

## FAQs

### **Is public transport running?**

Yes. Public transport is running but with reduced capacity in order to support social distancing. You can find out more about services here: <https://journeyplanner.networkwestmidlands.com/> You should only travel if your journey is essential. Only travel to work or education sites, and venues or services that are open. You should look to reduce the number of journeys you make and do not travel to other people's homes.

### **Buses don't seem as busy as usual, but I can't get on?**

Social distancing on public transport means that capacity onboard is reduced. Buses won't look as busy but may well be at full capacity. Plan ahead and know what additional services are available.

### **Why aren't bus drivers wearing masks?**

Most buses are fitted with plastic screens between the driver and passengers. Drivers can wear a face covering if they choose to or may wear a clear face visor in situations where social distancing cannot be maintained. Each individual operator will have their own policy for their staff. As we don't have assault screens, our drivers are issued with face visors to wear when interacting with passengers when social distancing cannot be maintained.

### **My usual bus/train/tram is busy, or I cannot get on. What should I do?**

With capacity reduced you may need to wait for the next available service.

If possible, you should change the time you travel to avoid peak times such as 8am-9am or 3.30pm-4.30pm. There will be more capacity outside of these times.

Businesses are being asked to be flexible in their working hours, so check with your manager to see if you can change your working hours.

Cycling or walking may be an alternative especially for those shorter journeys.

### **Is there social distancing in place on all public transport?**

Operators are working hard to ensure that you are supported in social distancing. Capacity onboard has been reduced and passengers are reminded to keep their distance.

### **Do I have to wear a face mask onboard and in stations?**

Yes, face coverings must be worn onboard public transport and in stations. There are exemptions in place: <https://www.networkwestmidlands.com/plan-your-journey/network-overview/advice-while-travelling-during-the-coronavirus-outbreak/face-coverings/>

### **I'm exempt from wearing a mask, how do I prove this?**

There are exemptions in place and you can find out more here:

<https://www.networkwestmidlands.com/plan-your-journey/network-overview/advice-while-travelling-during-the-coronavirus-outbreak/face-coverings/>

**There were lots of children on my bus/train/tram today who weren't wearing masks. Why is this?**

We are asking everyone to wear a face covering on all public transport, in stations and at interchanges. There are exemptions in place and those under the age of 11 are not required to wear a covering. There is more info here: <https://www.networkwestmidlands.com/plan-your-journey/network-overview/advice-while-travelling-during-the-coronavirus-outbreak/face-coverings>

**How can I find out if my service will be busy?**

You can plan your journey and look for quieter periods here:

<https://www.networkwestmidlands.com/plan-your-journey/network-overview/plan-ahead/>

**Are all buses/trains/trams running?**

Yes, all buses/trains/trams are out on the network. Find out about services here:

<https://www.networkwestmidlands.com/plan-your-journey/timetables#/>

**Will face coverings be available to buy at stations?**

Not necessarily. Some larger stations will have vending machines installed where face coverings can be purchased but most smaller stations will not have facilities to purchase them.

**Will there be a one-way system at the station?**

At some larger stations there may be one-way systems in place to help enable social distancing. One-way routes will be clearly signposted.

**Are you accepting cash?**

Only where there are no other means to pay. The first choice will always be to pay online, by mobile phone, card or contactless payment, to minimise risk to staff and customers. If you have to pay using cash, please have the correct fare, as change is not being provided to minimise cash handling on some operator's services.