



Understanding rail passengers – delays and compensation

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Contact: Keith Bailey, Research Team, Passenger Focus
Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX
Tel: 0300 123 0822 Email: keith.bailey@passengerfocus.org.uk

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Understanding rail passengers



- The *National Passenger Survey (NPS)* run by **Passenger Focus** provides a detailed picture of passengers' journey experiences, but cannot address every topic of interest to the industry (for more details click [here](#)).
- This series of occasional reports aims to fill some of these gaps in our knowledge through additional analysis or separate ad hoc survey research.

Understanding rail passengers – delays and compensation



- In this report we look at passengers' experience of delays to their rail travel, whether they claimed compensation and their experience of the claims process, together with awareness of when compensation, or a refund, is generally payable.
- The findings in this report should be considered by train operators (and regulators) in reviewing how they make passengers aware of compensation arrangements and how these are implemented.

Delays and compensation

What did we find?

- A massive 88 per cent of those apparently eligible for compensation for their delay did not do so.
- The main reasons given were down to a lack of awareness:
 - 44 per cent did not even consider it
 - 30 per cent considered it, but did not think they would be entitled.
- Once passengers have made one compensation claim they are more likely to do so again.

Delays and compensation

So what do passengers want?

- Greater awareness of the right to complain - passenger rights should not be hidden away as contractual 'small print'.
- The train company should do more to inform passengers of:
 - their rights in general
 - their eligibility to claim in certain circumstances. For example:
 - announcements on the train when a delay threshold has been reached
 - posters at stations or notices on websites after a major delay.

Delays and compensation

So what do passengers want?

- Greater awareness is the key to empowering passengers.
- Making it easier to claim:
 - many passengers wanted an on-line process – writing a letter being perceived as too slow and cumbersome. This perception deters claims
 - hand out claim forms on trains or at stations.

Delays and compensation

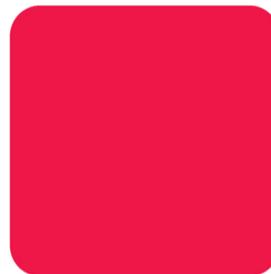
So what do passengers want?

- Giving compensation in the form that passengers want:
 - compensation in cash or a refund to the credit card used is deemed more equitable than rail vouchers
 - if vouchers have to be used then make sure they can be used on-line, where the cheapest tickets can be purchased.

Delays and compensation research

*Summary of key
findings*

May 2013



Background

The research

In March 2013, Passenger Focus conducted an online survey to understand more about passengers' awareness and experience of compensation as a result of delays, as well as their attitudes towards the current provision for compensation in the rail industry.

Just over 500 passengers were interviewed, all of whom had experienced a delay of 30 minutes or more in the last six months. (In many cases, this would entitle them to claim compensation from their train operating company (TOC) for the delay; however this varies according to TOC and the individual circumstances.) Within this we spoke to two groups of passengers: those who had claimed compensation for a delay in the last six months, and those who had not claimed compensation.

The research sought to understand:

- Nature of delay
- Awareness of compensation
- Experience of claiming compensation
- Barriers to claiming compensation
- Outcomes of claiming compensation
- Satisfaction with the current basis for claiming compensation
- Passenger preferences for claiming compensation in the future

This summary

These summary charts provide a top-line summary of the key findings of this survey, '*Understanding rail passengers: delays and compensation*'. The accompanying slides contain further detailed analysis (including commuter, business and leisure passenger subgroups). The notes at the bottom of each page of this summary highlight where additional analysis can be found within the main slide deck.

Passengers' experience of delays

Whilst this research has deliberately interviewed passengers who have been delayed by 30 minutes or more, among this group delays are long and frequent

The nature of delays that passengers experience

This research samples only passengers who have been delayed by 30 minutes or more in the last six months, this being the general threshold for the payment of compensation under the *Delay Repay* scheme where this operates. It should be acknowledged that delays of this length represent a small proportion of all rail journeys – 6% according to NPS.

Whilst serious delays are relatively unusual in the context of all rail journeys made, when they do occur they can be very serious. Delays reported amongst our sample of 'compensation eligible' passengers are on average much longer than 30 minutes – around three quarters of passengers reported their most recent delay to be between 30 minutes and an hour and a half, whilst 26% experience delays longer than this. Additionally, although the proportion of all journeys which are delayed is fairly small, individual passengers (who make multiple journeys) can experience delays relatively frequently: more than half of our sample had experienced more than one delay of 30 minutes or more in the last six months and over 10% had experienced more than five such delays.

The majority of delays reported were caused by faults with the tracks, signalling and other equipment or by poor weather conditions (whilst notably, over a quarter of passengers remained unaware of the cause of their delay). Serious delays are more likely to be reported on TOCs which cover long distance routes.

Delays resulting in a compensation claim

Perhaps surprisingly, the length of a delay is not directly proportional to the likelihood of a passenger going on to make a compensation claim. Delays experienced amongst those who claimed were actually slightly shorter on average than amongst those who did not, indicating there are a range of factors influencing whether or not passengers claim compensation. This includes frequency of exposure to delays and the reason for the delay; passengers who have experienced two or more delays appear more likely to make a claim while passengers are less likely to claim if the rail provider was not perceived to be at fault.

Compensation claims made

Despite the seriousness and frequency of delays experienced by passengers, a relatively small proportion claim compensation

Among 'compensation eligible' passengers, the vast majority (88%) do not claim any compensation for the last delay of 30 minutes or more that they experienced. This is consistent with NPS which shows that less than 1% of all journeys made result in a compensation claim.

The principal reason for not claiming compensation is a lack of awareness, 44% did not even consider compensation, whilst 30% considered it but felt they would not be eligible. This suggests opportunities for awareness building on two levels; the *visibility* of the claims process, and the *clarity* of eligibility for compensation. Making the process more visible will enable more passengers to consider compensation as an option when delayed, and clearer guidelines as to the criteria for compensation eligibility will enable passengers to more accurately evaluate whether a claim can be made. Greater awareness would empower passengers with access to their rights in negative situations.

Although compensation claims were only made by a small proportion of 'eligible' passengers (12%), when made, the vast majority of these were successful. A further 1% of passengers expected a discount from their next season ticket (presumably because their TOC does not operate a *Delay Repay* scheme).

Once passengers have made one compensation claim, they are more likely to do so again in the future (over half of those making a claim in the last six months say they do so frequently or always when delayed). This is again indicative that knowledge of the system is a key barrier for non-claimants and that information relating to compensation could be improved.

(It should not be assumed that smoothing passengers' access to compensation will result in all delayed passengers seeking remuneration in every instance. While of course many will, evidence from other research conducted by Passenger Focus suggests that making compensation more accessible in itself, shows goodwill.)

Awareness of the compensation process

Passengers wish to be told about compensation procedures by the industry, but currently this is not the case and many are left to find out for themselves

Currently, online research and word of mouth are the most common sources of awareness of the ability to claim compensation. These channels require passengers to conduct their own research or rely on incidental circumstances. Handing out claims forms and making announcements in the moment of the delay by TOCs accounts for just 15% of all current passenger awareness. However, this proactive approach by TOCs seems to be efficient in facilitating claims.

Passengers who are not currently aware of compensation feel the best way to find out about it would be through information given by TOCs in the moment at which they are experiencing the delay: announcements and claims forms handed out on the train are the most popular sources amongst these passengers. Other channels which require little effort on the part of the passenger are also favoured, such as communication via posters and automated refunding.

Actual and preferred methods of awareness of compensation therefore greatly differ, creating a gulf between passengers' appetite for information and the way in which the industry is currently providing it.

Compensation eligibility: passenger awareness

There is currently great confusion about what makes a passenger eligible to claim for compensation

Length of delay

A significant proportion of passengers were simply not sure when a delay becomes eligible for compensation. Whilst passengers were clearer for very long or very short delays (the majority assuming that a delay of 60 minutes would be eligible and a delay of 10 minutes would not) there was confusion for all lengths of delays. This was most pronounced for delays of 30 and 45 minutes where almost a third did not know whether or not they would be eligible.

For a delay of 30 minutes, only 31% of all passengers assumed they could claim compensation whilst 40% assumed they could not. This is particularly striking since a delay of this length would be eligible for compensation in many 'real-life' scenarios. A slightly higher proportion of passengers assumed eligibility for a 45 minute delay (39%).

Disruption scenarios

In general, delays and cancellations are the instances in which more passengers feel they would be able to claim compensation, but there is still no broad consensus. Fewer passengers would assume eligibility in instances where passengers themselves choose to make alternative arrangements (such as catching a different train or deciding not to travel). All trains being cancelled as a result of bad weather is the reason which is most commonly assumed to make passengers eligible for compensation – however still only 45% of passengers would be confident of their entitlement under these circumstances. Passengers show understanding that some scenarios, whilst inconvenient, would not merit a compensation claim; for example, the absence of an on-board catering service.

For many of these scenarios, there are several other pieces of circumstantial information which would be required before a claim could be determined and an absence of 'absolute' guidelines within the industry explains some degree of uncertainty. However, confusion is rife and there may also be some circumstances where the industry position and passenger expectations are not aligned.

Compensation eligibility: passenger satisfaction

Once passengers understand the basis for compensation under Delay Repay, the majority find it reasonably fair

Once the barrier of awareness is overcome and the general parameters for claiming compensation are known, many passengers are satisfied with this as a basis for paying compensation. 76% are satisfied with the notion that in many cases passengers may claim 50% of the cost of the journey when they are delayed by 30 minutes and 100% of the journey cost when delayed by 60 minutes or more.

Amongst passengers who were not satisfied with this as a basis for paying compensation, both the amount of compensation paid and the criteria for eligibility are issues. Almost three quarters of these passengers felt that more than 50% of the journey cost should be reimbursed for a delay of 30 minutes whilst more than half felt that compensation should be payable if a train is regularly delayed by less than 30 minutes and for shorter delays in general.

Passengers also left a range of comments which indicated other shortcomings within the compensation system from the passenger perspective. Some passengers felt compensation should include some provision for consequential loss caused by train delays (such as loss of earnings and the ticket cost of missed flights or events). There was also some feeling that the industry currently obstructs 'fair' compensation even when due, by fixing claimable ticket rates lower than the perceived value to passengers (especially on season tickets) or simply by poor handling of claims when made.

Experience of claiming compensation

Passengers making claims in the past six months are particularly unhappy with information about how to claim, and the speed with which claims are handled

Currently more than half of compensation claims are made by post (whilst almost a quarter either use an online form or email). Almost three quarters of passengers received their compensation in voucher form, compared to only 5% receiving compensation in cash. On average, it took three weeks for TOCs to respond to claims, whilst 40% were resolved in 1-2 weeks. Almost one in ten passengers felt they had to remind the TOC before receiving a response.

Overall, satisfaction with the experience of claiming compensation is underwhelming; whilst a majority of passengers are satisfied with each aspect, there is also a significant proportion that is not.

Satisfaction with the quality and availability of information relating to compensation claims is particularly poor – which is a likely result of the lack of activity by TOCs in raising awareness about compensation (and the appetite for this amongst passengers). Once the claiming process is accessed, satisfaction with completing a claim and compensation received is a little higher but still low. The speed of response to compensation claims leaves around a quarter of all passengers dissatisfied whilst a quarter were also dissatisfied with the form in which compensation is received, which could be linked to restrictions on the use of vouchers (e.g. against season tickets and redeeming online).

Barriers to claiming compensation

Barriers to claiming include the perceived complexity of the process, available channels through which to claim and insufficient remuneration

Currently, just under three quarters of all 'eligible' passengers are not aware of their right to claim compensation, so this is the principal barrier the industry must seek to overcome.

Two main factors would help passengers who are not aware of the ability to claim compensation to do so in future; an online claims procedure and open publicity of the existence of compensation. An online claims procedure was appealing to 67%, whilst 42% felt an automatic refund for those who had booked online would be helpful. Almost half felt the distribution of claims forms on the train when delayed is desirable, and other similar measures such as announcements, leaflets and other communications material were very popular.

Amongst passengers who are aware of compensation but choose not to claim, perceptions about the claims process are the biggest barrier. Almost half believe that it would take too long to make a claim, whilst a third feel that the claims process is too complicated or that the value of compensation would not be large enough. A simplified process would go some way to minimising this as a barrier.

Preferences for claiming compensation

There is significant appetite for more effective use of technology in future, both in relation to completing the claims process and the form in which compensation is received

Online claiming is preferred by more than half of passengers, and a significant proportion of passengers would be interested in an automated compensation procedure based on the original booking/purchase. Both of these are likely to streamline the process for the passenger and reduce the effort required. Postal claim forms, the most common claiming method currently, are preferred by only 10% of passengers.

Cashless monetary payments are favoured by passengers – refunding to either a credit card or bank account via BACS are the most popular channels for payments in the future. Again, this is a streamlined process and importantly, it allows passengers to spend their own compensated money how they see fit. Less than one in five would prefer vouchers, the most common form of compensation payment at present. This is likely to be in part a result of concerns over their usability across all payment types (e.g. online or against a season ticket).

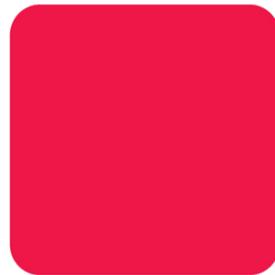
Delays and compensation research

Main slide deck

April 2013



Background & methodology



Research Methodology

- Respondents were recruited from the NPS recontact database panel and the survey was completed online
 - The NPS database is comprised of those who have completed the NPS questionnaire and agreed to being recontacted by Passenger Focus, to take part in future research projects about the rail industry. By definition therefore, all were rail travellers
 - The panel contains some biases (such as a bias towards commuters) as a result of NPS using journeys rather than people as the unit of measurement
 - Respondents from the last four waves of NPS (Spring '11 – Autumn '12) were invited to take part in this research
- Respondents were contacted via email containing a survey link requesting participation
- 503 people were surveyed
 - **all had experienced a delay of 30 minutes or more in the last six months**
 - 251 had claimed compensation for a delay in the last six months
 - 252 had not claimed compensation in the last six months
- Fieldwork took place between Monday 25th and Friday 28th March 2013

More on sample composition

- Many results are reported here separately for those who claimed compensation versus those who did not
- However, **claimants of compensation have been deliberately over-sampled** to provide robust numbers for analysis...
- ...This means that, when reporting at “all delayed passengers” level, **it is necessary to re-weight the data** so that those who have claimed and have not claimed compensation are proportionate

NPS was used as a source for the number of compensation claims which are made amongst delayed passengers



NPS data was weighted to convert the sample unit from journeys into passengers, using an estimation of frequency



This indicated the ratio of delayed passengers to compensation claimants



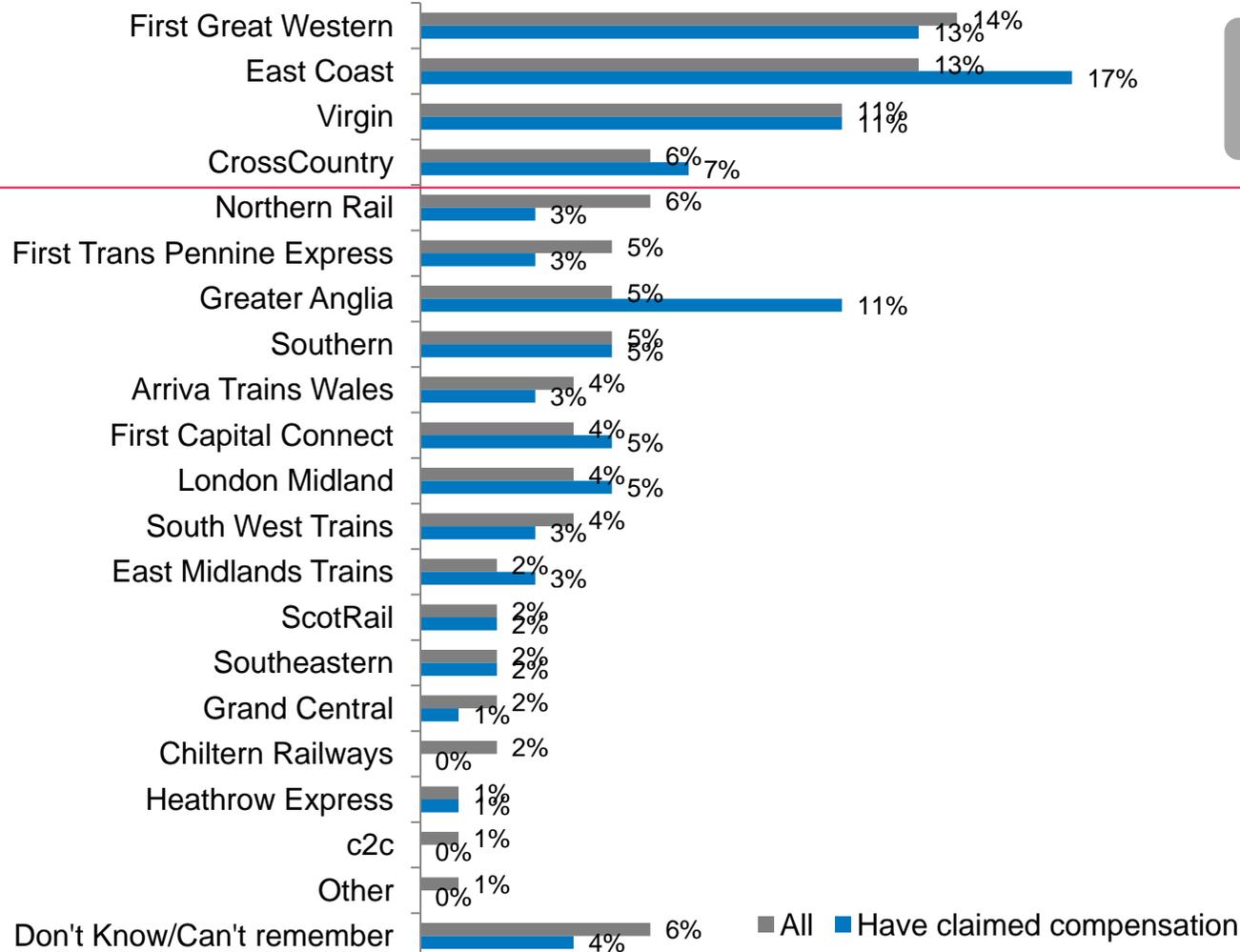
Data from the ad hoc “Compensation” survey was then weighted to these proportions

Passengers' experience of delays



Delays of 30 minutes or more are more likely to occur on long distance TOCs

Train company travelling with when delayed

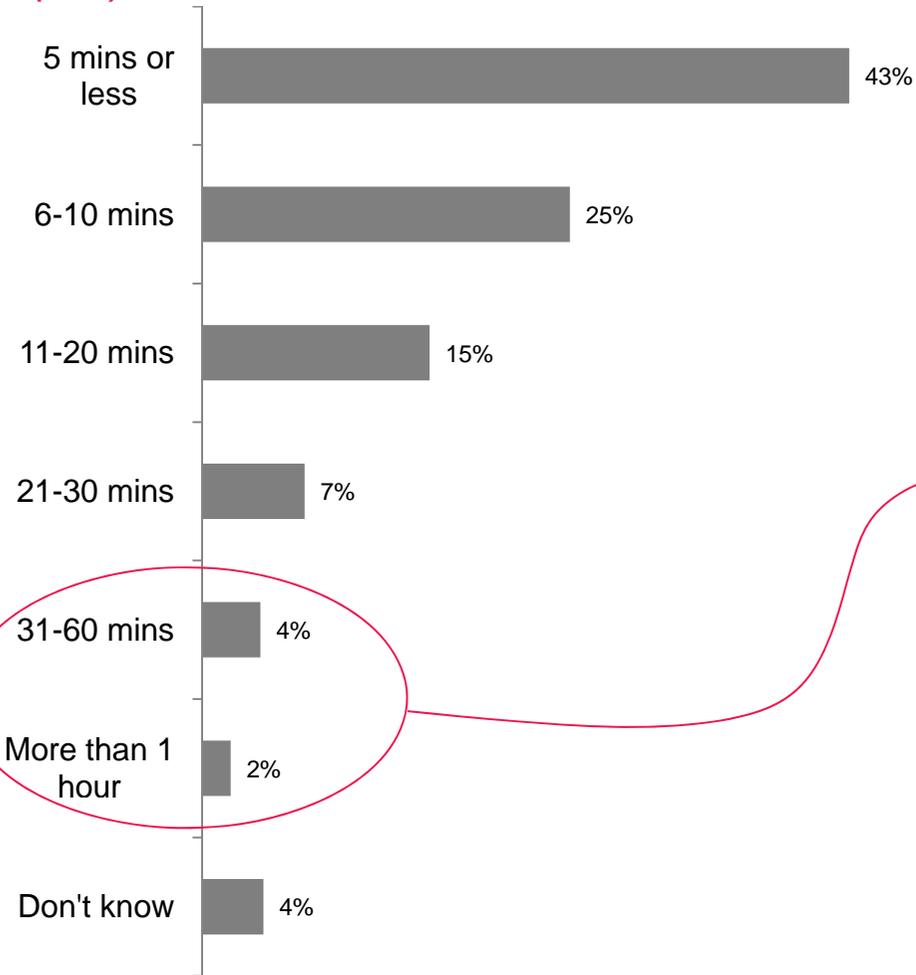


...and generally passengers tend to make claims for these journeys

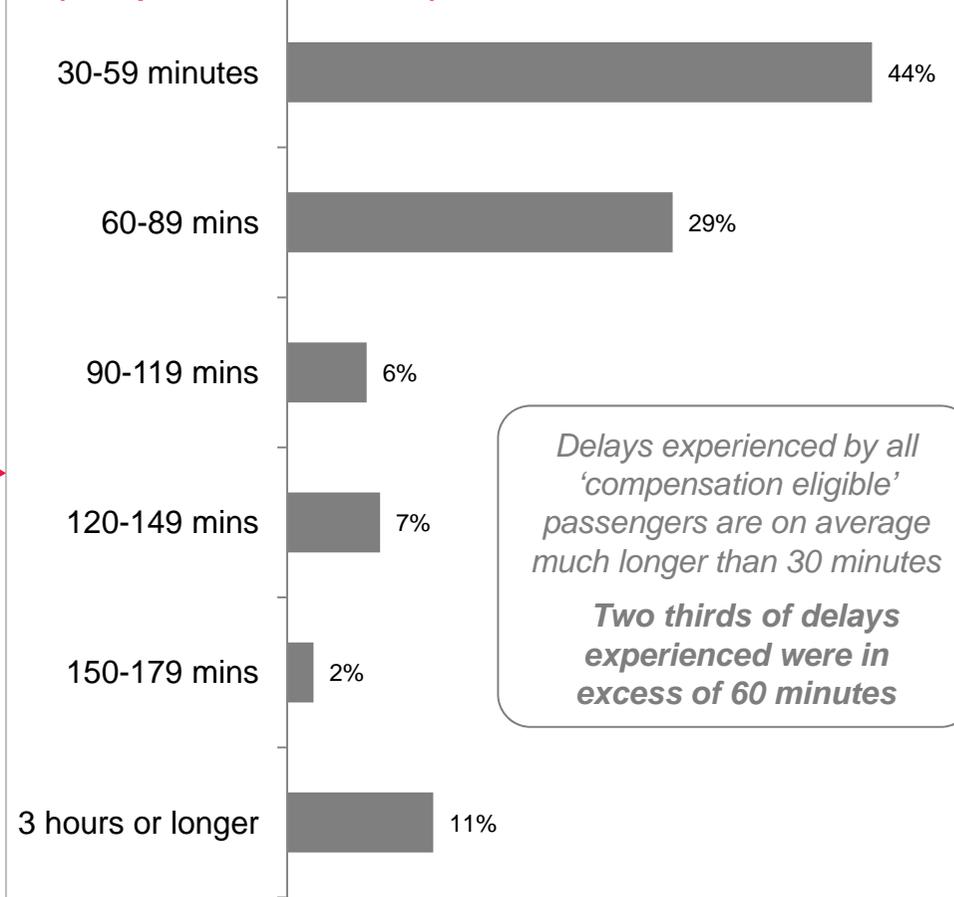
Q10 Which train company were you travelling with...?
Base: All (503), Claiming compensation in the last six months (251)

Whilst delays of 30 minutes or more affect a small proportion of journeys, these are serious when experienced

If delayed on this journey, length of delay (NPS)



Length of last delay experienced (Compensation research)

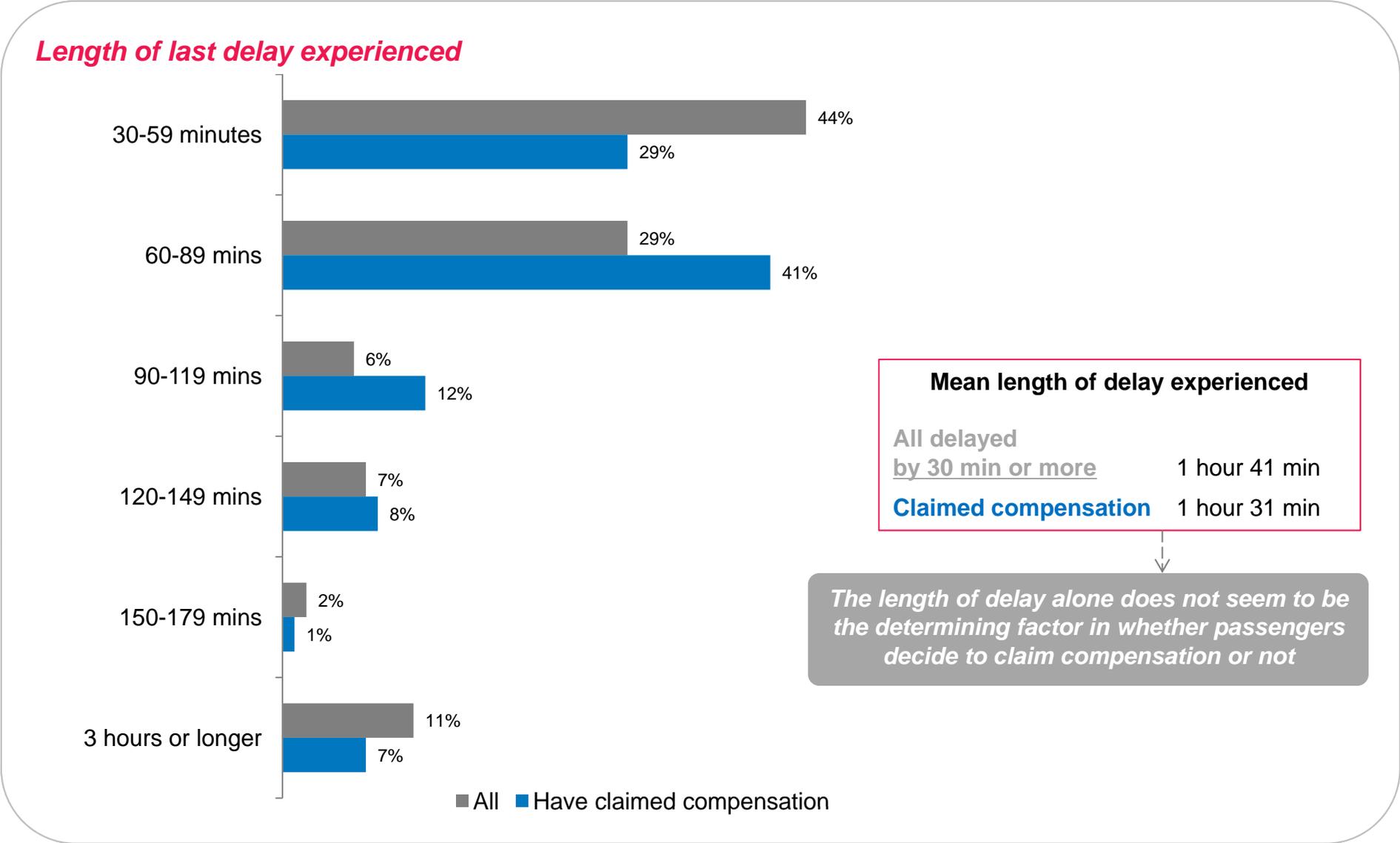


Delays experienced by all 'compensation eligible' passengers are on average much longer than 30 minutes

Two thirds of delays experienced were in excess of 60 minutes

Delayed at all, source = NPS Spring '12 – Autumn '12 (9,882)
Q12 How long in hours and minutes was the delay that you experienced on this occasion?
Base: All (503)

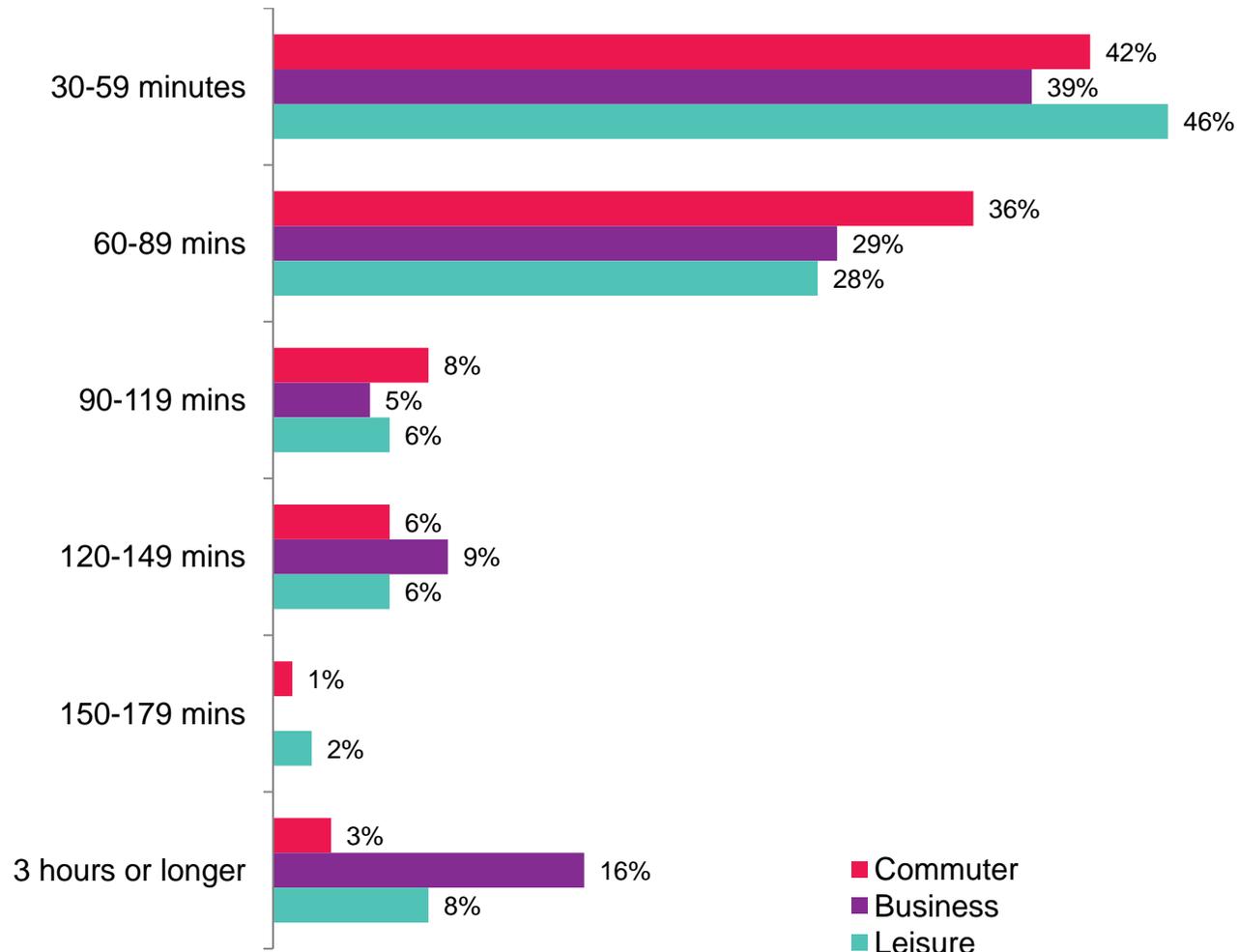
The length of the delay is not directly proportional to claims made



Q12 How long in hours and minutes was the delay that you experienced on this occasion?
 Base: All (503), Claiming compensation in the last six months (251)

Broad similarity in delays experienced by passenger type

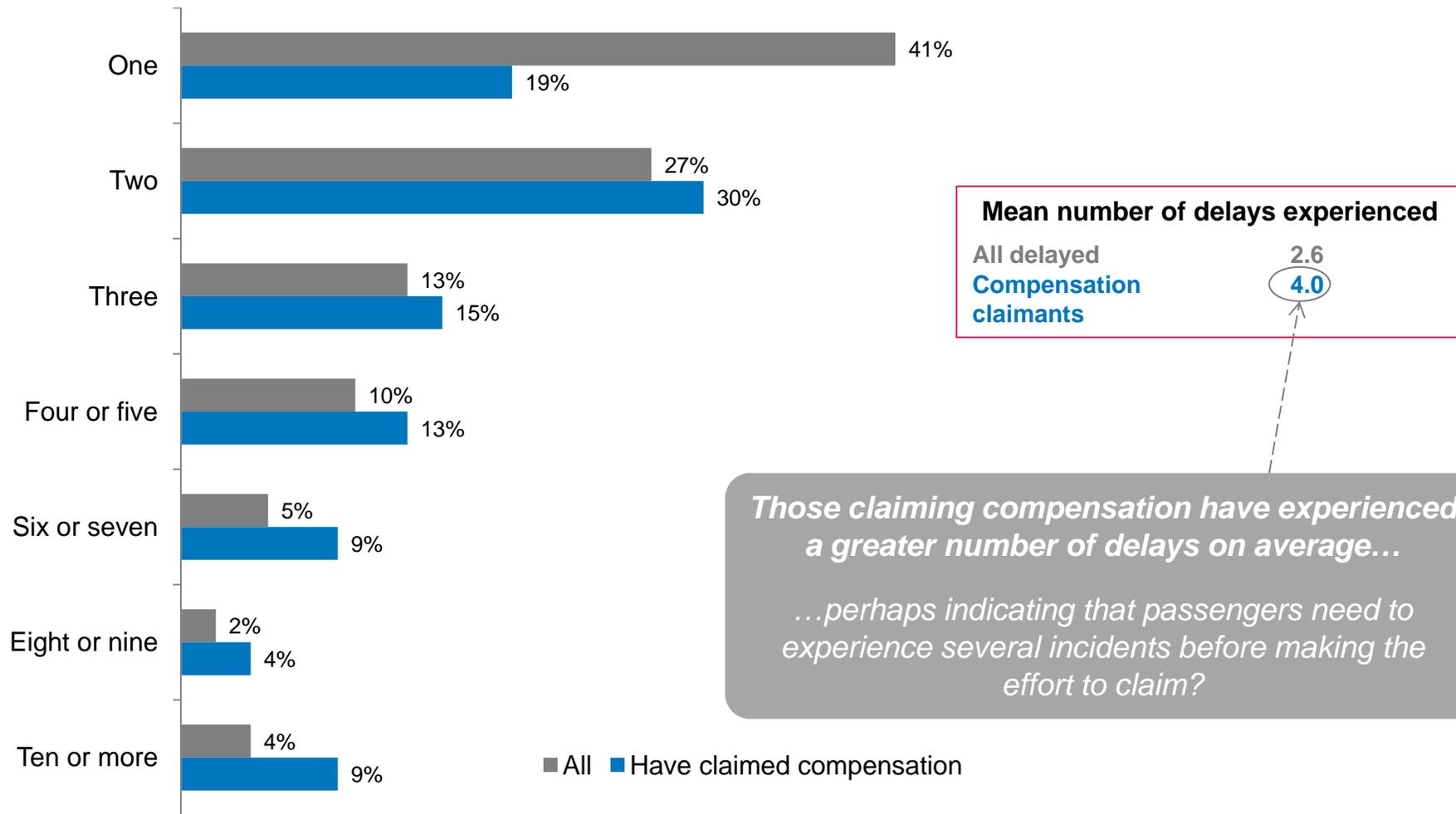
Length of last delay experienced



Q12 How long in hours and minutes was the delay that you experienced on this occasion?
Base: All (503)

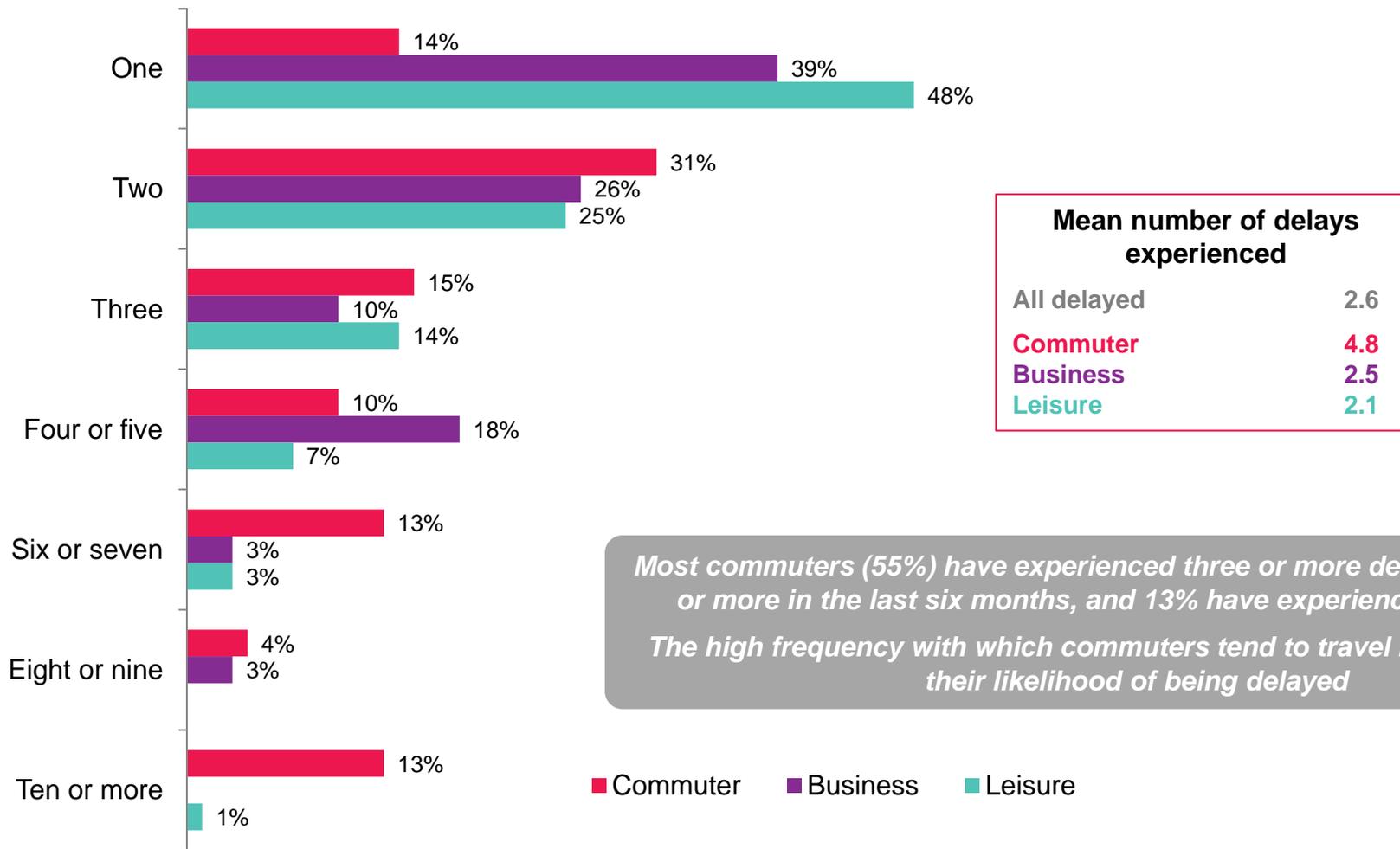
Most have experienced a number of delays in the last six months

Number of delays of 30 minutes or more experienced over last six months



Commuters experience more delays than other passenger groups

Number of delays of 30 minutes or more experienced over last six months



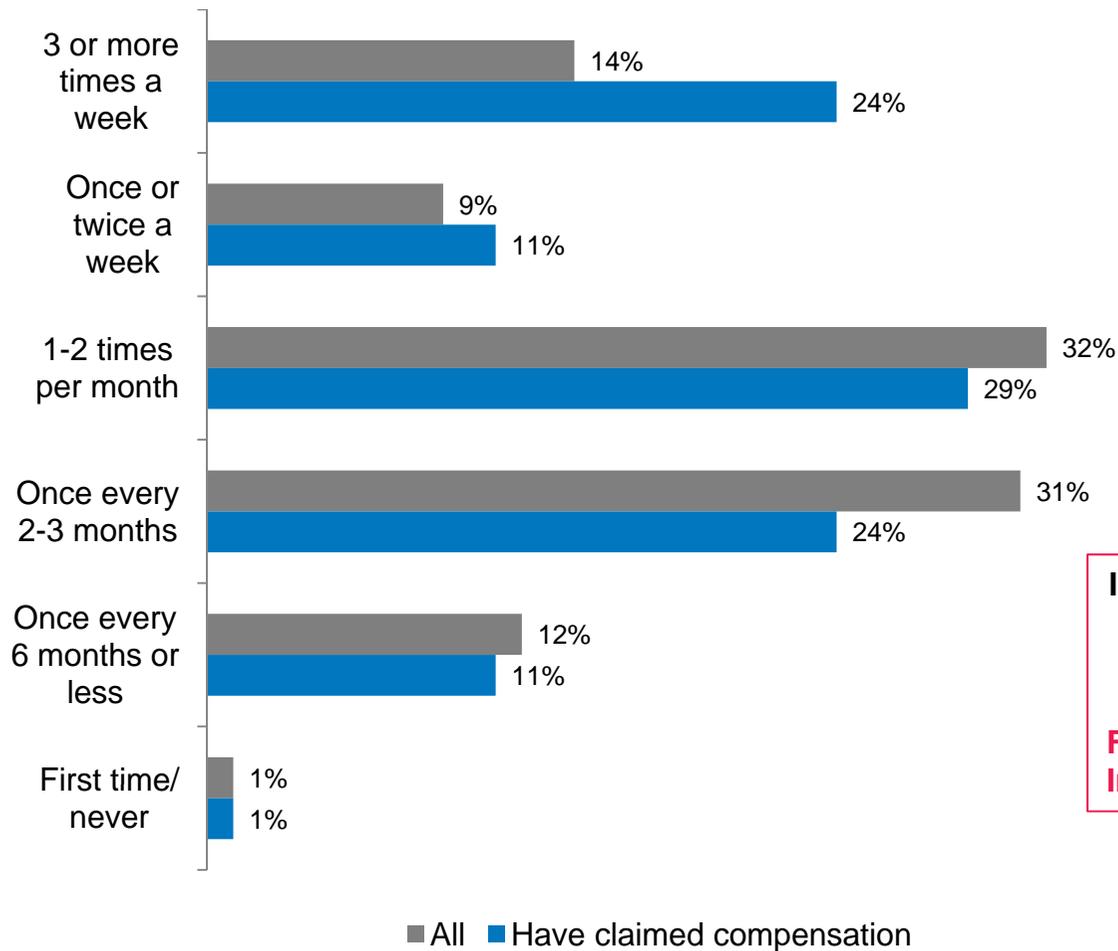
Most commuters (55%) have experienced three or more delays of 30 minutes or more in the last six months, and 13% have experienced ten or more. The high frequency with which commuters tend to travel by train increases their likelihood of being delayed.

■ Commuter ■ Business ■ Leisure

Q2 How many delays of 30 minutes or more would you say you have experienced in the last six months?
 Base: Commuter (233), Business (84), Leisure (186)

Frequent travellers are more likely to claim compensation

Frequency of making journeys like the one on which most recently delayed for 30 minutes or more

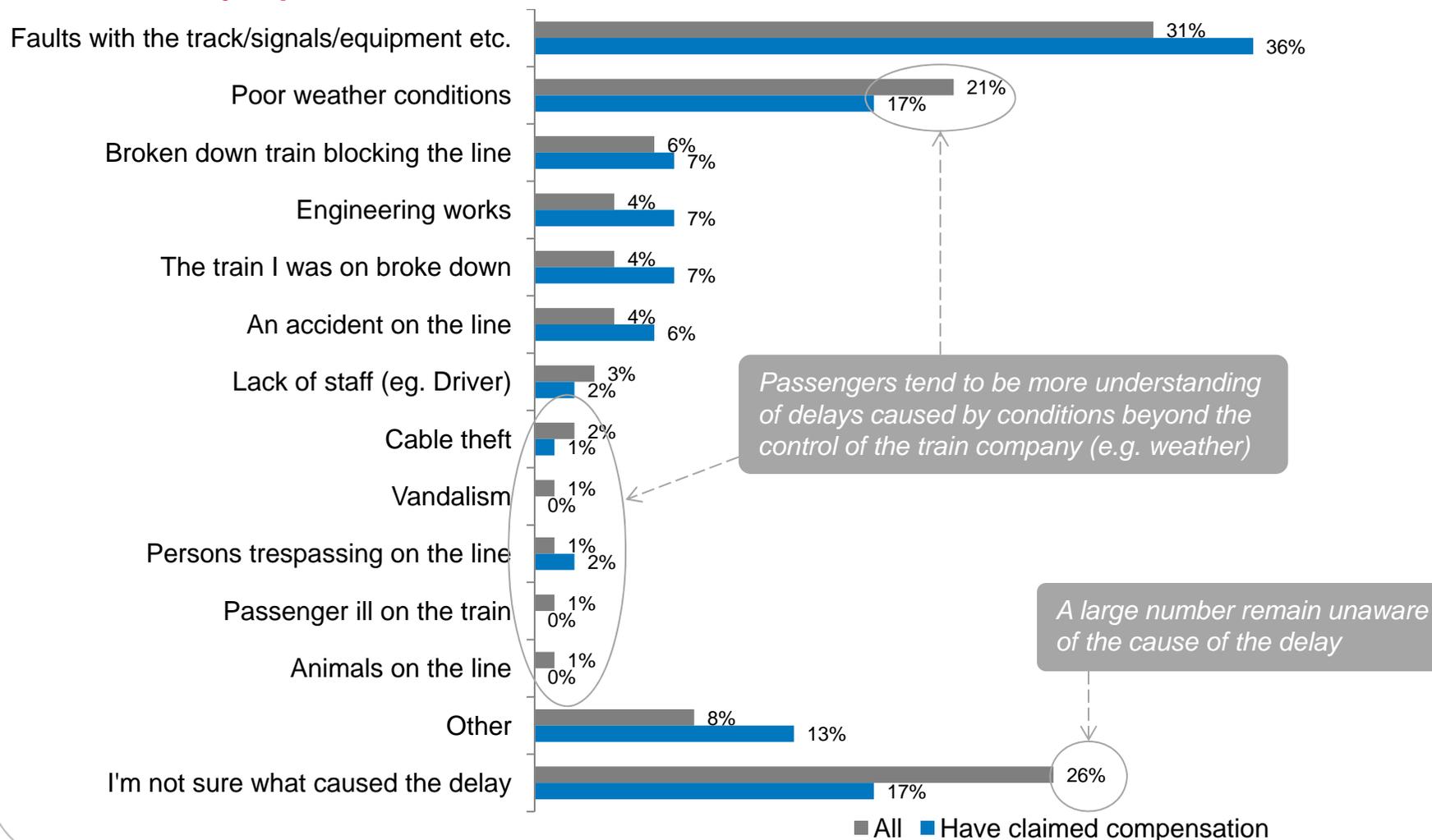


Incidence of claiming compensation by frequency of travel

	Claimed	Did not claim
Frequent	64%	54%
Infrequent	36%	46%

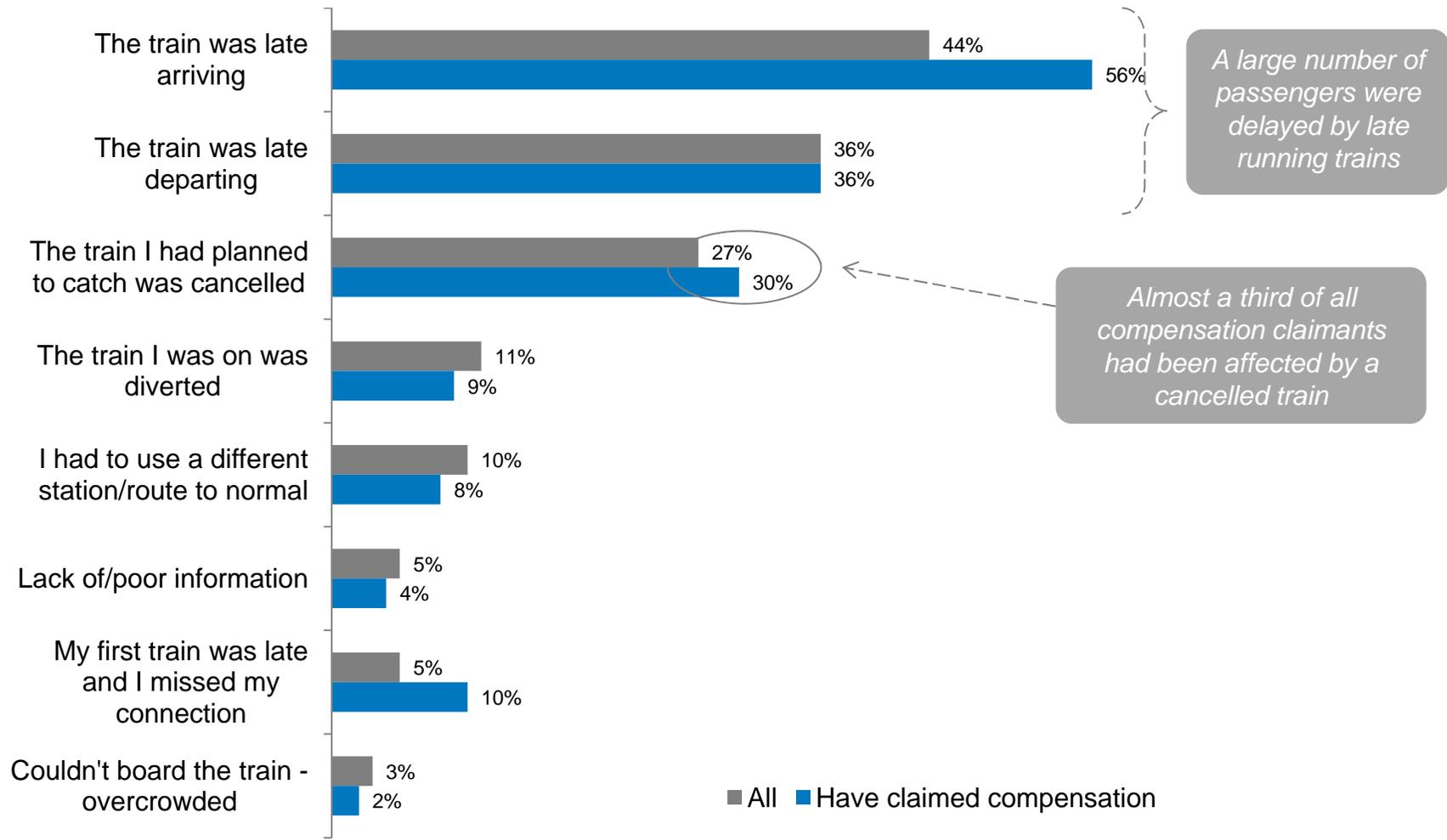
A large number of delays are caused by faults and break-downs

Cause of delay experienced



Late running causes the majority of delays

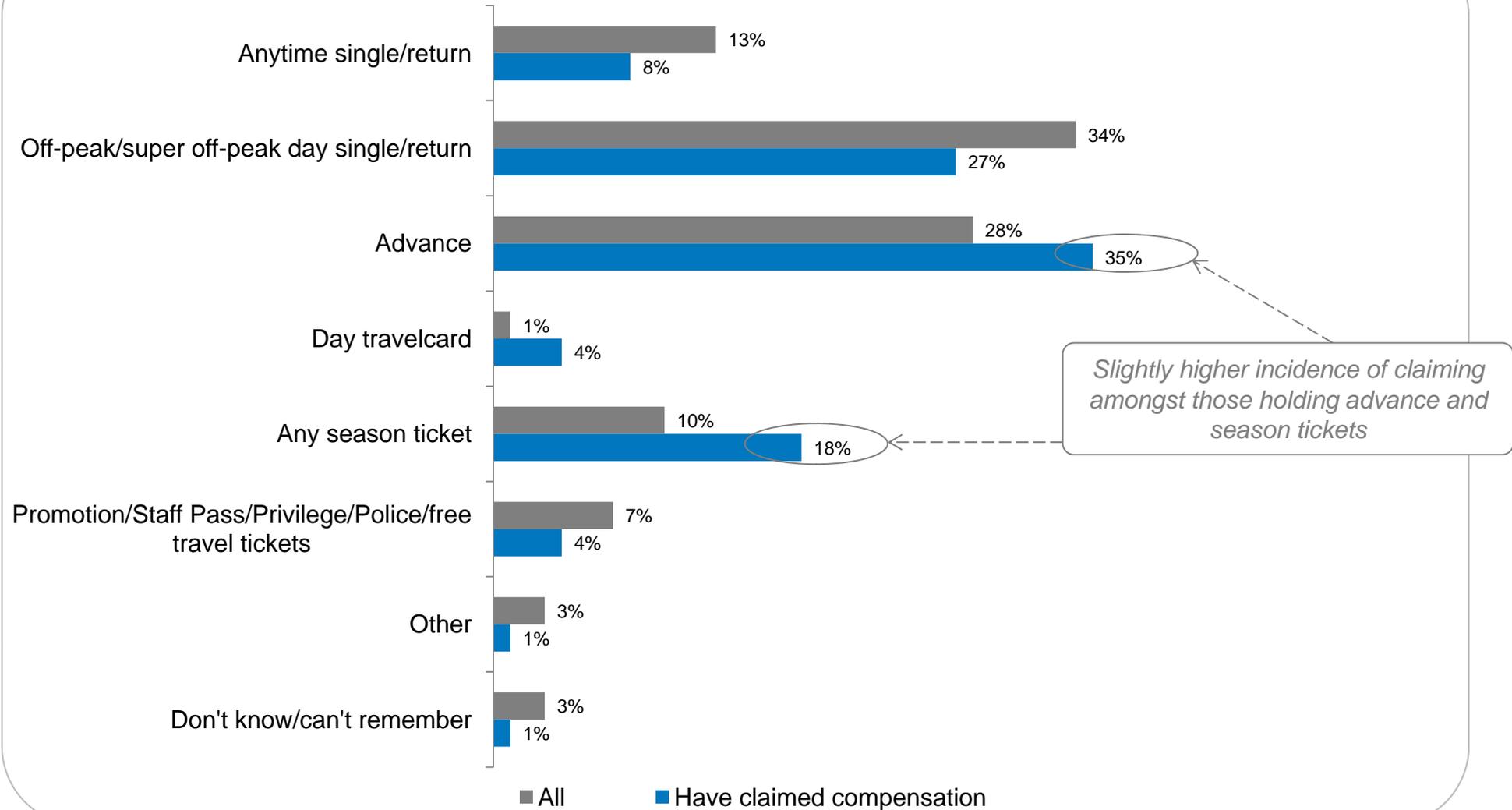
Sort of delay experienced



Q13 What sort of delay did you experience on this occasion?
 Base: All (503), Claiming compensation in the last six months (251)

A variety of ticket types were used by delayed passengers

Ticket type used when experienced last delay of 30 minutes or more



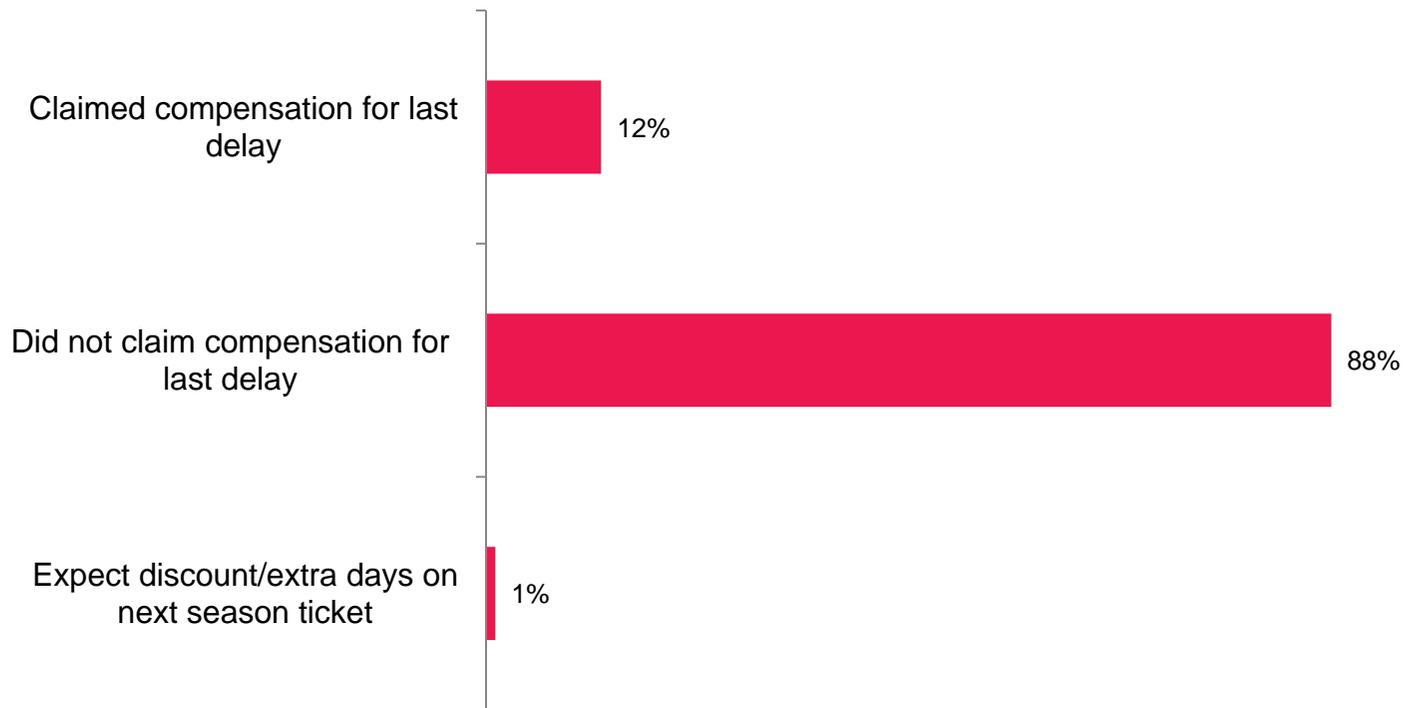
Q11 What kind of ticket were you using for this journey on this particular occasion?
 Base: All (503), Claiming compensation in the last six months (251)

Compensation claims
made



The proportion of delayed passengers claiming compensation is low

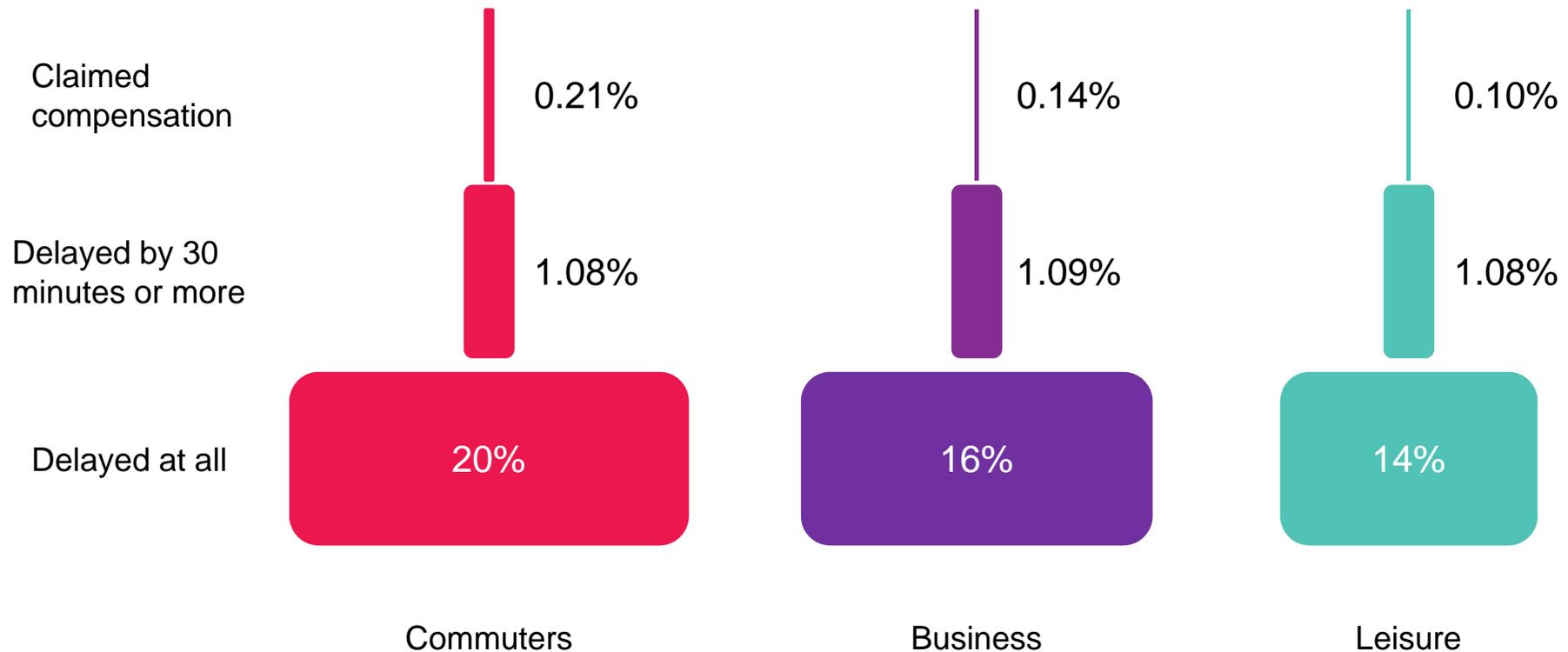
Delayed passengers claiming compensation for last delay of 30 minutes or more



88% of delayed passengers did not claim compensation on the last occasion that they were delayed by 30 minutes or more

A tiny proportion of all journeys result in a compensation claim

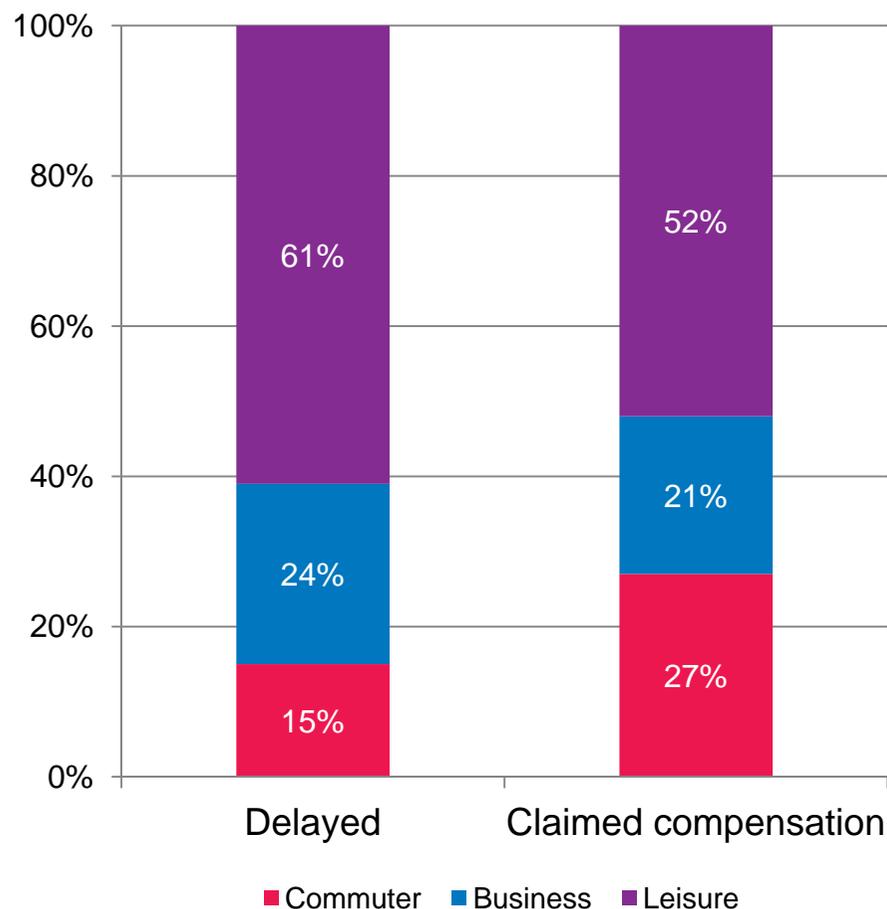
Proportion of all journeys for which...



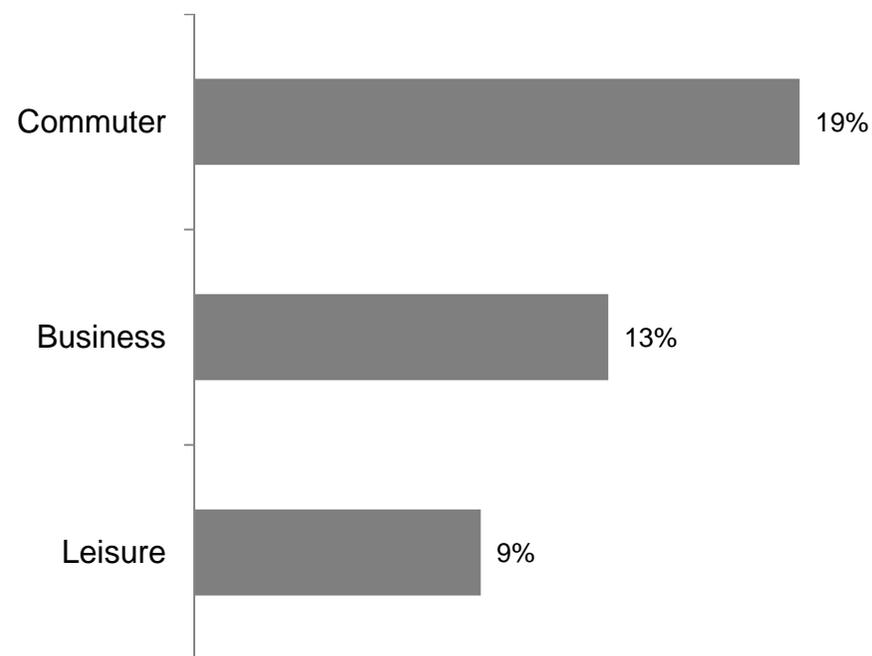
Delayed at all and delayed by 30 mins or more: source = NPS Spring '11 – Autumn '12
Proportion which then resulted in compensation calculated using proportion which claimed compensation following most recent incidence of delay, Q15a 'Compensation Research'

Commuters are more likely to claim than other passenger groups

Journey purpose of passengers delayed by 30 minutes or more



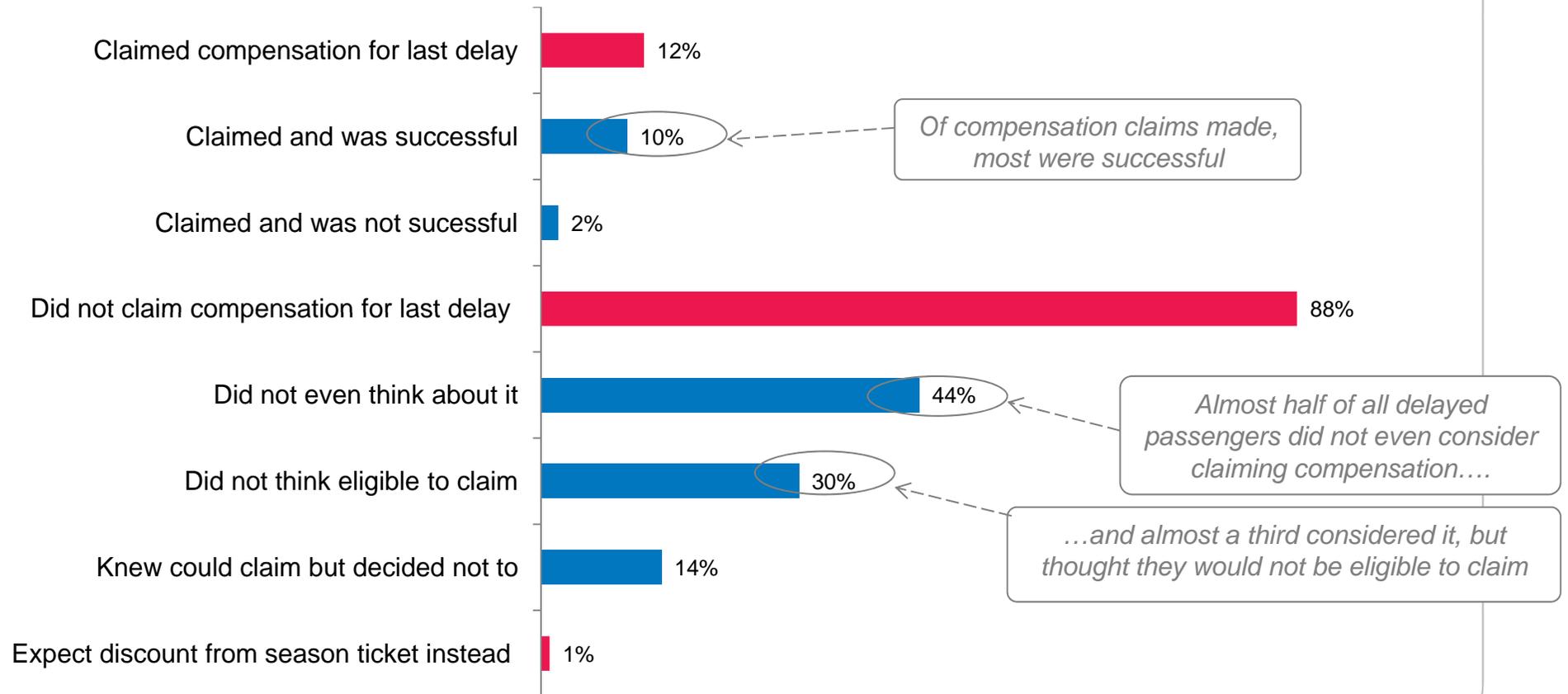
Delayed passengers claiming compensation on last delay of 30 minutes or more – by journey purpose



Q7 What was the reason for making this journey?
 Base: All (503), Claiming compensation in the last six months (251)
 Q15a Did you claim compensation or a refund for your delay on this particular occasion?
 Base: All (503)

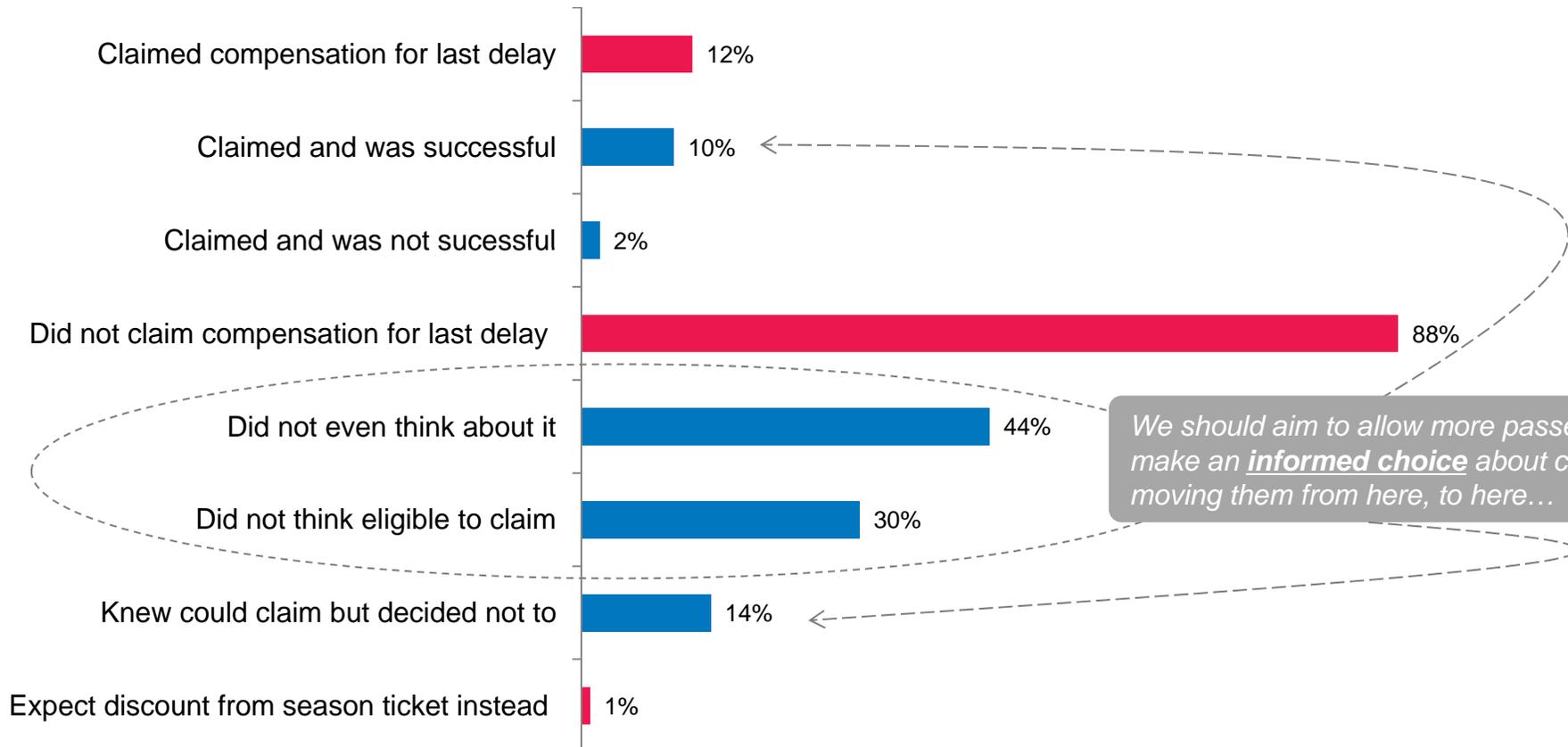
Three quarters of those eligible are unaware they could claim

Delayed passengers claiming compensation for last delay of 30 minutes or more



Greater awareness would empower passengers

Delayed passengers claiming compensation for last delay of 30 minutes or more



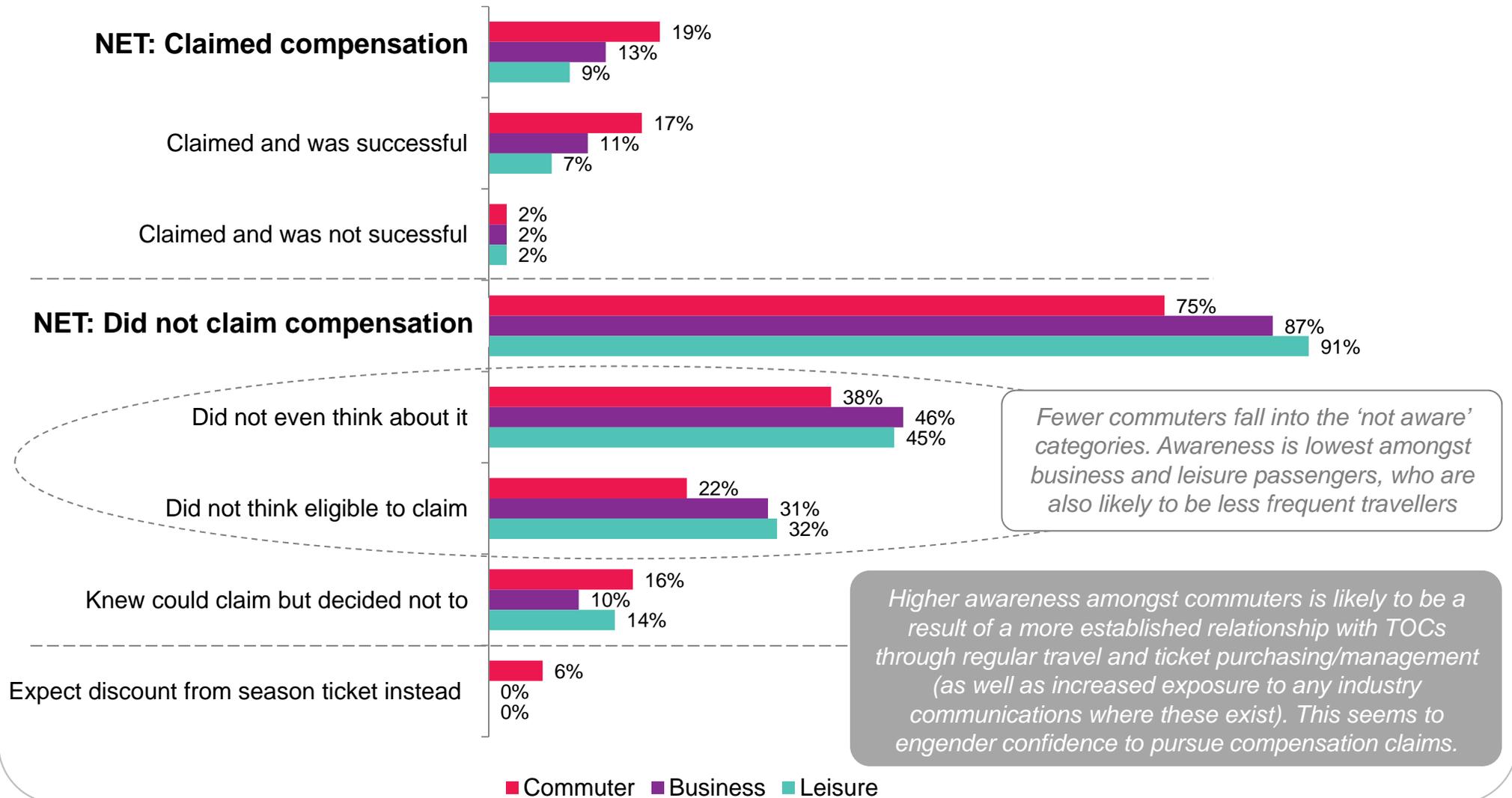
The high proportion of non-claimants suggests opportunities for awareness building on two levels:

- Knowledge that the claiming procedure exists may enable more passengers to consider compensation if delayed
- Guidelines as to criteria for compensation eligibility will enable passengers to more accurately evaluate whether a compensation claim could be made when delayed

Simply knowing about compensation as an option may make passengers feel more empowered in negative situations

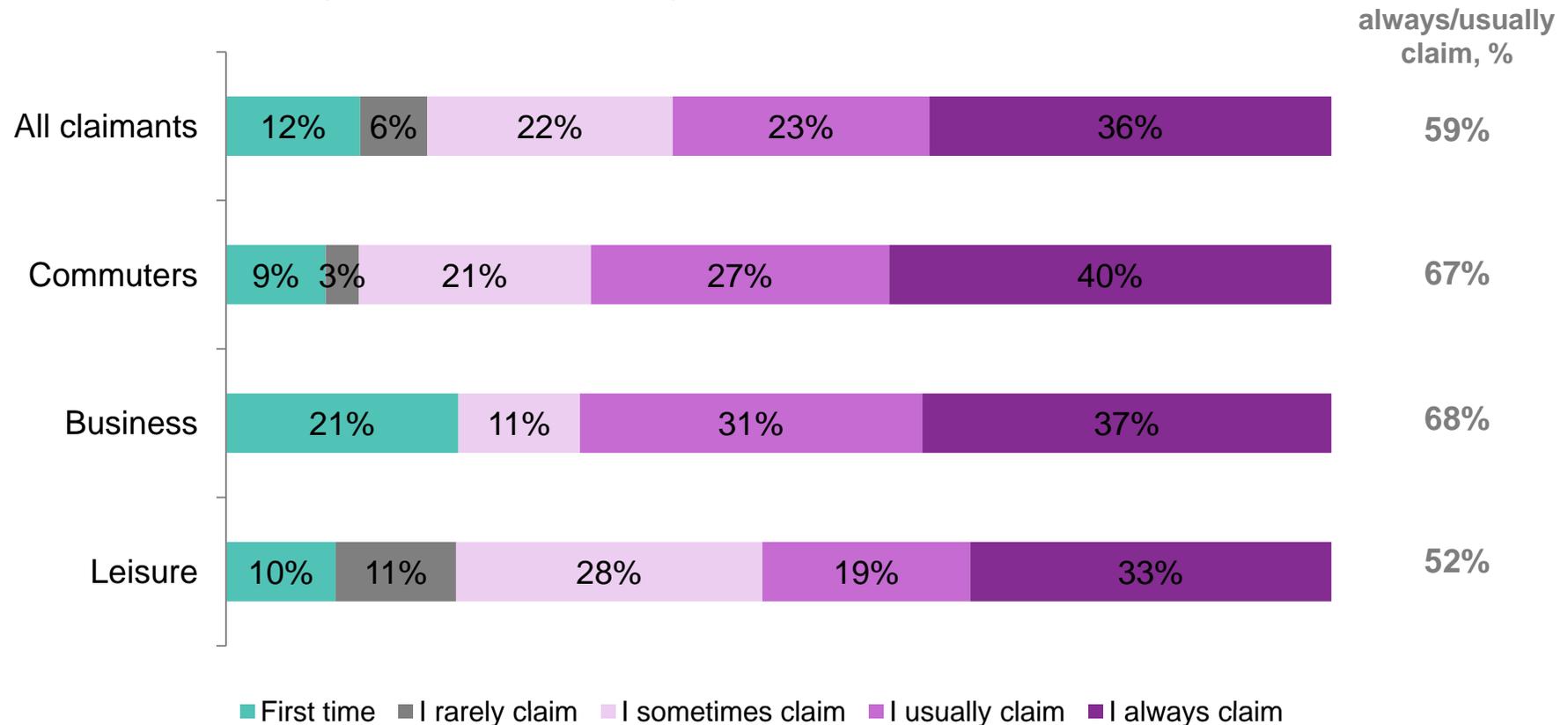
Awareness is a higher amongst commuters

Delayed passengers claiming compensation for last delay of 30 minutes or more – by journey purpose



Over half of those claiming compensation in the last six months do so frequently

Frequency of claiming compensation amongst claimants



- Those that have claimed compensation recently are likely to do so again
- Frequent claims are more common amongst passengers travelling for commuting/business purposes

This appears to confirm that a key barrier to claiming could be knowing about eligibility/how to claim – there is a need to improve information available to passengers

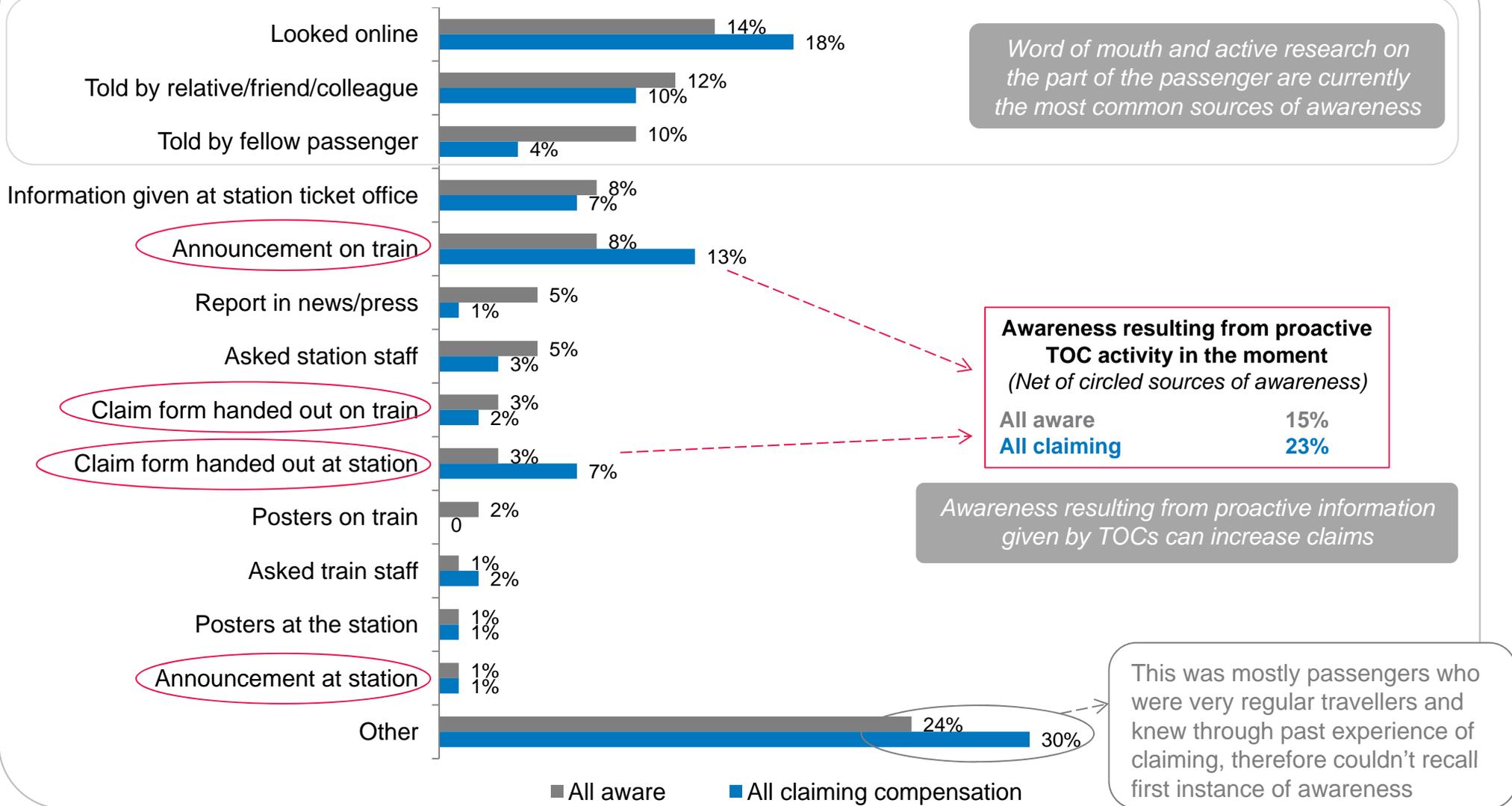
Q23 Thinking about all the times that you have been delayed, which of the following best describes how you claim compensation...?
 Base: All claiming compensation in the last six months (251)

Awareness of the
compensation
process



Online research and word of mouth are key sources of awareness

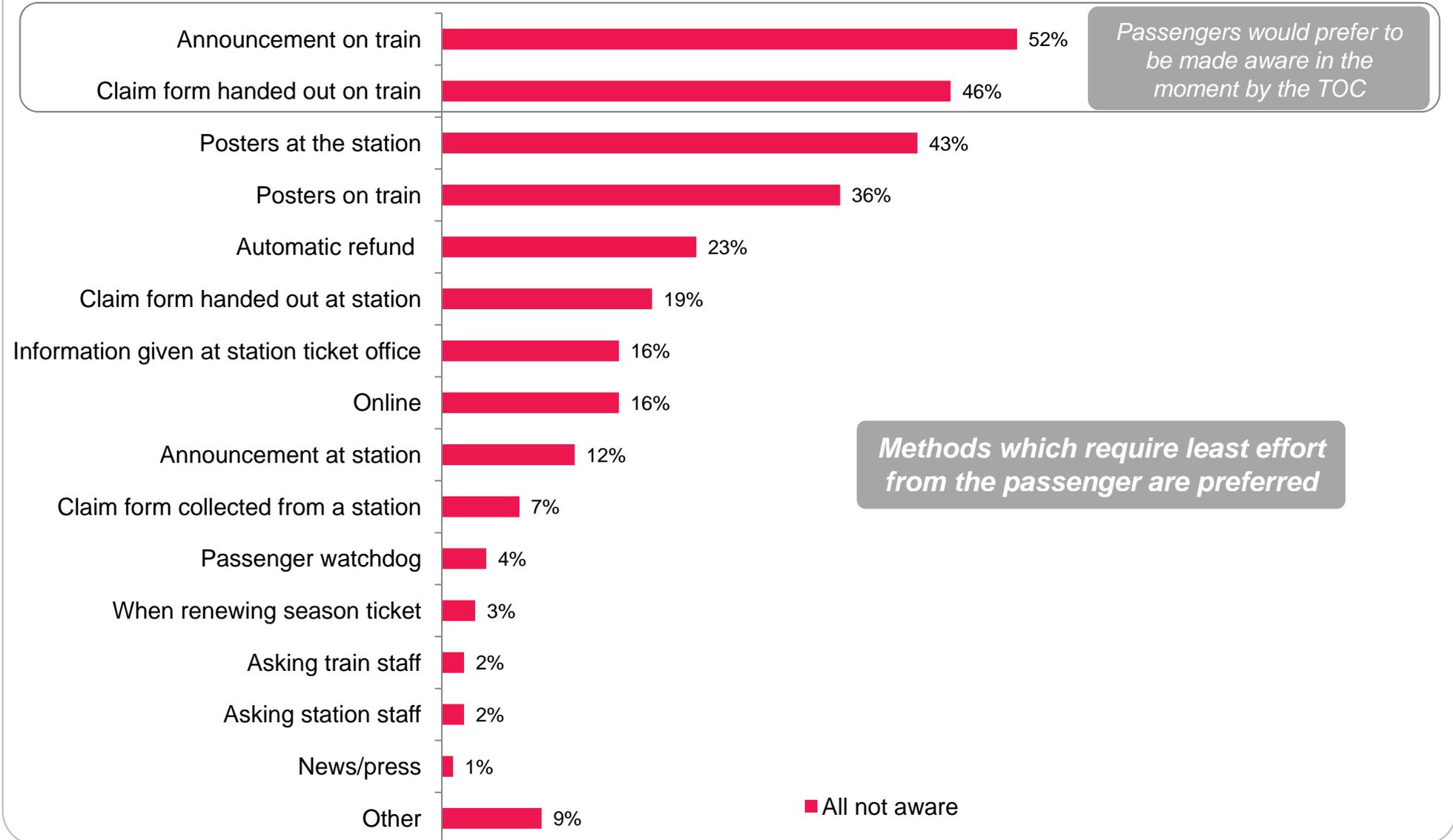
How first became aware of ability to claim compensation



Q16 How did you first become aware that you were able to claim compensation from the train company for this delay?
 Base: All aware able to claim compensation (302)

Passengers not aware wish to be told about compensation by the industry

Best way to be made aware of compensation amongst those who are not



Q17 What would be the best way to let you know about your right to claim compensation when delayed?
 Base: All not aware able to claim compensation (222)

Actual and preferred sources of awareness differ greatly

Current actual sources of awareness

In rank order of importance currently

Looked online

Told by relative/friend/colleague

Told by fellow passenger

Information given at station ticket office

Announcement on train

Report in news/press

Asked station staff

Claim form handed out on train

Claim form handed out at station

Posters on train

Asked train staff

Posters at the station

Announcement at station

Preferred sources of awareness

In rank order of preference for future

Announcement on train

Claim form handed out on train

Posters at the station

Posters on train

Automatic refund

Claim form handed out at station

Information given at station ticket office

Online

Announcement at station

Claim form collected from station

Passenger watchdog

When renewing season ticket

Asking train staff

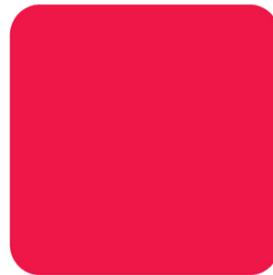
Asking station staff

News/press

Passengers wish to be told about compensation by the industry...
...but currently this is not the case for many!

Compensation
eligibility:

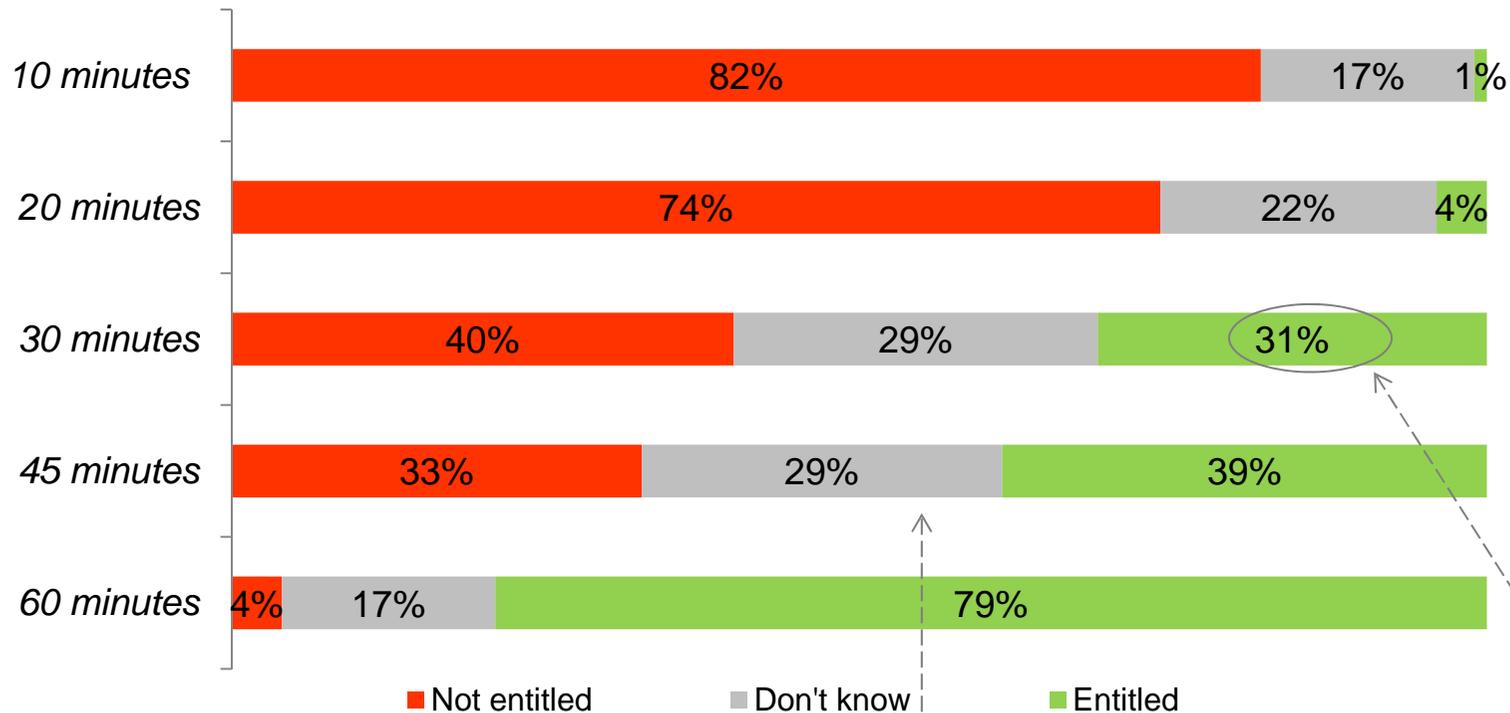
Passenger awareness



There is confusion amongst passengers about eligibility for compensation

Passenger perceptions of eligibility for claiming compensation/a refund

"You are making a journey by train and you arrive at your destination station xx minutes later than timetabled"



High levels of confusion over eligibility which are most pronounced when the delay is 30 or 45 minutes

Less than a third of passengers are aware they are eligible to claim for a delay of 30 minutes, which is the threshold in most instances – even though all those interviewed would, in theory, have been eligible to claim

Q1. Under which of the following circumstances do you think passengers are currently entitled to claim compensation

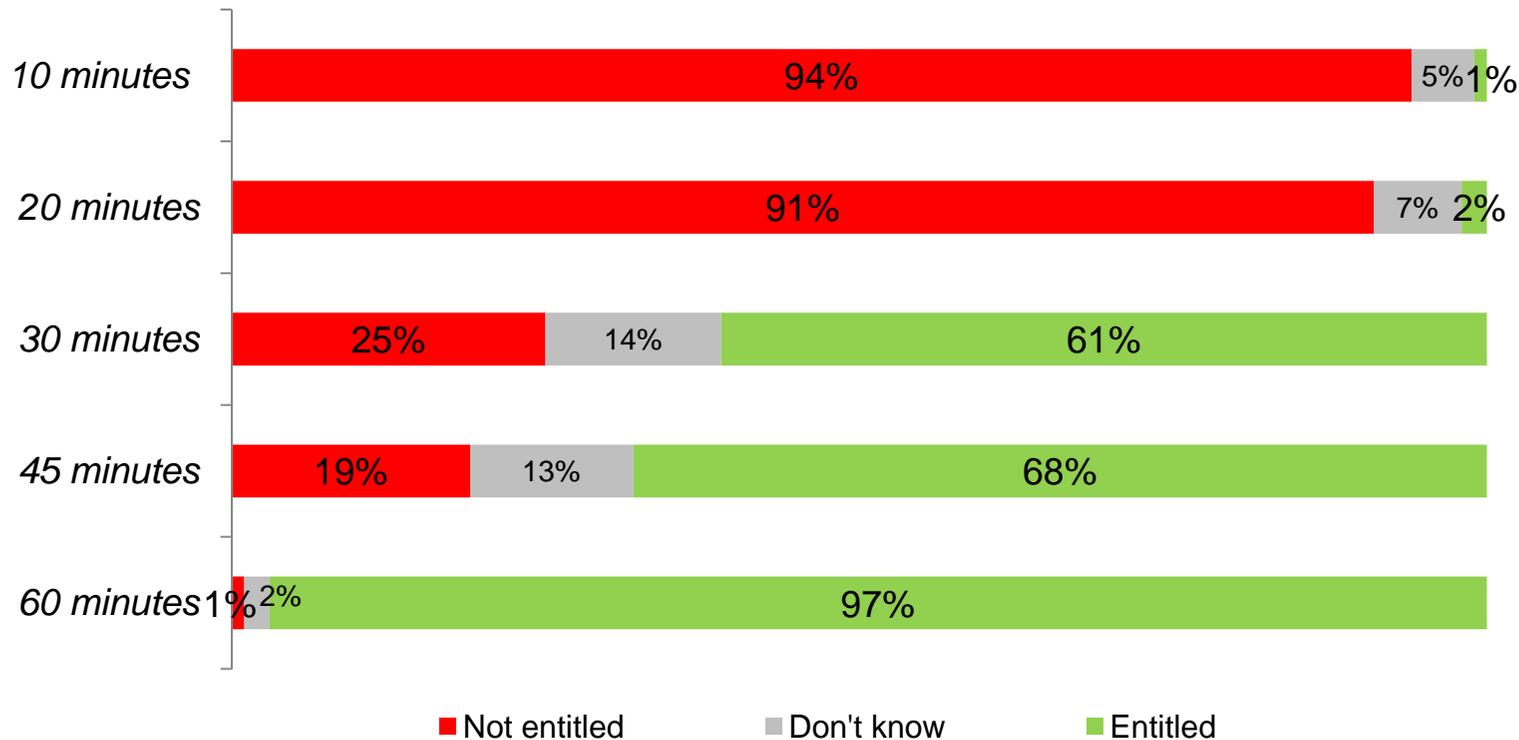
or a refund?

Base: All (503)

There is less confusion amongst those who have claimed recently

Passenger perceptions of eligibility for claiming compensation/a refund amongst claimants

"You are making a journey by train and you arrive at your destination station xx minutes later than timetabled"



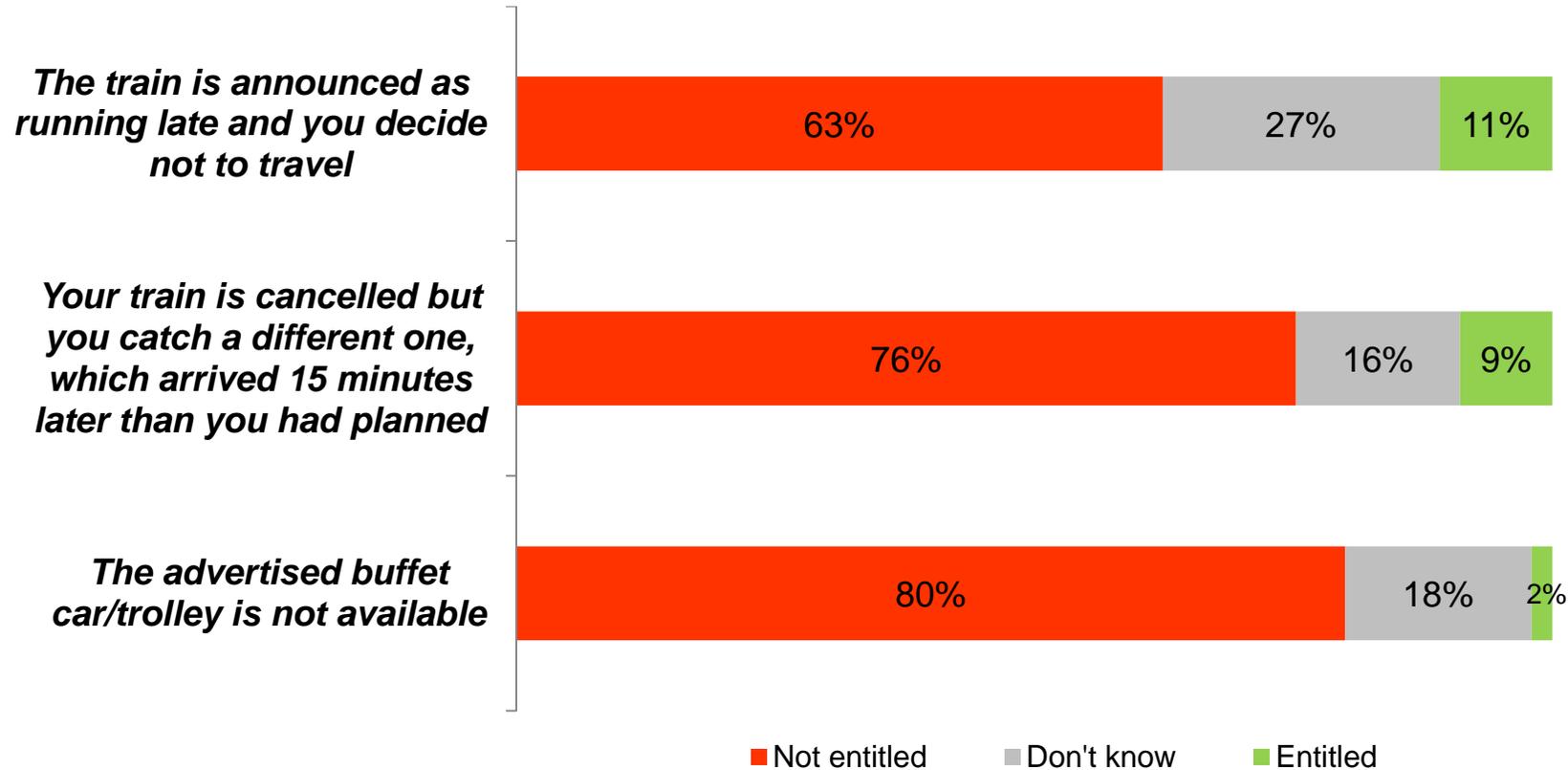
Those who have claimed compensation in the past are more confident of their entitlement, however a significant proportion still believe they are not eligible when arriving at their destination 30 or 45 minutes later than scheduled, confirming that passengers currently tend to claim only under more extreme circumstances

Q1. Under which of the following circumstances do you think passengers are currently entitled to claim compensation or a refund?

Base: All claiming compensation (251)

Passengers have some understanding of compensation limitations

Passenger perceptions of eligibility for claiming compensation/a refund



Clearly there are some instances for which a claim would be unreasonable, and passengers understand this!

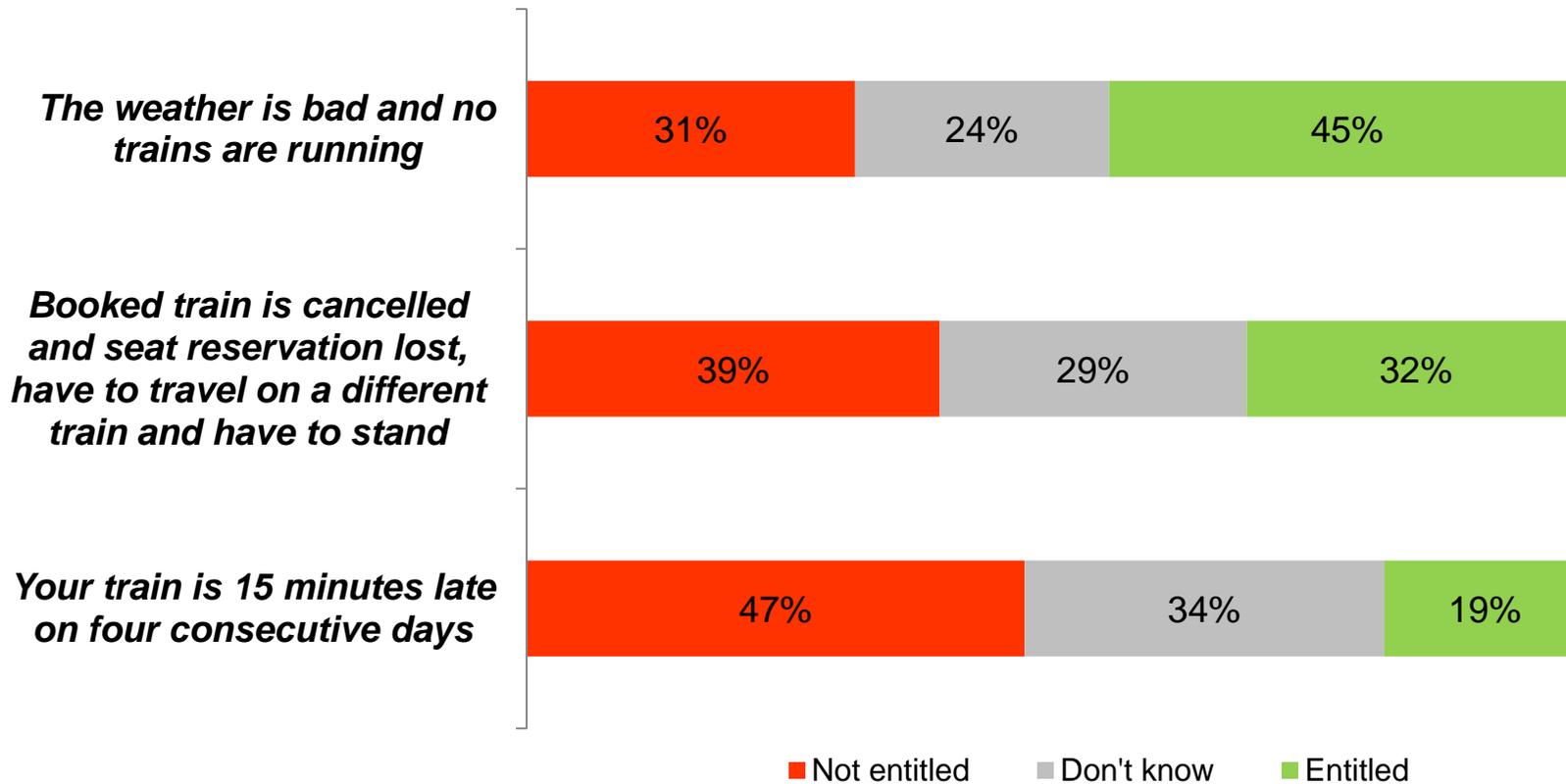
Q1. Under which of the following circumstances do you think passengers are currently entitled to claim compensation

or a refund?

Base: All (503)

However 'claimable' scenarios are still unclear to passengers

Passenger perceptions of eligibility for claiming compensation/a refund



These potential reasons for claiming compensation seem more plausible, but passengers are on the whole unclear

Q1. Under which of the following circumstances do you think passengers are currently entitled to claim compensation

or a refund?

Base: All (503)

Passenger perception summary

From the passenger perspective, eligibility for claiming compensation is not clear

- There is much confusion amongst passengers regarding their eligibility to claim compensation both in terms of length and nature of the delay

The ‘threshold’ delay time of 30 minutes at which compensation is paid *in many cases* is not commonly known amongst passengers

- Less than a third (31%) believe they are eligible to claim for a delay of 30 minutes, however this increases to 79% when facing a 60 minute delay
- Previous claimants of compensation are more sure of their eligibility, which is likely to be a result of their experiences of claiming in the past; amongst this group 61% believe they are eligible to claim for a delay of 30 minutes and 97% for a 60 minute delay

Delays and cancellations are the instances in which more passengers feel they would be able to claim – but there is still no consensus

- All trains being cancelled as a result of bad weather is the reason which is most commonly assumed to make passengers eligible for compensation – however still only 45% of passengers would be confident of their entitlement in this scenario

Fewer passengers would assume eligibility for compensation/a refund in instances when passengers themselves choose to make alternative arrangements (such as catching a different train or deciding not to travel)

- Only 9% and 11% respectively would assume eligibility in these instances

Compensation is linked to the fundamental qualities of a train service such as punctuality and reliability

- The vast majority feel they would not be able to make a compensation/refund claim for non-critical ‘comfort’ factors affecting the journey, such as there being no buffet car

Compensation
eligibility:

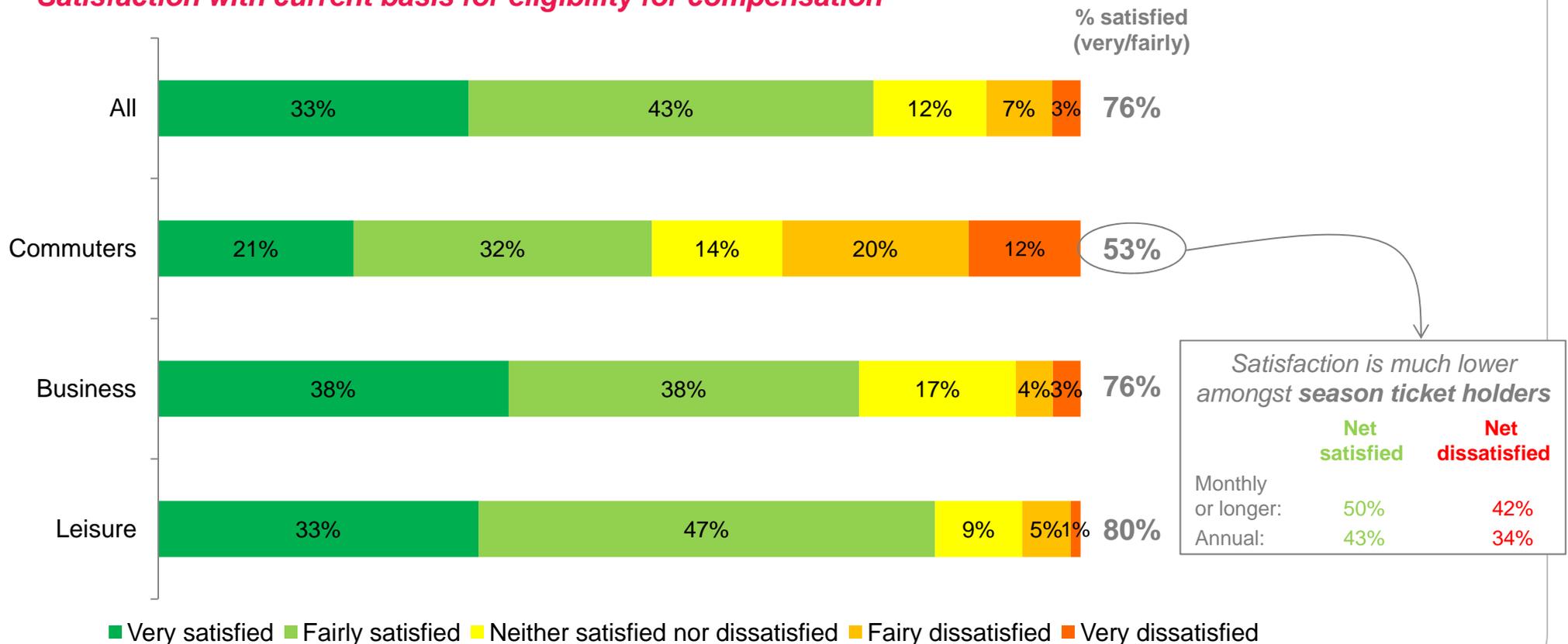
Passenger
satisfaction



Satisfaction with current basis for paying compensation

“Currently, many train operators will pay passengers compensation of 50% of the journey cost when they are delayed by 30 minutes and 100% of the journey cost when delayed by 60 minutes or more, irrespective of the type of ticket they have or what caused the delay”

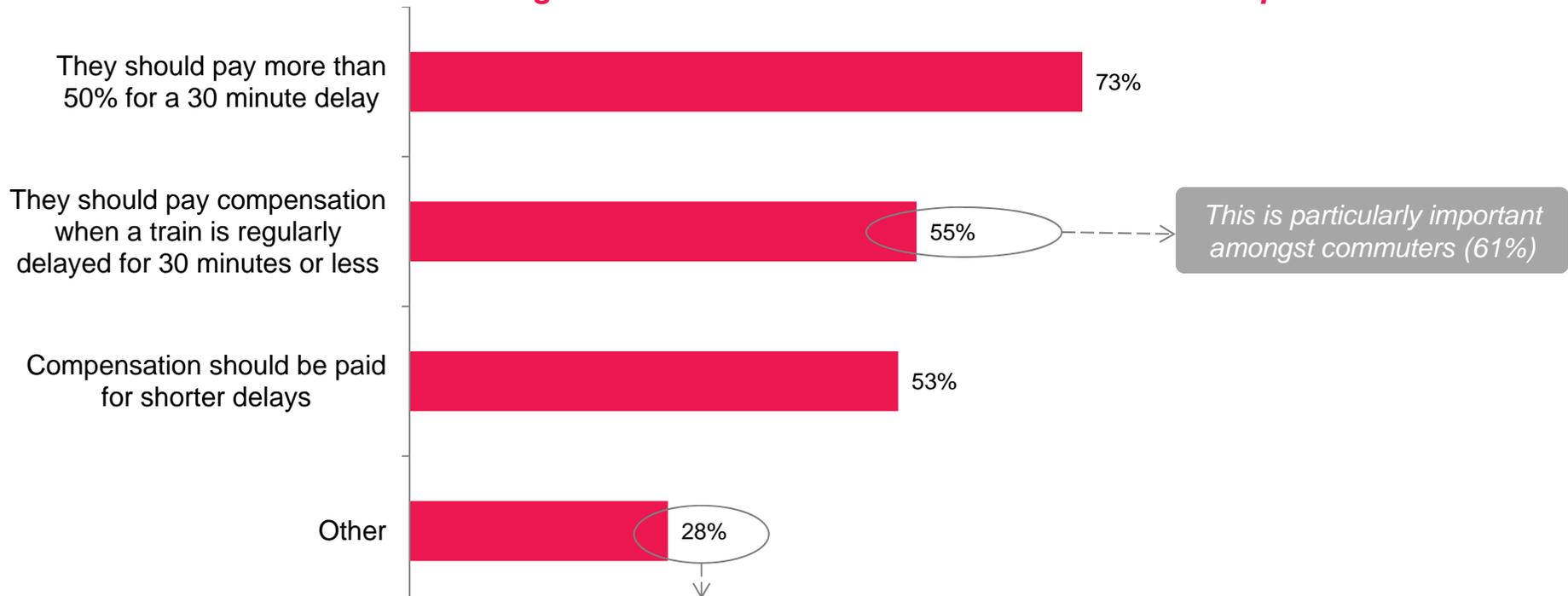
Satisfaction with current basis for eligibility for compensation



Once the parameters are known, many passengers are satisfied with the current general basis for paying compensation, however satisfaction is far lower amongst commuters

The amount of and criteria for compensation are both of concern

Reasons for dissatisfaction amongst those dissatisfied with current basis for compensation

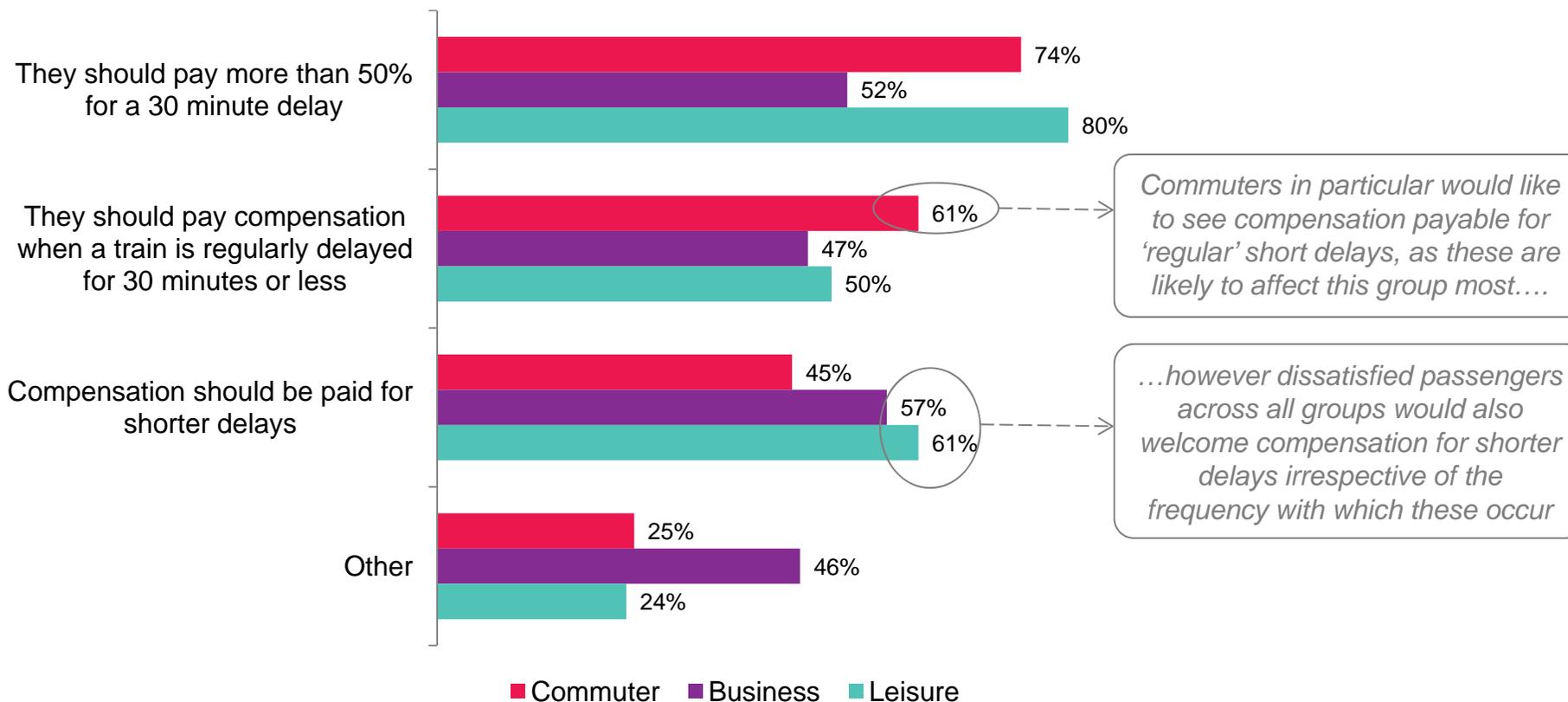


Many passengers had other issues with the current basis for compensation, including...

- liability for 'knock-on' disruption to passenger
- the rate at which train companies set value of claimable compensation for each ticket may not be the same as the perceived value of that journey to the passenger (especially for season tickets, where the cost of each journey calculated by the TOC will not always be the same as for the amount of journeys made by each passenger travelling using that season ticket)
- compensation for shorter delays – as extra deterrent to poor punctuality performance
- a lack of uniform response across all TOCs
- the sense that there is no human consideration of delays/disruption
- dissatisfaction with the way season tickets are handled – a feeling that those who pay the most get the least back

These issues are present across all passenger groups

Reasons for dissatisfaction amongst those dissatisfied with current basis for compensation – by journey purpose



Some feel compensation is not proportionate to disruption caused

Many passengers feel that compensation levels should be evaluated on the basis of 'knock-on' disruptions experienced by passengers as a direct result of disruption to their rail services

- some industry liability for financial loss caused by train delays (e.g. reimbursement for tickets of missed flights, concerts, sporting events or loss of earnings if late for work/missed meetings)

Compensation for loss of earnings

Compensation should reflect the inconvenience and poor information provided

If you miss something because of big delays there should be compensation for the event missed. Things like flights, theatre trips, football matches... If you allow a couple of hours for transport to go wrong and you still miss your event, you have been responsible in your train booking. Therefore the train companies should pick up for the things which are missed and cannot be reimbursed

Their delays cost people time and money – the sooner they pay out more they will stop being delayed!

If the passenger has to make alternative arrangements to get to the destination because the train company has failed to offer any alternative then you should be able to be compensated for that expense

The compensation should reflect the knock-on disruption to people's lives, i.e. if I am late for work due to a train delay then the night staff cannot go home for a good sleep until they handover to me. The train delay has much greater effects that are not considered by the current compensation regime. It is not just a question of money. I would quite like to know in more public detail the root cause of my delay in the hope that this would reduce its occurrence

TOCs are seen to actively obstruct 'fair' compensation even when due

This is most often reported in 'fixing' of the values compensated (i.e. should be based per journey on Anytime fare-payer, not season ticket holder), but also poor customer service in handling claims

If more than 10% of services are delayed during a particular period - they should ALSO provide discounts on season tickets. London Midland also regularly ignore claims - seemingly company policy

This is unfair to season ticket holders who pay the most money, but get less back than casual travellers

Regular shorter delays should be compensated

Season ticket assessment of journey cost is disgustingly low

A return ticket on East Coast is considered to be 2 separate single tickets as far as compensation is concerned. Therefore they avoid paying out the percentage of a return ticket if the delay is greater than 60 minutes. Sometimes the delay may only be 10-15 minutes but it causes you to miss your connection which may result in an overall delay of more than 30 minutes which East Coast try to wriggle out of

The amount I have received from compensation appears to be somewhat random and the calculation is never explained. Virgin is definitely meaner than Arriva. The compensation paid needs to be sufficient to motivate the train companies to run on time. So it needs to hurt and be apparent in the annual accounts to shareholders. Some of the operational management is so slack

As I have a season ticket they seem to compensate using the lowest fare possible that they can find - when it's the 5th delay you've had in less than 6 weeks and you've had to stand in a crowded carriage with no room to even turn round in - £3.55 doesn't even cover it!!!

Yearly statistics should not be counted. If I am delayed, I should get compensation, not a discount at year end

Some passengers also have other concerns

Including the value and form of compensation, flexibility in the criteria for compensation, and channels via which to claim and receive compensation

Vouchers are worthless if you already pay by direct debit for a monthly pass, there is no opportunity to use them. I have tried to use them online to book tickets for longer journeys but they are not acceptable

If the service is not what I paid for, I should get a full refund. It costs enough

Train companies should be able to automate the claims procedure

It should be based on a proportion of the expected time of the journey rather than a set number of minutes. 30 minutes on a 6 hour journey is only 8% extra late whereas 30 minutes on my usual journey of 60 minutes is 50% late

This should be automatic, they know I have a travel card. They should have an app that is linked to your ticket, using GPS knows the train you are on and can automatically credit you when the train is delayed

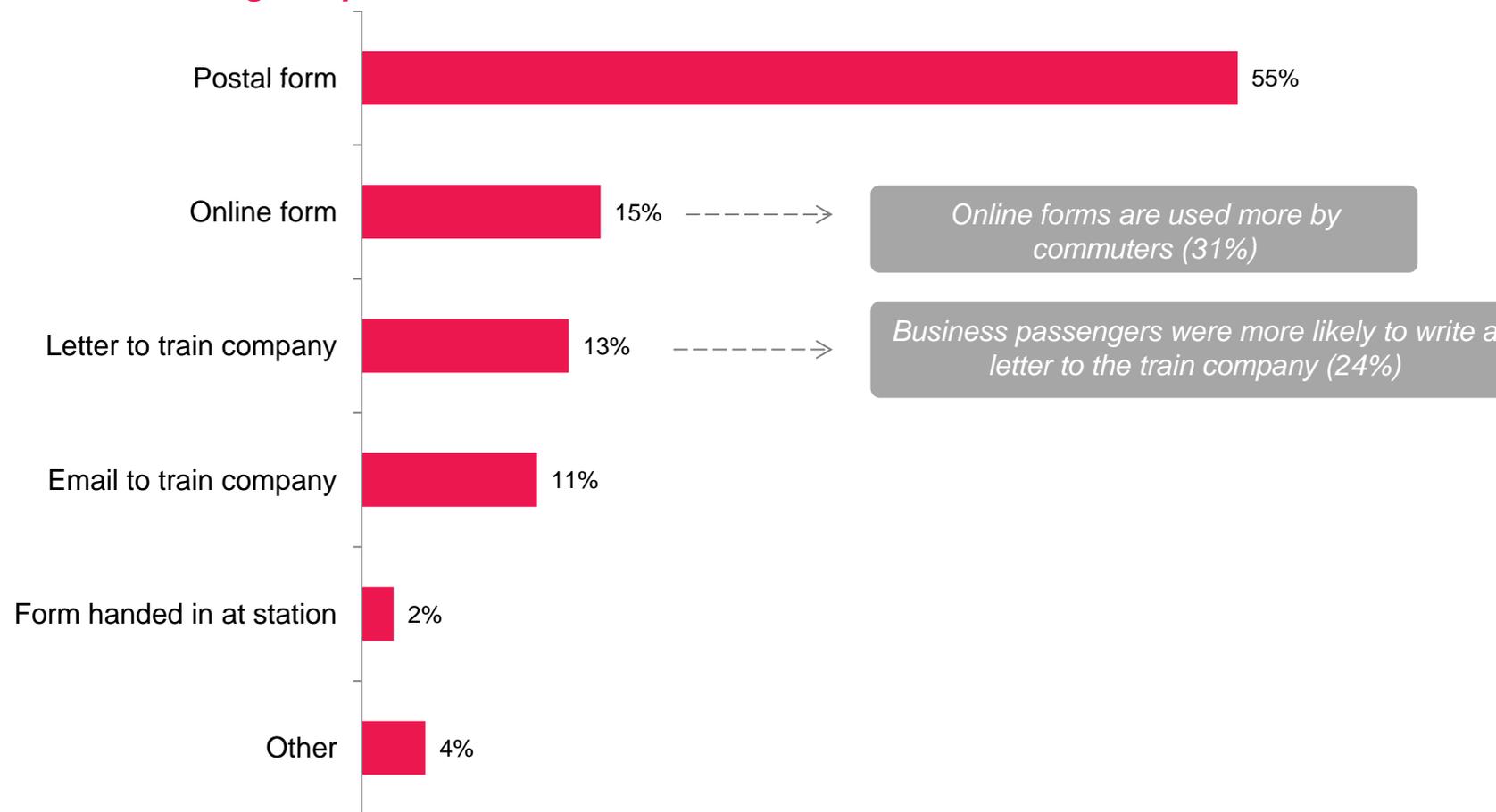
Numerous times, trains are reported as being "28 or 29" minutes delayed; this is substantial enough to have an effect on your journey but cannot be claimed for. I think this is totally unfair in light of how much we have to pay for our rail travel these days

Experience of
claiming
compensation



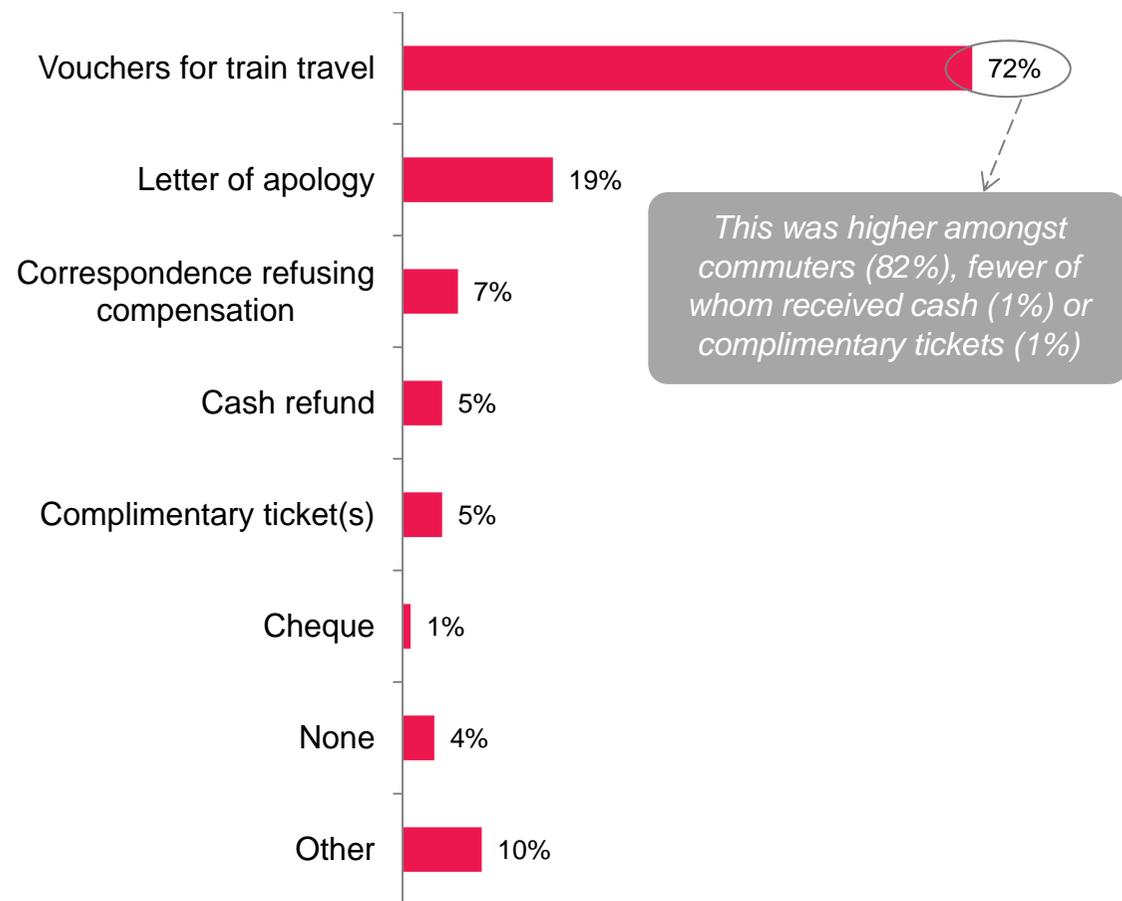
More than half of compensation claims are made by post

Method of claiming compensation



Most compensation claimants received vouchers within three weeks

Compensation/correspondence received by claimant



Length of time taken to receive response	% claimants
1-2 weeks	40%
3-4 weeks	43%
5-6 weeks	5%
Longer than 6 weeks	5%
Don't know/Can't remember	7%

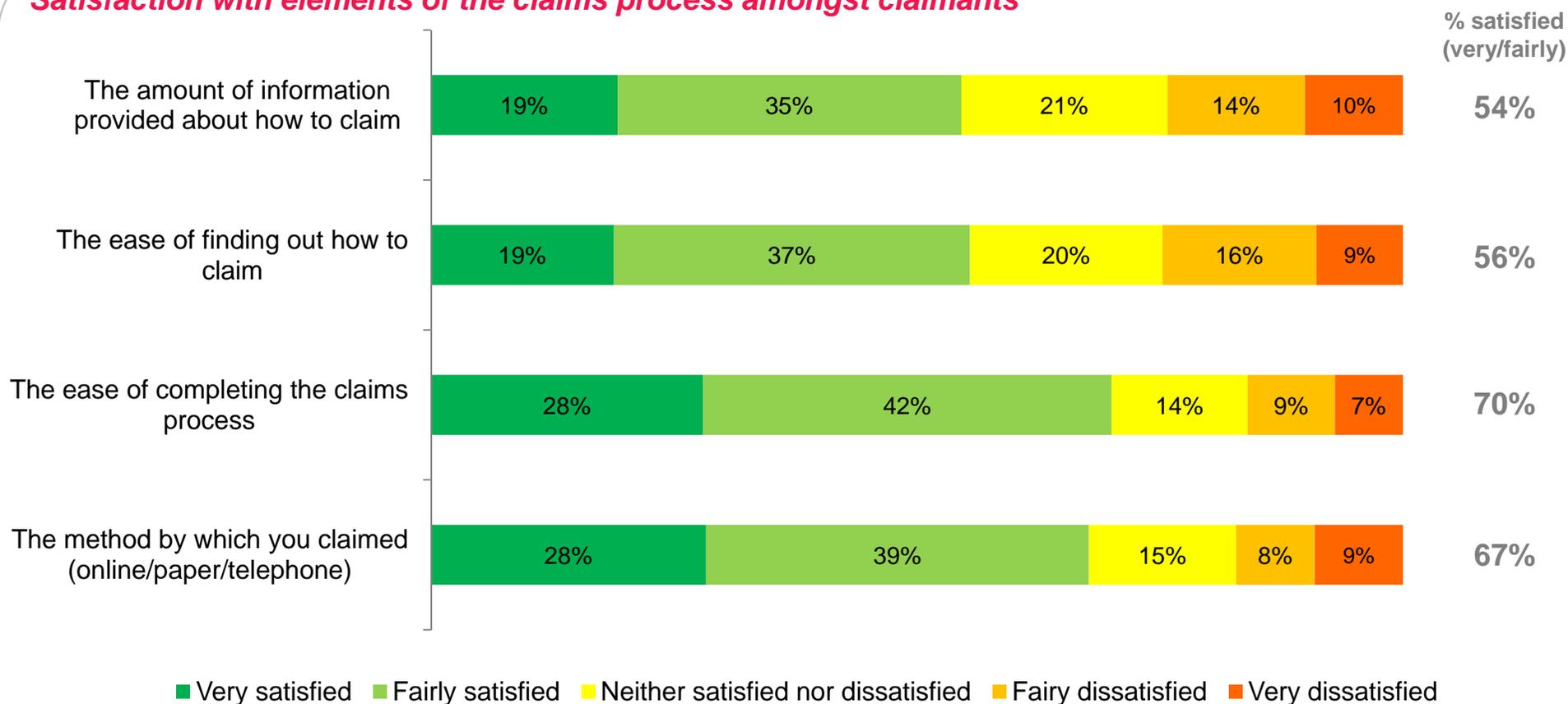
Mean time taken = 3 weeks

9% of claimants reported having to remind the train company before receiving a response

Q20 Which of the following did you receive after making your claim for compensation or a refund?
 Q21 How long did it take from when you submitted your claim until when you received your response?
 Q22 Did you have to remind the train company before you received any response?
 Base: All claiming compensation (244)

Satisfaction with compensation claims – the claims process

Satisfaction with elements of the claims process amongst claimants



Satisfaction with the ease of finding information and the quality of this information is low, whilst completing the process once established is higher. This suggests that ready availability and quality of information provided about how to claim, in particular, should be improved

Satisfaction with compensation claims – compensation received

Satisfaction with elements of the compensation received amongst claimants



The process of claiming compensation is more of an issue than the compensation received, however there is still a substantial proportion dissatisfied with the outcome of the claim

Satisfaction with compensation claims – by journey purpose

% satisfied by journey purpose

	Commuter	Business	Leisure
The amount of information provided about how to claim	45%	59%	57%
The ease of finding out how to claim	47%	42%	66%
The ease of completing the claims process	61%	67%	76%
The method by which you claimed (online/paper/telephone)	64%	66%	71%
The speed with which received a response	44%	61%	61%
The speed with which received compensation/refund	39%	57%	62%
The value of compensation received	37%	68%	75%
The form in which compensation received (cash/voucher/cheque)	47%	66%	65%

Leisure passengers are consistently more satisfied than other passenger groups, whilst commuters are more dissatisfied with all aspects

Commuters are far less satisfied with form in which compensation is received and the value of compensation in particular

Q24 How satisfied were you with each of the following aspects of your compensation claim?

Base: All claiming compensation (244), Commuter (122), Business (38)**, Leisure (84)

**CAUTION: Low base size

Summary – experiences of claiming compensation

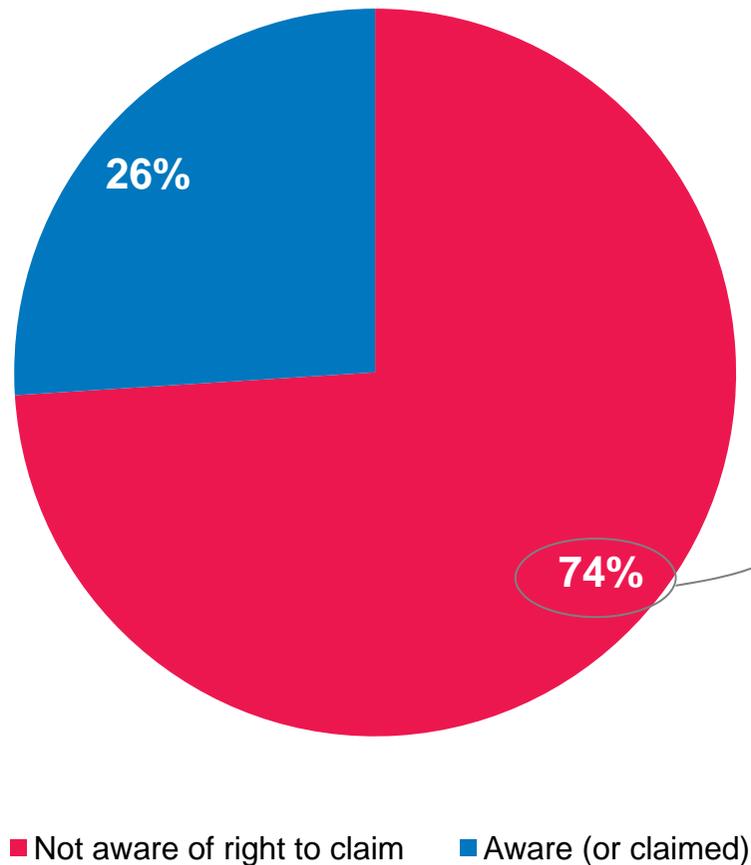
- More than half of all compensation claims are currently made by post, although some passengers are now using online forms and this is particularly prevalent amongst frequent travellers and commuters
- The vast majority of compensation was received in the form of vouchers to redeem against future rail travel – this is striking given that commuters (mainly using season tickets) may not find it convenient to use vouchers in the near future
- The average amount of time for a claim to be answered was 3 weeks, whilst 40% of claims were answered in 1-2 weeks
- Satisfaction with the quality and availability of information relating to compensation claims is poor – which is a likely result of the lack of forthcoming activity amongst TOCs in raising awareness about compensation
- Once the claiming process is accessed, satisfaction is a little higher
- The speed of response to compensation claims leaves around a quarter of all passengers dissatisfied
- A quarter were also dissatisfied with the form in which compensation is received, which could be linked to restrictions on the use of vouchers (e.g. many passengers report these are not redeemable online)

Barriers to claiming compensation



As seen earlier, of those eligible, awareness of right to claim is low

Delayed passengers claiming compensation for last delay of 30 minutes or more

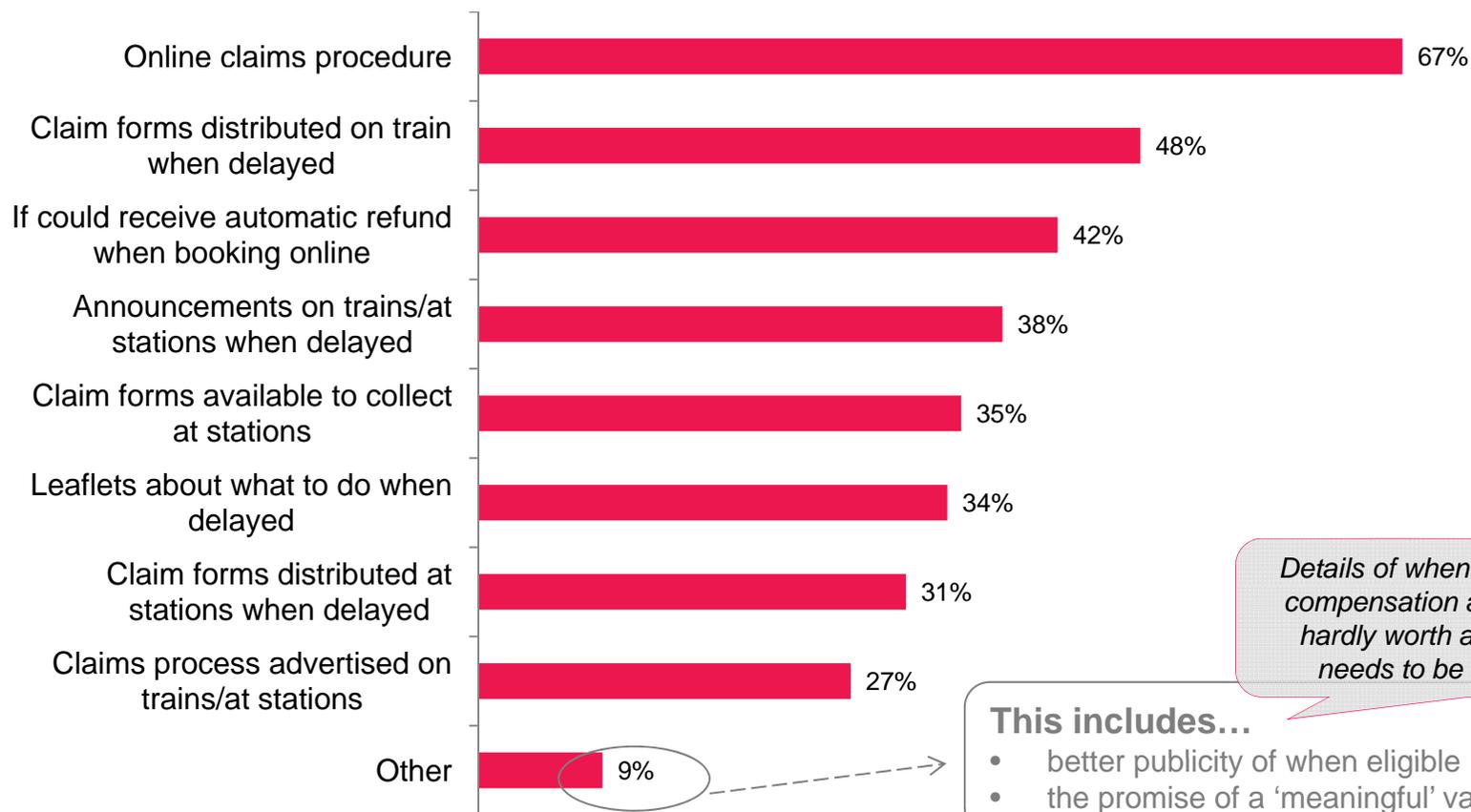


74% are not aware of their right to claim compensation

Either because they didn't think about it, or did not think they would be eligible

An online claims procedure publicised openly would facilitate claims

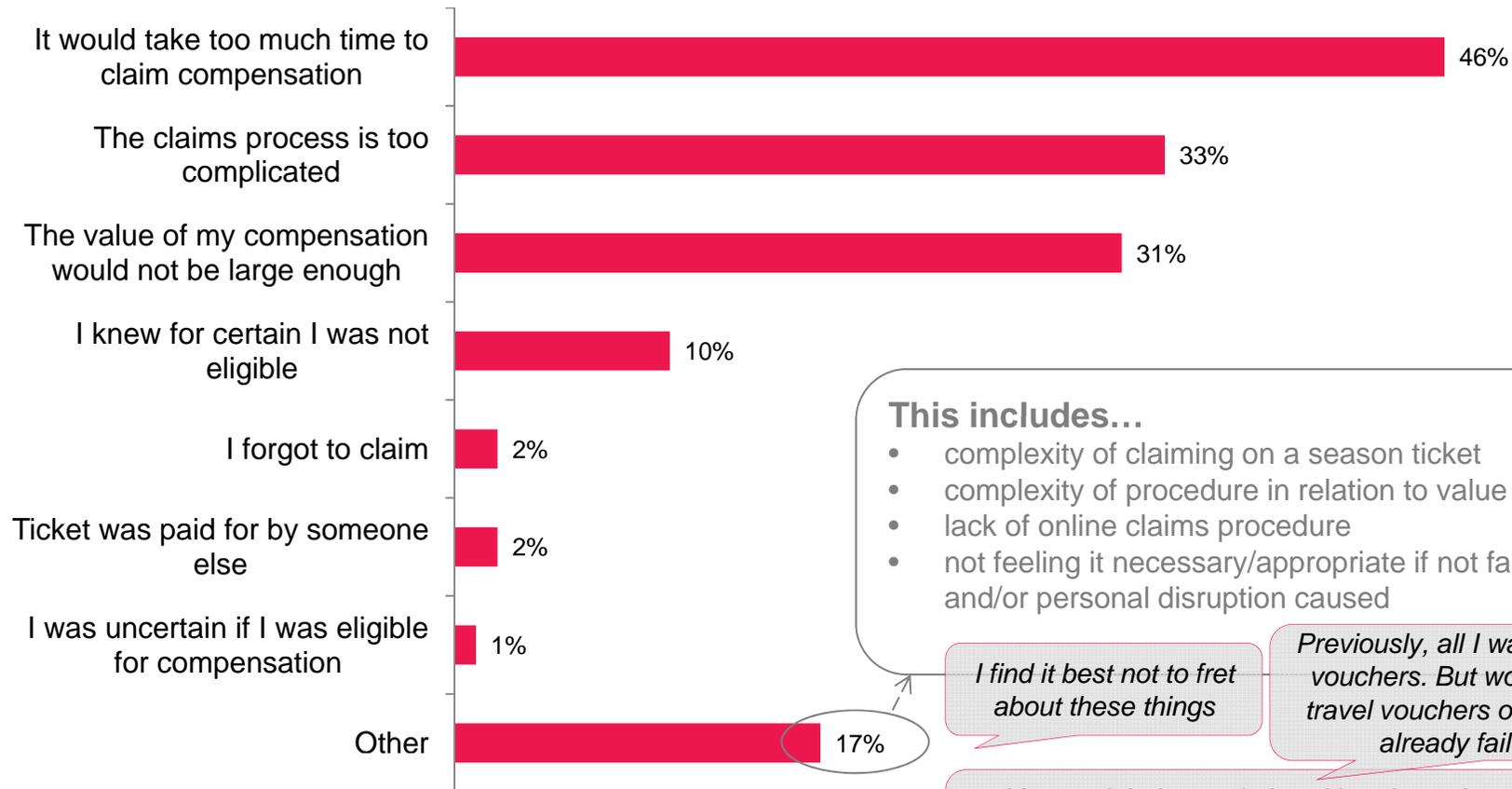
Factors which would help passengers to claim



Simplification of the claims process by improved online channels and more pro-active, in the moment communication by the TOC would empower passengers who were previously unaware how to claim compensation

Amongst those who are aware, perceptions of the claims process are the biggest barrier

Reasons for deciding not to claim amongst those aware



This includes...

- complexity of claiming on a season ticket
- complexity of procedure in relation to value gained
- lack of online claims procedure
- not feeling it necessary/appropriate if not fault of TOC and/or personal disruption caused

I find it best not to fret about these things

Previously, all I was offered was travel vouchers. But would you really want travel vouchers on a service that has already failed to deliver?

You can't help a train breaking down. I won't claim a refund for this type of delay, only when it is because of crowding or strike action

Perceptions about the complexity of the claims process and the value of compensation put off potential claimants

Q25 Why did you decide not to claim on this occasion?

Base: All not claiming compensation, but aware (46)**

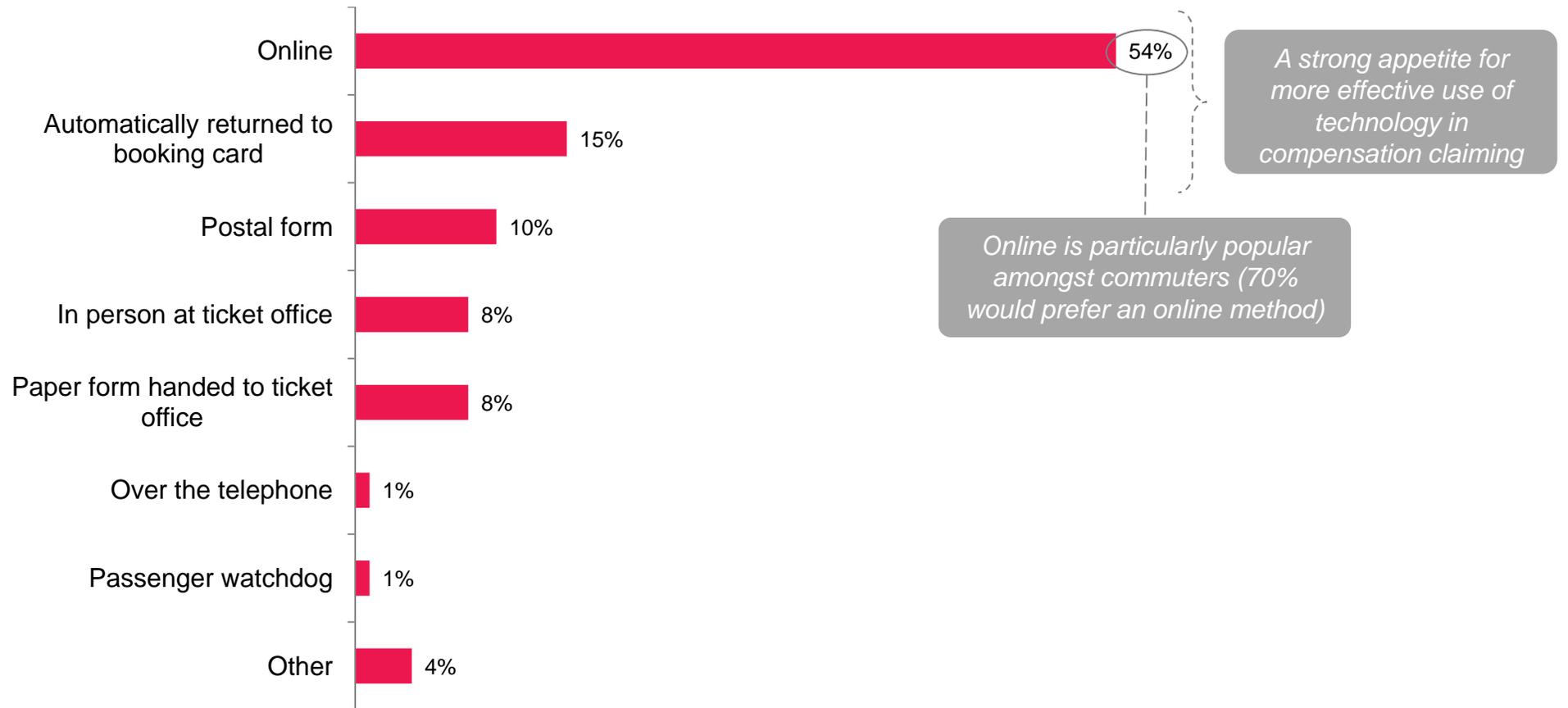
**CAUTION: Low base size

Preferences for claiming compensation



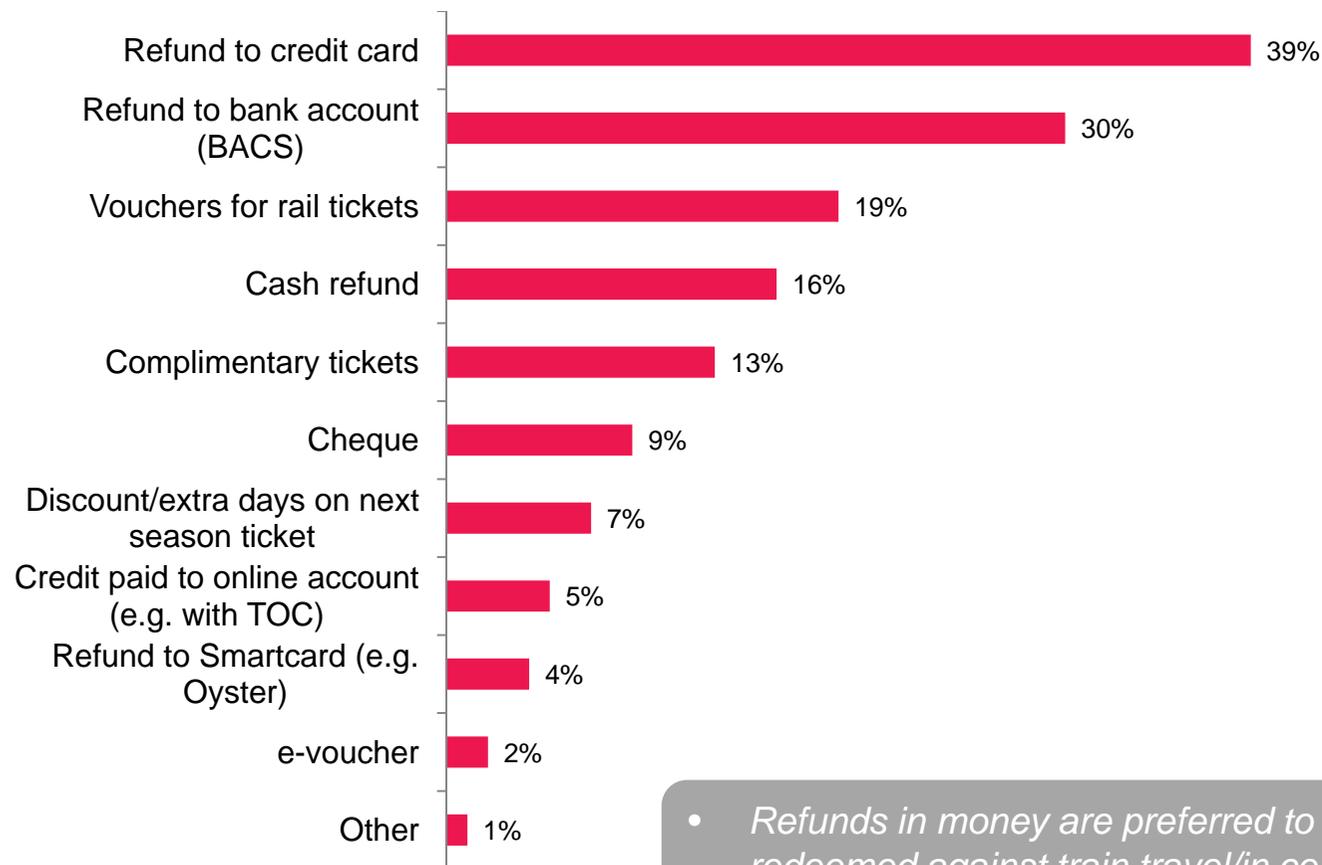
More than half would like to be able to claim online

Preferred methods of claiming compensation in the future



Cashless monetary payments are preferred for compensation

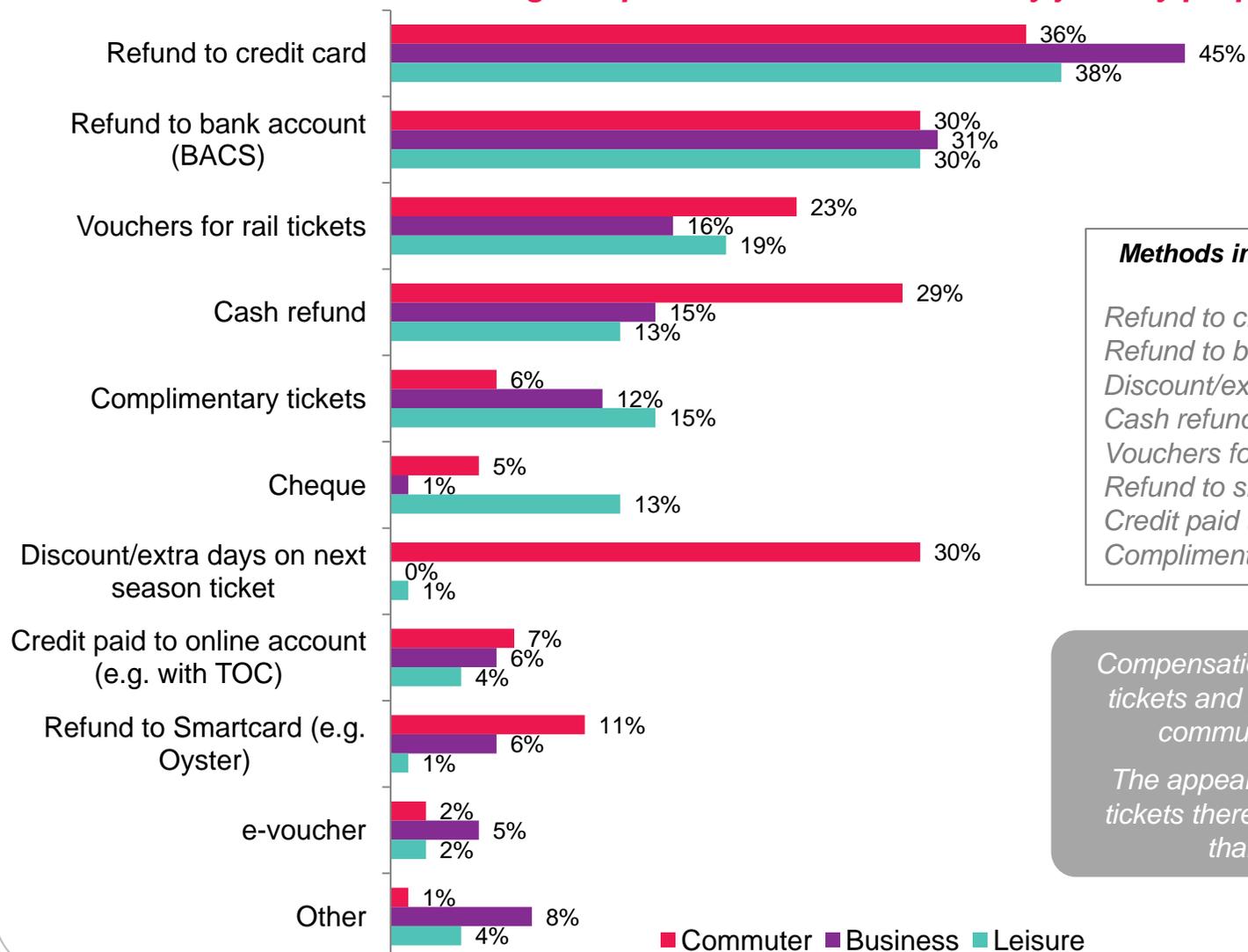
Preferred methods of claiming compensation in the future



- Refunds in money are preferred to vouchers which can only be redeemed against train travel/in certain ways
- Cashless payments are preferred over cash
- Although there is still some appetite for vouchers/complimentary tickets
- Compensation against season tickets is not so popular

The order of preference changes according to journey purpose

Preferred methods of claiming compensation in the future – by journey purpose



Methods in order of preference for commuters

Refund to credit card	36%
Refund to bank account	30%
Discount/extra days on season ticket	30%
Cash refund	29%
Vouchers for rail travel	23%
Refund to smartcard	11%
Credit paid to online account	7%
Complimentary tickets	6%

Compensation redeemable directly against season tickets and paid in cash are far more favoured by commuters than other passenger groups

The appeal of both vouchers and complimentary tickets therefore become relatively less appealing than other formats to commuters

Claiming compensation in the future

- ***There is significant appetite for more effective use of technology related to compensation: both in relation to completing the claims process and receiving compensation***
 - Online claiming is preferred, and a substantial proportion of passengers would be interested in an automated compensation procedure
 - Both of these are likely to streamline the process for the passenger and reduce additional effort required
 - Cashless forms of compensation are preferred by passengers
 - Many passengers would also prefer monetary compensation rather than vouchers
 - This allows passengers to spend their own money how they see fit. This is important from the passenger perspective where a compensation claim is the result of receiving unsatisfactory service.
 - There are concerns over the usability of vouchers across all payment types (e.g. online, against a season ticket)

Summary of findings

Summary of findings – likelihood to claim

- While this research has deliberately interviewed passengers who have been delayed by 30 minutes or more, among this group **delays are long and frequent**
- Despite this, **a relatively small proportion claim for compensation**
- The key reason for this is **lack of awareness and understanding** around the right to claim – while not all would choose to claim, this means that **too few passengers have access to their rights**
- **Other factors** involved in the decision to claim include:
 - **Number of instances** – it appears to take more than one delay, before a passenger will claim. This makes more regular passengers (such as commuters) more likely to claim *if* they are delayed by 30 minutes or more because they are more likely to experience multiple delays. (More claims are made by leisure passengers because their journeys are more likely to be delayed, but the conversion from delays to claims is lower amongst this group)
 - The **reason for the delay** (people are less likely to claim if the rail provider was not perceived to be at fault)
- **Other barriers** to claiming include:
 - **Complexity** of the process
 - **Methods for making the claim**
 - **Unsatisfactory remuneration**

Summary of findings – making claims

- Currently, passengers find out about how to claim, via their own research, or incidentally through unofficial channels such as word of mouth
- Around a quarter of claims result from pro-active, “in the moment” communication from TOCs – more of this is needed and wanted
- There is currently great confusion about what makes someone eligible for compensation
- Once people understand the basis for compensation, the majority find it reasonably fair – commuters are an exception
- Passengers making claims in the past six months are particularly unhappy with information about how to claim, and the speed with which it is handled
- Satisfaction is a little higher for the method of claiming – although still not high
 - While most claim by post, there is substantial appetite for online and automatic processes
- Similarly passengers are only mildly satisfied with the value and form of compensation
 - Monetary compensation would be preferable to vouchers against future rail travel
 - The value of compensation is felt to be inappropriate when:
 - It does not take into account other/consequential disruption caused to the individual
 - It does not feel proportionate to the overall cost – particularly for season ticket holders



Appendix 1

**PASSENGER FOCUS' VIEW ON ENTITLEMENT TO
COMPENSATION OR A REFUND**

Am I eligible for compensation if my train is delayed?

The FAQ page of the *Passenger Focus* website summarises our interpretation of the overall situation:

<http://www.passengerfocus.org.uk/faqs/refunds-and-compensation/am-i-eligible-for-compensation-if-my-train-is-delayed>

Each train company's Passengers' Charter (all train operators are required to produce this document to set out their commitments to passengers) will specify the length of delay to qualify for compensation and type of scheme in operation. Compensation is usually paid in rail travel vouchers. In all cases, it is the overall delay to *you* in reaching your destination which counts, not simply the delay to the train or trains on which you travelled; e.g. a ten-minute delay to a connecting train may delay you by an hour. In the case of "delay repay", compensation is payable regardless of the cause of delay.

Most train companies now operate a 'delay repay' scheme. Under this scheme if your journey is delayed and as a result you arrive more than **one hour** late at your destination station, you will be entitled to compensation, regardless of the cause of the delay. This will be in the form of travel vouchers, of at least 20% of the cost of the delayed leg of the journey. Some operators offer a higher level of compensation and shorter period of delay to qualify. Check with the operator concerned. This compensation applies to all ticket types.

Some train operators' scheme pays compensation only if the delay is caused by reasons within the control of the industry; e.g. a train breaking down but not for situations like bad weather.

For these operators, season ticket compensation is based on the punctuality and reliability of the service over the period the season ticket is held.

Even if the train company is not strictly required to compensate you for delay according to its own scheme, it is worthwhile checking in the case of significant delay as the company may provide compensation as a gesture of goodwill.

If you have contacted a train operator and are unhappy with what they have offered you then please contact us. We regularly have success at getting improved settlements for passengers from train companies; and we will do our best to achieve the outcome you are looking for.

Our view on entitlement for the scenarios covered in the research (1/4)

Entitlement varies by Train Operating Company (TOC) according to whether it operates the newer *Delay Repay* model or has an old-style *Passenger Charter* commitment as part of their franchise terms

- “*You are making a journey by train and you arrive at your destination station xx minutes later than timetabled*”
 - Under *Delay Repay* in most instances, whatever their ticket type, passengers are entitled to compensation where the delay in arriving at their destination is 30 minutes or more
 - Under *Passenger Charter*, passengers with an Advance or Anytime ticket or a weekly season will be eligible for compensation in line with the Charter’s provisions which vary by TOC in terms of the length of delay and the level of compensation payable; passengers with a monthly or longer season ticket may receive a rebate on their next ticket depending on the total volume of delays in excess of five or ten minutes (depending on TOC) across a calendar month

Our view on entitlement for the scenarios covered in the research (2/4)

- *“The train is announced as running late and you decide not to travel”*
 - According to the *National Conditions of Carriage*, the passenger is entitled to a full refund on the spot
- *“Your train is cancelled but you catch a different one, which arrived 15 minutes later than you had planned”*
 - Under *Delay Repay*, as the delay is less than 30 minutes, no compensation is due
 - Under *Passenger Charter*, passengers are unlikely to be eligible for compensation as the charter’s provisions would generally exclude such a short delay
- *“The advertised buffet car/trolley is not available”*
 - No compensation is payable for the failure to provide such a service (although TOCs may opt to make a goodwill payment)

Our view on entitlement for the scenarios covered in the research (3/4)

- “*The weather is bad and no trains are running*”
 - The *National Conditions of Carriage*, allow for “exceptionally severe weather” to be deemed “outside the control of the industry” meaning compensation does not have to be paid although TOCs will generally allow travel on another day or make a refund
 - Some TOCs’ *Delay Repay* schemes have no limitations while others’ may similarly exclude severe weather
- “*Booked train is cancelled and seat reservation lost, have to travel on a different train and have to stand*”
 - If the substitute train arrives within 30 minutes of the passenger’s intended arrival time, no compensation would be payable under *Delay Repay*, although the *National Conditions of Carriage* make provision for any ‘reservation fee’ paid to be refunded (although many reservations are provided ‘free’ with a specific ticket). The *Conditions* also provide for compensation for the inconvenience if the TOC i

Our view on entitlement for the scenarios covered in the research (4/4)

- “Your train is 15 minutes late on four consecutive days”
 - Under *Delay Repay* no compensation is payable
 - Under *Passenger Charter*, passengers with a monthly or longer season ticket may receive a rebate on their next ticket depending on the total volume of delays in excess of five or ten minutes (depending on TOC) across a calendar month

Appendix 2

QUESTIONNAIRE

Questionnaire (1/6)

J20431 – Questionnaire

Thank you for agreeing to help with our survey about train travel

SCREENING – ASK ALL

Q1-3 RELATE TO COMMUTING BEHAVIOUR DESIGNED TO RECRUIT PARTICIPANTS FOR A SEPARATE SURVEY

ASK ALL

Q4. Has any train that you have travelled on in the last six months been delayed by 30 minutes or more?

If you bought a ticket for a train which was delayed by 30 minutes or more but you did not travel because of the delay, then please include this intended journey.

Please think of journeys you made by National Rail services (including London Overground). Please do not include London Underground, DLR, or other underground or light railway services.

Yes	GO TO Q5
No	GO TO SCREENING RULES
Don't know/can't remember	GO TO SCREENING RULES

IF ANSWER YES AT Q4

Q5. Have you claimed, or attempted to claim, compensation or a refund from a train company for a delay that you experienced at any point in the last six months?

Yes	GO TO SCREENING RULES
No	GO TO SCREENING RULES
Don't know/ can't remember	GO TO SCREENING RULES

SCREENING RULES:

IF NEITHER COMMUTER, NOR DELAYED – ROUTE TO CLOSING

IF COMMUTER – ROUTE TO 'COMMUTING' SECTION

IF CLAIMED COMPENSATION – ROUTE TO 'COMPENSATION' SECTION

IF NOT COMMUTER, BUT DELAY – ROUTE TO 'COMPENSATION' SECTION

IF COMMUTER AND DELAYED – RANDOMLY ASSIGN TO 'COMMUTING' OR 'COMPENSATION' SECTION

DEFINITIONS:

CLAIMED COMPENSATION IF YES AT Q5

DELAYED IF YES AT Q4

COMPENSATION SECTION

When trains are delayed or cancelled, passengers can sometimes claim compensation or a refund from the train operator.

Q1. Under which of the following circumstances do you think passengers are currently entitled to claim compensation or a refund?

SHOW EACH OF THE FOLLOWING AS TWO BATCHES (ROTATED) IN GRID WITH OPTIONS ALONG THE TOP:

ENTITLED	NOT ENTITLED	NOT SURE
----------	--------------	----------

BATCH 1

You are making a journey by train and you arrive at your destination station...

10 minutes later than timetabled
20 minutes later than timetabled
30 minutes later than timetabled
45 minutes later than timetabled
60 minutes later than timetabled

BATCH2 - RANDOMISE ORDER

Your train is cancelled and you have to travel on a different train to the one on which you had reserved a seat which means you have to stand
The advertised buffet car/trolley is not available
Your train is cancelled but you get another one that arrives 15 minutes later than you had wanted to
The weather is bad and no trains are running
Your train is 15 minutes late on four consecutive days
The train is announced as running late and you decide not to travel

We would now like to ask some questions about the delays that you have experienced when travelling by train.

Q2. How many delays of 30 minutes or more would you say you have experienced in the last six months?

If you bought a ticket for a train which was delayed by 30 minutes or more but you did not travel because of the delay, then please include this intended journey. Please give us your best estimate.

None GO TO CLOSE

One

Two

Three

Four or five

Six or seven

Eight or nine

Ten to twelve

Thirteen to fifteen

Sixteen to nineteen

Twenty or more

Don't remember

IF NONE THEN GO TO CLOSING

Questionnaire (2/6)

IF MORE THAN ONE DELAY AT Q2:

For the following questions, please just think about the most recent delay of 30 minutes or more that you experienced.

Q3. When you were delayed on this occasion, which stations were you travelling between?

Please write in the station names in the boxes below

Starting station: *Type in*

Destination station: *Type in*

Q4. On what day of the week were you making this journey?

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Don't know / Can't remember

IF DON'T KNOW / CAN'T REMEMBER AT Q4

Q5. Do you remember whether the delay you experienced was on a weekday or at the weekend?

Monday to Friday

Saturday

Sunday

Don't know / Can't remember

Q6. At what time of the day did you start this journey?

In the morning (before 10am)

During the daytime (10am – 4pm)

In the evening (after 4pm)

Don't know / Can't remember

Q7. What was the reason for making this journey?

Commuting to/from work

Commuting to/from education

On company business (or own if self employed)

On personal business (e.g. job interview, dentist)

Visiting friend/relatives

Shopping trip

Travel to/from holiday

A day out

Sport

Other leisure trip

Q8. Were you travelling alone or with others (adults or children) on this journey?

Alone

Party of 2

Party of 3

Party of 4

Party of 5

Party of 6 or more

Q9. How often do you make journeys by train like the one you were making on that occasion?

3 or more times a week

Once or twice a week

1-2 times per month

Once every 2-3 months

Once every 6 months

Less often

First time/never

Q10. Which train company were you travelling with...?

Arriva Trains Wales

c2c

Chiltern Railways

CrossCountry

East Coast

East Midlands Trains

Eurostar

First Capital Connect

First Great Western

First Hull Trains

First TransPennine Express

Grand Central

Greater Anglia

Heathrow Connect

Heathrow Express

London Midland

London Overground

Merseyrail

Northern Rail

ScotRail

South West Trains

Southeastern

Southern

Virgin

Other

Don't Know/Can't remember

Questionnaire (3/6)

Q11. What kind of ticket were you using for this journey on this particular occasion?

- Anytime single/return
- Off peak single/return or Off peak day single/return
- Super off peak single/return or Super off peak day single/return
- Advance
- Day Travelcard
- Pay As You Go smartcard ticket (e.g. Oyster in London)
- Weekly season ticket (including Travelcard/smartcard)
- Monthly or longer period season ticket (including Travelcard/smartcard)
- Annual season ticket
- Special promotion ticket(e.g. rover ticket)
- Rail Staff Pass/Privilege Ticket/Police Commission
- Free travel pass (e.g. freedom pass)
- Other (Please specify)
- Don't know/Can't remember

Q12. How long in hours and minutes was the delay that you experienced on this occasion?

Please write in the number of hours and minutes by which you were delayed on this occasion in the boxes below

TYPE IN:HOURSMINUTES

Q13. What sort of delay did you experience on this occasion?

Please select all that apply

- The train was late departing at the beginning of my journey
- The train was late arriving at my destination
- The train I had planned to catch was cancelled
- The train I was on was diverted via a different route
- I had to use a different station/route to normal
- Could not get on train as it was overcrowded
- Took longer than expected to buy/collect train ticket
- The first train I took was late and I missed my connection
- Crowding at the station meant it took a long time to reach the platform and I missed my train
- Lack of/poor information caused a delay to my journey
- Other (Please specify)

Q14. Do you know what caused this delay?

Please select all that apply

- No – I'm not sure what caused the delay
- Engineering works
- Fault with the track, signals or other equipment
- Poor weather conditions (e.g. floods/snow/ice/wind/heat)
- The train I was on broke down
- A broken down train blocking the line

- Cable theft
- Vandalism
- Persons trespassing on the line
- Animals on the line
- Passenger ill on the train
- Lack of staff (e.g. driver)
- An accident on the line
- Railway staff on strike
- Other (Please specify)

Q15a. Did you claim compensation or a refund for your delay on this particular occasion?

- Yes – I claimed compensation or a refund and was successful
- Yes – I claimed compensation or a refund but was not successful
- No – I didn't even think about it
- No – I didn't think I could claim compensation or a refund
- No – I knew that I could claim compensation or a refund but I chose not to
- No – but I expect a discount/extra day(s) on my next season ticket

IF NOT ON THIS OCCASION (Q15a), BUT HAVE EXPERIENCED MORE THAN ONE DELAY IN LAST 6 MONTHS (Q2)

Q15b. Have you ever claimed compensation or a refund when you have been delayed on any previous occasions in the last six months?

- Yes – I have claimed compensation or a refund for a different journey in the last six months
- No – I haven't claimed any compensation or a refund in the last six months

IF CLAIMED COMPENSATION (Q15a/b), OR DID NOT ON THIS OCCASION BUT AWARE (Q15a)

Q16. How did you first become aware that you were able to claim compensation from the train company for this delay?

Please select one answer only

- Posters at the station
- Posters on the train
- Information given at the station ticket office
- Announcement by staff on the train
- Announcement by the train company at the station
- A fellow passenger told me on the day
- A friend/relative/colleague told me
- Claim form handed out on the train
- Claim form handed out at the station
- I asked a member of train staff
- I asked a member of station staff
- I looked on the internet
- When renewing a season ticket
- A report in the news/on television
- From a passenger watchdog
- Other (Please specify)

Questionnaire (4/6)

IF NOT AWARE (Q15a)

- Q17. What would be the best way to let you know about your right to claim compensation when delayed?
- MULTICODE
 - Posters at the station
 - Posters on the train
 - Information given at the station ticket office
 - Announcement by staff on the train
 - Announcement by the train company at the station
 - Claim form handed out on the train
 - Claim form handed out at the station on the day
 - Claim form collected from a station afterwards
 - Asking a member of train staff
 - Asking a member of station staff
 - Automatic refund because the company knows I was booked on a specific train
 - The internet
 - When renewing a season ticket
 - Reports in the news/on television/in the press
 - From a passenger watchdog
 - Other (Please specify)

Q18 – Q24 FOR THOSE WHO HAVE CLAIMED COMPENSATION IN THE LAST 6 MONTHS ('Yes' at either Q15a or Q15b):

ASK IF YES AT Q15b (i.e. DID NOT CLAIM FOR LAST DELAY, BUT FOR A DIFFERENT OCCASION IN LAST 6 MONTHS)

- Q18. Did you hold a season ticket when you claimed compensation?
- No – I did not hold a season ticket
 - Yes – weekly season ticket
 - Yes – monthly or longer period season ticket
 - Yes – annual season ticket

ASK ALL CLAIMING COMPENSATION:

- Q19. How did you claim compensation or a refund on this occasion?
- Claim form posted to the train company
 - Claim form handed in at the station
 - Letter to the train company
 - E-mail to the train company
 - Online form
 - Over the telephone
 - Via a passenger watchdog
 - I was notified by the train operator when I renewed my season ticket
 - Other (Please specify)

Q20. Which of the following did you receive after making your claim for compensation or a refund?

Select all that apply

- Correspondence informing me my compensation claim was refused
- Voucher(s) which can be redeemed in full or in part against future train tickets
- Complimentary ticket(s) for a future journey
- Cash refund
- Cheque
- Letter of apology
- Discount/extra day(s) on my next season ticket
- None of these
- Other (Please specify)

ASK ALL EXCEPT THOSE RECEIVING 'NONE OF THESE' AT Q20

Q21. How long did it take from when you submitted your claim until when you received your response?

Please type in how long this took in the boxes below

TYPE IN: MONTHS WEEKS DAYS

ASK ALL EXCEPT THOSE RECEIVING 'NONE OF THESE' AT Q20

Q22. Did you have to remind the train company before you received any response?

- Yes
- No

Q23. Thinking about all the times that you have been delayed, which of the following best describes how you claim compensation...?

- I always claim compensation if I am delayed
- I usually claim compensation if I am delayed
- I sometimes claim compensation if I am delayed
- I rarely claim compensation when I am delayed
- This occasion was the first time I had ever claimed compensation when I have been delayed

ALL CLAIMING COMPENSATION:

Q24. How satisfied were you with each of the following aspects of your compensation claim?

5 POINT SCALE FROM VERY SAT TO VERY DISSAT (scale as Q28a)

RANDOMISE STATEMENTS

- The amount of information provided about how to claim compensation
- The ease of finding out how to claim compensation
- The ease of completing the compensation/refund claiming process
- The method by which you were able to claim compensation/a refund (online/paper/telephone)
- The speed with which you received a response from the train company
- The speed with which you received your compensation/refund
- The value of the compensation you received
- The form in which you received the compensation (cash/voucher/cheque)

Questionnaire (5/6)

Q25 – Q27 FOR THOSE WHO HAVE BEEN DELAYED BUT HAVE NOT CLAIMED COMPENSATION IN THE LAST 6 MONTHS (Q15b):

IF AWARE OF RIGHT TO CLAIM COMPENSATION AT Q15a

Q25. Why did you decide not to claim on this occasion?

Tick all that apply

- I was uncertain if I was eligible for compensation for this journey
- I knew for certain that I was not eligible for compensation for this journey
- The value of any compensation would not be large enough
- It would take too much time to claim for compensation
- The claiming process is too complicated
- I did not know how to claim for compensation (and did not try to find out)
- I tried to find out how to claim for compensation but could not
- I forgot to claim
- Ticket was paid for by somebody else
- Other (Please specify)

ASK ALL NOT CLAIMING COMPENSATION

Q26. Would you consider claiming compensation if you were delayed in the future?

- Yes – always
- I sometimes would
- I rarely would
- No – never

Q27. Which of these would help you, or make you more likely to claim compensation in the future?

RANDOMISE

- If it was advertised on trains/at stations
- If there were announcements on the trains/at stations when delayed
- If there were leaflets about what to do when delayed available
- If there were claim forms available to collect at stations
- If claim forms were distributed on the train when it is delayed
- If claim forms were handed out at stations after a delay
- If you received an automatic refund because you booked online
- If you could claim online
- Other (Please specify)

ASK ALL COMPENSATION SAMPLE

We would now like to get your overall views on how and when compensation is available to train passengers who are delayed.

Q28a. Currently, many train operators will pay passengers compensation of 50% of the journey cost when they are delayed by 30 minutes and 100% of the journey cost when delayed by 60 minutes or more, irrespective of the type of ticket they have or what caused the delay.

How satisfied are you with this as a basis for paying compensation?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

IF DISSATISFIED AT Q28a

Q28b. Why are you not satisfied with this basis for paying compensation?

Please select all that apply

RANDOMISE

- Compensation should be paid for shorter delays
- They should pay compensation when a train is regularly delayed for less than 30 minutes
- They should pay more than 50% of the journey cost for a 30 minute delay
- Other (specify)

Q29. What would be your preferred way of receiving compensation or a refund?

RANDOMISE

UP TO 3 RESPONSES

- Vouchers which can be redeemed in full or in part against future train tickets
- Complimentary ticket(s) for a future journey
- Cash refund
- Cheque
- Discount/extra day(s) on my next season ticket
- Refund to my bank account (BACS)
- Refund to my credit card
- Refund to my smartcard (e.g. Oyster in London)
- A discount from my next season ticket when I renew
- Extra days on my season ticket when I renew
- e-voucher
- Credit paid into an on-line account (e.g. with train company)
- Other (Please specify)

Q30. What would be your preferred way of claiming compensation or a refund?

ONE CODE ONLY

- Over the telephone
- In person at the ticket office
- Via a paper form posted to th
- Via a paper form handed in a
- Online
- Automatically back to card us
- Via a passenger watchdog
- Other (Please specify)

Questionnaire (6/6)

CLOSING SECTION

These final few questions about you are to ensure we interview a cross section of passengers.

ASK ALL

QX. Which age group do you fall into?

- 16-25
- 26-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+

ASK ALL

QY. Are you...?

- Male
- Female

ASK ALL

Q. In which region of the UK do you live?

- North East
- North West
- Yorkshire & Humberside
- East Midlands
- West Midlands
- East of England
- London
- South East
- South West
- Northern Ireland
- Scotland
- Wales
- Isle of Man
- Jersey
- Guernsey
- Isle of Wight
- Other (Please specify)

ASK ALL COMPLETING COMMUTER SECTION

QZ. To enable us to look at the distance you travel between home and your place of work/education [*as appropriate*] it would be very helpful if you could tell us the postcodes of these locations. The postcodes will **only** be used to calculate the distance in our analysis.

Please could you enter the postcodes below:

If you cannot remember the full postcode, please just leave the first part (e.g. NE2, SW19)

HOME POSTCODE:

Don't know/can't remember

Prefer not to say

PLACE OF WORK/EDUCATION [*as appropriate*] POSTCODE

Place of work/education [*as appropriate*] varies

Don't know/can't remember

Prefer not to say

ASK ALL

Thank you very much for your help in completing this survey. The results will be published by Passenger Focus and will be used to help improve passengers' experiences when travelling by train.

If you would be interested in receiving an email with details of the findings from this research once these are published in a couple of months, please tick the box below.

OPT IN TICK BOX

CLOSE SURVEY



Understanding rail passengers – delays and compensation

May 2013

Contact: Keith Bailey, Research Team, Passenger Focus
Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX
Tel: 0300 123 0822 Email: keith.bailey@passengerfocus.org.uk