

London Northwestern Railway

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Passengers invited to have their say on new London Northwestern Railway timetable

Passengers are being invited to have their say on the new London Northwestern Railway (LNR) timetable at a series of on-station events in Hertfordshire this month.

The new timetable - which came into effect on Sunday 15 December - brought with it 16 additional carriages for services to and from London Euston, with 24 more to follow in the next few months.

Now, passengers are being invited to meet senior managers from LNR face-to-face at a series of 'Whistle Stop Tour' events this month.

Jonny Wiseman, customer experience director for LNR, said:

"We know that over the last few months some of our passengers have been making journeys which have not been as good as they should have been.

"In December we simplified our timetable and introduce extra carriages in order to improve the reliability of our services and the overall experience for our customers.

"Now the timetable has been in for a few weeks we want to hear feedback from our passengers on their journeys and these face-to-face sessions at our stations are a great opportunity to do that."

The 'Whistle Stop Tour' will call at Hertfordshire stations on the following dates:

- Kings Langley - Wednesday 8 January 2020 - 5-7pm
- Hemel Hempstead - Friday 17 January 2020 - 5-7pm
- Berkhamsted - Tuesday 21 January 2020 - 5-7pm
- Apsley - Thursday 30 January 2020 - 5-7pm

Further sessions at other stations across the London Northwestern Railway network will be arranged soon - for the latest dates visit www.lnr.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.

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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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