



## **London Midland offers a 'Thank You' to passengers on West Coast Mainline**

Rail operator London Midland is offering a season ticket extension of three days as a thank you to passengers affected by the Commissioning Timetable.

The following routes have been specifically chosen because these services on the West Coast were most affected by the impact of the Commissioning Timetable.

This is valid for passengers who travel\*

- Between Northampton and London Euston (and all stations along this route)
- Along the Marston Vale branch line between Bedford and Bletchley and
- Abbey Line between Watford Junction and St Albans Abbey.

London Midland operated fewer off-peak services during the Commissioning Timetable which was scheduled to allow the phasing-in of the full new timetable.

London Midland's new full West Coast Mainline timetable has been operating on our routes from Birmingham, Crewe and Northampton and all stations to London Euston from 16 February.

As a thank you to regular passengers, and in view of the disruption experienced by travellers over the last two months, we are offering three days' credit to London Midland season ticket holders who travel on some of our key West Coast Routes and two of our branch line services.

Steve Banaghan, London Midland's managing director, said: "This offer is a 'thank you' to our regular passengers.

"On a number of occasions since the start of the new timetable, we recognise that we have fallen short of the standards of service we should have provided. We would like to apologise for this.

"We are working hard to improve our services and have made a number of changes since the start of the new timetable.

"We believe this is resulting in an improvement in performance but accept there is still a great deal of hard work to be done."

\*The offer is subject to terms and conditions.