



**WHEREVER YOU'RE GOING
THERE'S A
BUS WITH YOUR
NAME ON**

A new type of flexible bus service
that takes you from A to B.

To find out more, visit tfwm.org.uk/ondemand
or give us a call on 0345 034 8670

tfwm.org.uk/ondemand
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What is West Midlands Bus on Demand?

West Midlands Bus On-demand is a new type of bus service that doesn't follow a specific route.

Instead, you book a journey and a bus will pick you up at a time you choose.

When can I travel?

West Midlands Bus on Demand operates 7 days a week:

Monday to Friday: 6am – 11pm

Saturday: 8am – 11pm

Sunday 8am – 3:30pm

How much does the service cost?

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

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

The following groups are eligible for concessionary discount: under 18s, over 67s and those with a registered disability. Find out more at tfwm.org.uk/ondemand

| Standard Fare | Concessionary Fare |
|-------------------|--------------------|
| 0 - 1.5 miles: £2 | 0-1.5 miles: £1 |
| 1.5 - 5 miles: £3 | 1.5-5 miles: £1.50 |
| 5 - 7 miles: £4 | 5 - 10 miles: £2 |
| 7 - 10 miles: £6 | |
| 10+ miles: £7 | 10+ miles: £3.50 |

Are group and bulk discounts available?

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

You are also able to bulk purchase rides:

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

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

How do I pay for my journey?

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



Do I need to register to use the service?

Yes, you will need to register if you would like to use West Midlands Bus on Demand.

You can do this:

1. **By phone:** You can register your booking by calling 0345 034 8670
2. **Through the app:** You can download the West Midlands Bus on Demand app on Google Play or iOS.

How do I book a journey?

There are two ways to book a journey:

1. **By phone:** You can make your booking by calling 0345 034 8670
2. **Through the app:** You can download the West Midlands Bus on Demand app on Google Play or iOS.

When booking you will confirm where you are travelling to and from and what time you'd like to be picked up.

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



GET THE APP

When do I need to book my journey?

Your trip can be booked immediately* or up to 7 days in advance. You will then be asked to confirm your journey and exact pick-up point.

*Your trip will be booked immediately, and a bus will come to collect you as soon as one is available.

What if I need to change my booking?

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

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



How do I catch the bus?

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

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

We cannot wait for you if you're running late, so please ensure you are at your pick-up destination before your chosen time. If the bus does not turn up, check the app or call 0345 034 8670.

The bus is not a taxi. It may pick up and drop off other people on the way to your destination.

Can anyone use the service?

Yes, anyone travelling within the service area can use West Midlands Bus on Demand.

Where can I travel to and from?

You can travel anywhere within the service area shown on the map.



Can I use the service to travel to medical appointments?

Yes, but make sure you plan ahead and leave plenty of time to travel to and from your appointment:

- When requesting your arrival time, make sure you arrive early to ensure you don't miss your appointment
- When requesting your departure time, make sure you consider the possibility of your appointment overrunning. The bus won't be able to wait around for more than a couple of minutes as it will have other passengers to collect