



## ENGLAND

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# London Midland told to compensate delayed passengers

**Train passengers hit by weeks of cancellations and delays because of a London Midland (LM) driver shortage are set to be offered free travel.**

More than 950 services were affected between 14 October and 10 December.

The government has told LM to offer a £7m package of benefits, which includes season ticket holders getting five days of free travel passes.

Transport Minister Norman Baker said the firm had fallen short of its franchise obligations.

The government has also secured 500,000 additional cheap advance tickets for passengers on key routes serving London, Birmingham, Northampton, Crewe and Liverpool and a commitment to invest in infrastructure improvements.

### **'Yellow card'**

Mr Baker said: "London Midland has cancelled or delayed hundreds of services in recent months.

"On repeated occasions, they were not able to provide enough drivers and some services had to be cancelled, with severe delays to services, and they have fallen short both of everyone's expectations and their franchise obligations.