vehicles to be tracked. Over time the applications will show more and more real time data. This enables more passengers to access Real Time Information for stops without screens and allows them to make smarter choices about their travel before starting their journey.

**Bus times and map on your mobile device** - for people with WAP-enabled mobiles, PDAs, BlackBerry or internet access, there is a new MobiTime service. Log on to [www.netwm.mobi](http://www.netwm.mobi) via your device and find out the time of your next bus, with a map available to show where the bus stop is located.

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

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

Location	Address	Opening hours	Operator	Tickets	Journey Planning	Check and Send
Birmingham City Centre	Unit 4, New Street Station Birmingham B2 4ND	Mon 08:30 - 17:00 Tue-Fri 09:00 - 17:30 Sat 09:00 - 17:00	Centro	✓	✓	✓
Coventry Pool Meadow	Unit 8, Pool Meadow Bus Station, Fairfax Street Coventry CV1 5RX	Mon-Fri 08:45-17:45 Sat 08:45-17:00	Centro	✗	✓	✓
Wolverhampton Bus Station	Wolverhampton Bus Station, Pipers Row, WV1 1LD	Mon-Sat 08:30-17:30	Centro	✓	✓	✓
Dudley Council Plus	259 Castle Street, Dudley, West Midlands DY1	Mon-Fri 08:00-18:00 Sat 09:00-12:00	Dudley Council	✗	✓	✓
Solihull Connect	Ground Floor Library Square, Solihull, West Midlands B91 3RG	Mon 08:30-17:30 Tue, Thu, Fri, 09:00-17:30 Wed 10:00-17:30 Sat 09:00-13:00	Solihull Council	✗	✓	✓

Location	Address	Opening hours	Operator	Tickets	Journey Planning	Check and Send
Chelmsley Wood	6-8 Coppice Way Chelmsley Wood, Solihull, West Midlands B37 5TL	Mon, Tue, Thu 09:00-17:00 Wed 10:00-17:00 Fri 09:00-16:30	Solihull Council	✗	✓	✓
Shirley Police Station	286 Stratford Road, Shirley, Solihull B90 3AR	Mon-Fri 09:00-18:00	Solihull Council	✗	✓	✓
Walsall First Stop Shop	Civic Centre Darwall Street Walsall WS1 1EU	Mon-Thu 08:45-17:15 Fri 08:45-16:45	Walsall Coun- cil	✗	✓	✓
Walsall Bus Station	St Pauls Street Walsall WS1 1NR	Mon-Fri 08:30-17:30 Fri 09:00-17:00	National Express	✓	✓	✓
West Bromwich Bus Station	St Michaels Street The Ringway West Bromwich B90 7NN	Mon-Fri 09:00-17:30 Sat 09:00-17:00	National Express	✓	✓	✓

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## Centro's Equality commitment



### Centro's Vision is to provide:

**"A world class public transport system delivered by a best in class organisation."**

The Vision focuses on delivering the high quality, fully integrated public transport system required by an organisation that benchmarks itself against others, measures its performance, and is structured to deliver with and through others.

However, it is recognised that public transport will continue to be defined and delivered within an overall integrated transport strategy that supports the broader agenda of regeneration, economic development, housing, social inclusion, health and quality of life. When working as a world class organisation, Centro will lead and influence others in defining the public transport system and partner others to develop and deliver it.

Centro is committed to equality of opportunity for everyone, in delivering our services and in employment. Centro's Equality Scheme sets out how we deliver this commitment.

<http://www.centro.org.uk/Equality/EqualityHomepage.aspx>

Centro's membership is made up of 27 elected councillors covering the areas that make up the West Midlands metropolitan area – Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton

Centro is committed to equality of opportunity for all in the delivery of a service and in employment.

Centro is committed to providing access to transport facilities, services and a workplace that are free from discrimination, harassment and victimisation for the benefit of all.

No individual – member of the public, employee, job applicant or business partner - will receive less favorable treatment on the grounds of their gender, gender orientation, marital status, age, race, colour, nationality, ethnic or national origins, sexual orientation, religion, creed or disability, or be disadvantaged by conditions or requirements which cannot be shown to be justified.

In the delivery of a service, Centro is committed to ensuring appropriate services are provided that meet the needs of all the communities of the West Midlands.

In employment, Centro is committed to achieving a representative workforce at all levels. This means that the Centro workforce will reflect that of the communities in the West Midlands (the area that we serve).

## Centro's commitment to equality and diversity

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

Equality actions include:

- Identifying specific resources for improving equality
- Improving equality through planning and setting targets within departments and service areas
- Having a structured way of involving people in the development of ideas
- Delivering a customer-focused service by recognising the needs of different communities and individuals and actively engaging with the public
- Developing a diverse workforce at all levels of the organisation
- Developing, reviewing and promoting policies and practices that ensure equality of opportunity and eliminate discrimination in all areas of employment (including recruitment, retention, learning and development, promotion, grievance, disciplinary and retirement)
- Creating a working environment where equality and diversity are valued and act as a key driver for change
- Promoting good relations, understanding and respect between members of staff and raising awareness through a range of media, such as training, induction, 1:1 meetings
- Ensuring suppliers and contractors embrace and adhere to equality principles
- Ensuring that our procurement practices are transparent, objective and non-discriminatory in the selection of our suppliers

- Conducting an equality impact assessment on our priorities, schemes, policies, functions and strategies to ensure that they have a positive impact on disability, gender, gender reassignment, pregnancy and maternity, race, age, sexual orientation and religion/belief
- Embedding equality and diversity priorities within business operations using our EIA process and training and setting performance targets so that we can measure progress against our diversity agenda
- Monitoring progress to inform future planning
- Audit and inspection

In delivering a service, equality of opportunity is an essential element of Centro's 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 provided by Centro.

Centro's Equality Scheme 2012-15 sets out an integrated and coherent approach to all equality strands, and details and guides the way Centro carries out its business. It is available to view at the Equalities Section of Centro's website: [centro.org.uk](http://centro.org.uk)



## The Equality Team

Centro is committed to equality of opportunity for all in the delivery of a service and employment.

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

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

If you would like to be involved please contact the Equality Team on **0121 214 7401** or via email [equalityteam@centro.org.uk](mailto:equalityteam@centro.org.uk)

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## Ring and Ride & Community Transport



### Ring and Ride

#### Introduction

Ring and Ride is the main door-to-door accessible transport service operating throughout urban parts of the West Midlands. It has been running for 30 years and is one of the largest such services in the world.

#### The service

The service operates from 0800 until 2300, seven days a week, 364 days a year, and is run by a charity, West Midlands Special Needs Transport Ltd (WMSNT), which receives funding from Centro.

Generally, to become a registered user of Ring and Ride you must find it difficult or impossible to use conventional public transport and be resident in one of the seven urban districts of the West Midlands.

#### How the service works

Bookings for journeys can be made by telephone up to two days ahead of travel. Registered users of the service can use advanced booking forms for special events, which enable 12 journeys per calendar year to be booked ahead of the standard two days.

Ring and Ride enables users to get to local destinations in their neighbourhood and up to half a mile into an adjoining area. A limited 'cross-boundary' service enables users to travel beyond the half-mile limit, to anywhere in operating areas adjoining their own.

Ring and Ride also links up with other passenger transport services including local trains, Metro and the cross-boundary buses of other Ring and Ride operating areas. This enables journeys to be completed from door- to-door across the West Midlands. When travelling, users can take a companion with them provided they are booked in advance. Users may also take dependent children with them.

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

### **Travelling to hospital appointments**

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

Ring and Ride can transport people registered with the service to visit people in hospital and can take companions who are registered and wish to accompany people at their hospital appointments. Ring and Ride can also transport companions who are not registered with the service provided they are traveling with a registered person, but they need to inform the booking line if this is the case.

### **Fares**

A fare of 60p per single trip is charged. Network West Midlands nnetwork and nbus passes can be used too. Companions who are not registered users pay a fare equivalent to those charged on the local bus services. Children aged under five travel free, and five to16-year-olds pay 30p per single trip.

### **Further information**

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

For further information contact your local area office responsible for Ring and Ride services in your area. Ring the following telephone numbers (open 8am to 11pm daily including Bank Holidays):

#### **Coventry**

Karen King - District Manager  
Unit 11 Henley Industrial Estate, Henley Road,  
Coventry, CV2 1ST

**02476 602177**

**[coventry@ringandride.org](mailto:coventry@ringandride.org)**

#### **Dudley**

Sue Cozens - District Manager  
Unit 2 Western Way Industrial Park, Off Western Way  
Wednesbury, WS10 7HQ

**0121 505 7316**

**[dudley@ringandride.org](mailto:dudley@ringandride.org)**

#### **East Birmingham/Solihull**

Paul Lakin - District Manager  
Unit 21 Elmdon Trading Estate, Bickenhill Lane  
Birmingham, B37 7HE

**0121 782 9317**

**[solihull@ringandride.org](mailto:solihull@ringandride.org)**

#### **North Birmingham**

Jean Webb - District Manager  
North Birmingham/Park Road Depot, Upper Thomas Street  
Aston Birmingham, B6 5PL

**0121 326 7860**

**[north@ringandride.org](mailto:north@ringandride.org)**

### **Sandwell**

Sue Cozens - District Manager  
Unit 2 Western Way Industrial Park, Off Western Way  
Wednesbury, WS10 7HQ

**0121 505 7316**

**[Sandwell@ringandride.org](mailto:Sandwell@ringandride.org)**

### **South Birmingham**

Jim Maguire - District Manager  
Unit 2 Arden Road Business Park, Arden Road Frankley  
Birmingham B45 0JA

**0121 453 9382**

**[south@ringandride.org](mailto:south@ringandride.org)**

### **Walsall**

Mick Mew - District Manager  
Croxstalls Road, Bloxwich  
Walsall, WS3 2XU

**01922 402232**

**[walsall@ringandride.org](mailto:walsall@ringandride.org)**

### **Wolverhampton**

Duncan Ashlee - District Manager  
Poole Street  
Wolverhampton, WV2 4HN

**01902 425788**

**[wolverhampton@ringandride.org](mailto:wolverhampton@ringandride.org)**

## **Community Transport**

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

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

Community transport providers are:

### **Community Transport Birmingham**

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

Telephone: **0845 209 0190**

Telephone: **0121 771 1520**

Email: [wms.passengerservices@communitytransport.org](mailto:wms.passengerservices@communitytransport.org)

Website: [www.communitytransport.org](http://www.communitytransport.org)

### **Shencare Community Transport**

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

Telephone: **0121 476 1816**

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

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

### **Community Transport Coventry**

269 Sovereign Road, Earlsdon,  
Coventry, CV5 6LT

Telephone: **0845 209 0190**

Fax: **02476 674482**

Email: [wms.passengerservices@communitytransport.org](mailto:wms.passengerservices@communitytransport.org)

Website: [www.communitytransport.org](http://www.communitytransport.org)

### **Community Transport Dudley**

Units 3 and 4 Central Park, Halesowen Road,  
Netherton, Dudley, DY2 9NW

Telephone: **0845 209 0191**

Fax: **01384 564512**

Email: [bc.passengerservices@communitytransport.org](mailto:bc.passengerservices@communitytransport.org)

Website: [www.communitytransport.org](http://www.communitytransport.org)

### **Community Transport Sandwell**

216 Great Bridge Street, Great Bridge,  
West Bromwich, B70 0DE

Telephone: **0845 209 0191**

Fax: **0121 520 8361**

Email: [bc.passengerservices@communitytransport.org](mailto:bc.passengerservices@communitytransport.org)

Website: [www.communitytransport.org](http://www.communitytransport.org)

### **Community Transport Solihull**

94 Bell Lane, Marston Green,  
Birmingham B33 0HX

Telephone: **0845 209 0190**

Email: [wms.passengerservices@communitytransport.org](mailto:wms.passengerservices@communitytransport.org)

Website: [www.communitytransport.org](http://www.communitytransport.org)

### **Walsall Community Transport**

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

Telephone: **01922 685555**

Fax: **01922 693805**

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

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

**Community Transport Wolverhampton**

Telephone: **0845 209 0191 – Minibus**

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

Website: **[www.communitytransport.org](http://www.communitytransport.org)**

**[www.a2binfo.net](http://www.a2binfo.net)** provides information on all community transport resources available in your area.





## Introduction

There is a comprehensive bus network in the Network West Midlands area. Centro has policies that promote the use of accessible buses on services it provides a subsidy to operators to run.

Guidelines produced by The Disabled Persons Transport Advisory Committee (DPTAC) Low Floor Bus Specification and Disability Discrimination Act (DDA) and Public Service Vehicle Accessibility Regulations have established standards in vehicle design to help make them more accessible. More than three quarters of all buses in the West Midlands now conform to these standards. All new single and double deck buses and coaches brought into service must be accessible to disabled people and meet the DDA Accessibility Regulations. The modern design of buses makes them a lot easier to use, so if you haven't travelled by bus before, why not try it?

### Low floor accessible bus services

In the West Midlands about 85% of all buses are low floor and wheelchair accessible, more than any other metropolitan area outside Greater London. They are designed for easy access for disabled people, and for parents with pushchairs and buggies. The main access features of low floor buses are:

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

## How to use a low floor bus

When at the bus stop and the bus is approaching, in order to stop the bus, give a clear signal to the driver. Blind and partially sighted passengers can use the Bus Hailer to help them catch the correct bus (see page 87 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 him to do so. All low floor buses have a wide flat entrance, without steps. The floor is non-slip, and there are colour contrasting handrails on the side of each door, with horizontal handrails in the gangway areas. You should swipe your card across the reader, show your travel pass to the driver or pay him the fare. If you are not sure of the fare, tell the driver your destination. Please note that many bus operators insist on the exact fare and do not give change.



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

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

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

For timetable information on services that operate using low floor buses, contact Traveline **0871 200 22 33**. Details of low floor services are also available in Network West Midlands Map & Guides for your area available from Local Travel Information Centres or from Traveline.

We have produced a leaflet entitled 'Local Public Transport Made Easy – a Guide for New Users' for information on using all public transport services. For a copy of the leaflet email [travelwise@centro.org.uk](mailto:travelwise@centro.org.uk)

### **Smart Routes**

Previously, many busy public transport corridors have had improvements undertaken as part of the Bus Showcase initiative. This provided a high quality door-to-door bus journey experience, transforming key bus routes with major improvements to vehicles, bus priority measures and new at stop infrastructure.

In conjunction with the development of the current Local Transport Plan (LTP3) a review of the Showcase Programme was undertaken and a new approach to corridor enhancements adopted under the branding of Smart Routes. It is proposed that Smart Routes will form the basis for future transport network management, providing benefits to all transport users by bringing together, in a coordinated manner, initiatives such as highway infrastructure improvements including Red Routes, sustainable travel schemes (Smarter Choices), technology (Real Time Information/Active Vehicle Location/Smartcard Remote Fulfilment) and where practical other mode improvements.

The West Midlands has recently been successful in securing money from the government's Local Sustainable Transport Fund, and this funding is being used to deliver Smart Route initiatives along 10 key transport corridors around the conurbation. Co-ordinating individual schemes along these corridors in accordance with Smart Route principles will ensure maximum benefits from increasingly finite resources going forward.

The bus element of Smart Routes will continue to improve the quality of all aspects of bus travel and to make travel easier for disabled people. Features such as low floor buses, accessible well lit passenger shelters, easy access kerbing, improved passenger information and audio and visual Real Time Information will help make bus travel more attractive

for everybody with drivers trained in customer care and disability awareness. Furthermore, improvements to highway infrastructure, such as new pedestrian crossings and drop kerbs will also provide benefits to disabled people.

## Smartcard

Concessionary travel passes now operate as 'smartcards' for use on all buses in the West Midlands. You put your pass just once onto the smartcard reading machine on the bus, and when you hear a beep and see a green light it means your pass has been accepted.



Passes do not work if they have been damaged, have expired or are reported as lost or stolen. If you live in the West Midlands county, and need a replacement pass, please contact Centro's concessionary ticketing team on **0845 303 6760**

## Audio Real Time Information

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



Audio RTI is available at certain stops on the following bus services:

### **Birmingham**

1, 2, 3, 5, 5A, 6, 7, 8A, 9, 11A, 11C, 14, 17, 18, 18A, 22, 23, 24, 27, 28, 29, 29A, 31, 31A, 33, 37, 45, 46, 47, 48, 49, 49A, 50, 51, 55, 55A, 56, 58, 59, 59A, 60, 61, 63, 66, 66A, 67, 71, 71A, 72, 73, 76, 77, 80, 82, 84, 87, 90, 94, 97, 97A, 98, 99, 101, 120, 126, 127, 128, 129, 140, 141, 638, 651, 654, 654A, 900, 902, 904, 905, 907, 914, 934, 934A, 935, 935A, 952, 957, 966, 997, X51, X64.

### **Coventry**

1, 2, 3, 3A, 4, 5, 6, 6A, 7, 8, 8A, 9, 9A, 10, 11, 11X, 12, 13, 13A, 16, 16A, 18, 18A, 19, 20, 20A, 20E, 21, 42, 58, 58A, 59, 900.

### **Dudley**

1, 4H, 4M, 9, 27, 27A, 42, 53, 74, 81, 82, 87, 126, 141, 205, 222, 241, 246, 255, 256, 257, 276, 297, 297A, 311, 313, X1, X96.

### **Sandwell**

4, 4H, 4M, 5, 9, 11A, 11C, 16A, 38, 40, 41, 43, 45, 46, 48, 49, 51, 53, 79, 82, 89, 120, 121, 126, 127, 128, 129, 140, 141, 205, 243, 244, 289, 297, 297A, 311, 313, X51.

### **Solihull**

5, 5A, 6, 14, 37, 49, 49A, 55, 55A, 56, 58, 59, 59A, 71, 72, 73, 76, 90, 84, 97, 97A, 900, 957, 966, S1, S2, S2A, S2C, S3, S4.

### **Walsall**

4, 4H, 4M, 5, 6, 7, 7A, 8, 10, 10A, 29, 33, 34, 39, 45, 51, 70, 77, 89, 159, 301, 302, 311, 313, 651, 934, 935, 935A, 997, X51.

### **Wolverhampton**

1, 2, 3, 4, 5, 5A, 6, 6A, 10, 11, 25, 25A, 26, 27, 27A, 32, 33, 62, 62A, 81, 89, 126, 255, 256, X1.

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

Centro, Customer Relations, Centro House,  
16 Summer Lane, Birmingham B19 3SD  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

### **Heart of England Taxibus**

A Taxibus service operates within the rural area between Solihull and Coventry, and offers an efficient door to door service for local residents. Taxibus links into conventional bus and rail services and uses large accessible minibuses that can accommodate one wheelchair conforming to ISO 7193 (see page 95 for further information on using wheelchairs on public transport). The service operates between the hours of 0800 and 1845 (last pick up time) Monday to Friday; and 0900 to 15:45 on Saturday. Passengers must pre-register with the operator to use the service and trips are pre-booked.

The service is free to concessionary pass holders, and network and other passes can be used too. Cash fares are calculated on a mileage basis, and are similar to normal bus service fares.

For further details telephone Heart of England Taxibus **0121 782 9322**

## **Bus stations**

The new state of the art Stourbridge Interchange opened to the public on 22nd April 2012.

The passenger facility has eight bus stands which are arranged to make it easier for buses to access stops and for people with mobility issues to board the bus from a level surface. There is improved access for all passengers with safe access to all bus stands.

The main bus station building features a large, glass enclosed passenger waiting area with a light and spacious concourse at the main entrance. It also includes a Travel Information Point, public toilets, accessible toilet, separate baby change facility, convenience store and seating in all passenger waiting areas. The main building serves six bus stands with a similar, but smaller, separate building serving the remaining two bus stands.

Each bus stand has new 'totem' style information points that display electronic passenger information as well as the more traditional, paper-based timetable information. Each 'totem' is also fitted with the RNIB React 3 system which provides passenger information in audio for passengers who are visually impaired. Inside the main entrance there is a two-touch screen information point which enables passengers to journey plan via destination or bus service number or to simply find out what stand their bus service leaves from. Safety and security is also enhanced through the provision of improved CCTV facilities and emergency help points.

There are large display screens situated at both ends of the main building displaying bus and rail departures and a further two screens displaying bus and rail departures are located under a canopy adjacent to Stourbridge Town Railway Station. A 'totem' displaying bus departures is also provided outside the subway on Foster Street for passengers approaching the bus station from the High Street.

To the right is a summary of facilities available at each bus station.

## Key



**Cafe**



Car parking available



Free Blue Badge disabled car parking spaces



Interchange for Rail services

**Metro**

Interchange for Metro



Kassel Kerbs (raised kerb enabling easier access onto bus)



Toilets (No particular facilities for disabled people)



Information screens on each bus stand

**NKS**

Accessible toilet facilities with RADAR NKS scheme lock



Local Travel Information Centre



Shopmobility





Tactile paving



Braille and tactile information on stand destination boards and signage.



Help Points

## Bearwood

Adkins Lane Bearwood



## Bilston

Wood Street Bilston



## Cradley Heath

Forge Lane Cradley Heath



## Dudley

Birmingham Street Dudley



## Halesowen

Hagley Street Halesowen



## Merry Hill

Merry Hill Centre  
Brierley Hill



Other facilities available  
in shopping centre

## Pool Meadow

Fairfax Street Coventry



## Stourbridge



## St Paul's

Civic Square Walsall



## Wednesbury

Holyhead Road Wednesbury



## West Bromwich

Ring Road West Bromwich



## Wolverhampton



## Coaches

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

### National Express coach services

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

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

National Express operates an Assisted Travel Helpline between 8am and 8pm seven days a week via phone, fax, e-mail or minicom. Their dedicated staff can respond to requests for information and assistance from customers who might need a little help along the way. They can

offer advice and guidance on how assistance needs can best be met. Information in large print is available on request, providing adequate notice is given. Assistance dogs will be carried free of charge on National Express services when accompanying their owners.

Nearly all National Express coaches are now fully wheelchair 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. By 2013, all National Express routes will be operated by wheelchair-accessible coaches.

National Express also allows customers to travel with folding wheelchairs, which can be stored in the luggage hold during the journey. In addition, small mobility scooters and battery powered wheelchairs are also carried, as long as they can be dismantled and re-assembled by a companion at both ends of the journey. For safety reasons, it is not possible to travel while sitting on a scooter. For the same reason, only wheelchairs and scooters operated by a dry cell or gel-type battery can be carried.

Wherever possible, 36 hours notice is required for all bookings and all wheelchairs/scooters must be capable of being dismantled into separate parts and stored in the luggage hold. Each part must weigh no more than 20kg.

National Express has a Code of Practice called **‘Serving our Disabled Customers’** which sets out the requirements relating to this policy, as well as other methods where the company is committed to assisting disabled customers or customers with reduced mobility. This is available on request from the Assisted Travel helpline or on-line 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: 08717 81 81 79\***

E-mail: [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)

Fax: **0121 456 5538**

Minicom: **0121 455 0086**

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

\*(calls charged at 10p per minute plus network extras)



## Introduction

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

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

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

### Advance booking and assistance

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

If you need extra assistance to help you make your journey, contact National Rail Enquiries **08457 48 49 50** (Textphone 0845 60 50 600) or call into the Customer Reception or Travel Centre at Birmingham New Street Station.

Alternatively for travel assistance for London Midland local services:

Telephone: **0800 092 4260**

Textphone: **0844 811 0134**

Fax: **0845 051 8359**

Email: **[londonmidland@maileu.custhelp.com](mailto:londonmidland@maileu.custhelp.com)**

Website: **[www.londonmidland.com](http://www.londonmidland.com)** for more details

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

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



Please provide similar details for your return journey if possible, especially if returning the same day. Please try to give at least one working days notice of your journey. If you do not give notice, the normal level of service cannot be guaranteed. Please also note that buses may replace trains due to planned engineering works, especially during weekends and public holidays. If assistance is booked, then London Midland 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, London Midland will provide a taxi (to suit your accessibility needs) to the nearest accessible station for your journey, at no additional cost. We recommend that you provide as much notice as possible to avoid having to wait for suitable alternative transport. If you are buying tickets online, please note that you will be able to book travel assistance during this process.

## Train facilities

### Local services

Trains operated on local services allow ease of access to passenger accommodation for wheelchair users. A member of rail staff will provide an access ramp to enable you to board and alight – see the advance booking and assistance' section. Trains have push button operated powered sliding doors, flat wide entrances, good internal lighting, and handy grab rails. On most trains, the floor areas near the doors have a colour contrasting finish, together with door opening and closing buttons with colour contrasting surrounds and tactile and Braille text. On the Birmingham to Coventry line, 'Desiro' trains have been introduced on many journeys, which are accessible and meet the requirements of the DDA Rail Vehicle Accessibility Regulations. They include features such as audio and visual announcements, wheelchair accessible toilets and priority seats for disabled people. For further information for wheelchair and scooter users see page 95

## **National services**

On many longer distance trains, there are dedicated wheelchair spaces, which can accommodate a wheelchair or foldable scooter and user. A member of rail staff will provide an access ramp to enable you to board and alight. There are priority seats close to the doorways and toilets on many London Midland services. Some trains have automatically opening internal doors and audio and visual announcements are made about approaching stations, and services. Many longer distance trains now have wheelchair accessible toilets on board. A catering service, if provided by the train company, will be provided at your seat if you are unable to get to the buffet. For further information for wheelchair and scooter users see page 95

## **London Midland Disabled People's Protection Policy (DPPP)**

The DPPP sets out London Midland's policies and services for disabled people and explains how the company assists disabled passengers to use their stations and trains.

London Midland's current DPPP is being updated in light of recent changes to our ticket office opening hours and improvements to facilities at a number of our stations. This review, consultation and publication should be completed in early 2013, but in the meantime the current document will have the majority of the information you need. If it doesn't answer a specific question you have, please write, telephone or email our Customer Relations Team at the number and addresses below.

Please contact:

London Midland Customer Relations Team,  
PO Box 4323, Birmingham B2 4JB

Telephone: **0844 811 0133**

Fax: **0121 654 1234**

Email: **[comments@londonmidland.com](mailto:comments@londonmidland.com)**

A copy of this document is available on request in languages other than English and in alternative formats such as audio CD, Braille, Easy Read or Large Print.

A PDF version is available at **[www.londonmidland.com/accessibility](http://www.londonmidland.com/accessibility)**



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

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

The following is a guide to some of the facilities available at stations within the Network West Midlands area, together with information on how to access the platform. 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 contact Traveline,  
Telephone: **0871 200 22 33**  
Minicom: **0870 241 2216**

Station access information is also available on the National Rail website. Go to [http://nrekb.nationalrail.co.uk/stations\\_destination](http://nrekb.nationalrail.co.uk/stations_destination) and enter the name of the station.

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

## Key

**Metro** Metro service operates from the station



Free Park and Ride car parking available



Free Blue Badge disabled car parking spaces available  
(no. in brackets)



Induction loop facility available at the ticket office window

**WH**

Station wheelchair available



Toilets (No particular facilities for people with a disability)

**NKS**

Accessible toilet facilities with RADAR NKS scheme lock



Tactile paving at edge of platform



Cycle rack or storage facilities

**PA**


Automatic announcements of arriving trains

**CIS**

Train departure electronic screens on platform




## Notes

1. Langley Green station does not have a footbridge linking the platforms, so it is not always possible to cross the line. Please allow plenty of time by arriving well before your train is due.
2. Network Rail manages Birmingham New Street station; Virgin Trains manage Birmingham International, Coventry, and Wolverhampton stations; Chiltern Railways manage Birmingham Moor Street, Solihull and Dorridge stations. London Midland manages the remaining stations in the Network West Midlands area.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Acocks Green</b> Yardley Road Acocks Green Birmingham B27 6EB	   <b>PA</b> <b>T</b> <b>CIS</b>	Down stairs (34 steps) from ticket office. From car park up stairs (41 steps) and down stairs (34 steps)	Level (island platform)
<b>Adderley Park</b> Bordesley Green Road Adderley Park Birmingham B9 4TG	  <b>PA</b> <b>CIS</b>	Down stairs (37 steps to Birmingham platform, 30 steps to Coventry platform)	Up and down stairs via roadway (51 steps)
<b>Aston</b> Lichfield Road, Aston Birmingham B6 7PR	 <b>PA</b> <b>CIS</b>	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	  <b>PA</b> <b>CIS</b>	Ramps (1:20 gradient)	Via ramp, then level via footpath/tunnel under road then ramp
<b>Bescot Stadium</b> Bescot Crescent Walsall WS1 4NH <b>For Walsall FC</b>	 <b>PA</b> <b>CIS</b>	Up stairs on footbridge (36 steps) then down stairs to platform (30 steps)	Up stairs (30 steps) and down stairs (30 steps) on footbridge

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Birmingham International</b> Station Way Birmingham B40 1PA For Airport & NEC	   <b>PA CIS</b>	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 Moor Street</b> Moor Street Queensway Birmingham City Centre B4 7UL For Bullring Shopmobility	   	Level from main entrance to Platform 1. Down ramp (1:12 gradient) or down stairs (24 steps) or up lift and down lift from Platform 1 to Platform 2	Up lift and down lift or up stairs (34 steps) and down stairs (34 steps) on footbridge
<b>Birmingham New St</b> Smallbrook Queensway Birmingham City Centre B2 4ND	    (2) <b>PA CIS</b> Council car park above station	Down lift or down stairs (36 steps) or down escalator from main concourse. Down stairs (42 steps) from Navigation St entrance	Via lifts or up and down stairs or via escalator


STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Birmingham Snow Hill</b> Colmore Row Birmingham City Centre B3 2BJ</p>	<p><b>NKS</b>     <b>Metro</b>   <b>PA CIS</b></p>	<p>Down lift or down stairs (39 steps) or down escalator.  Access to Metro stop from end of platform 3.</p>	<p>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</p>
<p><b>Blake Street</b> Station Approach Sutton Coldfield B74 4EB</p>	<p>   (9)  <b>PA CIS</b></p>	<p>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.</p>	<p>Down and up ramp or down and up stairs (57 steps) via subway.</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Bloxwich</b> Toxdene Avenue Bloxwich Walsall WS3 2NY	<b>PA CIS</b> not staffed	Ramp	Ramp via roadbridge
<b>Bloxwich North</b> Whitby Close Bloxwich Walsall WS3 2NR	 (2) not staffed <b>PA CIS</b>	Ramp	Ramp via roadbridge
<b>Bordesley</b> Coventry Road Bordesley Birmingham B9 4HF For Birmingham City FC matchdays	not staffed <b>PA CIS</b>	Up stairs (42 steps)	Level (island platform)
<b>Bournville</b> Bournville Lane Bournville Birmingham B30 1LG For Cadbury World	  <b>PA CIS</b>	Up stairs from station entrance in Bournville Lane. To Platform 1 24 steps; Platform 2 39 steps. Ramps to both platforms from Mary Vale Road entrance	Down and up stairs via subway or ramps via roadbridge at Mary Vale Road

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Butlers Lane</b> Butlers Lane, Four Oaks Sutton Coldfield B74 4RT	  <b>PA CIS</b>	Down stairs (35 steps) to Birmingham platform, down stairs (25 steps) to Lichfield platform	Up and down stairs (61 steps) via roadbridge
<b>Canley</b> Canley Road Canley Coventry CV5 6BH	   (4) <b>PA CIS</b>	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	 (2) not staffed <b>PA CIS</b>	Up steep paths and ramps	Up and down paths and ramps via Roadway
<b>Chester Road</b> Chester Road Sutton Coldfield B73 5JS	  <b>PA CIS</b> (9)	Ramp (1:12 gradient) or stairs (31 steps) to Birmingham platform. Steep ramp (no landing) to Lichfield platform	Ramps or down and up stairs via roadbridge
<b>Coseley</b> Havacre Lane, Coseley Dudley, WV14 8XP	  <b>PA CIS NKS</b> (5)	Down ramps	Up and down ramps via roadbridge



STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Coventry</b> Station Square Eaton Road Coventry CV1 2GT	<b>NKS</b>  <b>WH</b>   <b>P</b> <sup>(18)</sup> <b>PA CIS</b>	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
<b>Cradley Heath</b> Forge Lane Cradley Heath Warley B64 5AL For Bus Interchange	<b>NKS</b>  <b>T</b>   <b>P</b> <sup>(12)</sup> <b>PA CIS</b>	From ticket office, down short ramp or down one step to Birmingham platform. Up ramp (1:12 gradient) from Woods Lane to Stourbridge platform Accessible window and power doors	Up stairs (30 steps) and down stairs (30 steps) on footbridge or via level crossing and footpath outside station
<b>Dorridge</b> Station Approach Dorridge Solihull B93 8JA	  <b>P</b> <sup>(6)</sup> <b>NKS PA CIS</b> Not Staffed Sunday	Level to Learnington 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

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Duddeston</b> Duddeston Mill Road Duddeston Birmingham B8 1AR	<b>PA</b>  <b>T</b> <b>CIS</b>	Lift or down stairs	Level (island platform)
<b>Dudley Port</b> Station Road Dudley Port Tipton DY4 8UB	<b>PA</b>   <b>T</b> <b>P</b> <b>CIS</b> (3)	Up stairs (25 steps)	Level (island platform)
<b>Earlswood</b> Station Road, Earlswood Solihull B94 5JS	not staffed <b>P</b> (3) <b>PA</b> <b>CIS</b>	From roadbridge on Rumbush Lane down ramp (1:10 gradient, no landings) to Birmingham platform. From roadbridge 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	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Erdington</b> Station Road, Erdington Birmingham B23 6UB</p>	  <p><b>PA CIS</b></p>	<p>Up steep ramps (1:9 gradient, no landings) to Birmingham platform. Up steep ramp (1:7 gradient, no landing) to Lichfield platform.</p>	<p>Down and up ramps via roadway.</p>
<p><b>Five Ways</b> Islington Row, Edgbaston Birmingham B15 1SF For Birmingham Botanical Gardens</p>	  <p><b>NKS PA CIS</b></p>	<p>Down lift or down stairs (61 steps)</p>	<p>Up and down lifts or up stairs (31 steps) and down stairs (31 steps) on footbridge</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Four Oaks</b> Lichfield Road Four Oaks Sutton Coldfield B7/4 2TD</p>	<p>   (16) <b>PA CIS</b>  Auto doors at ticket office</p>	<p>Level to Lichfield platform from car park entrance, or down stairs (33 steps) from roadbridge 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.</p>	<p>Up stairs (26 steps) and down stairs (26 steps) on footbridge or lengthy ramped level access via roadbridge</p>
<p><b>Gravelly Hill</b> Hunton Hill Erdington Birmingham B23 7NH</p>	<p>  <b>PA CIS</b></p>	<p>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)</p>	<p>Up and down ramps or up and down stairs (34 steps)</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Hall Green</b> Stratford Road Hall Green Birmingham B23 7NH For Greyhound Stadium</p>	   (8) <b>PA CIS</b>	<p>Level to Birmingham platform. Ramp to Stratford platform from Welby Road</p>	<p>Up and down stairs on footbridge (46 steps) or ramps via roadbridge</p>
<p><b>Hampton-in-Arden</b> High Street Hampton in Arden Solihull B92 0BJ</p>	   (4) <b>PA CIS</b>	<p>Down stairs (34 steps) or steep ramp (no landings) to Coventry platform. Down stairs (34 steps) to Birmingham platform 150mm step into ticket office</p>	<p>Up and down stairs (68 steps)</p>
<p><b>Hamstead</b> Old Walsall Road Hamstead Birmingham B42 1NJ</p>	  <b>PA CIS</b>	<p>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.</p>	<p>Up and down ramps or stairs (31 steps) via roadbridge</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Hednesford</b> Market Street Hednesford WS12 1AZ</p>	  (2) not staffed <b>PA CIS</b>	<p>Level / gentle slope from car park. Ramp to Rugeley platform</p>	<p>Ramp or steps via roadbridge and public car park</p>
<p><b>Jewellery Quarter</b> Vyse Street Hockley Birmingham B18 6LE For Museum of the Jewellery Quarter</p>	 <b>NKS</b>  <b>PA CIS</b>	<p>Platform 1 (to Stourbridge) down stairs (77 steps). Platform 2 (to Birmingham) down stairs (77 steps). Access to both platforms via lifts. Level to Metro Stop</p>	<p>Via lifts or up stairs (77 steps) and down stairs (77 steps)</p>
<p><b>King's Norton</b> Pershore Road Cotteridge Birmingham B30 3DL</p>	  (16)   <b>PA CIS</b>	<p>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</p>	<p>Ramps via roadbridge and footpath through car park or up stairs (22 steps) and down stairs (22 steps) on footbridge</p>


STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Landywood</b> Landywood Lane Cheslyn Hay Staffordshire WS6 6JE	 (2) not staffed <b>PA CIS</b>	Level to Walsall platform. Steep path from car park to Stafford platform	Via roadbridge and cross road
<b>Langley Green</b> Western Road Langley Green Oldbury B69 4LZ	  (2) <b>PA CIS</b>	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 (See note 35)
<b>Lea Hall</b> Lea Hall Road, Lea Hall Birmingham B33 8JU	  (2) <b>PA CIS</b>	Down ramp (1:12 gradient) or down stairs (34 steps) to Birmingham platform. Up steep footpath from Follitt 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)

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Longbridge</b> Longbridge Lane Longbridge Birmingham B31 2TW</p>	  <b>NKS</b> <b>PA CIS</b>	<p>Down lift or stairs (36 steps) from footbridge to Birmingham platform. Ramp (1:12 gradient) to Redditch platform</p>	<p>Lift or ramp or stairs (36 steps) on footbridge</p>
<p><b>Lye</b> Station Drive Lye Stourbridge DY9 8ES</p>	  <b>T</b>  <b>P</b> (2) <b>PA CIS</b>	<p>Steep ramp (no landings) to Birmingham platform Steep footpath to Stourbridge platform. 2 steps into ticket office on Stourbridge platform</p>	<p>Up and down steep ramp/footpath via roadbridge or up stairs (24 steps) and down stairs (24 steps) on footbridge</p>
<p><b>Marston Green</b> Station Road Marston Green Birmingham B37 7AB</p>	  <b>NKS</b>  (6) <b>PA CIS</b>	<p>Short ramp in front of ticket office from Station Rd 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	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Northfield</b> Quarry Lane Northfield Birmingham B31 2PY</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</p>	<p>Up and down stairs (68 steps) via subway. New lifts installed to provide step free access</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Old Hill</b> Station Road Old Hill Warley B64 6PL</p>	   (2) <b>PA CIS</b>	<p>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</p>	<p>Up stairs (26 steps) and down steps (25 steps) on footbridge</p>
<p><b>Olton</b> Station Drive, Olton Solihull B92 7AR</p>	    (5) <b>CIS</b> <b>PA</b>	<p>Lift or up stairs (24 steps) from ticket office</p>	<p>Level (island platform)</p>
<p><b>Perry Barr</b> Birchfield Road Perry Barr Birmingham B20 3JE For Greyhound Stadium</p>	 	<p>Down ramps or stairs (32 steps). 100mm step from Brichfield Rd into ticket office</p>	<p>Up and down ramps or stairs (64 steps)</p>
<p><b>Rowley Regis</b> Station Road Rowley Regis Warley B65 0LJ</p>	  (12) <b>PA CIS</b>	<p>Down steep ramps (no landings) to both platforms Accessible ticket window power doors to ticket office</p>	<p>Up and down steep ramps via roadbridge</p>







STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Sandwell &amp; Dudley</b>  Bromford Lane  Oldbury  Warley  B70 7JD</p>	   <p><b>NKS P</b> (13)  <b>PA CIS</b></p>	<p>From Bromford Road up ramp (1:15 gradient) or up stairs (14 steps) to ticket office.  From ticket office, up to Birmingham platform.  Down and up lift or down stairs (12 steps) 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.</p>	<p>Down and up lift or down and up stairs (59 steps) via subway. (Note: 150mm step into waiting rooms on both platforms)</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Selly Oak</b> Heeley Road Selly Oak Birmingham B29 6DW</p>	   <b>NKS T P</b> (15) <b>PA CIS</b>	<p>Short ramp and level to Redditch platform. Level to Birmingham platform from car park</p>	<p>Down and up stairs on footbridge (80 steps) Lifts also available Level access available via Heeley Road and Bristol Road</p>
<p><b>Shirley</b> Haslucks Green Road Shirley Solihull B90 2NE</p>	   <b>P</b> (5) <b>PA CIS</b>	<p>Level to Stratford platform through Ticket Office. From Stratford platform up and down stairs (48 steps) on footbridge to Birmingham platform.</p>	<p>Up and down stairs (48 steps) on footbridge</p>
<p><b>Small Heath</b> Golden Hillock Road Small Heath Birmingham B10 0DT</p>	   <b>PA CIS</b>	<p>Down stairs (30 steps)</p>	<p>Level (island platform)</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Smethwick</b> Galton Bridge Oldbury Road Smethwick Warley B66 1HU</p>	<p>        <b>NKS</b>            (Key from ticket office)         </p>	<p>Lifts 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 St) Down stairs (62 steps)</p>	<p>Via lifts or up and down stairs</p>
<p><b>Smethwick</b> Rolfe Street Rolfe Street, Smethwick Warley B68 2AF</p>	<p>     <b>PA CIS</b> </p>	<p>Down stairs (26 steps) to Birmingham platform. Down stairs (24 steps) to Wolverhampton platform.</p>	<p>Up and down stairs (50 steps) via ticket office and along Rolfe Street (50 metres)</p>





STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<b>Solihull</b> Station Approach Solihull, B91 1LE <b>For Bus Interchange</b>	     (16)	Up lift or up stairs (24 steps)	Level (island platform)
<b>Spring Road</b> Spring Road, Tyseley Birmingham B11 3DP	   	Down steep ramps (no landings)	Up and down ramps via roadbridge
<b>Stechford</b> Victoria Road, Stechford Birmingham B33 8AJ	  	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.

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Stourbridge Junction</b>            Brook Lane            Oldswinford            Stourbridge            DY8 1NH</p>	<p>    </p> <p><b>NKS P</b> (22)  <b>PA CIS</b></p> <p>Auto doors to waiting room accessible when 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</p>
<p><b>Stourbridge Town</b>            Vauxhall Road            Stourbridge            DY8 1EX            For Bus Station</p>	<p>   </p> <p><b>PA CIS</b></p>	<p>Level</p>	<p>Single platform</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Sutton Coldfield</b> Railway Road Sutton Coldfield B73 6AY</p>	   (17) <b>PA CIS</b>	<p>Down stairs (36 steps) to Birmingham platform from ticket office or via stairs (6 steps) from Station St entrance. Alternative step-free access via public highway and side gate. Steep ramp (1:10 gradient, and ticket office no landing areas) to Lichfield platform from booking hall or via short very steep ramp (1:6 gradient) from main car park area.</p>	<p>Lengthy route via public highway or via steep ramp (no landings) Stairs (36 steps) and ticket office</p> <p>New lift installed with new overbridge</p>
<p><b>Tame Bridge Parkway</b> New Walsall Road Tame Bridge Walsall B70 1AA</p>	   (14) <b>PA CIS</b>	<p>Downstairs (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 roadbridge.</p>






STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>The Hawthorns</b> Carlton Terrace Smethwick Warley B66 1AA For West Bromwich Albion FC</p>	<p>Metro   <b>NKS</b> <b>P</b> (12) <b>PA CIS</b></p>	<p>Lifts to all platforms. Platform 1 (to Stourbridge) Down stairs (36 steps). Platform 2 (to Birmingham) Down stairs (36 steps). To Metro stop: Down stairs (38 steps) or via lift to platform 2 and level through access gate</p>	<p>Via lifts or up and down stairs (76 steps)</p>
<p><b>Tile Hill</b> Station Avenue Tile Hill Coventry CV4 6AS</p>	<p>   <b>NKS P</b> (8) <b>PA CIS</b></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	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Tipton</b> Owen Street Tipton DY4 8ET For Black Country Living Museum</p>	   <p><b>PA CIS</b></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><b>PA CIS</b></p> 	<p>Down stairs (32 steps)</p>	<p>Level (Island Platform)</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>University</b> University Road West Edgbaston Birmingham B15 2FB For Birmingham University, Queen Elizabeth Medical Centre</p>	<p><b>NKS</b>  <b>PA CIS</b></p>	<p>Lift or down stairs (40 steps)</p>	<p>Lift or up stairs (40 steps) and down stairs (40 steps) on footbridge</p>
<p><b>Walsall</b> Saddlers Centre Walsall WS2 9JS For New Art Gallery</p>	<p>   <b>NKS</b> <b>PA CIS</b></p>	<p>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.</p>	<p>Level between platforms 2 &amp; 3 To/from Platform 1 use Station Street entrance.</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Whitlocks End</b>  Tilehouse Lane  Whitlocks End  Solihull B90 1PN</p>	<p> (8)  not staffed  <b>PA CIS</b></p>	<p>From car park down ramp (1:12 gradient) or stairs (17 steps) to Stratford platform. From roadbridge down ramp (1:12 gradient) or down stairs (16 steps) to Birmingham platform.</p>	<p>Up and down ramps or up and down stairs (33 steps) via roadbridge. (Note narrow pavement on roadbridge)</p>
<p><b>Widney Manor</b>  Widney Manor Road  Solihull B91 3LB</p>	<p>  (11)   <b>NKS</b>  <b>PA CIS</b></p>	<p>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.</p>	<p>Up stairs (27 steps) and down stairs (27 steps) on footbridge and or via footpath and access road route via Widney Manor Road.</p>

STATION	FACILITIES TO PLATFORM	STATION ACCESS TO PLATFORM	FROM PLATFORM
<p><b>Witton</b> Witton Lane, Aston Birmingham B6 7BA</p>		<p>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.</p>	<p>Up and down ramps via footway on Witton Lane.</p>
<p><b>Wolverhampton</b> Railway Drive Wolverhampton WV1 1LE For Bus Station</p>	<p><b>NKS</b>   <b>WH P</b> (8) <b>PA CIS</b></p>	<p>Lifts to all platforms. Platform 1: Level access from ticket office. Platform 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. Platform 5/6: Level access from ticket office</p>	<p>Up and down Lifts or up and down stairs on footbridge. Level between platforms 1, 5 and 6. Level between platforms 2 and 3</p>

STATION	FACILITIES	STATION ACCESS TO PLATFORM	FROM PLATFORM TO PLATFORM
<p><b>Wylde Green</b> Station Road Wylde Green, Sutton Coldfield, B73 5LA</p>	<p> <b>P</b> (4) <b>PA CIS</b></p>	<p>Up ramp (1:12 gradient) or up stairs (33 steps) to Birmingham platform. Up ramp (1:12 gradient, no landings) then up further ramp (1:12 ramp with landings) or up stairs (13 steps) to Lichfield platform.</p>	<p>Up and down ramps or stairs (46 steps) via road under bridge.</p>
<p><b>Wythall</b> Lea Green Lane, Wythall Birmingham, B47 6BY</p>	<p><b>PA CIS</b></p>	<p>From roadbridge down ramp (1:8 gradient, no landings) to Birmingham platform. Down ramp (1:6 gradient, no landings) to Stratford platform.</p>	<p>Up and down ramps via roadbridge.</p>
<p><b>Yardley Wood</b> Highfield Road Yardley Wood Birmingham, B28 0BY</p>	<p> <b>P</b> (4)  <b>PA CIS</b></p>	<p>Ramps (no landings)</p>	<p>Ramps via roadbridge.</p>



## Introduction

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

### The trams

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

- Bright, colour contrasting, doors and handrails;
- Automatic opening and closing doors, operated by the driver;
- Priority seats for disabled people and people with mobility difficulties;
- Two easily accessible spaces for wheelchair users. When in the space wheelchair users should apply their brakes and should not travel facing sideways;
- ‘Next stop’ visual information screens and audio announcements;
- Emergency intercom, also located in wheelchair space;
- Customer Service Representatives on-board to give information and to sell and check tickets and passes;
- Assistance dogs are permitted, however generally dogs are not allowed on board.





### Facilities at stops

All 23 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 on each platform;
- Passenger information and timetables;
- Tactile paving along platform edges, stairs and crossing points;
- Good lighting;
- Seating in shelters;
- Emergency help points at end of shelters;
- Real Time Information and audio announcements;
- Free Park and Ride facilities at The Hawthorns, Black Lake, Wednesbury Parkway and Priestfield stops with Blue Badge disabled parking spaces;
- Cycle racks at most stops.





## The service

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



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









Where National Express West Midlands passes and tickets are sold, these may be used on the Metro if marked 'Metro Add On' or 'Metrocard'. If in doubt, please check validity with the ticket issuer before purchase. Rail/ Bus transfer tickets are also available to allow multi-modal travel within the West Midlands. Cash fares can also be paid, with change available from the Customer Service Representative on the tram.

The Midland Metro route guide is shown overleaf.

For further information, contact Traveline

Telephone: **0871 200 22 33**

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

- 
- Wolverhampton St George's** 
  - The Royal
  - Priestfield **P**
  - The Crescent
  - Bilston Central 
  - Loxdale
  - Bradley Lane
  - Wednesbury Parkway **P**
  - Wednesbury Gt Western Street 
  - Black Lake **P**
  - Dudley St Guns Village
  - Dartmouth Street
  - Lodge Road West Bromwich Town Hall
  - West Bromwich Central 
  - Trinity Way
  - Kenrick Park
  - The Hawthorns  **P**
  - Handsworth Booth Street
  - Winson Green Outer Circle
  - Soho Benson Road
  - Jewellery Quarter 
  - St Paul's
  - Birmingham Snow Hill** 



## Introduction

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

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

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

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

## **Licensing offices**

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

### **Birmingham**

Birmingham City Council, Licensing Section, Crystal Court,  
Aston Cross Business Village, 50 Rocky Lane, Aston,  
Birmingham, B6 5RQ.

Hackney Carriage & Private Hire:

Telephone: **0121 303 8442**

Fax: **0121 303 9796**

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

### **Coventry**

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

Telephone: **024 7683 2183**

Fax: **024 7683 2735**

Email: [taxi.licensing@coventry.gov.uk](mailto:taxi.licensing@coventry.gov.uk)

### **Dudley**

The Licensing Section, 5 Ednam Road, Dudley,  
West Midlands DY1 1HL.

Telephone: **01384 815101**

Fax: **01384815325**

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, West Midlands B64 6RL.

Telephone: **0845 359 7545**

Fax: **0121 559 9359**

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**

Fax: **0121 704 6888**

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

### **Walsall**

Walsall M.B.C., Taxi Licensing, Challenge Buildings, Hatherton Road,  
Walsall, West Midlands WS1 1YG.

Telephone: **01922 653581**

Fax: **01922 630697**

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

### **Wolverhampton**

Wolverhampton City Council, Environmental Services, Licensing & Support  
Services, Civic Centre, St. Peter's Square, Wolverhampton, WV1 1DA

Telephone: **01902 551155**

Fax: **01902 551195**

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

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



## Concessions for Older People

All permanent residents of the West Midlands metropolitan area who have reached the pensionable age for a woman are entitled to a free concessionary travel pass.

### Eligibility for Concessionary Pass

DOB between		Eligible for pass on:
Up to:		On your 60th birthday
06 July 1951	05 August 1951	06 November 2012
06 August 1951	05 September 1951	06 January 2013
06 September 1951	05 October 1951	06 March 2013
06 October 1951	05 November 1951	06 May 2013
06 November 1951	05 December 1951	06 July 2013
06 December 1951	05 January 1952	06 September 2013
06 January 1952	05 February 1952	06 November 2013
06 February 1952	05 March 1952	06 January 2014
06 March 1952	05 April 1952	06 March 2014
06 April 1952	05 May 1952	06 May 2014
06 May 1952	05 June 1952	06 July 2014
06 June 1952	05 July 1952	06 September 2014
06 July 1952	05 August 1952	06 November 2014
06 August 1952	05 September 1952	06 January 2015
06 September 1952	05 October 1952	06 March 2015
06 October 1952	05 November 1952	06 May 2015
06 November 1952	05 December 1952	06 July 2015
06 December 1952	05 January 1953	06 September 2015
06 January 1953	05 February 1953	06 November 2015

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



For holders of this pass who need to travel regularly before 0930 there is a range of tickets which may be purchased to enable them to do so **within the West Midlands county only**. These avoid the need to find the correct change for every journey made prior to 0930.

The scheme is administered by Centro for residents of the West Midlands. Applications for the pass can be made using the 'Check and Send' service available at Birmingham Neighbourhood Offices, Dudley Council Plus, Solihull Connect, Walsall First Stop Shop and libraries in Walsall, Sandwell One Stop Shop, Local Travel Information Centres at Birmingham (New Street Station), Wolverhampton bus station and Coventry (Pool Meadow bus station) and Age Concern offices in Dudley, where they will ensure that your application has been completed correctly\*. Applicants will need to provide proof of age and residence in the West Midlands county together with a passport size colour photograph. You can apply for this pass up to one month before you become entitled and it will be posted to you.

For further information telephone Centro Ticketing on **0845 303 6760**

\* Full list of sites offering Check and Send is on the NWM website or by calling **0845 303 6760**



### **Concessions for disabled people**

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

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

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

For further information and an application form, telephone Centro Ticketing on **0845 303 6760** or return the reply card at the back of this guide.

The application form and information leaflet are also available in Easy Read format. They are available to complete online and print off for signature at [networkwestmidlands.com](http://networkwestmidlands.com) then select 'Tickets'.



Prices for **pre-0930** tickets as of January 2013 are as follows:

	4 week	52 week	Direct Debit
<b>Pre 9.30 nnetwork</b> Allows travel on bus, rail, and Metro services	£48.50	£512.50	£42.50
<b>Pre 9.30 ntrain</b> Allows travel on rail within West Midlands County	£39.50	£380	£31.50
<b>Pre 9.30 nbus</b> Allows travel on over 25 bus operators services	£31	£325	n/a
<b>Pre 9.30 nbus + Metro</b> As above but also includes Metro	£41.25	£418	n/a

### National Schemes

Please note for all tickets below, prices are correct as of January 2013, but may be subject to change.

### Disabled Persons Railcard

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

For further details and an application form, pick up the leaflet 'Rail Travel Made Easy' available from main rail stations, public reference libraries, Citizens Advice Bureaux, or by post from:

### **Disabled Persons Railcard Office,**

Rail Travel Made Easy,  
PO Box 11631, Laurencekirk, AB30 9AA  
Telephone: **0845 605 0525**  
Textphone: **0845 601 0132**  
Email: [disability@atoc.org.uk](mailto:disability@atoc.org.uk)

Large Print, Easy Read, Word and PDF versions of 'Rail Travel Made Easy' and application forms are available to download from the website [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) (which also includes a printable application form).

London Midland will post an application form out to you on request. Telephone their Customer Relations department on **08456 024 277** or email [comments@londonmidland.com](mailto:comments@londonmidland.com)

### **Senior Railcard**

Anyone 60 or over can apply for this card and it entitles the holder to a one-third saving on a wide selection of ticket types. It costs £26 for 12 months and £65 for a three year period. It is available from any staffed station ticket office or rail appointed travel agent. Proof of age is required. It can also be purchased online at [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

### **Family and Friends Railcard**

Up to four adults and four children can travel on one card, and they don't even need to be related. Adults save a third on most rail fares and children aged five to fifteen save 60% on child fares on travel throughout Britain. The card costs £26 for 12 months and £65 for a three year period. It is available from any staffed station ticket office or rail appointed travel agent. It can also be purchased online at [www.family-railcard.co.uk](http://www.family-railcard.co.uk)

### Travel for over 60s

You can travel for up to half price on most National Express services. There is no need to pay for a discount card – everybody over 60 is entitled to up to half price travel.



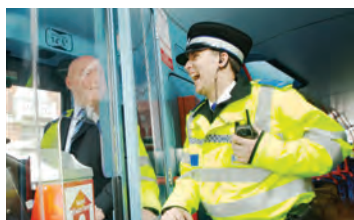
### Family Coach cards

You can choose the Family 2plus2 coach card; two adults pay full fare with two children travelling free. The card costs £16 for one year. The Family 1plus1 coach card allows one adult to pay full fare with one child travelling free. The card costs £8 for one year. Both cards are available from any National Express Agent or through the Booking Line on **08705 808080** or **08717 818 181** [www.nationalexpress.com](http://www.nationalexpress.com)

## 10 Ensuring your Safety & Security

The public transport network across the West Midlands remains one of the safest in the UK.

Crime has been reduced by over 65% over the last five years and continues to fall, making bus travel safer than it has been for over a decade. Since the British Transport Police joined the Safer Travel Partnership in 2010, rail has also experienced a 12% reduction in crime.



Many initiatives are further reducing incidents of crime and anti-social behaviour and feedback from passengers demonstrates that this work is having a positive effect with passenger satisfaction regarding safety increasing significantly:

### **Safer Travel Police Team**

The Safer Travel Police team is a group of Police Officers and Police Community Support Officers (PCSOs) from West Midlands Police and British Transport Police who work on the bus, rail and Metro network of the West Midlands, focusing on crime reduction and community safety. They are part-funded by and work in partnership with Centro. The presence of uniformed officers is designed to reassure the travelling public and act as a deterrent to those committing or looking to commit crime.

### **CCTV**

CCTV has been widely requested by passengers to both reduce crime and also the fear of crime. In answer to this there has been huge investment in CCTV over the last 10 years, including the development and installation of a new state-of-the-art Safer Travel Command Centre. The Safer Travel Command Centre provides 24 hour CCTV monitoring and help point response.

There is now a high level of coverage across the whole public transport network. Well over 1,000 cameras monitor bus, rail and Metro stations and bus stops across the West Midlands, with further cameras onboard buses, trams and trains.

### **How to report crime/anti-social behaviour**

Passengers are able to report any instances of nuisance behaviour anonymously by using the 'See Something Say Something' initiative.

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

Around 1,800 incident reports per year are made via 'See Something, Say Something' which feed directly into ongoing police work, and have led to many successful operations.

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

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

### **For Further Safer Travel Advice**

Please visit [www.safertravel.info](http://www.safertravel.info)

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

## Assistance Cards

Centro's 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:

Centro, Customer Relations,  
Centro House, 16 Summer Lane,  
Birmingham B19 3SD  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

## 'Tickets Please' pad

Centro produces a note pad to help people with communication difficulties buy tickets on buses or for train journeys. The pad contains 50 tear-off slips, each of which states that the bearer may have a speech or hearing impairment. The user completes the slip with the required ticket information and hands it to the person selling the ticket. After payment a ticket would then be issued for the journey. The 'Tickets Please' pad is only available to West Midlands' residents.

**TICKETS PLEASE**

The bearer of this ticket request sheet may have speech or hearing difficulty

Please complete this sheet beforehand and hand it over when you buy your tickets.

I am travelling to: \_\_\_\_\_

Please give me: \_\_\_\_\_  
Single/return ticket(s) for \_\_\_\_\_ and \_\_\_\_\_ Adults/Children

Other requests (please specify): \_\_\_\_\_

For ticket office staff (Please write down the fare): \_\_\_\_\_

Provided by Centro, 16 Summer Lane, Birmingham B19 3SD

**centro** improving quality of life

**traveline** 24-hour national rail helpline  
0871 500 22 22

To receive the free 'Tickets Please' pad, please contact:

Centro, Customer Relations,  
Centro House, 16 Summer Lane,  
Birmingham B19 3SD  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.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.

The Bus Hailer is only available to West Midlands residents.



To receive the free **Bus Hailer**, please contact:

**Centro, Customer Relations**  
Centro House, 16 Summer Lane,  
Birmingham B19 3SD  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

### **“Everyone’s on board”**

Centro has produced an accessibility DVD which provides details of the measures Centro is taking to make travel more accessible. It highlights all the accessibility initiatives Centro has developed and illustrates how these initiatives have helped people use public transport. The DVD also includes an option for subtitles and British Sign Language.



To receive a free copy of the **DVD**, please contact:

**Centro, Customer Relations**  
Centro House, 16 Summer Lane,  
Birmingham B19 3SD  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)





## Toilets on coaches and trains

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

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

### The RADAR scheme

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

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

### **Birmingham Shopmobility**

Level 2 Centre Car Park, Bullring,

Birmingham, B5 4BU

Telephone: **0121 616 2942**

Email: [enquiry@birminghamshopmobility.org](mailto:enquiry@birminghamshopmobility.org)

Website: [www.birminghamshopmobility.org](http://www.birminghamshopmobility.org)

### **Coventry Central Library**

17 Smithford Way,  
Coventry, CV1 1FY  
Telephone: **02476 832314**  
Fax: **024 7683 2440**  
Textphone: **02476 832395**  
Email: [central.library@coventry.gov.uk](mailto:central.library@coventry.gov.uk)

### **Sandwell MBC Access Team**

Sandwell Council House,  
PO Box 2374, Oldbury,  
West Midlands, B69 3DE  
Telephone: **0121 569 3312**  
Email: [contact@sandwell.gov.uk](mailto:contact@sandwell.gov.uk)

### **Accessible toilets in the West Midlands**

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

## **Birmingham**

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### **City Centre**

Back-to-Backs, Inge Street  
Birmingham Rep Theatre, Broad Street  
Bullring  
Central Library  
City Plaza, Cannon Street  
Hurst Street (corner of Queensway)  
Millennium Point, Curzon Street  
Moor Street Rail Station  
New Street Rail Station  
Pallasades Shopping Centre, New Street  
Pavilion Central, High Street  
Snow Hill Rail Station, Colmore Row  
Stephenson Place  
St. Martin's Market/Upper Dean Street

<b>Acocks Green</b>	Westley Road, next to Lafferty Pub
<b>Cotteridge</b>	Pershore Road, opposite Watford Road King's Norton Rail Station
<b>Edgbaston</b>	Five Ways Rail Station County Ground
<b>Erdington</b>	Wilton Road/High Street
<b>Handsworth</b>	Soho Road/Boulton Road Hamstead Road/Villa Road Baker Street (car park)
<b>Harborne</b>	High Street
<b>Highgate</b>	Gooch Street
<b>Hockley</b>	Jewellery Quarter Rail Station Vyse Street
<b>Kings Heath</b>	Vicarage Road
<b>Kingstanding</b>	Kingstanding Circle
<b>Longbridge</b>	Longbridge Rail Station
<b>Moseley Village</b>	Alcester Road (adj to Car Park)
<b>Northfield</b>	Church Road Car Park Bournville college, Bristol Road South
<b>Poolway</b>	Kent's Moat
<b>Selly Oak</b>	Bristol Road/Harborne Lane
<b>Small Heath</b>	Coventry Road, junction Regent Park Road
<b>Sparkhill</b>	Sparkhill Park, Stratford Road

<b>Stirchley</b>	Pershore Road, opposite Hazelwell Lane
<b>Sutton Coldfield</b>	Boldmere Road (junction of Jockey Road) Walmley Village The Mall Gracechurch
<b>Weoley Castle</b>	Weoley Castle Square
<b>Wythall</b>	Chapel Lane Caravan Club site
<b>Coventry</b>	
<b>City Centre</b>	Belgrade Theatre Belgrade Plaza Car Park BHS Cathedral Lanes Shopping Centre Co-op store, Corporation Street Coventry Rail Station Coventry Retail Market Debenhams, West Orchards Herbert Art Gallery Lower Precinct, Sherbourne Arcade Coventry Transport Museum Pool Meadow Bus Station Priory Visitor Centre Central Library Public Toilets West Orchards Shopping Centre Barracks Car Park
<b>Bell Green</b>	Riley Square
<b>Cannon Park</b>	Cannon Park Shopping Centre
<b>Canley</b>	Neighbourhood Office Canley Rail Station
<b>Cheylesmore</b>	Daventry Road/Cecily Road
<b>Coombe Abbey</b>	Countryside Park Visitors Centre

<b>Earlsdon</b>	Library, Albany Road
<b>Edgwick</b>	Edgwick Park, Foleshill Road
<b>Radford</b>	Jubilee Crescent/Links Road
<b>Tile Hill</b>	Tile Hill Rail Station
<b>Dudley</b>	
<b>Brierley Hill</b>	Merry Hill Centre Cottage Street
<b>Coseley</b>	Castle Street
<b>Dudley</b>	Bus Station Flood Street Market Place
<b>Halesowen</b>	Cornbow Shopping Centre Bus station
<b>Kingswinford</b>	The Cross Car Park
<b>Lye</b>	Chapel Street
<b>Netherton</b>	Halesowen Road
<b>Sedgley</b>	Townsend Place car park. Access via High Street, opposite Bilston Street
<b>Stourbridge</b>	Rye Market Court street Mary Stevens park
<b>Wollaston</b>	Meriden Avenue

## Sandwell

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<b>Bearwood</b>	Bus Station Rutland Road
<b>Blackheath</b>	Henderson Way Car Park
<b>Oldbury</b>	Sandwell & Dudley Rail Station
<b>Smethwick</b>	Smethwick Galton Bridge Rail Station Stoney Lane
<b>Wednesbury</b>	Bus Station Camp Street, The Shambles
<b>West Bromwich</b>	Bus Station Kings Square Queens Square The Hawthorns Rail Station

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## Solihull

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<b>Marston Green</b>	Marston Green Rail Station
<b>NEC Area</b>	Birmingham International Rail Station, Airport & NEC
<b>Olton</b>	Olton Rail Station
<b>Solihull</b>	Mell Square – Mill Lane and Drury Lane Solihull Rail Station Touchwood Shopping Centre

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## Walsall

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<b>Bloxwich</b>	High Street
<b>Walsall</b>	St Paul's Bus Station Walsall Rail Station (in Saddlers Centre)
<b>Willenhall</b>	Shopping Centre, Lichfield Road

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## Wolverhampton

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### **City Centre**

Art Gallery, Lichfield Street  
Asda, Molineux Way  
Beatties, Victoria Street  
BHS, Dudley Street  
Central Library, Garrick Street  
Chicago Rock Café, Pipers Row  
Civic Centre, St Peter's Square  
Coach Lounge, Bus Station,  
Coach & Car Park, Faulkland Street  
Grand Theatre, Lichfield Street  
Homebase, St John's Retail Park  
Lighthouse Media Centre, Fryer Street  
Mander Shopping Centre, Ground Floor  
Marks & Spencer, Dudley Street  
Moon under Water, Lichfield Street  
Sainsbury's, St George's Parade  
The Imperial Oriental Buffet Restaurant,  
School Street  
Shopmobility, Cleveland Street  
The Royal London, Wulfruna Street  
Waitrose, Penn Road  
Walkabout, Queen Street  
(accessible via Castle Street)  
West Park, West Park Way  
(opposite West Park Hospital)  
Wolverhampton Rail Station  
Wulfrun Shopping Centre, Wulfrun Square  
Yates Wine Bar, Queen Square

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### **Bilston**

Bus Station  
Indoor Market Building  
Outside Market, adjacent to Bus Station

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### **Tettenhall**

Children's Paddling Pool

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### **Wednesfield**

Ashmore Park Shopping Precinct  
(opposite West Park Hospital)  
High Street



### Wheelchair and scooter users on public transport

The majority of wheelchair users will be able to travel on accessible public transport. Where services are stated as being accessible, this implies that access is possible for persons using wheelchairs conforming to International Standard ISO 7193, which is a maximum length of 1200mm (47 inches) and maximum width 700mm (27.5 inches).

Trains used by London Midland on the Network West Midlands local rail network only enable wheelchairs with the footrests folded to be carried provided they fall within the dimensions of 1000mm (40 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.

Scooters are allowed on the Metro.

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**

Drury House, 34-43 Russell Street,  
London, WC2B 5HA

Telephone: **+44 (0) 20 7240 3131**

Fax: **+44 (0) 20 7240 6565**

Use of scooters on London Midland services is allowed providing the scooter is a maximum length of 1000mm 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.

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. Also available is 'Get wise to using electric scooters and wheelchairs'. For further details contact:

**BHTA**

New Loom House, Suite 4.06,  
101 Back Church Lane, London E1 1LU

Telephone: **020 7702 2141**

Fax: **020 7680 4048**

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

Website: **[www.bhta.net](http://www.bhta.net)**

The Department for Transport and Ricability have also produced a guide entitled 'Wheels Within Wheels – a Guide to Using a Wheelchair on Public Transport'. It has details of wheelchairs available in the UK, and those which are best to use on public transport. For further details contact:

## **Ricability**

Unit G03, The Wenlock Business Centre,  
50-52 Wharf Road, London N1 7EU

Telephone: **020 7427 2460**

Text Phone: **020 7427 2469**

Fax: **020 7427 2468**

Email: [mail@ricability.org.uk](mailto:mail@ricability.org.uk)

Website: [www.ricability.org.uk/consumer\\_reports/mobility\\_reports/wheels\\_within\\_wheels/](http://www.ricability.org.uk/consumer_reports/mobility_reports/wheels_within_wheels/)

You can also check the Department for Transport's website for further information on the use of wheelchairs and scooters at:

[www.dft.gov.uk/topics/access/wheelchairs-and-mobility-scooters/](http://www.dft.gov.uk/topics/access/wheelchairs-and-mobility-scooters/)

## **Public transport information services**

Traveline provides information on all local and national bus, train and Metro services. Traveline can help you plan the quickest, most convenient routes on the Journey Planner as well as provide information on timetables, fares, and special tickets. Telephone Traveline **0871 200 22 33** or visit the website [www.traveline.org.uk](http://www.traveline.org.uk)

Local bus, rail, and Metro timetables are also available at [www.networkwestmidlands.com](http://www.networkwestmidlands.com). If you require information in a format more suited to your needs telephone **0121 214 7214** or email [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

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

A lot of the information in this guide is also available on our website at [www.networkwestmidlands.com](http://www.networkwestmidlands.com) and in large print, audio tape, audio CD and Braille by telephone on **0121 214 7214** or email [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

For longer distance rail journey information telephone the National Rail Enquiries 24 hour service on **08457 48 49 50** / Minicom **0845 60 50 600**

National Rail's website at [www.nationalrail.co.uk](http://www.nationalrail.co.uk) has a variety of information including timetables and a dedicated section on rail travel for disabled passengers.

[www.Help2travel.co.uk](http://www.Help2travel.co.uk) provides live traffic information, live bus, rail and Metro information, and live airport and car park information across the Midlands.

[www.DisabledGo.info](http://www.DisabledGo.info) provides online information for disabled people in Solihull on access to venues such as cafes, restaurants, hotels, nightclubs, rail stations and more.

DPTAC have produced a publication which provides information on all modes of public transport, how to make a complaint and where to access more information at:

[dptac.independent.gov.uk/pubs/at/pdf/accessibletravel.pdf](http://dptac.independent.gov.uk/pubs/at/pdf/accessibletravel.pdf)

### **Voluntary transport services information**

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

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

Unit 7, Rotton Park Street,

Edgbaston, West Midlands, B16 0AB

Telephone: **0121 454 2331** (Open: 11am to 3pm Tue, Wed and Thur)

Email: [enquiries@mobility-advice.org.uk](mailto:enquiries@mobility-advice.org.uk)

Website: [www.mobility-advice.org.uk](http://www.mobility-advice.org.uk)

## **Dudley**

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

Telephone: **01384 573381**

Fax: **01384 484587**

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

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

## **Sandwell**

CARES Sandwell, The Carers Centre,  
2 Bearwood Road, Smethwick,  
West Midlands, B66 4HH

Telephone: **0121 558 7003**

Fax: **0121 558 7229**

Email: [cares.sandwell@btinternet.com](mailto:cares.sandwell@btinternet.com)

Website: [www.carers.org](http://www.carers.org)

## **Solihull**

DIAL Solihull, 67 The Parade, Kingshurst,  
Birmingham, B37 6BB

Telephone: **0121 770 0333** (Lines open Mon – Fri, 10am – 4pm)

DIAL Solihull is a free, impartial and confidential information and advice service for disabled people and their carers.

## **Walsall**

Darlaston Fellowship for the Disabled, 27 Hall Street East,  
Darlaston, West Midlands, WS10 8PL

Telephone: **0121 526 4044** (Open Mon – Fri, 10:00am-14:00pm)

## Shopmobility

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

Contact details for local Shopmobility schemes are shown below.:

### **Birmingham The Shopmobility Centre**

Level 2, Centre Car Park, Bullring, Birmingham B5 4BU

Telephone: **0121 616 2942**

(open 9:30 to 17:30 Mon-Sat; 11:00 to 17:00 Sun)

Email: [enquiry@birminghamshopmobility.org](mailto:enquiry@birminghamshopmobility.org)

Website: [www.birminghamshopmobility.org](http://www.birminghamshopmobility.org)

### **Coventry**

Barracks Car Park, Upper Precinct, Coventry CV1 1DD

Telephone: **02476 832020** (8:45 to 16:30 Mon – Sat)

### **Dudley**

Merry Hill Centre,

Brierley Hill, West Midlands DY5 1QX

Telephone: **01384 267007**(9:00 to 19:00 Mon – Wed; 09:00-20:0 Thur- Fri;

09:00 to 17:00 Sat; 11:00 to 16:00 Sun; 10am to 17:00 Bank Holidays)

Website: [uk.westfield.com/merryhill/services/shopmobility](http://uk.westfield.com/merryhill/services/shopmobility)

### **Sandwell**

Level 1, Multi-storey Car Park, West Bromwich, B70 7NJ

Telephone: **0121 553 1943** (8:30 to 16:30 Mon-Wed; 8:30-17:00 Thur-Fri;

8:30-15:30 Sat )

Fax: **0121 580 3585**

### **Solihull**

19 Drury Lane, Solihull, West Midlands B91 3BB  
Telephone: **0121 711 8701** (09:00 to 16:30 Mon – Sat)  
Email: [shopmobility@solihull.gov.uk](mailto:shopmobility@solihull.gov.uk)  
Website: [www.solihull.gov.uk/shopmobility](http://www.solihull.gov.uk/shopmobility)

### **Solihull**

Touchwood Welcome Hall,  
Touchwood Car Park, Orange Parking Zone,  
Solihull, West Midlands B91 3GJ  
Telephone: **0121 711 4231**  
(open 9:30 to 17:00 Mon – Sat; 11:00 to 16:00 Sun)

### **Walsall**

Independent Living Centre. 9 Wisemore Street, Walsall, WS2 8EZ  
Telephone: **01922 650781** (9:00 to 16:30 Mon – Wed; 09:00-15:00 Thu;  
09:00-16:30 Fri; 09:00-16:00 Sat)  
Email: [shopmobility@walsall.gov.uk](mailto:shopmobility@walsall.gov.uk)  
Website: [cms.walsall.gov.uk/index/shopmobility-2.htm](http://cms.walsall.gov.uk/index/shopmobility-2.htm)

### **Wolverhampton**

Wulfrun Shopping Centre, 12 Cleveland Street,  
Wolverhampton, West Midlands WV1 3HH  
Telephone: **01902 556021**  
Fax: **01902 556045**  
Email: [shopmobility@wolverhampton.gov.uk](mailto:shopmobility@wolverhampton.gov.uk)  
Minicom: **01902 556021**  
Website: [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)

### **The National Federation of Shopmobility UK**

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

They can be contacted at PO Box 6641, Christchurch BH23 9DQ or by  
Telephone: **0844 414 1850**  
Email: [Info@shopmobilityuk.org](mailto:Info@shopmobilityuk.org)

## **Centro Travel Training Manual**

The 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 Centro's Customer Relations Team at:

### **Centro**

Customer Relations,  
Centro House, 16 Summer Lane,  
Birmingham B19 3SD,  
Telephone: **0121 214 7214**  
Email: [customerrelations@centro.org.uk](mailto:customerrelations@centro.org.uk)

The manual was Highly Commended for Innovation at the 2008 UK Bus Awards. It has helped schools across the West Midlands to set up Travel Training Schemes and through classroom role play activities teaches pupils key skills for using public transport.

### **Blue Badge parking scheme**

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

[http://www.direct.gov.uk/en/disabledpeople/motoringandtransport/dg\\_4001061](http://www.direct.gov.uk/en/disabledpeople/motoringandtransport/dg_4001061)

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

### **Birmingham Airport**

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

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

A Minicom is available at the Main Terminal Information Desk **0121 767 8084** and a Deaf Alerter system is also available. Staff who can use British Sign Language are on hand.  
[www.bhx.co.uk](http://www.bhx.co.uk)

### **Car parking for disabled passengers**

Spaces are available in the 'Drop and Go' area close to the terminal building. Blue Badge holders are entitled to up to 60 minutes free parking within the Drop and Go area on production of their Blue Badge and car parking ticket at the NCP Customer Services desk within the terminal building. Normal charges apply if the 60 minutes is exceeded. Parking spaces are available at multi-storey and surface car parks also. Should you require assistance, help points are situated close to the disabled parking areas. Note that car parking is charged at the normal airport rates.

### **Transport to local hospitals**

To visit your local hospital by public transport, visit [www.networkwestmidlands.com](http://www.networkwestmidlands.com) or call Traveline **0871 200 22 33** for timetable information or to plan your journey.

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

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



You may be able to obtain help with your travelling expenses when you go into hospital for NHS treatment and when you come out of hospital, or when you go to and from hospital as an outpatient for NHS treatment. If you need someone to travel with you, you may also be able to get help with the cost of their fares. A leaflet is produced by the NHS numbered HC11, entitled 'Help with Health Costs', which provides information on eligibility for these services. Visit [www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf](http://www.nhsbsa.nhs.uk/HealthCosts/Documents/HealthCosts/HC11.pdf) to download a copy or call the Health Cost Advice Line on **0845 850 1166** for more information, [www.nhsbsa.nhs.uk/1884.aspx](http://www.nhsbsa.nhs.uk/1884.aspx)

### **Benefits and allowances**

There are a number of benefits and allowances which some disabled people can claim. To find out more, contact the freephone Benefit Enquiry Line **0800 882200** (Mon-Fri 8:00-18:00), Textphone **0800 243355** or click on [www.dwp.gov.uk](http://www.dwp.gov.uk) or [www.direct.gov.uk/disability](http://www.direct.gov.uk/disability)

Under the Access to Work Programme, Jobcentre Plus will help with the additional costs of travel to, or in, work for people who are unable to use public transport. Contact the Disability Employment Advisor at your local Jobcentre Plus or visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

General information on disability issues can be found on the Government's Office for Disability Issues website at [www.officefordisability.gov.uk](http://www.officefordisability.gov.uk)

# About Network West Midlands

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

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

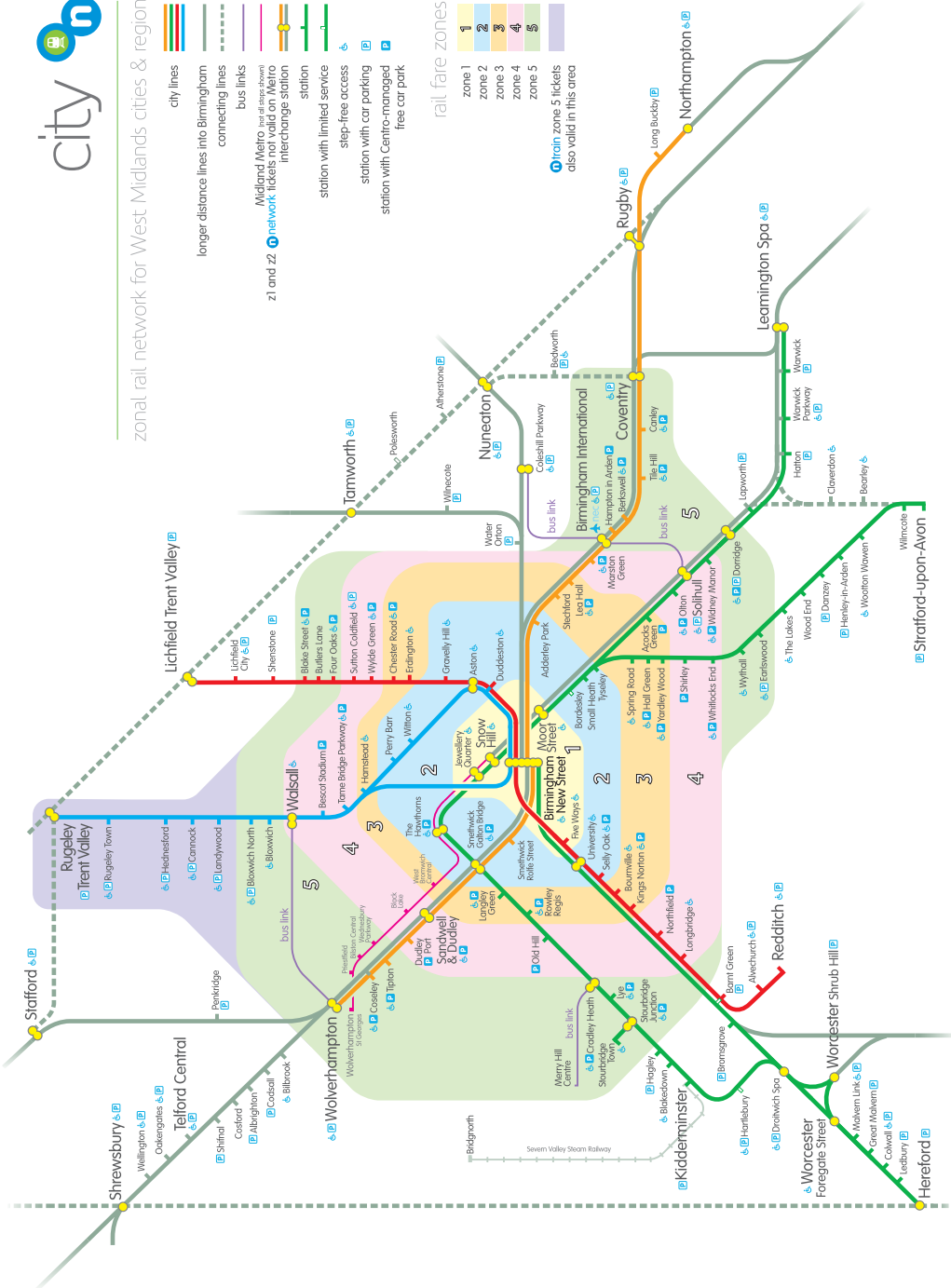


zonal rail network for West Midlands cities & region

- city lines
- longer distance lines into Birmingham connecting lines
- bus links
- Midland Metro (not shown) interchange station
- station
- step-free access
- station with car parking
- station with Centro-managed free car park

rail fare zones

- zone 1
- zone 2
- zone 3
- zone 4
- zone 5
- train zones 5 tickets also valid in this area



# 2014 Edition

Next Edition

We welcome any comments you may have on the Getting Around Access Guide. Also, if you would like to receive a copy of the next edition in 2014, please complete the detachable form and return to us free of charge.

Title: Mr/Mrs/Miss/Ms/Other \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Email \_\_\_\_\_

Date of Birth \_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

If you would like to receive Getting Around Access Guide in

Large Print  Audio Tape   
Audio CD  Braille  PDF

then please tick the appropriate box.

Would you like to receive the next edition of Getting Around Access Guide?

Yes  No

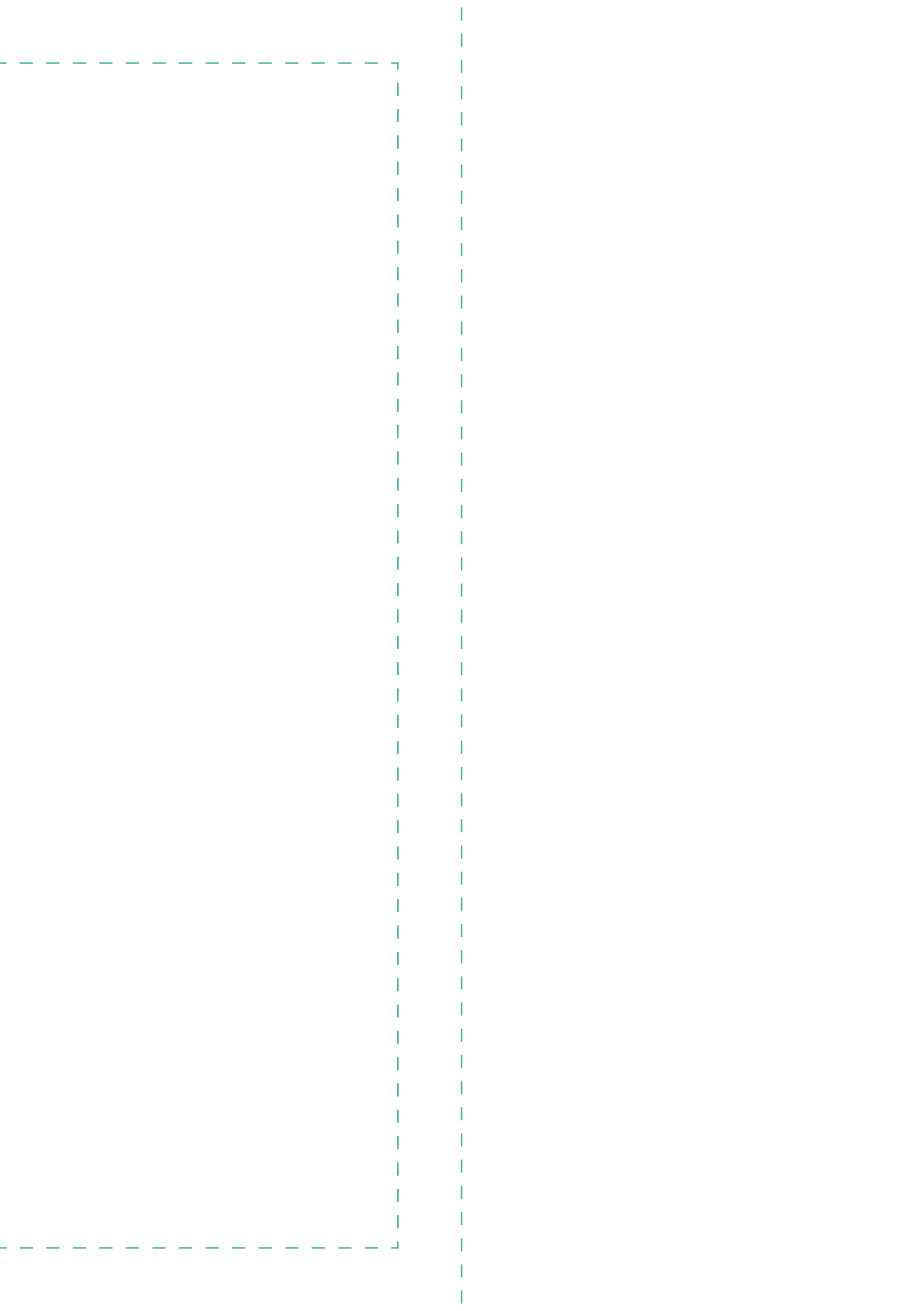
### Data Protection Act 1998

The padlock symbol shows that we follow best practice in managing personal information. We will keep all details secure. We may use the information you provide for administration, notifying you of future updates to our products or services, for analysis purposes and to contact you, in line with the Data Protection Act 1998. We want to make sure our services offer equal opportunities to everyone, no matter what their sex, age, race, nationality, ethnic origin, disability or religious belief.

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**CENTRO  
FREEPOST MID 24320  
BIRMINGHAM  
B19 3BR**



# Blind & Disabled Pass

## Blind & Disabled Pass

If you would like to receive further information on Centro's travel concessions for disabled people, please complete this detachable form and return it to us free of charge.

Title: Mr/Mrs/Miss/Ms/Other \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_



If you would like to receive information in  
Large Print   
then please tick the appropriate box.

### Data Protection Act 1998

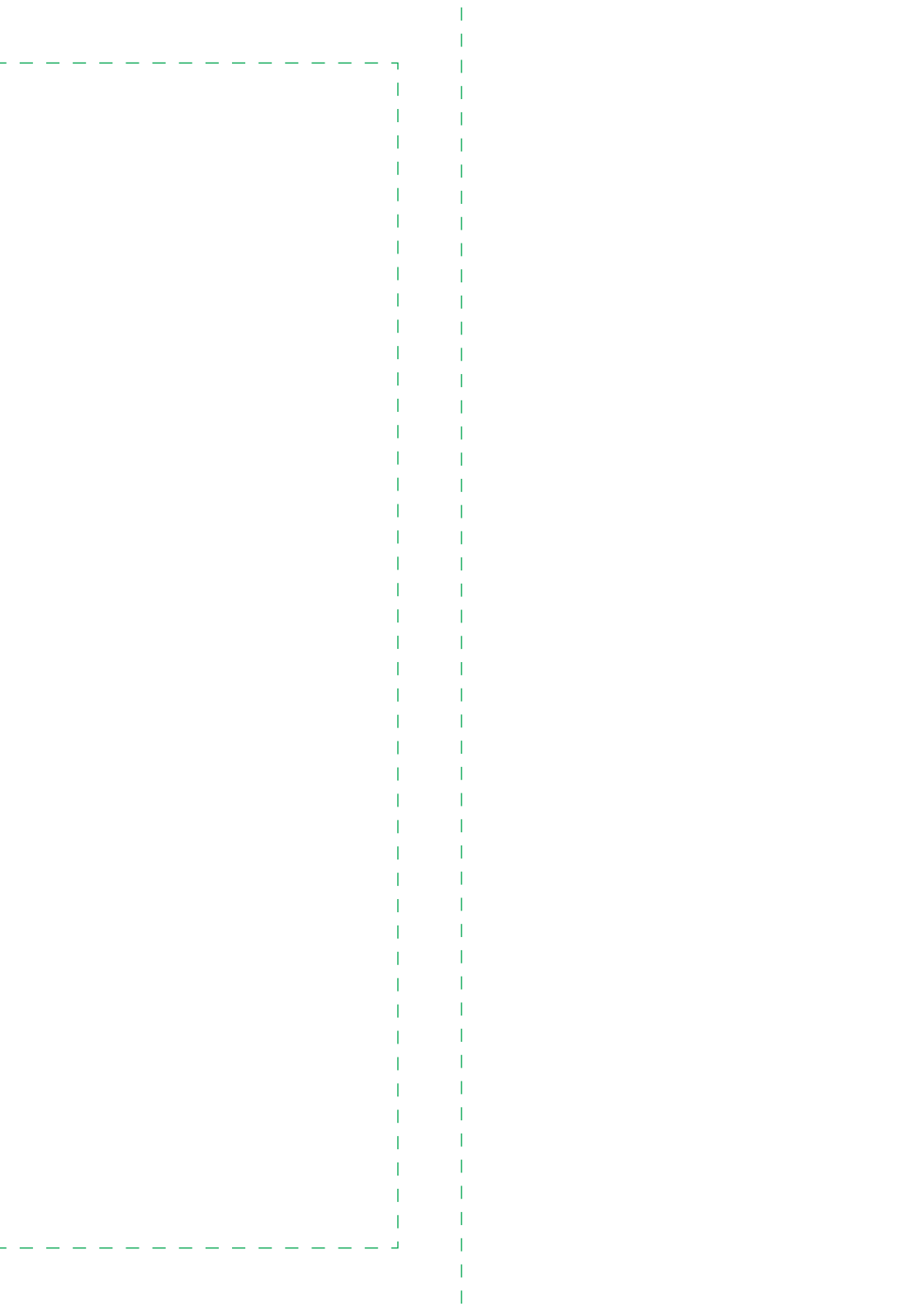
The padlock symbol shows that we follow best practice in managing personal information. We will keep all details secure. We may use the information you provide for administration, notifying you of future updates to our products or services, for analysis purposes and to contact you, in line with the Data Protection Act 1998. We want to make sure our services offer equal opportunities to everyone, no matter what their sex, age, race, nationality, ethnic origin, disability or religious belief.

RESPONSE LICENCE No.  
MID24305

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**CENTRO**  
**PO BOX 9421**  
**BIRMINGHAM**  
**B19 3YZ**



**Timetable information available by calling**



**for all public transport information visit  
[networkwestmidlands.com](https://www.networkwestmidlands.com)**

or telephone Traveline on **0871 200 22 33** for bus and Metro information, and National Rail Enquiries on **08457 48 49 50** for rail information. Calls cost 10p per minute plus network extras.

**Minicom 0870 241 2216**

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