

TRAM Lines





September 2008 Issue 20

Unveiling the Wishbone Bridge



The bridge before work began



The painting of the Wishbone Bridge is almost complete and we would like to thank Metro customers for working with us during the service changes over the past month.

Planning to repaint the bridge began just over a year ago. Painting a bridge over an operational tramline requires a lot of planning and manpower – the bridge itself spans over 61 metres and rises over 10 metres above the track. Ensuring we had the right people working on the project was essential to minimise disruption for customers.

West Midlands based contractor Hardyman and Co. Ltd were appointed to paint the bridge. Step one was ensuring that the scaffolding was properly secured. Due to

the size of the bridge, the scaffolding alone takes seven days to erect.

Next the existing paint had to be safely blasted off the structure. To ensure the dust and dirt was contained during the process, the Wishbone Bridge was covered in 'Envirowrap' to prevent contamination to the local environment. The cover was completely waterproof, which was fortunate given the heavy rain during September.

The new paint provided the finishing touches. The specially designed silver coating is water resistant and hard wearing and was specifically produced for the project. We look forward to unveiling the new look at the end of September.

Printed on 100% recycled paper



Visit our website at www.nationalexpress.com/metro

Save time and money with a Metro Travel Card



If you are a regular user of the Metro it makes sense to invest in a Travel Card to save precious pounds in the run up to Christmas. Travel Cards offer excellent value for money and unlimited travel across the Metro service. Here we answer your questions about purchasing a Travel Card.

Which Travel Cards are available?

The Metro offers weekly, monthly and annual Travel Cards which provide unlimited travel on the Metro and can also be combined with local bus networks, such as National Express West Midlands, to provide a complete travel solution.

Where can I buy a Travel Card?

Travel Cards are available to purchase from our travel shops in Birmingham's Pavilions shopping centre and West Bromwich bus station. They are also available from over 35 other retailers throughout the West Midlands – please visit <http://www.travelmetro.co.uk/tickets/cards/metroagents.asp> for your nearest stockist.

What do I need to purchase a Travel Card?

You will need a photo identity card to accompany your Travel Card, this can be issued by your card agent when you buy your Travel Card but you will need to take a passport-sized photograph with you. Staff at the travel shops can advise on the most suitable card for your needs and assist in planning routes in the West Midlands.



Can I purchase Travel Cards online?

Yes, Travel Cards are available to purchase from our webpage www.nationalexpress.com/metro and we can also offer a direct debit service to customers wishing to save time by renewing their travel card automatically.

How much do Travel Cards cost?

The price of Travel Cards varies depending on the time you travel and whether you want to combine metro and bus travel.

- Adult off peak Travel Cards are available from £8.50
- Adult all day Travel Cards are available from £13.50
- Adult all day Travel Cards (including unlimited travel on the National Express West Midlands bus network) are available from £16.90

Meet the team

Name: Simon Wright

Job title:
Customer Service
Representative
(Conductor)

How long have you been working at the Metro?

I've been with the Midland Metro for 2½ years.

What are your interests outside of work?

Vehicle photography and collecting model vehicles, postcards, coins, stamps and anything to do with the Home Guard and Dad's Army. I also enjoy travelling by bus, train and coach and meeting people on my travels.

Interesting fact about yourself:

I worked on the famous Routemaster buses in London for 15 years as a conductor.



Crossword winner

In July's edition of Tramlines we ran a competition to win a month's pass on the Metro. Our lucky winner was Mrs Eva Jones from Bradley. She will receive her complimentary pass for unlimited travel on the Metro line.

TRAMLINES IS NOW PRINTED ON 100% RECYCLED PAPER