



West Midlands Railway

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Snow Hill Line passengers offered chance to quiz West Midlands Railway bosses

Passengers who use West Midlands Railway (WMR) services via Birmingham Snow Hill 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, WMR 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 Snow Hill Lines the first to have their questions answered. Routes through Snow Hill include trains serving Stratford-upon-Avon, Dorridge, Solihull, Stourbridge, Kidderminster and Worcester.

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 WMR's website and social media channels.

Jonny Wiseman, customer experience director for West Midlands Railway, said:

"This has been a year like no other and we are extremely grateful to all our customers for the patience they have shown as we've all been getting used to new ways of travelling.

"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 Snow Hill Lines Whistle Stop Tour, click [here](#).

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 or londonnorthwesternrailway.co.uk

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