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## Passengers to benefit from new real-time information system

Passengers travelling on London Northwestern Railway services to and from London Euston and Liverpool, will benefit from a new, on-board passenger information system.

Trains on these routes will soon be fitted with 22 inch screens in each carriage, to provide real-time service updates and onward travel information.

The new passenger information system will help get updates to travellers quicker and in a more user friendly format.

The system has been developed by KeTech and Axion, and will be fitted to 50 Siemens Class 350 trains. Passengers will see the systems put into use between May 2019 and May 2020.

The trains operate London Northwestern Railway services to and from London Euston, and between Birmingham New Street and Liverpool Lime Street. They are also used on West Midlands Railway services between Walsall and Wolverhampton.

The trains due to be fitted with the new system are part of a fleet that will continue to operate across the London Northwestern Railway and West Midlands Railway networks, when new Bombardier Aventura units are introduced from 2021 onwards.

David Whitley, head of customer experience for London Northwestern Railway said: “We know that providing timely and accurate passenger information makes a big difference to our customers. This new system is part of a £29m investment into our current fleet, and part of a wider £1bn worth of investment into our services. This new system will be a great improvement on what our customers currently experience and will allow us to communicate changes to services more quickly and clearly, as well as helping people plan their onward journeys.”

The Passenger Information System is being provided by KeTech, who have worked in collaboration with Axion to produce the industry-leading system.

Denise Lawrenson, managing director for KeTech, said: “We are pleased to be supplying London Northwestern Railway with this industry-leading, integrated information system. Connecting both passengers and operators together with real-time and enhanced journey information. In a world where Passengers are ever-more connected, it is essential that they are kept informed at every stage of their journey, something that London Northwestern Railway has committed to through this upgrade.”

**ENDS**

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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)

## About Ketech

KeTech specialises in the provision of enhanced, real-time information, improving rail customer experience and ensuring that both passengers and operators are better informed throughout the end-to-end journey. It is the leading specialist in aggregating real-time data to create innovative solutions to enhance the rail journey. KeTech has 20 years of experience delivering proven systems to the UK Rail market for both on-train and wayside applications.

## About West Midlands Trains

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](https://www.westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](https://www.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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