

Northern and Network Rail open new customer information point in Leeds station

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A brand-new customer information point has been formally opened in Leeds station to deliver a better experience and offer more support for passengers.

Funded by Network Rail, the new facility will be operated by Northern staff.

Located at the heart of the station concourse, passengers will be able to visit the kiosk for the latest train times for all rail services, help with accessible travel and station directions. The design also provides a waiting area for passengers who are requesting special assistance.

Tony Baxter, regional director at Northern said: "Our customers are at the heart of all we do, and the new information point will give those customers better and clearer information about our services.

"The upgrade is part of our broader plan to make our stations safe, accessible and welcoming for all.

"Even small changes like this can make a big impact for our customers using the Northern network."

Maxine Joicey, Leeds station customer experience manager for Network Rail, said: “It’s great to see that our new customer information point is now open for passengers. Working with our colleagues at Northern, we’ll be able to offer a better experience for the thousands of passengers who travel through our station each year.

“I’d encourage people to come and speak to the team and ask for help whenever they need it.”

Photo credit: Northern