

Dear Passenger,

I wanted to take this opportunity to thank you for your ongoing patience during these challenging times. Just like everyone else, the Coronavirus pandemic has had a significant impact on our business including our workforce, meaning that many of our colleagues have been self-isolating or shielding. Since the beginning of the lockdown, we've worked really hard to provide a reliable train service for passengers across the network, but this has meant that we've had to adapt our timetable based on the level of demand and the availability of our own staff, who are not immune to the effects of Coronavirus.

As a result of this we haven't been able to run a train service along the Marston Vale Line since the end of March. The decision to replace the train service with rail replacement buses was not taken lightly, especially as passengers have not had a satisfactory train service for well over 12 months, due to the reliability of our trains and the issues with the level crossings at Kempston Hardwick and Stewartby. I appreciate that rail replacement buses are not passengers number one choice, but they are providing a good service and there is enough capacity on board to be able to socially distance.

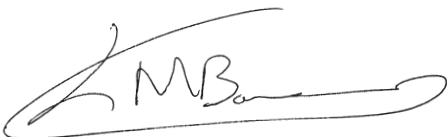
Although we don't have a date of when the trains will return to the Marston Vale Line, I can assure you that they will return, and it remains a key priority. Our first steps to bringing back a train service will be introducing a reduced timetable during the morning and afternoon peaks which will be supplemented by rail replacement buses throughout the rest of the day. As soon as we do have a planned date for this re-introduction, I will be sure to communicate with you again.

It's really important that when the train service does resume, it performs to a high standard and passengers can rely on it. Which is why, during lockdown colleagues at Vivarail have been carrying out a number of major modifications to improve the performance and reliability of the trains and Network Rail have been working on a solution to rectify the issues with the level crossings.

Thank you once again for your patience and understanding, it is truly appreciated. We will continue to work towards the reintroduction of a train service and will endeavour to do this as soon as possible.

Please remember our train services remain for necessary journeys only, in line with Government guidance.

Best wishes



Lawrence Bowman

Customer Experience Director, London Northwestern Railway