

Join our Customer Panel

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West Midlands Railway invites passengers to have their say

Rail passengers in the West Midlands are being invited to have their say on their local train service.

With thousands of people returning to the railway as society reopens, passenger numbers are currently at their highest level since the start of the pandemic.

Now, with many schools and workplaces preparing to reopen, West Midlands Railway (WMR) wants to hear from passengers with comments or ideas on the service – views are welcome on everything from timetables and

announcements to communication and stations.

Passengers do not have to be regular train travellers to take part in the panel and anyone from any background is welcome to join.

Jonny Wiseman, WMR customer experience director, said:

“With thousands of people starting to travel by train again for work and for leisure, now is the perfect time to join our popular Customer Panel.

“As we emerge from the pandemic it is more important than ever that we listen to our passengers as we work out what people want from their service post-Covid.”

Passengers successful in joining the panel will be given the opportunity to take part in online surveys and focus groups which will help shape important decisions about how the railway is run.

As well as running the Customer Panel, West Midlands Railway also runs a Stakeholder Equality Group focused on accessibility and Transport Integration Forums with local authorities and other transport operators across the region.

For more information on how to join the panel, click [here](#).

Ends

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 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 or londonnorthwesternrailway.co.uk

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