

London Northwestern Railway

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Abbey Line passengers offered chance to quiz London Northwestern Railway bosses

Passengers who use London Northwestern Railway (LNR) services on the Abbey Line between Watford Junction and St Albans Abbey are being offered the chance to have their questions answered as part of a new online Q&A.

As part of its commitment to keeping customers informed, LNR has held regular face-to-face sessions for passengers at stations across the network as part of its popular 'Whistle Stop Tour'.

With in-person sessions not currently possible due to coronavirus restrictions, the operator is moving the Whistle Stop Tour online, with passengers on the Abbey Line the next to have their questions answered.

The online Whistle Stop Tour will see passengers submit their questions in advance with answers collated and posted in the form of a video podcast on LNR's website and social media channels.

A rail replacement bus service is currently in operation on the line due to the impact of coronavirus on train crew availability. Questions are welcome on both the operation of the bus service or the trains which serve the route.

Lawrence Bowman, customer experience director for London Northwestern Railway, said:

"The past nine months have been a challenging time for everybody as we all get used to new ways of travelling and we appreciate the patience our customers have shown.

"Unfortunately due to the impact of coronavirus on our train crew it has not always been possible to keep trains running on the Abbey Line and I hope this session will help provide explanations so passengers can better understand the ongoing issues.

"With Covid-19 restricting our ability to meet passengers face-to-face, I am delighted we have found a way to create a virtual Whistle Stop Tour and I look forward to hearing people's questions."

To submit a question for the Abbey Line Whistle Stop Tour, click [here](#) – questions must be submitted by 4pm on Monday 18 January 2021.

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)

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