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Chance for London Euston passengers to have their say

Passengers using London Northwestern Railway (LNR) services at London Euston will have a chance to discuss their service with senior managers this week.

As part of the 'Whistle Stop Tour' initiative, LNR officials will be on hand to answer questions during the evening peak at the popular station on Wednesday 2 October.

The session follows the introduction of LNR's new timetable in May which

brought in more peak time services, increased capacity and both earlier and later departures from London Euston throughout the week. The changes benefited passengers travelling for both work and leisure – including those using rail services during evenings and weekends.

Jonny Wiseman, customer experience director for London Northwestern Railway, said:

“Our timetable improvements introduced more direct services to destinations across our network and improved capacity on some of our busiest services.

“In order to accommodate these changes it was necessary to alter train times and carriage formations and we know that some passengers will have had to adjust their journeys.

“We have already taken on board feedback from across the LNR network and I am pleased these ‘Whistle Stop Tour’ events will give our passengers another chance to discuss our timetables and services directly with our staff.”

The 'Whistle Stop Tour' visits London Euston on Wednesday 2 October from 7.30am-7.30pm.

For more information and to find out more about future 'Whistle Stop Tour' dates go to londonnorthwesternrailway.co.uk/whistle-stop-tour

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.

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

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