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## **Passengers advised of major works to install new lifts at Watford Junction**

Passengers are being advised about work starting in two weeks to replace lifts at Watford Junction station.

The major overhaul to all three lifts, which serve the platforms, will take place over the next three months.

The much-needed work, part of Britain's Railway Upgrade Plan, will improve reliability for passengers for years to come.

Work will start on Monday 28 October and will take until February 2020.

To speed up the work, all three lifts will be improved at the same time, meaning that all will be out of use for passengers.

Anyone who needs step-free access to trains is being advised to book assisted travel with London Northwestern Railway by calling 0800 024 8997.

During the work:

- Step free access will still be available for passengers using platforms 1-6. This includes London Overground services between Watford Junction and Euston.
- Platforms 9-10 can be accessed through the adjoining car park, with a shuttle taxi service to the main station ticket hall.
- Trains which call at platforms 7 and 8 will have no step free access.\*

Extra staff and porters will be on hand at Watford Junction to help passengers with heavy luggage and to get between platforms while the lifts are out of action.

Sarah Higgins, head of stations for London Northwestern Railway, said:

“We know improving the lifts at Watford Junction is a priority for our passengers and during this important work our staff will do all we can to ensure the travelling experience is as smooth as possible.

“We urge affected customers to plan their journeys carefully and to consider using alternative stations where appropriate.”

David Sides, Network Rail route asset manager for buildings, said:

“Replacing the lifts at Watford Junction is much-needed because frequent breakdowns are hugely frustrating and inconvenient for passengers.

“We understand the lift upgrade at Watford Junction will be disruptive and we are working closely with station operator London Northwestern Railway to

make everyone's journey as easy as it can be during our work.

"We thank passengers for their patience while we make these vital improvements."

You can book assisted travel by calling London Northwestern Railway's Passenger Assist team on 0800 024 8997 or by visiting [www.londonnorthwesternrailway.co.uk/book-assisted-travel](http://www.londonnorthwesternrailway.co.uk/book-assisted-travel).

Passengers are being advised to allow extra time for their journeys and to plan ahead on the National Rail Enquiries journey planner at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

### **Notes**

\*Passengers needing step-free access to platforms at Watford Junction are being urged to plan ahead and check if their service is scheduled to stop at platforms 7 or 8 on the [www.nationalrail.co.uk](http://www.nationalrail.co.uk) journey planner.

The advice for travellers coming from the south on services due to arrive on platforms 7/8 is to instead catch a London Overground service to Watford Junction. Alternatively, there is an hourly London Northwestern Railway service which arrives on platform 6 at Watford Junction (usually XX49).

Passengers travelling from the north on services due to arrive on platforms 7/8 should change trains at Milton Keynes for a service which arrives on platform 9 at Watford Junction. Taxis will be provided from Milton Keynes if no appropriate service is available.

To make journeys as smooth as possible people are advised to call London Northwestern Railway Passenger Assist for advice on 0800 024 8997 or by visiting [www.londonnorthwesternrailway.co.uk/book-assisted-travel](http://www.londonnorthwesternrailway.co.uk/book-assisted-travel).

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### **About West Midlands Trains**

For further information on this release, call our press office on 03300 955150 or email [press.office@wmtrains.co.uk](mailto:press.office@wmtrains.co.uk)

West Midlands Trains operates both West Midlands Railway and London Northwestern Railway services.

- **London Northwestern Railway** services operate between Liverpool and Birmingham, and on the West Coast mainline to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

For more information on these services visit [westmidlandsrailway.co.uk](http://westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](http://londonnorthwesternrailway.co.uk)

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

West Midlands Trains operates 1,300 services a day, manages 150 stations and provides over 70 million passenger journeys a year. Over the course of the franchise, West Midlands Trains will be investing £1 billion into the rail network to deliver new trains, improved routes and station upgrades. This will include 400 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

The franchise is a joint venture between Abellio (70.1% share) and East Japan Railway Company / Mitsui & Co., Ltd (29.9% share in a 50:50 split). Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. In the UK, Abellio operates ScotRail and Greater Anglia train services, Merseyrail services in a joint venture with Serco and buses through Abellio London. For more information visit [www.abellio.com](http://www.abellio.com)

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