



Examples of new signage at Birmingham's Snow Hill station

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## West Midlands Railway: Only catch the train if you have no other choice

West Midlands Railway is stepping up its messaging on essential travel and social distancing ahead of timetable changes this weekend. Major stations across the WMR network are receiving a makeover to reinforce the need for social distancing.

With some workplaces across the West Midlands beginning to reopen, the operator is urging passengers to avoid the rail network unless they have no other travel option.

To help passengers maintain social distancing, West Midlands Railway is installing new signage at stations including markings on platforms, staircases and in ticket halls.

Additionally, a one-way system is being brought into operation at Birmingham's Snow Hill station to help passengers flow through the concourse more easily.

Jonny Wiseman, customer experience director for West Midlands Railway, said:

"I would like to thank our customers who have continued to stay away from the railways to save space for those people making truly essential journeys with no other travel option.

"Maintaining social distancing on the railway network is a real challenge because the concept goes against the entire principle of mass transit. We have had to think hard and move fast to bring in new ways of moving people within social distancing constraints.

"It is absolutely essential that our customers play their part by being kind, considerate and travelling responsibly. Only use public transport if you absolutely have to travel and have no other alternative."

A new West Midlands Railway timetable comes into operation from Monday 18 May. Passengers making essential journeys are advised to check their train times before travelling at [www.wmr.uk/coronavirus](http://www.wmr.uk/coronavirus)

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## About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email [press.office@wmtrains.co.uk](mailto: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 mainline to and from London Euston.

- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

For more information on these services visit [westmidlandsrailway.co.uk](https://www.westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](https://www.londonnorthwesternrailway.co.uk)

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

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