



Coronavirus Travel Update

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Video: West Midlands Railway urges passengers to wear face coverings on every journey

Rail passengers are being urged to wear face coverings on every journey as part of a new social distancing campaign launched by West Midlands Railway today.

The operator, which is still urging passengers to only use the train if they have no other means of transport available, has released an instructive video to demonstrate the social distancing measures in place at stations and help customers travel responsibly.

Guiding customers step-by-step through each of the measures put in place, the video provides important information on new signs and one-way systems, social distancing on platforms, stairs and escalators as well as advice on how and when to purchase tickets.



[Watch video on YouTube here](#)

The operator is asking all passengers to follow government guidelines by wearing a face covering, carrying hand sanitiser and washing their hands before and after travel.

Jonny Wiseman, head of customer experience at West Midlands Railway, said:

“Whilst we are running the longest trains and most frequent service possible, current social distancing rules mean there are far fewer places for passengers than normal so we’re asking people to only travel if their journey is necessary.

“We know that as businesses begin to reopen some customers have no alternative to the train, which is why we are doing everything we can to help journeys run smoothly.

“As well as full guidelines on our website, we’ve created a helpful video to help our customers understand what they need to prepare before setting off on their journey, and what to expect on arrival at our stations.”

In addition to social distancing measures, West Midlands Railway is

encouraging customers to plan ahead, buy online and avoid busier commuting times if possible.

About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email 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 or londonnorthwesternrailway.co.uk

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

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Press Office - Media Use Only

Press Contact

press.office@wmtrains.co.uk

0330 095 5626