

New train timetable: West Midlands Railway responds to customer feedback

March 23, 2020



West Midlands Railway will add more carriages to its busiest services from Tuesday following the introduction of a new reduced timetable.

The operator introduced the timetable following a steep drop in passenger numbers and to ensure that key workers can still travel around our network.

Despite government advice that people should only travel if essential, the operator received reports of busy platforms on some routes into Birmingham Snow Hill this morning.

Jonny Wiseman, customer experience director for West Midlands Railway, said: "We apologise to those customers who found their train was very busy this morning. We have responded immediately and have taken action to add more carriages where needed.

“The rail industry moved quickly to bring in this emergency timetable, reducing a process which would normally take many months to just a few days. We will continue to monitor the situation and make further changes if needed.

“We are also appealing to our passengers to follow government advice and only use the train if it is truly necessary to help us support social distancing.”

For the latest travel information and copies of the reduced timetables, visit www.wmr.uk/coronavirus or follow @WestMidRailway on Twitter.

Photo credit: West Midlands Railway