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## Operated by West Midlands Trains

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# Major disruption with West Midlands Railway and London Northwestern Railway services

Passengers using West Midlands Railway and London Northwestern Railway services on Wednesday 4 September are being advised to check their journeys before travelling. Due to a major IT incident which has occurred overnight, services are expected to be disrupted throughout the day.

Engineers have been working throughout the night to repair the damage and although contingency plans have been put in place, it is expected that issues with the customer information screens at stations, telephone lines and ticket buying facilities at stations will continue for the rest of the day.

Train operators have been briefed and will be aware that there will be some passengers who have been unable to collect their pre-booked tickets.

Passengers are advised to use the West Midlands Railway, London Northwestern Railway and National Rail website and app for up to date information. Please note that our Customer Relations Team will be unavailable however information will be available via our Twitter page.

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## 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 mainline to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

For more information on these services visit [westmidlandsrailway.co.uk](https://westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](https://londonnorthwesternrailway.co.uk)

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

West Midlands Trains operates 1,300 services a day, manages 150 stations and provides over 70 million passenger journeys a year. Over the course of the franchise, West Midlands Trains will be investing £1 billion into the rail network to deliver new trains, improved routes and station upgrades. This will include 400 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

The franchise is a joint venture between Abellio (70.1% share) and East Japan

Railway Company / Mitsui & Co., Ltd (29.9% share in a 50:50 split). Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. In the UK, Abellio operates ScotRail and Greater Anglia train services, Merseyrail services in a joint venture with Serco and buses through Abellio London. For more information visit [www.abellio.com](http://www.abellio.com)

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## Contacts



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

Press Contact

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

03300 955150