



On the Rails PODCAST

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West Midlands Railway passengers offered chance to go ‘behind the scenes’ in latest company podcast

A rare behind-the-scenes look at West Midlands Railway (WMR) and exclusive insights from the company’s senior management are among the highlights in the latest edition of the operator’s popular “On the Rails” podcast.

WMR, in partnership with sister operator London Northwestern Railway, carries more than five million customers every month and passengers can now tune in to a special podcast episode recorded at the company’s annual conference.

This year's event was hosted by Vicki Pipe, co-creator of the All the Stations project. In the episode, Vicki leads a live panel Q&A session with four of the company's department leads, covering drivers, conductors, stations and performance.

Answering a mix of questions, the four senior team members discuss a range of topics from AI and gender diversity to travel disruption and training programmes.

Listeners are invited to experience what it's like to attend the conference and network with attendees, hearing from representatives of the Community Rail Network, the Mental Wealth Company and WMR's own graduate scheme.

Jonny Wiseman, WMR customer experience director, said: "Our 'On the Rails' podcast gives customers an insight into the inner workings of the rail industry.

"This episode brings a behind-the-scenes look at our yearly conference, with the chance to hear our department leads answer questions put to them live.

"I'm sure some of the questions asked will be on the mind of our customers too, so sharing it publicly was something we were really excited to do."

To listen to WMR's latest podcast episode, visit www.wmr.uk/podcast.

About London Northwestern & West Midlands Railways

For further information on this release, email press.office@wmtrains.co.uk

London Northwestern & West Midlands Railways 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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