



West Midlands Railway staff with face coverings at Worcester Foregate Street during the first week of mandatory use

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West Midlands Railway says 'thank you' as passengers don face coverings

West Midlands Railway (WMR) has thanked passengers in the region for their co-operation in consistently wearing face coverings on board since their use became mandatory on Monday.

The operator estimates around 90% of customers using its trains this week have brought face coverings with them when making necessary journeys.

WMR staff have been educating and assisting passengers at stations all week, as well as handing out face coverings at some strategic locations.

Jonny Wiseman, customer experience director for West Midlands Railway, said: “We are very grateful to our passengers who still need to travel by train for their co-operation in following the new safety rules.

“Less than half of passengers were wearing face coverings before this rule change so to double that figure is a real testament to our customers’ willingness to do the right thing.

“We know this new way of travelling will take some getting used to, which is why our focus is on informing, educating and encouraging passengers to follow the rules.”

Advice on how to make a face covering and instructions for using one are available on the government website [here](#).

WMR is reminding customers that some passengers – such as those with breathing difficulties or aged under 11 – are exempt from the new face covering regulations.

As well as wearing a face covering, WMR is urging passengers to only travel if their journey is necessary, buy tickets online and wash their hands before and after travelling.

For the latest travel advice, visit www.wmr.uk/coronavirus or follow @WestMidRailway on Twitter.

About West Midlands Trains

For further information on this release, call our press office on 03300 955150 or email 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 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)

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

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