

Solihull Gateway FAQs

How long will the works last in Solihull Town Centre?

The works began in the town centre in early March and will continue through until October 2015.

Which areas of the town centre will be affected?

Work will be carried out on Station Road and Poplar Road.

Why is the work being carried out?

The aim of the work is to improve public transport facilities with additional bus stops & waiting / stopping space for buses, to improve road safety particular for pedestrians using the town centre; this will be achieved by creating a low speed, high courtesy environment for residents. The project will also improve the look of the area.

How will the project affect bus routes to the town centre?

As the works progress in Stages bus stop positions in Station Road & Poplar Road will need to be moved to temporary locations. There will be four stages of work which will result in four changes to bus stop positions. All temporary bus stops will be clearly identified using bus stop poles. For details on the changes to individual bus services pick up a leaflet from all Council libraries, the Connect centres or the National Express Travel shop on Station Road.

Bus Services 6, 49 & 76 will not travel along Poplar Road during the works, they will be re-routed and will take a circular route around the town centre via Station Road, Herbert Road, Homer Road, Church Hill Road, New Road, Warwick Road.

Alternatively all the information about bus service changes is available on www.networkwestmidlands.com/gateway.

Where are temporary bus stops going to be located?

Three additional temporary bus stop poles will be introduced to the town centre.

Stop T1 will be located near to Coventry Building Society on Poplar road during stages 1 and 2; it will then move to be located outside Nationwide Bank in stage 3 and 4.

Stop HE will be located on Herbert Road near to St Augustine's Church throughout the course of the works.

Stop LL will be located near after the Premier Inn on Lode Lane, this stop will only be used as a drop off stop throughout the course of the works.

Where can I get the number 6 bus from? (Bus Stop Code ST)

The number 6 bus will run from the stop coded ST. During all stages of the work this will be located on the Warwick Road near to Argos.

Where can I get the number 49 bus from? (Bus Stop Code ST)

The number 49 bus will run from the stop coded ST. During all stages of the work this will be located on the Warwick Road near to Argos.

Where can I get the number 71 bus from? (Bus Stop Code SB)

The number 71 bus will run from the stop coded SB. During stage 1 this service will run from the bus shelter near to Nationwide Bank on Station Road. During Stages 2 and 3 this service will run from a temporary bus stop pole near the Hog's Head Pub on Station Road. During stage 4 the 71 will run from one of the shelters outside the Nationwide Bank, the service will be marked on the flag above the stop.

Where can I get the number 73 bus from? (Bus Stop Code SA)

The number 73 bus will run from the stop coded SA. During stage 1 this service will run from the bus shelter outside Shipley's Amusements on Station Road. During stages 2 and 3 the service will move to the temporary bus stop pole outside The White Swan pub on Station Road. . During stage 4 the 73 will run from one of the shelters outside the Nationwide Bank, the service will be marked on the flag above the stop.

Where can I get the number 37 bus from?

The number 37 bus does two loops of Solihull Town Centre. If you would like to get it to Solihull Station please use bus stop code T1, this will be located near the Coventry Building Society for stages 1 and 2. During stages 3 and 4 this service will be available from the shelters located outside the Nationwide Bank.

If you would like to take the 37 to Birmingham via Acocks Green this service will run from the bus stop coded SC. During stages 1 and 2 this service will run from its normal position which is located outside the Spar shop on Poplar Road. During stages 3 and 4 the service will move to the shelters outside the Nationwide Bank.

Where can I get the S3 bus from? (Bus stop code SD)

The S3 bus service will run from the bus stop coded SD. This service will run from the bus shelter near HSBC on Poplar road during stages 1 and 2. During stage 3 the service will move to the shelters outside the Nationwide Bank before moving to one of the new shelters during stage 4 which will be located near to the Coventry Building Society on Poplar Road.

Where can I get the 88 bus from? (Bus stop code SE)

The 88 bus service will run from the bus stop coded SE. This service will run from the bus shelter near Bar Apres on Poplar road during stages 1 and 2. During stage 3 this service will move to shelters outside the Nationwide Bank before moving to the new shelter near to Spar on Poplar Road during stage 4.

What are the dates of the different stages of work?

The Gateway works will be carried out in 4 stages. The Solihull gateway page of the Council's website will be updated 2 weeks before each stage is due to be complete so to find out which stage of the works we are currently in visit www.solihull.gov.uk/SolihullGateway.

Please note: We have a rough estimate as to when each stage of the works will take place but these are not certain and it would be best for residents to check the web page. Stage 1: March-April. Stage 2: April-May. Stage 3: May-July. Stage 4: July-September.

Where can I get a black cab from?

Taxi ranks will be provided throughout the work. There will always been one provided on Station Road.

During Stage 1 the rank will be outside Firkins on Station Road. From stage 2 onwards a rank will then be available in the service road on Station Road outside Shimla Pinks restaurant. From stage 4 onwards a rank will be available outside Bar Apres.

A new rank is being introduced in Mill Lane (outside M&S). This rank will be open prior to the works starting.

Where can private hire taxis pick up and drop off?

private hire vehicles can drop off and pick up where it is legal and safe to do so they are not permitted to travel through the restricted zone covering part of Station Road and Poplar Road (near the junction with the High Street) site covered by the works. **I have a concern or complaint about the works, where do I do this?**

Please leave the specific nature and details of your concern or complaint with the staff at the Contact Centre on 0121 704 8000. These details will then be passed on to the relevant team.

Will pedestrian crossings be provided?

Yes, after consulting with the public the need for a safe facility to cross the road for members of the public who are partially sighted or blind was identified. The plans were reviewed and updated and will now see 3 zebra crossings along Herbert Road, Station Road and Poplar Road. Signal controlled pedestrian crossings (traffic light crossings) at Herbert Road/Station Road and Poplar Road / High Street will be removed as part of the works.

How will vulnerable users of public transport know where to cross the road and to get there buses from?

There will be trained Council staff in the area affected by the works (mainly during the weeks after each works stage / changeover). They will be wearing a purple tabard with "Here to Help" written on the front and back. They will be looking out for vulnerable people (blind, disabled, people with learning difficulties) who may need assistance or guidance

Centro ns Bus operators will also have some staff on the ground (mainly at the start of each works stage / changeover); these staff will be there to help bus passengers.

Can I still access town centre car parks?

Access to all town centre off street car parks (including M&S, Lode Lane) will not be affected and will remain open.) The one way system along Poplar Road will begin after Marks and Spencer's car park, so traffic from the Warwick Road still have full access.

On street parking in Station Road will not be available during Stage 1 of the works from 2 March to 17 April when the Service Road will be closed. Alternative parking will be signed during the works.

Will access to the service roads remain open?

The front service road on Station Road will be closed during Stage 1 of the works from 2 March to 17 April. The rear Service Roads will remain open as normal.

How will this affect access to the shops on Station Road and Poplar Road?

Access to all shops and businesses will remain open to customers and worker. Work to lay new paving sta shops / business doorways will be carried out outside business hours. During the works we will always accommodate the users of the town centre.

What time of day will the work be carried out?

Generally Monday to Friday 7.30am to 5pm. Some out of hours works will be necessary including some overnight work laying the final road surface tarmac.

Where can I find out more information?

Anyone interested in the scheme can find out more information at www.solihull.gov.uk/SolihullGateway.

For more information about the changes to the **bus services** that run through Solihull town centre <http://www.networkwestmidlands.com/gateway/gateway.aspx>.