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Operated by West Midlands Trains

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## West Midlands Trains to invest an additional £20m into rail network

West Midlands Trains will invest an additional £20m into the railway network following a period of poor performance in 2019.

The additional investment has been agreed with the Department for Transport as part of a detailed plan to improve services which includes performance-boosting timetable changes and hiring additional staff.

Julian Edwards, managing director of West Midlands Trains, said:

"Our performance in the second half of last year was simply unacceptable and we apologise to all our customers for this. Passengers can be assured we have developed a robust recovery plan which builds on our recent improved reliability.

"It is right we continue to compensate our customers and we will shortly confirm further discounts covering February half-term and beyond. This is on top of the season ticket and summer discounts we have already implemented.

"We have held detailed discussions with the West Midlands Mayor and others to ensure this extra investment - over and above our original £1billion franchise commitment - benefits all our customers and restores the reliable rail service they deserve.

"We are fully focused on achieving this as quickly as possible. Every issue cannot be solved overnight and we thank our customers for their patience while we fix their service."

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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](http://westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](http://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 80 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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