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## Passengers given chance to quiz West Midlands Railway in Worcester

Passengers in Worcester will be able to speak to managers from West Midlands Railway (WMR) at a special drop-in event in the city next week.

The session will take place on the concourse at Worcester Foregate Street from 4.30pm to 6.30pm on Thursday 25 November as part of the operator's 'Whistle Stop Tour'.

Managers will be on hand to answer questions about WMR services and listen to feedback from passengers.

Jonny Wiseman, customer experience director for WMR, said:

“We know our passengers in Worcester have suffered too many short-notice cancellations as we continue to feel the knock-on impact of the pandemic on our driver training programme.

“That’s why our team are keen to meet as many people as possible face-to-face so we can answer questions and explain how we plan to get the service back on track.”

For updates on the steps WMR is taking to improve performance on its routes via Birmingham Snow Hill – including services to and from Worcester – click [here](#).

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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 Main Line to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street and Birmingham Snow Hill.

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

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Press Contact

[press.office@wmtrains.co.uk](mailto:press.office@wmtrains.co.uk)

0330 095 5626