

Moor Street Queensway

Temporary Bus Stop Relocation

7 April 2024 until Autumn 2024

Toolkit



Introduction

The work on the much-anticipated Birmingham Eastside Metro extension has progressed significantly since spades hit the ground in 2020, with main construction activity in Lower Bull Street and Digbeth High Street now completed.

The scheme will see further exciting progress from Sunday 7 April 2024 when track works will get underway in Moor Street Queensway, Birmingham.

From Sunday 7th April until autumn 2024 approximately, there will be changes to bus stops around **Birmingham City Centre** as Metro extension works begin on Moor Street Queensway.

The following services will be affected by these works: **2, 3, 4, 4A, 5, 6, 16, 16A, 23, 24, 33, 45, 47, 51, 61, 63, 65, 66, 67, 68, 82, 87, 97, 822, 907, 907A, 934, 935, 936, 937, 937A, 997, 997S, X21, X22, X51, X64 & FD**

All bus services will still be running as normal, with some minor diversions in the city centre.

[A dedicated Transport for West Midlands webpage](#) has been set up to provide key links and information for bus users.

[Click here for more information about Birmingham Eastside Metro extension](#)

Transport for West Midlands (TfWM), Midland Metro Alliance and West Midlands Metro are working in partnership with bus operators to make sure all communities and stakeholders are informed in advance and are aware of the changes to bus stop locations and bus services during the works.

This toolkit will enable you to find out more information and provide support to your staff, customers, visitors and students ahead of the disruption.



How are we helping?

TfWM is working with Midland Metro Alliance and key bus operators to plan and deliver these works safely and on time.

Our main aim is to provide consistent and joined up messaging for everybody travelling in and around Birmingham City Centre and to encourage them to plan their journeys.

This toolkit contains some useful information which will help you communicate the changes to your colleagues, customers or students. This pack complements a social media marketing campaign and information notices on effected buses.

Please share this toolkit with your marketing and communications department to help us inform people of the changes to bus stops and bus services in Birmingham City Centre.

If you don't have a specific department, consider what information you can use from this pack:

Included in this toolkit

- Travel Advice
- Content and images suitable for your internal and external communication channels including:
 - Link to the Birmingham City Centre bus stop guide
 - Guide to understanding the bus stop code
 - Text for newsletters and other forms of notification

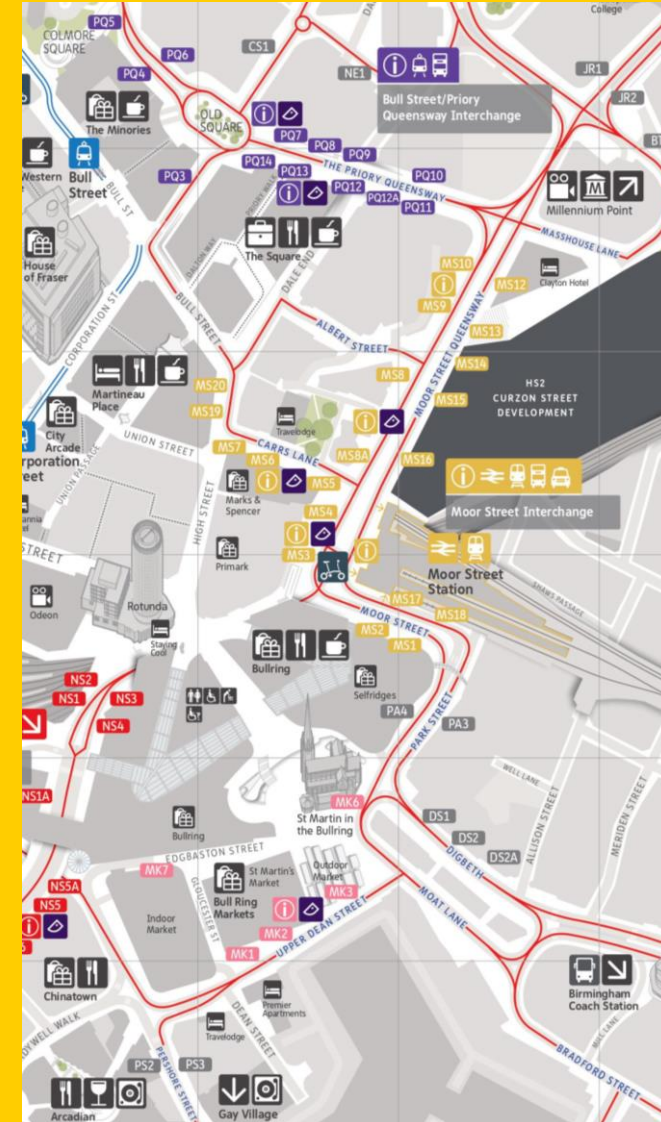
Key travel advice

If you usually get on or off your bus by **New Street Station**, **Moor Street Station**, or **Priory Queensway** in **Birmingham City Centre**.

Your bus route is still operating, and you are still able to reach your destination. However, the stop you need to use to get off or on the bus may have changed.

Check the [dedicated TfWM disruptions page](#) to access all the tools you will need to plan your journey such as links to updated timetables and further detail about these changes.

Overview of Moor Street stops



Key travel messages

If you usually get on or off your bus by Moor Street Station, New Street Station or Priory Queensway in Birmingham City Centre - Your bus route is still operating and you are still able to get it close to where you usually do, however the stop you need to get on and off at may have changed.

Some bus stops will be temporarily relocated until Moor Street Queensway works are complete.

Your bus stop may have changed so plan ahead and check your journey in both directions of travel.

Familiarise yourself with bus stops; another route/stop might suit your destination better.

Remember from Sunday 24 March until Saturday 6 April, there will be changes to the frequency of several bus services across the West Midlands due to the Easter period.

City Centre Map Leaflet

7 April 2024



Birmingham City Centre

Map & guide

Changes to bus stops due to Moor Street Metro extension works



Bus services from City Centre

Service	Destination	Bus stop
2	Maypole	MS4 DS2
3	Yardley Wood	MS4 DS2
4, 4A	Solihull	MS4 DS2
5	Solihull	MS4 DS2
6	Solihull	MS4 DS2
7	Perry Common	SH6 SQ1
9	Stourbridge	SQ5 SH2 ES1 GC1 BR1 BR7
10	Quinton	SQ4 SH3 ES1 GC1 BR1 BR7
12, 12A	Dudley	SQ5 SH2 ES1 GC1 BR1 BR7
13, 13A	Oldbury/Blackheath	SQ5 SH2 ES1 GC1 BR1 BR7
14	Chelmsley Wood	PQ14 JR1
16, 16A	Great Barr/ West Bromwich	SQ6 PQ6 MS16 NS5 NS9 MK3 MS6 PQ5 SQ2
17	Tile Cross	MS18 DS2
23	Bartley Green	SF1 NS7 NS1A MS7 PQ3 SH3 ES1 GC1 BR1 BR7
24	Quinton Road West	SF1 NS7 NS1A MS7 PQ3 SH3 ES1 GC1 BR1 BR7
33	Pheasey	PQ9 JW2
35	Hawkesley	MS1 NS4 NS8 PS3
45, 47	Longbridge	MS20 PQ3 MS16 NS4 NS8 PS3
50	Druids Heath	MS2 DS1
51	Walsall	PQ9 JW2
52	Perry Beeches	SH4 SQ2
60	Cranes Park	MS18 DS2
61, 63	Frankley	MS8A NS3
65	Perry Common	PQ10 JW2
66	Sutton Coldfield	PQ12A JR1
67, 68	Castle Vale/Minworth	PQ10 JW2
74	Dudley	PQ4 SQ3
80	West Bromwich	NS10 MK2 NS4
82	Bearwood	SF1 NS7 NS1A MS6 PQ5 SH1 ES1 GC1 PR2
87	Dudley	SF1 NS7 NS1A MS6 PQ5 SH1 ES1 GC1 PR2
94, 95	Chelmsley Wood	PQ12 JR1
97	Chelmsley Wood	MS5 PQ3 MS16 DS2A
101	Handsworth	SQ4 SH1 NH1 NH3 NH5 NH7
110	Tamworth	PQ11 CS1 CS2
126	Dudley	SQ5 SH2 ES1 GC1
907	Sutton Coldfield	PQ9 JW2
934, 935	Walsall	PQ7 JW2
936	Brownhills West	PQ7 JW2
937, 937A	Brownhills West	PQ7 JW2
997	Walsall	PQ8 JW2

X1	Coventry	MS17 DS2
X2	Solihull	MS17 DS2
X3	Lichfield	PQ11 CS1 CS2
X4	Falcon Lodge	PQ11 CS1 CS2
X5	Roughley	PQ11 CS1 CS2
X8	Wolverhampton	SQ5 SH2 ES1 GC1 BR1 BR7
X10	Gornal Wood	SQ5 SH2 ES1 GC1 BR1 BR7
X12, X13	Chelmsley Wood	PQ13
X14, X15	Sutton Coldfield	PQ11 CS1 CS2
X21	Bartley Green	BT1 MS12 NS3
X22	Woodgate	BT1 MS12 NS3
X51	Cannock	PQ8 JW2
X64	Minworth	PQ10 JW2

Ring-and-Ride buses	MS19 MK7
National Express coaches	megabus
megabus stop	megabus
Flixbus stop	FlixBus

Key	
Bus served roads	COLMORE ROW
Interchange Information point	Information point icon
Swift Collector	Swift Collector icon
Brompton Bike	Brompton Bike icon

Bus services highlighted in yellow will be departing from revised boarding points from Sunday 7 April 2024 - with the new stopping points listed.

Effective 7 April 2024

How do I find my new stop?

Use the index table to cross reference the service number to show the stopping location.

Example:
Service 51 Bus stop PQ9 is now JW7

Want to download this leaflet for your communications channel? [Click here](#)

City Centre Map Leaflet



Want to download this leaflet for your communications channel? [Click here](#)

Text for your internal/external communication channels

From Sunday 7th April until autumn 2024 approximately, there will be changes to bus stops around Birmingham City Centre as Metro extension works begin on Moor Street Queensway.

If you usually get on or off your bus by **New Street Station, Moor Street Station, or Priory Queensway in Birmingham City Centre**. Your bus route is still operating, and you are still able to reach your destination. However, the stop you need to use to get off or on the bus may have changed.

All bus services will still be running as normal, with some minor diversions in the city centre.

The key advice is as follows:

- Your bus route is still running and you are still able to get it close to where you usually do, however the stop you need to get on and off at may have changed.
- Familiarise yourself with bus stops; another route/stop might suit your destination better.
- Also, remember from Sunday 24 March until Saturday 6 April, there will be changes to the frequency of several bus services across the West Midlands due to the Easter period.

[A dedicated Transport for West Midlands webpage](#) has been set up to provide key links and information for bus users.

[Click here for more information about Birmingham Eastside Metro extension](#)

Useful Contacts

For up-to-the-minute travel information and help planning your journey, please see below:

Plan a journey	Transport for West Midlands	https://www.tfwm.org.uk/plan-your-journey/	@TransportForWM
Plan a journey by bus	National Express Bus	https://nxbus.co.uk/west-midlands/journey-planning	@nxwestmidlands
Plan a journey by bus	Diamond Buses	https://www.diamondbuses.com/journey-planner/	@diamondbuses
By train	National Rail	nationalrail.co.uk/Contact-Us	@nationalraileng
By tram	West Midlands Metro	https://www.westmidlandsmetro.com/plan-your-journey/	@WMMetro
By cycle	West Midlands Cycle Hire	https://www.wmcyclehire.co.uk/	@BerylBikes
By scooter	Beryl Scooters	https://beryl.cc/scheme/west-midlands-e-scooters	@WMCycleHire
Plan a journey	Google	https://www.google.co.uk/maps/	

Most up to date information can be found at
www.tfwm.org.uk/eastside

If you would like help to support your staff with travel planning, please contact the team at: behaviourchangehub@tfwm.org.uk

If you require any materials in an alternative format, get in touch:
customerservices@tfwm.org.uk

Partners



Transport for West Midlands (TfWM) is part of the **West Midlands Combined Authority**. We work with bus and train operators to make sure that public transport is: safe, reliable, affordable and accessible for everyone

[Transport for West Midlands | Journey planning, tickets and help \(tfwm.org.uk\)](https://www.tfwm.org.uk)



The Midland Metro Alliance (MMA) is a team of planning, design and construction experts delivering a number of light rail extensions across the region on behalf of Transport for West Midlands.

The Midland Metro Alliance consists of the WMCA, which owns the West Midlands Metro; a consortium of design experts from Egis, Tony Gee and Pell Frischmann; and rail construction specialists Colas Rail – supported by Colas’ sub-alliance partners Colas Ltd, Barhale, Bouygues UK and Auctus Management Group.

More information on the alliance can be found at **www.metroalliance.co.uk**



Local Government for Birmingham, England. Birmingham City Council, based in The Council House, Victoria Square, Birmingham B1 1BB, is the largest local authority in the UK. Serving a population of a million citizens daily.

[Birmingham City Council Homepage](https://www.birmingham.gov.uk)