

Boost for LNER customers as services return

September 7, 2020



London North Eastern Railway (LNER) has introduced a number of extra services to the existing timetable from today.

This has added more than 1,600 seats for customers each weekday compared to the timetable last week.

The increase, which came into effect from Monday (7 September), has seen extra services, including 10 Anglo-Scottish services, return to the timetable.

Destinations such as Peterborough, Doncaster, York and Newcastle are all benefitting from additional services as a result.

The September timetable follows the recent introduction of a new London to Bradford service as well as the return of services to destinations such as Lincoln and Harrogate.

LNER Managing Director, David Horne, said: "The changes that we're introducing from 7 September will increase our service levels from around 75 per cent up to 85 per cent of our pre-Covid timetable, so it's a significant step forward as we welcome more passengers back to our services.

“These additional services will also provide a welcome boost to communities along our route, such as Peterborough, York and Newcastle, which are just some of the destinations set to benefit.

“We are seeing more people travelling on our trains and these extra services will ensure that we can maintain social distancing in the coming weeks. We continue to work hard to ensure that travel on our trains is safe, with enhanced cleaning on trains and at our stations, complemented by our reservation-only approach to ensure everyone has a socially-distanced seat.”

LNER continues to run reservation-only services and is offering a limited catering offer onboard to support customers in maintaining social distancing. Mandatory reservations allow social distancing and give customers peace of mind knowing they will have a seat and be safe onboard throughout the duration of their journey.

Research by the Rail Safety and Standards Board (RSSB) has found the risk of Covid-19 infection being less than 0.01% on an average journey. The analysis has shown the risk of contracting Covid-19 while travelling by train is about 1 in 11,000 journeys. This is equivalent to a chance of less than 0.01%, based on an hour-long train journey in a carriage with no social distancing or face coverings.

The report which was supported by LNER also shows that the risk more than halves if passengers wear a face covering. These have been mandatory when travelling by train since June, unless exempt. The extra safety measures implemented by LNER to support the safety of customers and staff has been recognised by Visit Britain’s UK-wide industry standard and consumer mark to reassure customers businesses adhere to Government and public health guidance.

An enhanced cleaning regime is also undertaken both on LNER services and at LNER stations along the East Coast route. This is part of the LNER Safer Travel Pledge which also offers:

- Worry-free ticket booking which allows easy changes
- Encouraging the use of e-Ticketing for simpler and speedier access to tickets
- Mandatory seat reservations ensuring a safe number of people onboard

LNER has also developed and launched an easy to use online seat finder tool to help customers identify quieter trains and travel outside of busier times as customer numbers continue to grow.

Photo credit: LNER

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