



# West Midlands Railway

Mar 23, 2020 16:00 GMT

## **New train timetable: West Midlands Railway responds to customer feedback**

West Midlands Railway will add more carriages to its busiest services from tomorrow (Tue 24 Mar) following the introduction of a new reduced timetable.

The operator introduced the timetable following a steep drop in passenger numbers and to ensure that key workers can still travel around our network.

Despite government advice that people should only travel if essential, the operator received reports of busy platforms on some routes into Birmingham Snow Hill this morning.

Jonny Wiseman, customer experience director for West Midlands Railway, said:

“We apologise to those customers who found their train was very busy this morning. We have responded immediately and have taken action to add more carriages where needed.

“The rail industry moved quickly to bring in this emergency timetable, reducing a process which would normally take many months to just a few days. We will continue to monitor the situation and make further changes if needed.

“We are also appealing to our passengers to follow government advice and only use the train if it is truly necessary to help us support social distancing.”

For the latest travel information and copies of the reduced timetables, visit [www.wmr.uk/coronavirus](http://www.wmr.uk/coronavirus) or follow @WestMidRailway on Twitter.

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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 80 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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