



West Midlands Railway

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West Midlands Railway: Ticket office modernisation plans consultation extended

Passengers are being given more time to respond to proposals published by West Midlands Railway (WMR) to modernise the way train tickets are sold at stations.

The company, alongside other train operators in England, has today (July 26) announced that the consultation will be extended to Friday 1 September – an extra five and a half weeks.

By extending this period, WMR is giving passengers additional time to take part in the consultation so that more people can have their say on how tickets are sold at stations.

The proposals represent the biggest change to customer retailing since the 1990s, when 82% of all tickets were sold at ticket offices, compared to just 12% today.

Ian McConnell, managing director of West Midlands Railway, said:

“By extending the consultation period we hope more passengers will be able to have their say on our proposals for ticket retailing.

“The extension will ensure a wide range of voices are heard which will be important to shape the outcome of the final plans.”

Further information on West Midlands Railway’s proposals can be found at www.wmr.uk/ticket-offices

Notes to editors

Customers who would like to comment on these proposals can contact Transport Focus, the independent transport user watchdog, by Friday 1 September 2023 at TicketOffice.WMT@transportfocus.org.uk or Freepost: RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ.

For more information about how to have your say visit www.transportfocus.org.uk

About West Midlands Trains

For further information on this release, 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](https://www.westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](https://www.londonnorthwesternrailway.co.uk)

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