



Jul 17, 2020 09:30 BST

## West Midlands Railway taking extra steps to keep all passengers moving safely this summer

West Midlands Railway is reassuring customers who require assistance when travelling that help is still available on the rail network despite the impact of coronavirus.

The operator has released a series of informative [videos](#) detailing the steps railway staff are taking to help passengers with support needs travel on trains and through stations.

The videos explain how staff are wearing protective equipment and maintaining arm contact with visually-impaired passengers while keeping as much physical distance as possible. A thorough wheelchair cleaning regime has also been introduced at stations.

Jonny Wiseman, customer experience director, said: “In this new era of travel it is vitally important we make sure passengers who need extra help when travelling are not left behind.

“We have made great strides in recent years in improving accessibility on the railway network and we are determined to continue that good work while we adjust to social distancing requirements.

“I would encourage passengers to use our website or phone line to book free assistance in advance wherever possible to help us provide the best possible service.”

Last year West Midlands Railway and sister company London Northwestern Railway carried out almost 50,000 acts of passenger assistance between them across the network.

The operators are also reminding passengers that it is compulsory to wear a face covering on board trains. Exemptions apply – see [www.wmr.uk/facecoverings](http://www.wmr.uk/facecoverings) for more details.

To book assistance, passengers should visit [www.wmr.uk/assistance](http://www.wmr.uk/assistance) or call 0800 024 8998.

---

## 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 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.

If you have been sent this press release, this is because we believe this to be of interest to you.

To sign up for all future releases, visit our newsroom and subscribe to our updates. You can unsubscribe to our releases at any time.

## Contacts



### **Press Office - Media Use Only**

Press Contact

[press.office@wmtrains.co.uk](mailto:press.office@wmtrains.co.uk)

03300 955150