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## **West Midlands Railway thanks passengers following Snow Hill signal failure**

West Midlands Railway has thanked passengers for their patience following a second day of reduced services on lines via Birmingham Snow Hill following a serious signalling fault.

Following the failure, which occurred yesterday morning (Monday), the operator has been running an emergency timetable on services between Worcester and Stratford, via Snow Hill.

The [timetable](#) has been designed to provide a reduced, regular service for passengers and is being supported by road transport while Network Rail technicians continue to fix the fault.

The emergency timetable will remain in place for the rest of today (Tuesday) and passengers are advised to check their journeys before travelling using live departure boards.

It is expected repairs will be concluded overnight to allow a return to the regular timetable tomorrow (Wednesday) but passengers are again advised to check their train before setting out.

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

"This has been a significant signalling fault and we would like to say a big 'thank you' to our customers whose journeys may have been impacted for their patience.

"Network Rail is continue to work hard to repair the signals but I would urge passengers planning to travel for the rest of today and tomorrow to check their journeys before travelling and consider alternative routes where 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](#).

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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 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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