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Reduced service on Snow Hill Lines following signalling fault

Passengers in the West Midlands are being advised to check their journeys today (Saturday 26 September), following a serious signalling fault which is affecting services via Birmingham Snow Hill.

West Midlands Railway has introduced an emergency timetable to provide a reduced, regular service for passengers which will be in place for at least the rest of the day.

Passengers are advised to check their journeys before travelling using live journey planners.

Replacement road transport is in operation along the route to supplement the limited train service, which is in operation between Worcester and Stratford via Birmingham city centre.

The timetable will be similar to the one that operated on Monday and Tuesday this week (21 and 22 September) following similar serious signalling issue on the route.

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

"We apologise to our customers whose journeys have been impacted by the signalling issues on our services via Birmingham Snow Hill this week, and it is unfortunate that we have had to respond to a second major signalling issue in as many days.

"Network Rail is working hard to repair the signals as quickly as possible but in the meantime we are only able to run a limited number of trains so additional road transport is in operation.

"I urge passengers to check their journeys before setting out and to consider using alternative routes if possible."

Any passengers whose journeys have been delayed by more than 15 minutes as a result of the disruption can claim compensation via the Delay Repay scheme by clicking [here](#).

ENDS

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)

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

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