



# **BREAKING BLUE**

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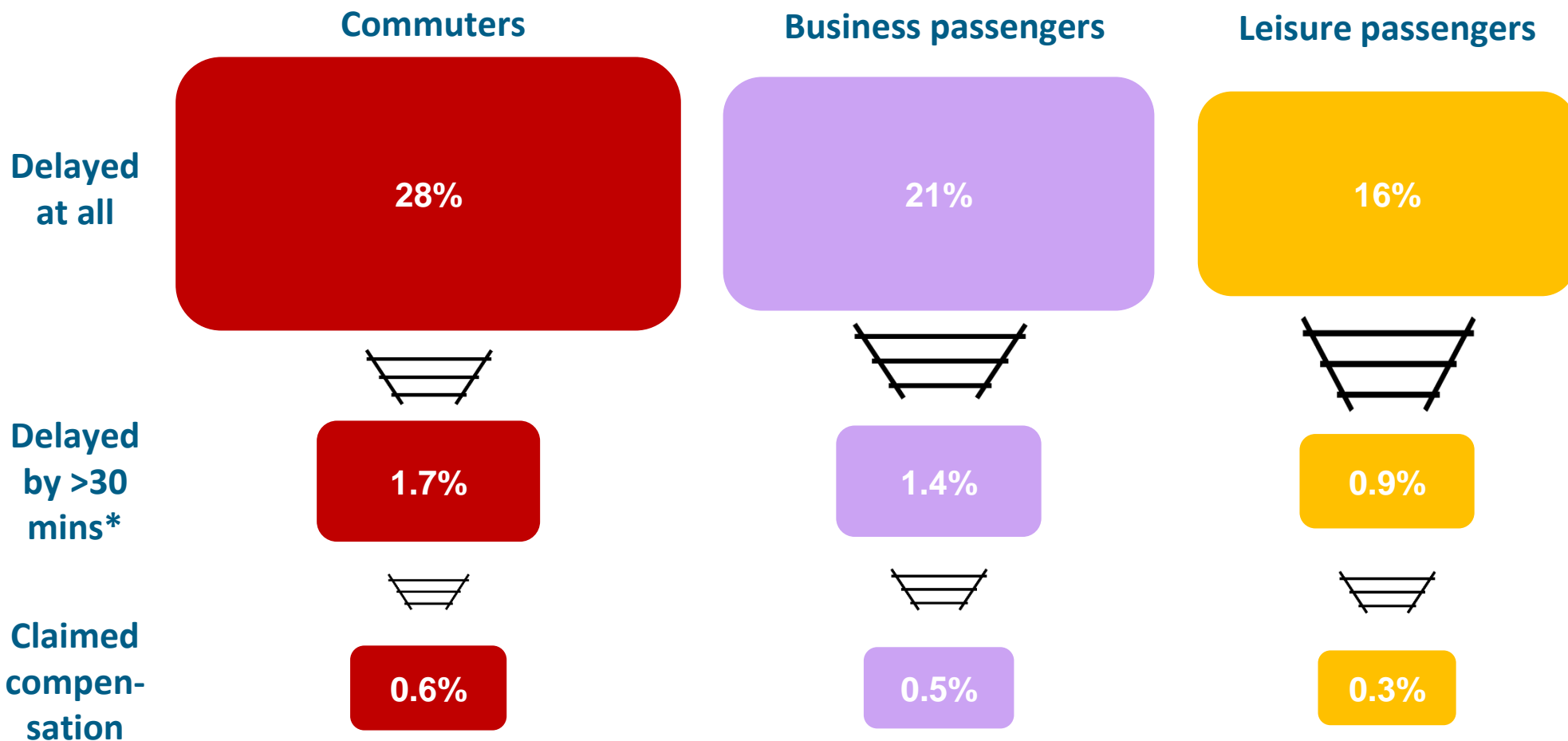
**Rail delays and compensation – what passengers want**  
Prepared for Transport Focus  
**June 2016**

## Key findings – delays and claiming

- Over one third of rail passengers report being delayed by 30 minutes or more\* in the previous six months
  - Just 37% of these passengers say they claimed compensation for one or more of these delays
- The research focusses on passengers most recent claims experience – 35% claimed for the most recent time they suffered a ‘qualifying delay’ (i.e. over 30 minutes)
  - even amongst those paying over £50 for a ticket, fewer than half claim
  - the proportion claiming is significantly greater amongst those travelling on train companies operating the Delay Repay scheme
  - the proportion claiming has significantly increased from similar research undertaken in 2013
- Two thirds of passengers who would be eligible for compensation, do not claim
  - only a small proportion (one in ten) take a deliberate decision not to claim, in the main because the value of compensation is not felt to be worth the effort
  - the main reasons for not claiming are that passengers don’t believe they are entitled to claim for that particular journey, or because they simply don’t think about claiming

*\*A delay length of 30 minutes or more was used as a standard measure although the threshold for claiming on some Charter schemes is higher*

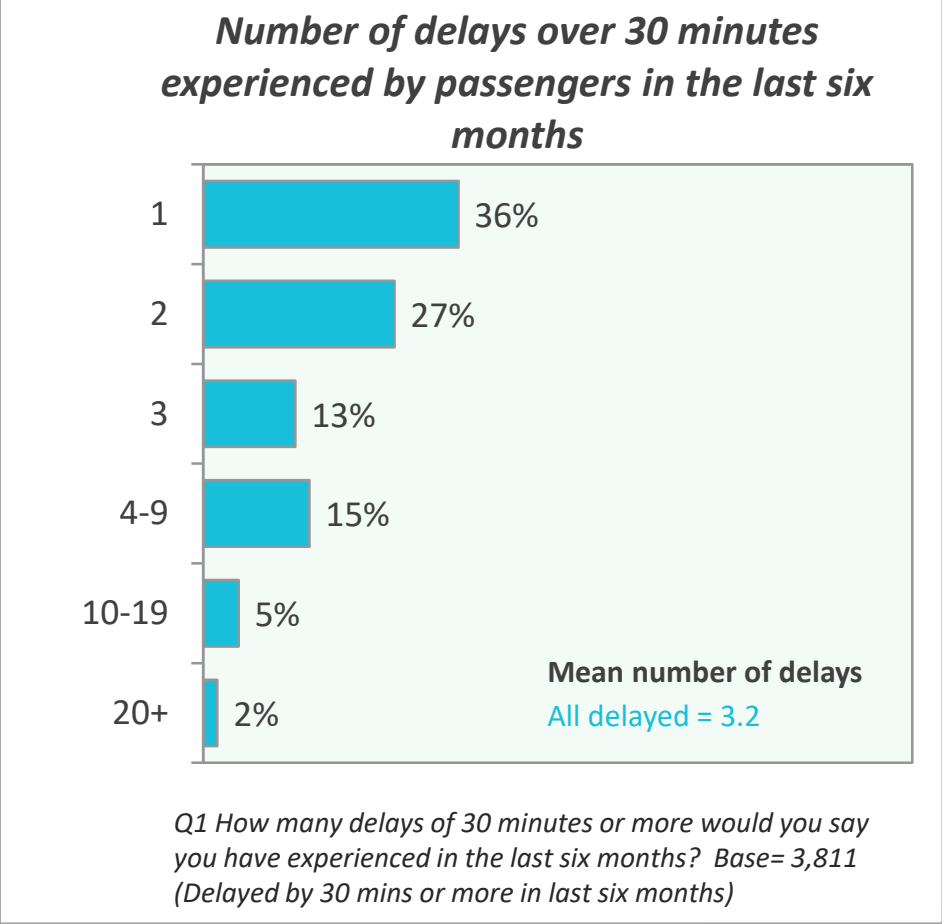
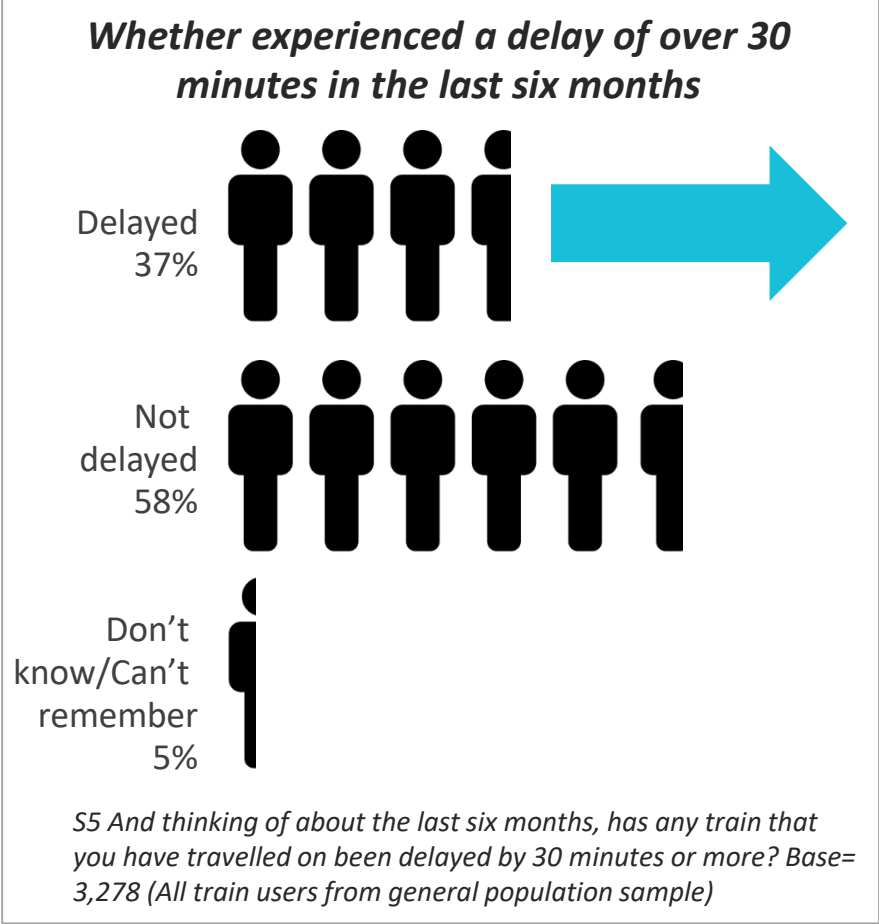
# A tiny proportion of all journeys result in a compensation claim. A higher proportion of commuter journeys are delayed and result in claims



Base - Delayed at all and Delayed by 30 mins or more = 54,438 NRPS Spring 2015/Autumn 2015 (combined) - Base Claimed Compensation = Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion? Base= 3,526 (Delayed by 30 mins or more in last six months)

\*A delay length of 30 minutes or more was used as a standard measure although the threshold for claiming on some Charter schemes is higher

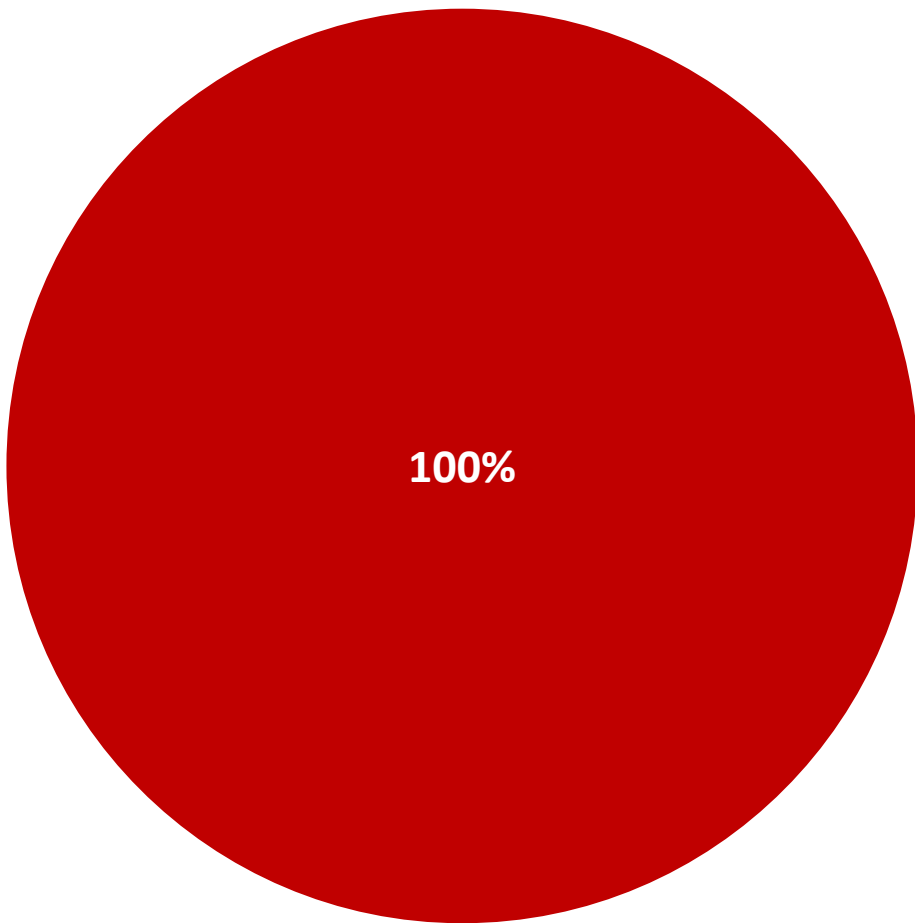
# Because many passengers travel frequently, even a small proportion of journeys delayed means that a significant number of passengers (approx. one third) have suffered at least one delay in the past six months and many have suffered multiple delays



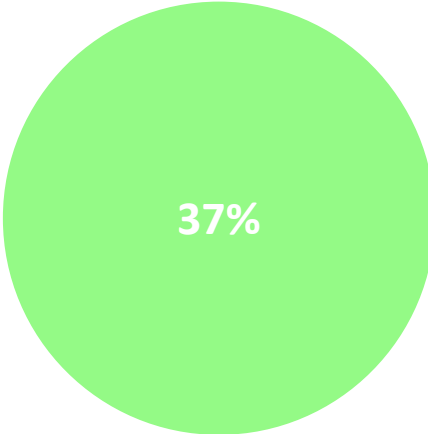


# One in ten passengers have received compensation for at least one delay of 30 minutes or more in the past six months

All rail passengers



Delayed by 30 minutes or more in the past six months \*



Claimed compensation in the past six months



Compensated in the past six months



National Rail Passenger Survey (NRPS) reports 15% claiming compensation or making a complaint

Base= 3,278 (All train users from general population sample)  
Base = 55,438 NRPS Spring 2015/Autumn 2015 (combined) – question C714  
Whether made a compensation claim following a delayed journey or complained about the train companies' service

\*A delay length of 30 minutes or more was used as a standard measure although the threshold for claiming on some Charter schemes is higher

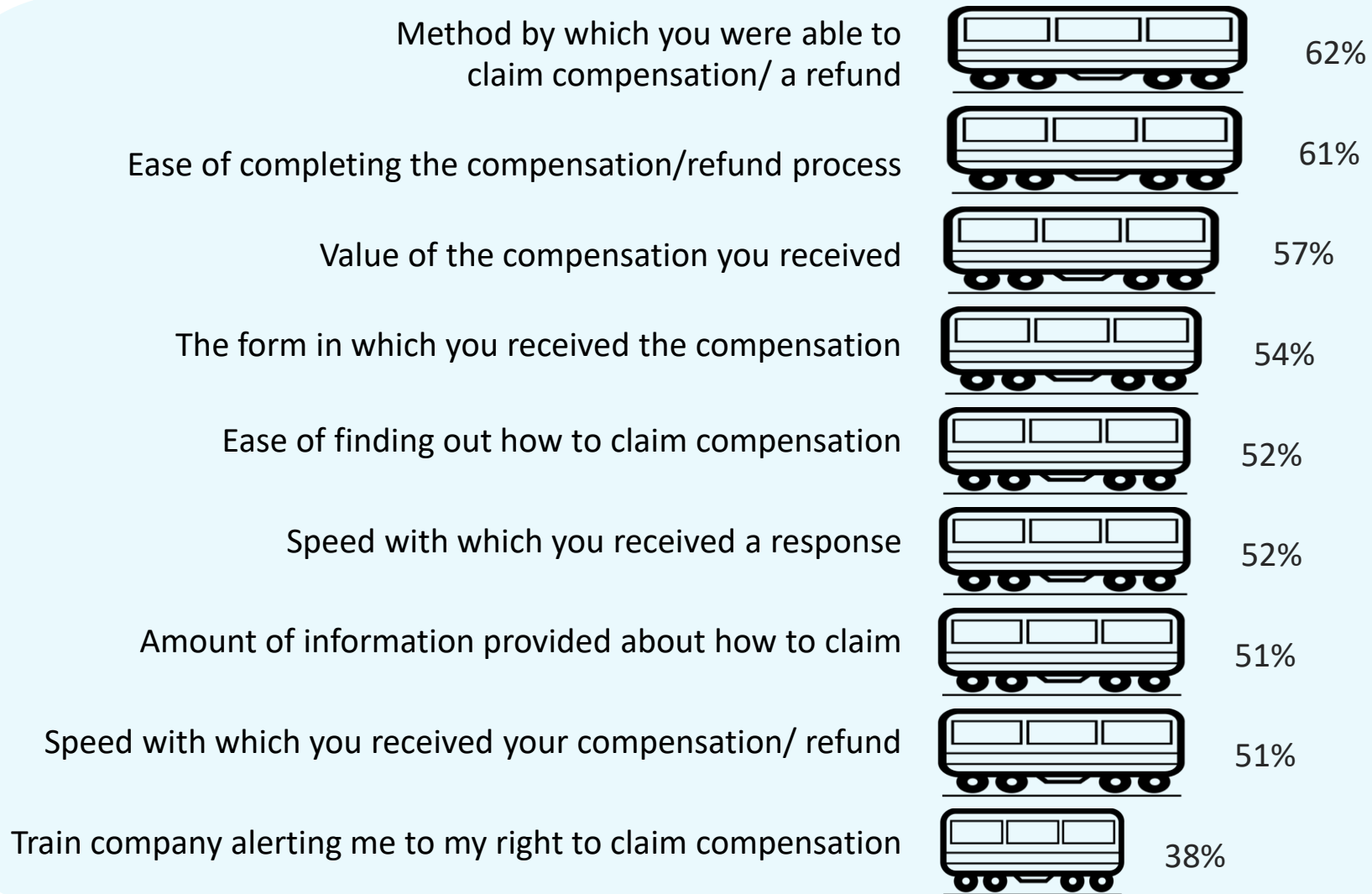
## Key findings – awareness of claiming and communications

- Awareness of the 30 minute threshold for being eligible to claim is high
- Three quarters of passengers are satisfied with the 30 minute threshold for claiming
  - however this falls to only two thirds of commuters
- The major sources of information about how to claim are the Internet (and specifically train operating company's web sites) and staff announcements on the train
  - a significant minority hear via word-of-mouth (acquaintances or fellow passengers)
  - how passengers find out about their right to compensation varies widely by train operating company and there is no evidence of consistent practice across the industry
  - delayed passengers are particularly concerned about being alerted to their right to claim with only four in ten satisfied and over a quarter *very* dissatisfied
- Train companies need a variety of communication channels which must include posters, information on their web site and on-train announcements
  - each element is likely to have a different role, for example posters building awareness of entitlement to compensation in general and announcements confirming that a particular delay qualifies and how to do so

## Key findings – the claims process

- Approximately one third of passengers claim on-line and another third by post
  - most of the remainder email or write, or hand in forms at the station
  - fewer than a half of claimants report receiving an acknowledgement of their claim and one quarter of claimants feel the need to follow up their claim with the train operating company
  - a half of claims are settled within one to two weeks and eight in ten in less than a month
  - the vast majority of claims (over eight in ten) are accepted
- Commuters are less satisfied with the claims process than other passengers
- Claimants on train companies operating Delay Repay schemes are significantly more satisfied with how easy it was to find out about claiming and the ease of making a claim
- Passengers' preference for the future is to be able to claim compensation via a website or app or receive an automatic refund
- Although vouchers are still the most common form of payment at present, cheque or refund to their bank/credit card account is passengers' overwhelming preference

# Satisfaction with the train company alerting passengers to their right to claim is significantly lower than all other aspects



Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= 1,184 – 1,254 depending on statement (Delayed by 30 mins or more in last six months/ Have claimed compensation). Don't know/can't remember (between 6% -1%) excluded



# Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays



# Background

- The National Rail Conditions of Carriage form the basis of an agreement between the rail operator and the passenger when using the national rail network
  - The Conditions set out passengers' rights and limitations to those rights when travelling by train in Britain
  - This includes a right to compensation when experiencing (qualifying) delays
- In 2013, Passenger Focus (as Transport Focus was then called) undertook research into the proportion of passengers who claimed, their satisfaction with the claims process and what might encourage a greater proportion of passengers to claim
- Following a Which? super-complaint calling for an investigation into rail delay refunds, Transport Focus, working with the Department for Transport and Office of Rail and Road, commissioned this report to update the 2013 research
- The latest research includes two samples; a large random sample (reported here) designed to represent all groups of passengers and a smaller sample (reported separately) designed to replicate the approach used in the 2013 research (and hence allow accurate comparisons to be made of changes over time)

# Research objectives

- The research is based on passengers who have been delayed by more than 30 minutes in the past six months
  - The 30 minute threshold was selected since it is consistent with the entitlement to claim under the Delay Repay scheme now offered by most train operating companies
- The research aims to:
  - Explore passengers' experiences of delays when travelling by train
  - Understand awareness of eligibility to claim compensation
  - Explore passengers' experiences of claiming compensation
  - Explore attitudes to current compensation policies and processes
  - Provide sufficient responses to understand the experiences of specific groups of passengers (e.g. commuters, leisure travellers)
- The research also provides a baseline against which changes to these metrics can be measured in the future

# Passenger compensation schemes

## Delay Repay

*Introduced in 2007 and being rolled out as new franchises are awarded. The majority of train operating companies (TOCs) now use this regime*

Delay Repay offers a standard entitlement to compensation across all train companies (delays of 30 minutes or more) It covers tickets on all types of journey including seasons. There are no exclusions due to the cause of the delay

## Charter

*The claim system included in franchises awarded before 2007 and broadly descended from the original Passengers' Charter scheme*

Charter schemes vary between individual TOCs and compensation for season ticket holders is under a different system to passengers buying singles or returns

For singles and returns, compensation is payable for delays above a threshold of either 30 or 60 minutes, but in many cases delays outside the train operators' control are excluded. Season ticket holders receive 5-10% discounts if performance over a period slips below a trigger level

## Others

*A small number of TOCs (Virgin West Coast, c2c) have introduced schemes featuring 'automatic' payment of compensation, although these are not necessarily available to all passengers (e.g. restricted to those with 'smart cards' or to Advance Purchase tickets)*

*Although outside the scope of the research, some passengers' comments refer to the TfL scheme as a benchmark. If delayed by 15 minutes or more on Tube and DLR services, TfL will refund the single fare for the journey*

# Methodology (1)

- There are two elements in the on-line quantitative research – a new survey and a repeat of the methodology used in the 2013 research which used recontacts from National Rail Passenger Survey (NRPS)
- For the new survey, respondents were recruited by email invite from the consumer web panel maintained by Survey Sampling International (SSI). The new survey was designed to be easily replicable and to overcome known limitations of the NRPS recontact database. (Because NRPS itself uses a journey-based sampling approach, the database over-represents commuters and requires weighting to deliver a representative sample of passengers. The database is also relatively small and would not provide sufficient contacts for regular updating)
- There were two phases to the on-line fieldwork which SSI conducted:
  - The first consisted of a stratified random sample survey with targets set by age, gender and region to represent the total population of rail passengers
  - The second consisted of a booster survey of delayed passenger to ensure a sufficiently large sample for accurate analysis
  - From both phases, 3,488 people were interviewed who had experienced a delay of 30 minutes or more in the last six months
- As part of the SSI fieldwork, 500 short interviews with people who had not experienced delays were conducted to understand how non-delayed passengers' attitudes to current compensation policies and processes differ from delayed passengers
- Interviewing was undertaken during March 2016
  - This was before the ORR (Office of Rail and Road) response to the Which? super-complaint was published



## Methodology (2)

- The new survey uses an improved, more representative methodology compared with that used in 2013; as a result caution has to be exercised in comparing the results
- To provide a like-for-like comparison and to assess what effects, if any, the improved methodology might have had on the results, an additional survey was conducted using the same methodology as in 2013:
  - The main difference between the surveys is that the 2013 research used a sample of respondents already interviewed as part of the National Rail Passenger Survey (NRPS)
  - The NRPS sample is comprised of those who have completed the NRPS questionnaire and who agreed to being re-contacted by Transport Focus, to take part in future research projects about the rail industry
  - Respondents from the last four waves of NRPS (Spring '13 – Autumn '15) were invited to take part in this research. Interviewing was undertaken during March 2016
  - Because the NRPS survey is weighted towards the mix of journeys rather than the mix of passengers, it includes a higher proportion of commuters than the new approach. It has been weighted to correct for this although there remain a few small differences between the samples
  - Where the same question is asked as in 2013, the new methodology produces broadly similar results and we believe that comparisons at the macro level are a reasonable indication of trends although they cannot be relied on at the detailed percentage level
- Response rates on both elements of the research were 10%

# Sample sizes: rail passengers, those delayed and those claiming compensation (the key audiences analysed in this report)

## Main sample size (unweighted)

7,194 rail passengers

3,488 delayed in last six months

1,214 claimed compensation in last six months

1,126 claimed compensation on last trip

## NRPS sample size (unweighted)

1,241 rail passengers

969 delayed in last six months

456 claimed compensation in last six months

412 claimed compensation on last trip

500 non-delayed passengers also interviewed about their preferences for compensation schemes

Used to analyse the number of delays and who is delayed

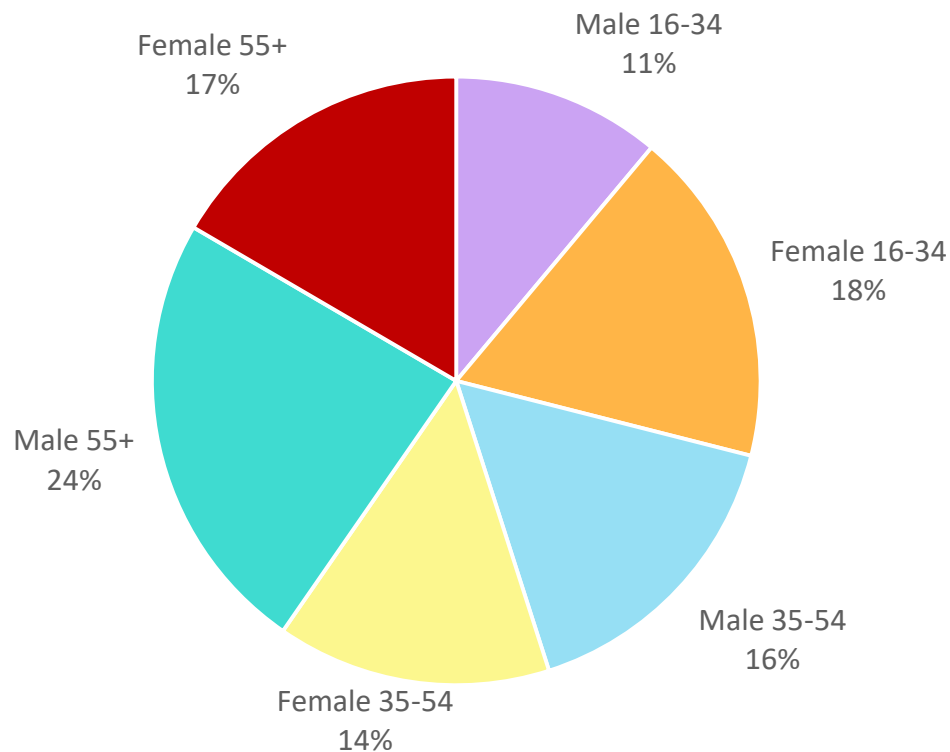
Used to analyse variations in propensity to claim between groups of passengers

Used to analyse the proportion claiming and opinions about the claims process

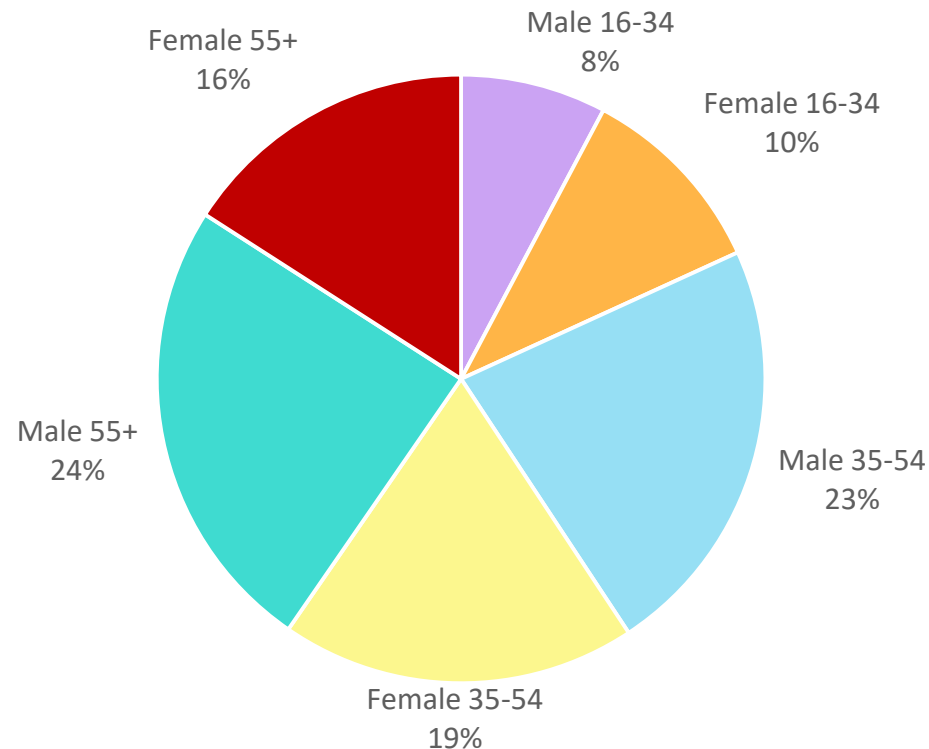
**Note:** sample sizes in the report vary slightly from these due to weighting

# Respondent demographics

**Main survey sample  
(all rail passengers - unweighted)**



**NRPS recontact sample  
(all rail passengers - unweighted)**



**Mix of rail passengers  
from National Travel  
Survey (NTS)**

	16-34	35-54	55+
Male	17%	18%	13%
Female	18%	19%	15%

**Note:** the sample mix in the report vary slightly from these due to weighting

# Main survey weighting process

## Population estimation

*Data from the National Travel Survey (NTS) and the 2014 Mid-year Population Estimates was used to model the population of rail users.*

The population was divided into 132 cells based on gender, six age categories and nine English regions, plus Scotland and Wales

## Sample targets

*For the random sample, targets were set for each of these cells, generally matching the proportion of rail users they account for.*

However, to allow accurate analysis in each region (and for smaller TOCs) some regions were over-sampled. The London and South East regions were slightly under-sampled due to the very large number of passengers in each

## Weighting

*Once interviewing was completed, the results were weighted by age, gender and region so that the sample matched the population of rail users.*

This removed any bias caused by the over-representation of the smaller regions and the impact of any issues associated with the interviewing (for example different response rates between younger and older passengers or by gender)

The second phase (booster) sample was targeted at those suffering delays and allowed to fall out 'naturally' – i.e. to represent the mix of those delayed. It was minimally weighted to correct for different response rates between demographic groups and differences in the SSI panel composition from the UK population

## Methodology (3)

- An online community was also conducted to provide further insight into passengers' experiences of delays and receiving compensation
- The community involved participants answering a series of questions concerning delays and compensation. The topics covered in the online community mirrored those in the quantitative survey
- Participants could see and comment on each other's replies, and the moderators could ask them follow-up questions
- The online community ran from 24<sup>th</sup> March to 24<sup>th</sup> April and included 29 people
- Participants were recruited both from SSI's online panel and by specialist qualitative recruiters
- Participants in the community had not taken part in the online survey
- Quotes from the online community are included throughout the report in yellow boxes



Introduction and methodology

**Passengers' awareness of eligibility to claim and information sources used**

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays



# How do delayed passengers find out about eligibility for compensation?

- Passengers' understanding of the length of delay triggering compensation is largely correct, although between one in four and one in ten passengers believe they can claim for delays of less than 30 minutes depending on the length of delay
- Three quarters of passengers travelling on train companies with a Delay Repay compensation scheme correctly identify 30 minutes as the delay threshold for compensation
- However, there is considerable confusion about what other circumstances besides a delay might trigger compensation (for example, about being forced to stand on a later train after the train on which the passenger had a reservation was cancelled)

*"The train operators hide this compensation to customers hence many customers are not even aware of these compensation rates." (Commuter)*

*"Since I get a monthly ticket I have attempted to claim in the past and I seem to recall that it would not have been worth my while due to the process being made really hard to find information about it, leaflets for complaining not being freely available and the fact that I need my season ticket to take the train each day so cannot send it off for compensation. So I really don't know how you claim when you're a season ticket holder." (Commuter)*

*"I have very rarely been given any information whatsoever after delays. However on a recent Leeds-Edinburgh journey the announcer did give clear instructions on claiming compensation for the delay. I am a regular rail user and trains I use are regularly delayed, but I have never experienced this before. It was a surprisingly positive part of this experience and should be done more often." (Business)*

# How do delayed passengers find out about eligibility for compensation?

- First-hand information from the train company (e.g. announcements on the train or at the station, information at the ticket office and train company web sites) is by far the most common source of information
- A significant minority are being informed by sources other than the train operating companies, notably other web sites and via word-of-mouth
- Train operating companies with Delay Repay schemes appear more proactive in making announcements, conversely a greater proportion of those delayed on train companies with Charter schemes ask station staff or find out from fellow passengers

*"I have so far only been provided with information after delays from tannoy announcers, explaining the cause(s) of the delays. I have never been provided with any post-delay advice from any of these service providers in regards to compensation or advice on what to do if this happens again in the future." (Commuter)*

*"In my experience, longer delays are sometimes anticipated by the amount of time it takes the conductor to give any info at all!" (Commuter)*

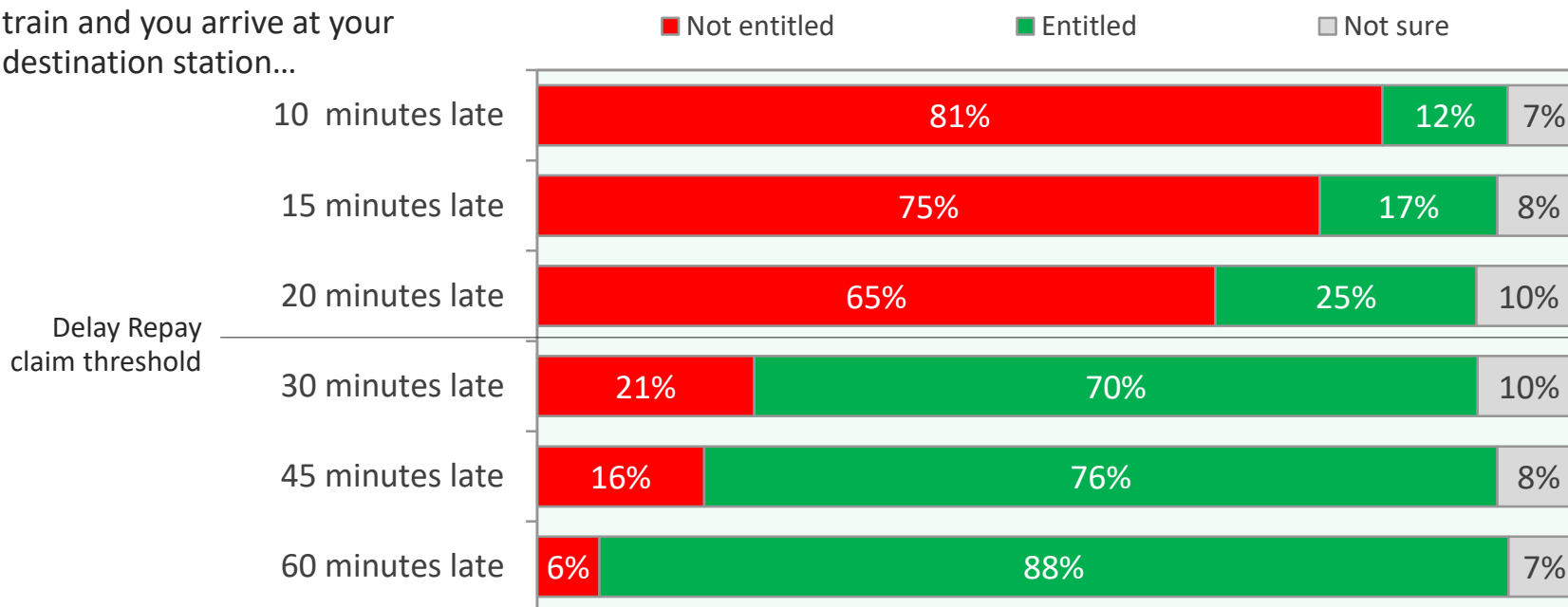
*"I'd like to see some leafleting done on trains to demonstrate to travellers exactly how the claims process is done and how quick the process is. I think it is the train operators' moral responsibility to do this." (Leisure)*

# Passengers' understanding of the length of delay triggering compensation is largely correct\*

Note: please see slides 95 to 98 for Transport Focus's understanding of eligibility for compensation in each of these scenarios

## Passengers' perceptions of eligibility for claiming compensation

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

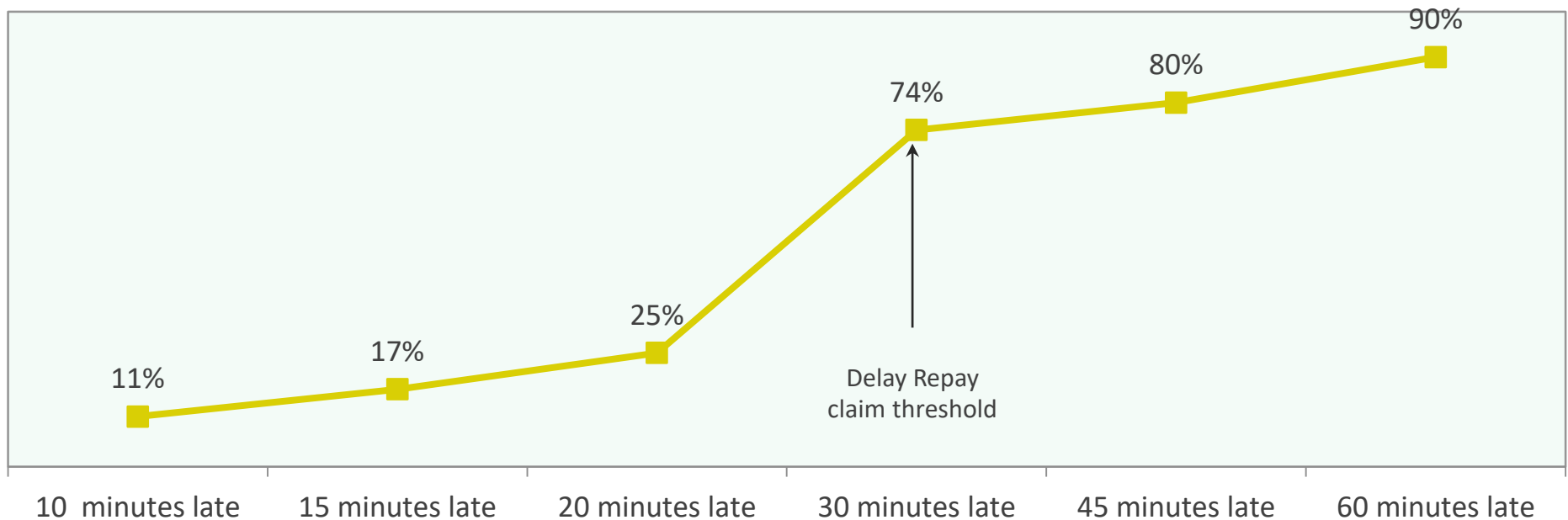


S6 When trains are delayed or cancelled, passengers can sometimes claim compensation or a refund from the train operator. Under which of the following circumstances do you think passengers are currently entitled to claim compensation or a refund? Base= 3,526 (Delayed by 30 mins or more in last six months)

\*A delay length of 30 minutes is treated as correct although the threshold for claiming on some Charter schemes is higher

# Three quarters of passengers travelling on train companies with a Delay Repay compensation scheme correctly identify 30 minutes as the delay threshold for compensation

*Percentage of passengers believing they are eligible to claim compensation after different lengths of delay*



*S6 When trains are delayed or cancelled, passengers can sometimes claim compensation or a refund from the train operator. Under which of the following circumstances do you think passengers are currently entitled to claim compensation or a refund? Base= 2,051 (Delayed by 30 mins or more in last six months/ Those travelling on an operator with a Delay Repay compensation scheme)*

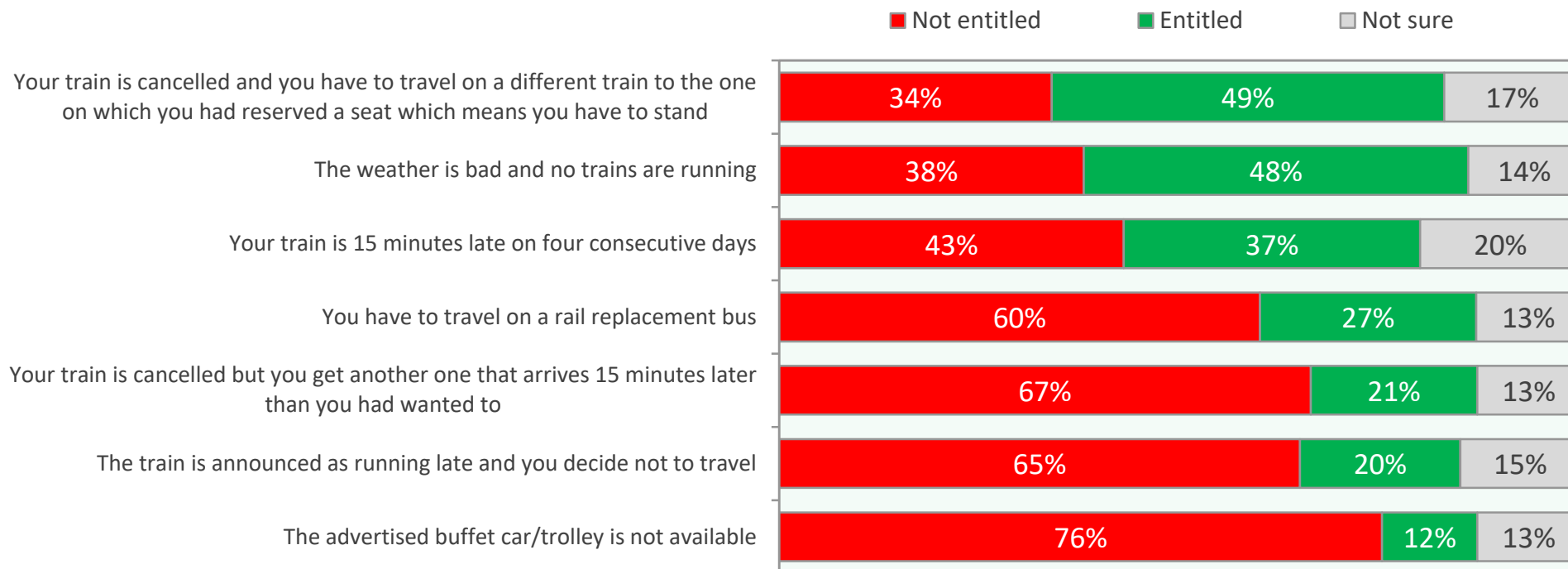
*Passengers travelling with an operator using a Charter compensation scheme have been excluded because of the variable thresholds of the different schemes*



# There is significant confusion about what other circumstances might trigger compensation

Note: please see slides 95 to 98 for Transport Focus's understanding of eligibility for compensation in each of these scenarios

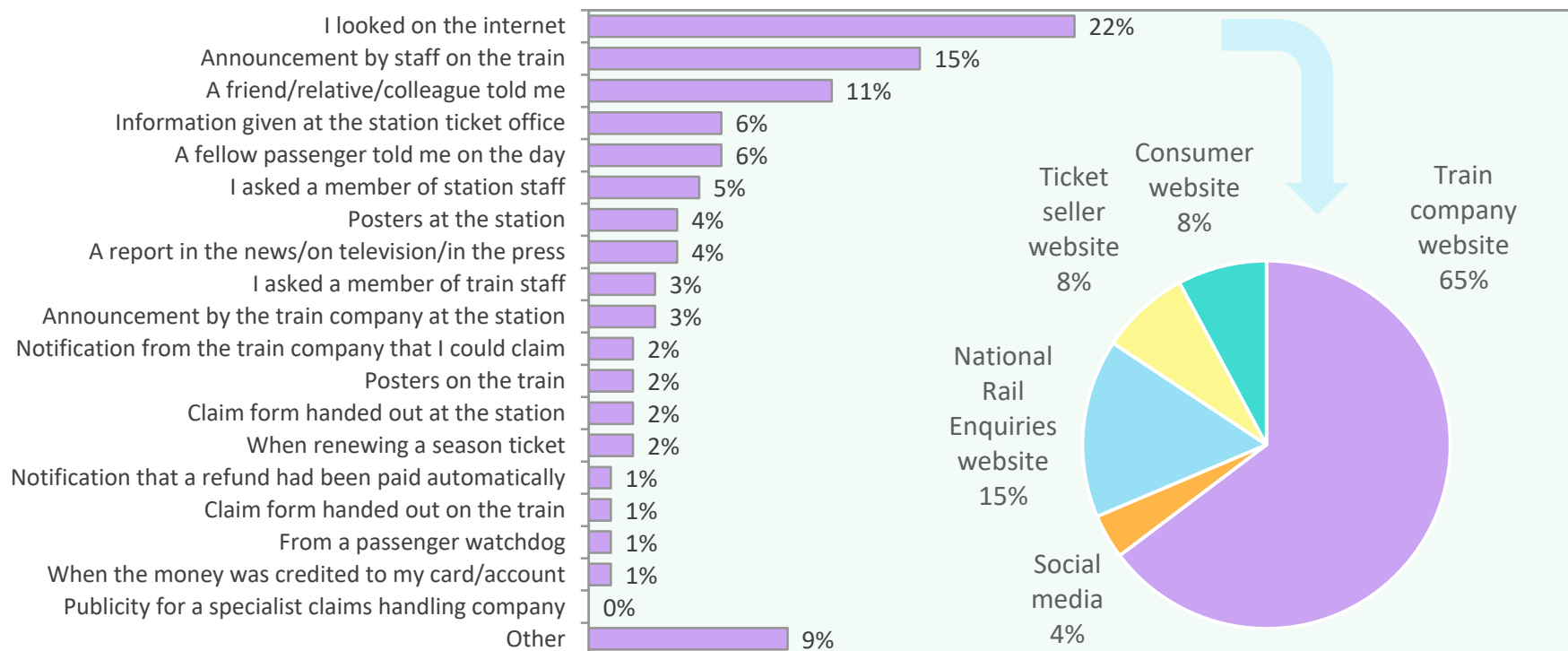
## Passengers' perceptions of eligibility for claiming compensation



S6 When trains are delayed or cancelled, passengers can sometimes claim compensation or a refund from the train operator. Under which of the following circumstances do you think passengers are currently entitled to claim compensation or a refund?  
Base= 3,526 (Delayed by 30 mins or more in last six months)

# The most commonly mentioned individual sources of information about claiming are the internet, announcements by train staff and word of mouth

*Initial source of information about right to claim*

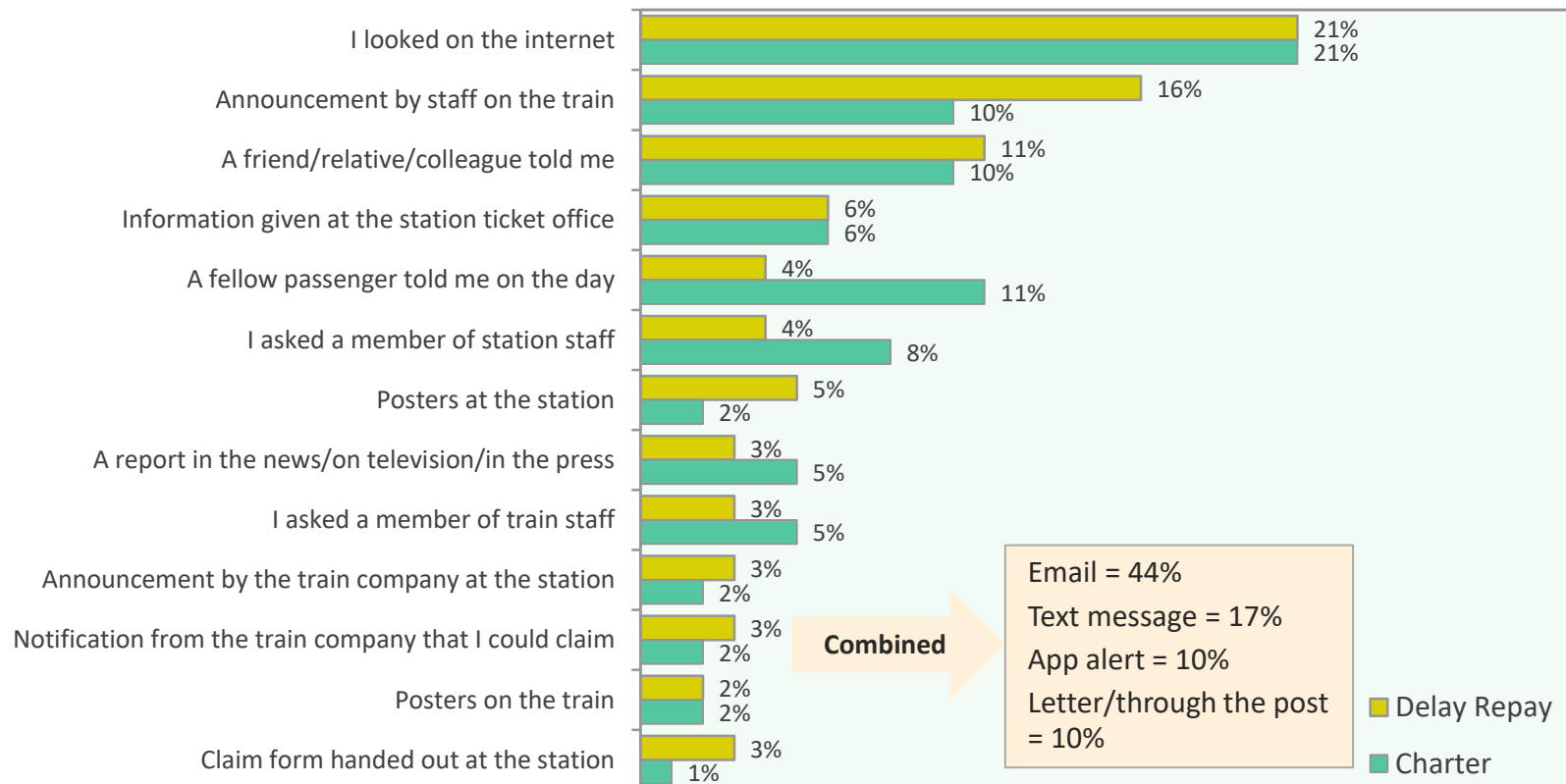


Q20 How did you first become aware that you were able to claim compensation from the train company for this delay? Base= 1,478 (Delayed by 30 mins or more in last six months/ Those who claimed or who knew about claiming)

Q21 Where on the Internet did you look for information on claiming compensation? Base= 322 (Delayed more than 30 mins in last six months/ Those who sought information online)

# Delay Repay passengers who knew they could claim were significantly more likely than Charter passengers to find out via announcements on the train

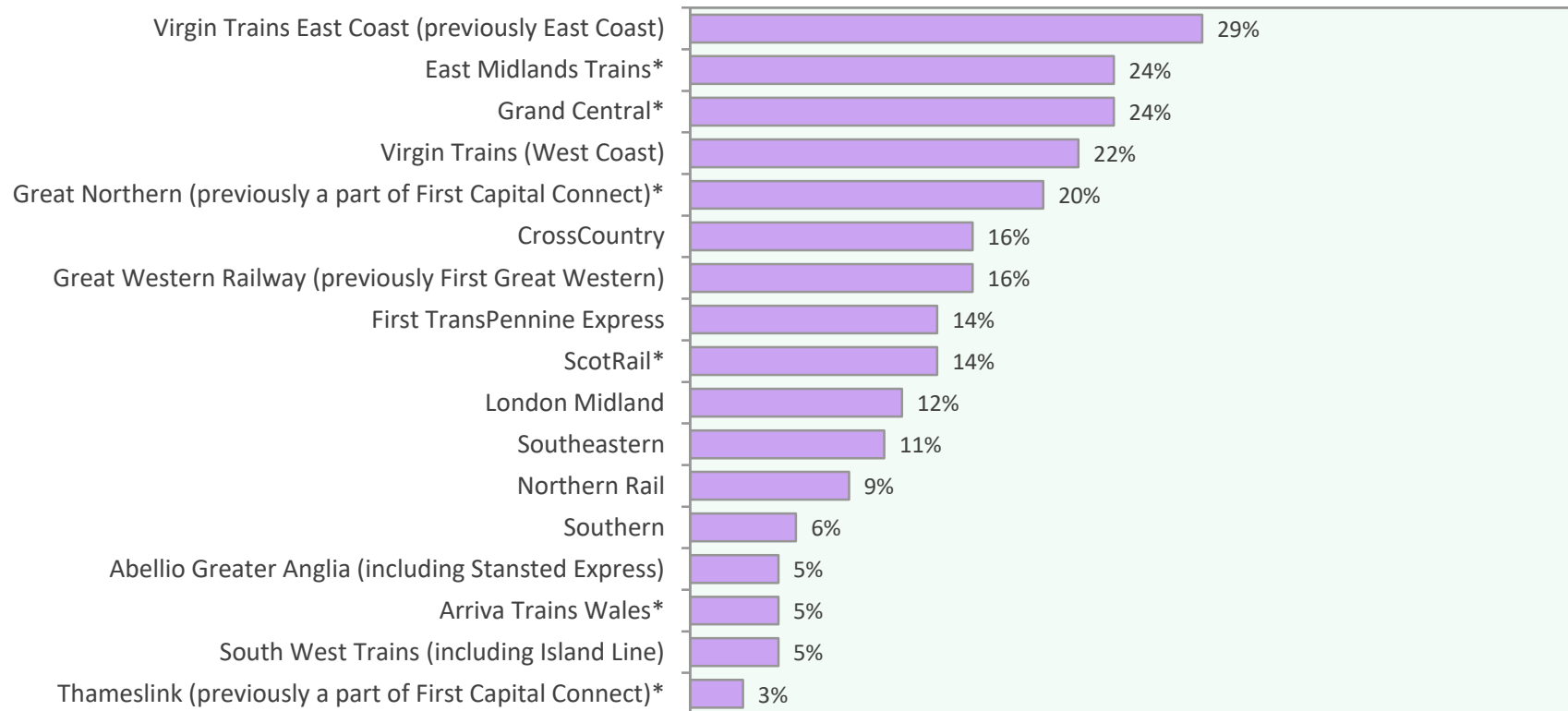
*Initial source of information about right to claim (≥3%)*



Q20 How did you first become aware that you were able to claim compensation from the train company for this delay? Base= 1,004 (Delayed by 30 mins or more in last six months/ Those who claimed or who knew about claiming/ Delay Repay), 340 (Delayed by 30 mins or more in last six months/ Those who claimed or who knew about claiming/ Charter)  
 Q22 How did you receive that notification? Base= 52

# The proportion of passengers knowing they could claim who initially found out via an announcement on the train ranges between 3% and 29% depending on the train company

**The proportion finding out about claiming on the train**  
(Train companies with 25 or more claimants in sample)



Q20 How did you first become aware that you were able to claim compensation from the train company for this delay? Base= 1,478  
(Delayed by 30 mins or more in last six months/ Those who claimed or who knew about claiming). \* Indicates a base size of between 25 and 50. Operators with base size lower than 25 are not shown

Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

**What proportion of delayed passengers claim?**

Passengers' attitudes towards claiming

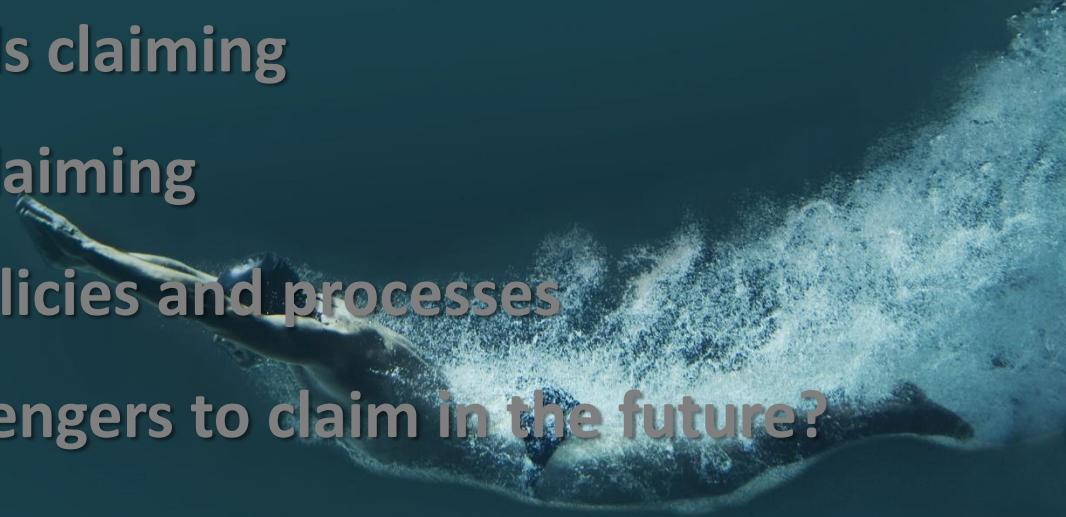
Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays





# What proportion of delayed passengers claim?

- Only a third of passengers claimed compensation or received automatic compensation for their most recent delay
- Passengers on train companies with Delay Repay schemes are considerably more likely to claim, although the proportion is still below a half of those delayed
- However, Delay Repay passengers may be more likely to claim due to the greater proportion who are eligible (for example because season tickets are included)
- There are dramatic differences by train company in the proportion of passengers delayed who claim, ranging between 19% and 55%

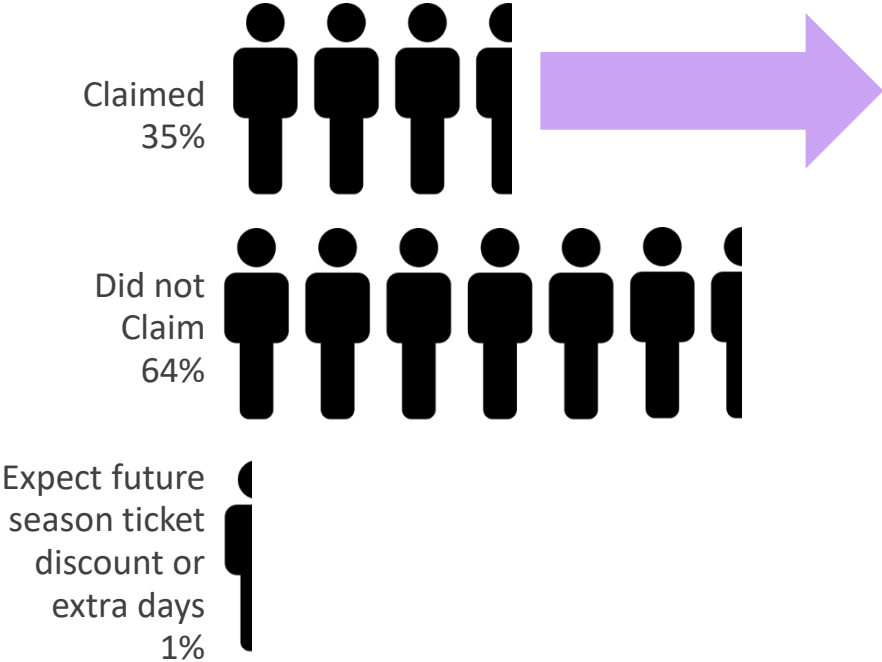
*"I have not claimed before. I've been told it's more hassle than it's worth." (Commuter)*

*"When I've been significantly disadvantaged by a delay I make sure to claim due to me being let down by a service I expected to be on time." (Leisure)*

*"I have never claimed, but I imagine it would be a long and uncertain process. I can imagine it would involve either phoning up your rail service's complaints department or going on their website, acquiring a form, giving as much information as possible about your own personal details and details of the incident and then potentially speaking in person with someone to arrange the compensation ." (Commuter)*

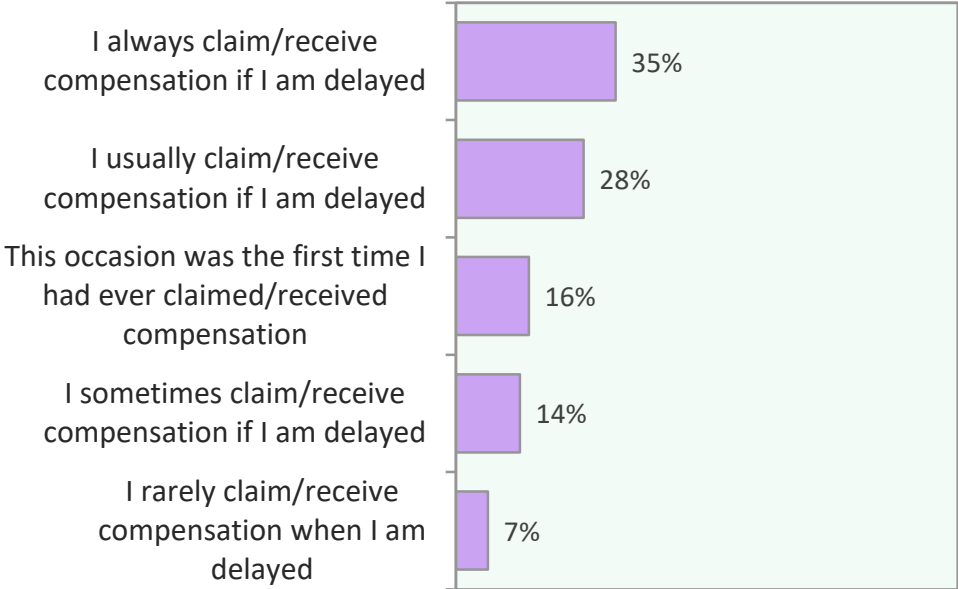
# Only a third of passengers claimed compensation or received automatic compensation for their most recent delay

## Proportion of delayed passengers eligible for compensation claiming compensation or receiving automatic compensation



Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion? Base= 3,526 (Delayed by 30 mins or more in last six months)

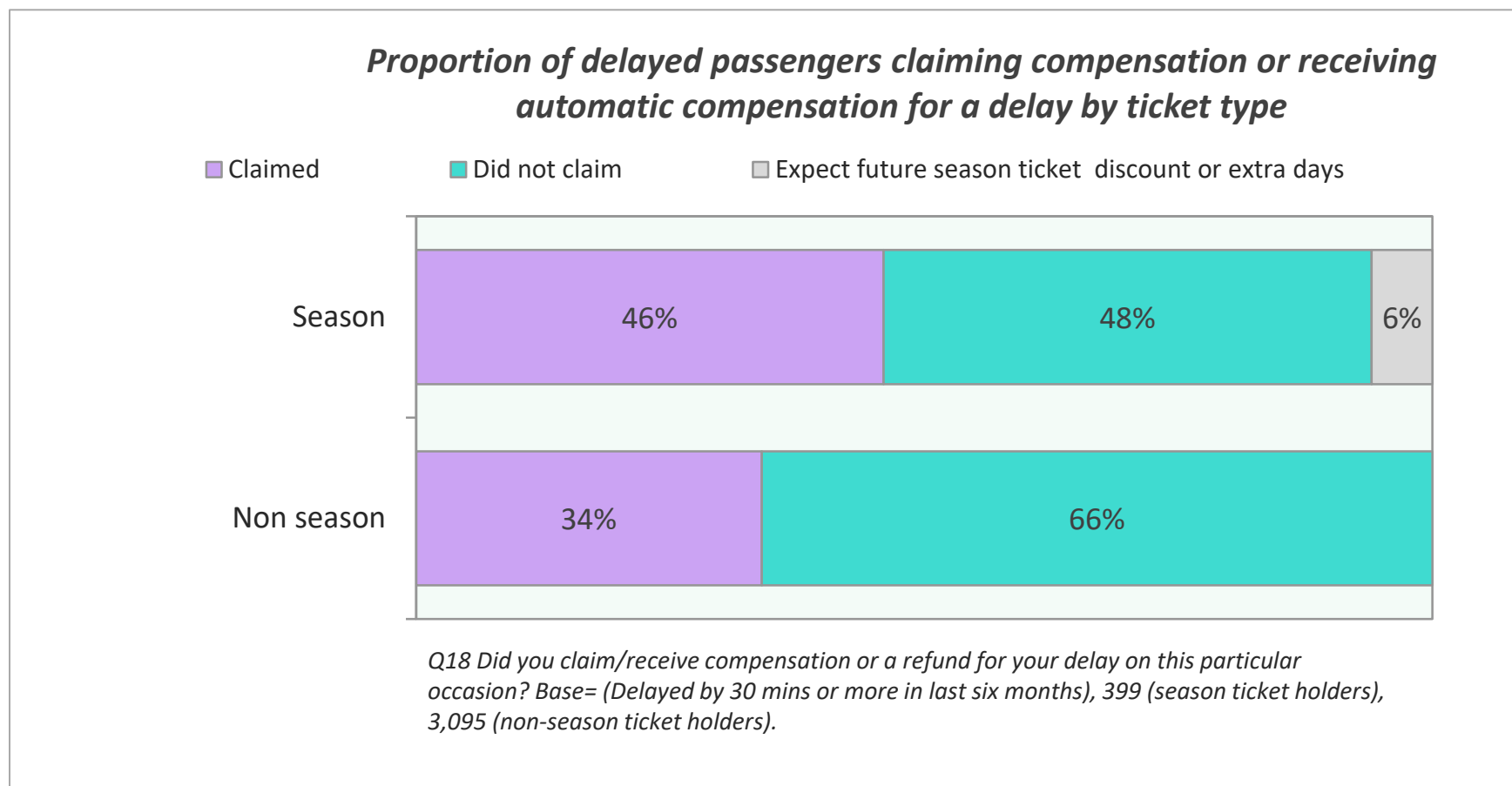
## Propensity of delayed passengers to claim



Q31 Thinking about all the times that you have been delayed, which of the following best describes how you claim/receive compensation? Base= 1,341 (Delayed by 30 mins or more in last six months/ Have claimed)

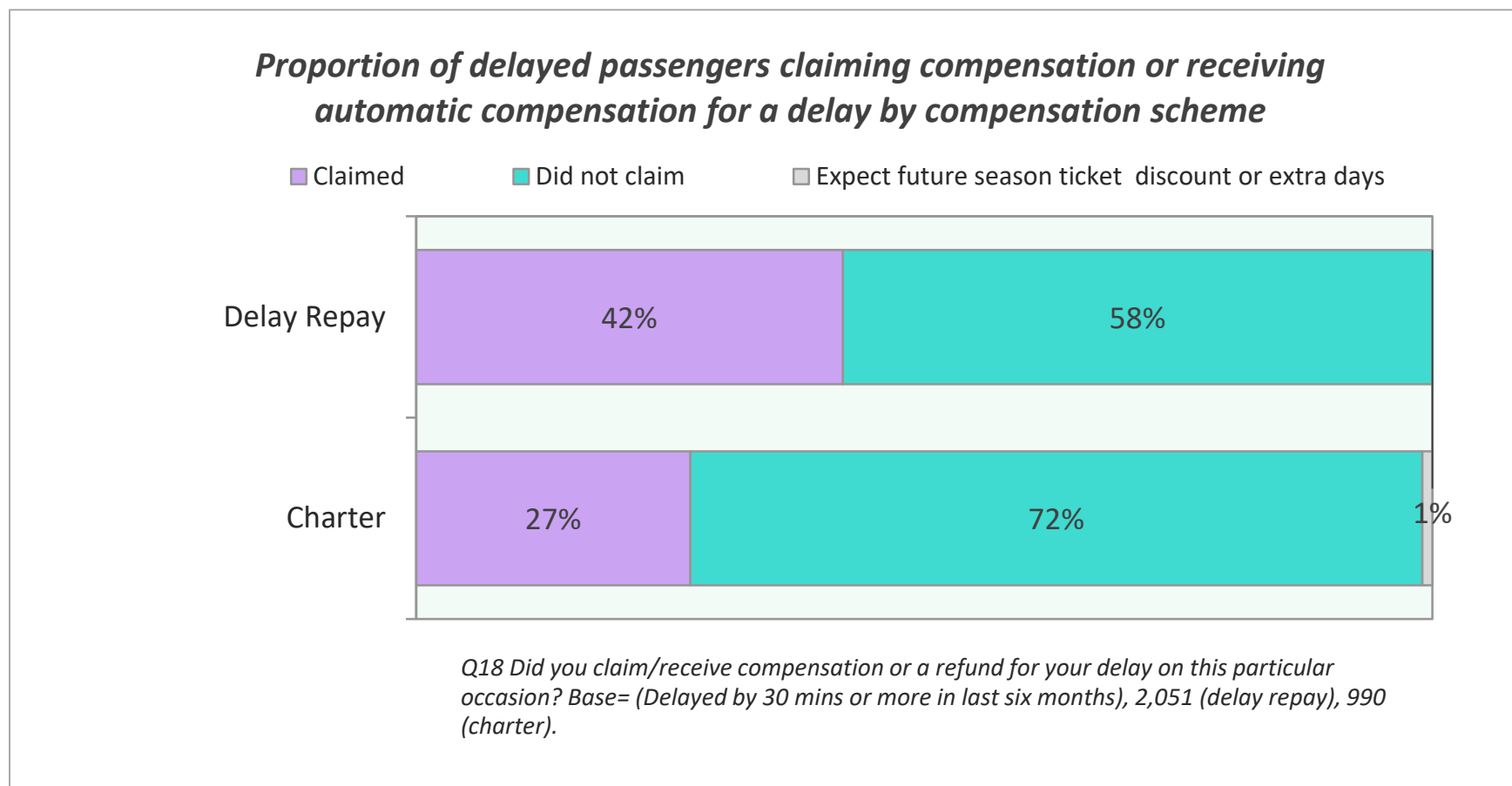
**Note:** the 35% claiming here is for the most recent delay, the 37% claiming reported in the summary is for any delay in the past six months

# Season ticket holders are significantly more likely to claim for compensation for their most recent delay than non season ticket holders



\* - note some Charter schemes have a higher time threshold for claims (e.g. one hour) whilst others may exclude claims for certain events outside the train operator's control. Older Charter schemes also exclude season ticket holders from compensation for individual journeys

# Delayed passengers are significantly more likely to claim on train companies with the Delay Repay scheme rather than those with the older Charter schemes\*



\* - note some Charter schemes have a higher time threshold for claims (e.g. one hour) whilst others may exclude claims for certain events outside the train operator's control. Older Charter schemes also exclude season ticket holders from compensation for individual journeys

# Commuters travelling on a season ticket and/or with a train company offering Delay Repay are most likely to claim for their most recent delay

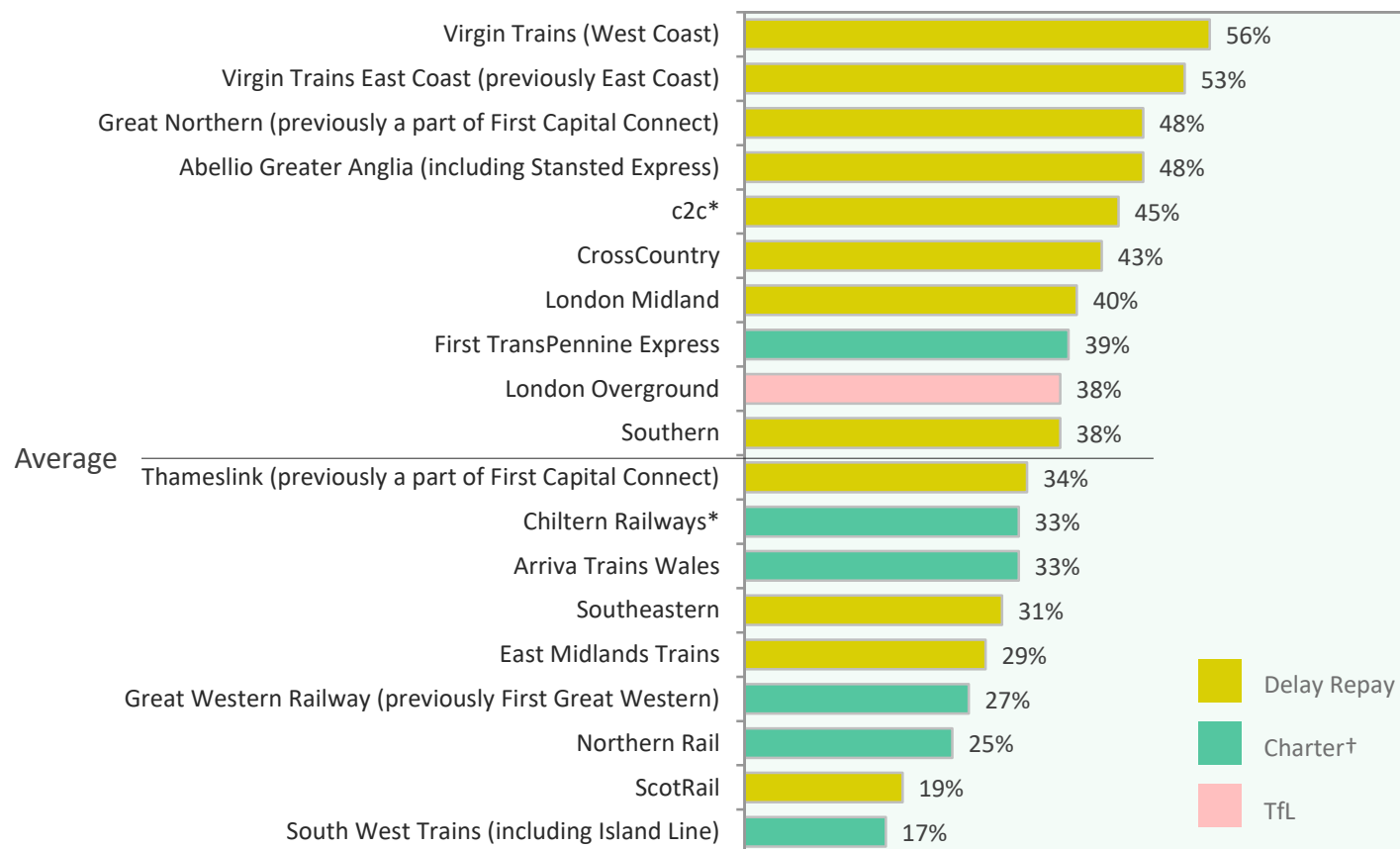
Commuters only	Non season Delay Repay	Non season Charter	Season Delay Repay	Season Charter
Claimed	38%	26%	54%	18%
Did not claim	62%	74%	42%	68%
Expect future season ticket discount or extra days	0%	0%	3%	13%

Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion? Base= (Delayed by 30 mins or more in last six months/Commuters) (414 Non season Delay Repay), (223 Non season Charter), (249 Season Delay Repay), 101 (Season Charter)

*“Delays of less than 30 mins happen very regularly for me on my route and I have to build in extra time to allow for this so that I am not late for work or meetings. I shouldn't have to do this. I think if train companies have consistently poor punctuality, customers should be compensated.” (Commuter)*

# The proportion of delayed passengers claiming for their most recent delay varies significantly between different train companies

*Proportion of delayed passengers claiming compensation or receiving automatic compensation for a delay by train operating company*



*Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion? Base= 3,526 (Delayed by 30 mins or more in the last six months).*

*Operators with base sizes under 25 have been removed. Operators with a base of fewer than 50 are marked \**

*† - note some Charter schemes have a higher time threshold for claims (e.g. one hour) whilst others may exclude claims for certain events outside the train operator's control*



Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

**Passengers' attitudes towards claiming**

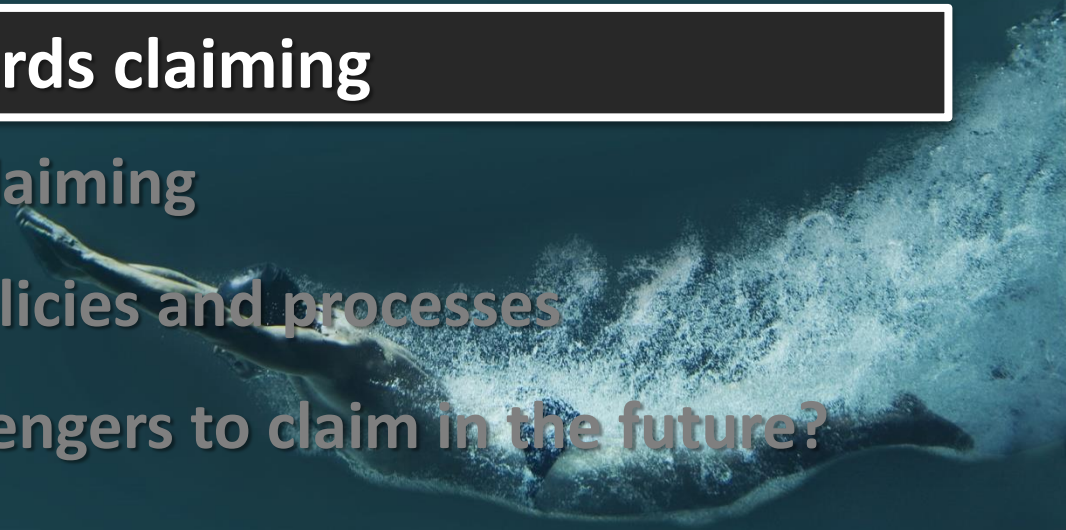
Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays



# Passengers' attitudes towards claiming

- Passengers travelling for business or commuting are significantly more likely to claim or receive automatic compensation for a delay
- A greater proportion of passengers travelling on more expensive tickets claim when delayed
- Passengers who have been delayed more frequently are more likely to claim
- The vast majority of non-claimants either did not think about claiming at all or did not think that they could claim for this delay
- Attitudes to claiming in the future are similar amongst those who claimed for the most recent delay and non-claimants

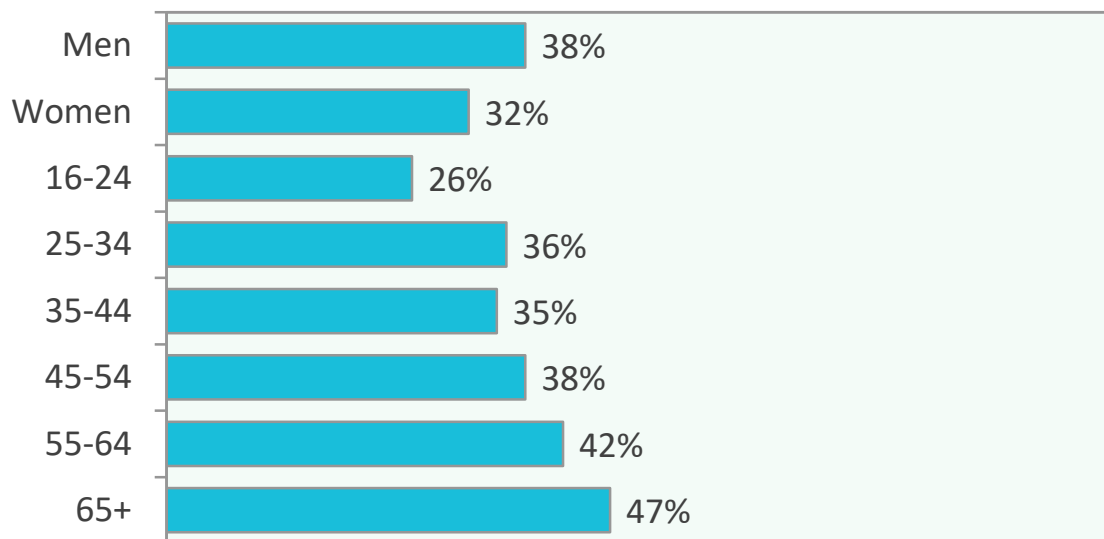
*"I was very frustrated that a small 10 minute delay arriving to Peterborough would actually cost me an hour of time waiting for the next train to Stamford. I know I should, but I probably don't claim compensation 75% of the time I'm delayed over 30 mins. Mainly it's because it seems like a hassle and I expect to have to fight tooth-and-nail to actually get any money out of the train operators!...It doesn't seem worth the hassle just to get a few quid back." (Leisure)*

*"The more deceptive, or deliberately difficult train operators are regarding the compensation process, the less trust I have in them and the lower my opinion of them. I just see them as profit-hungry and greedy." (Leisure)*

*"I always claim for my journeys when they are cancelled or delayed by over 30 minutes. My season ticket costs a fortune and I do not believe that the service I get reflects the cost of the ticket." (Commuter)*

# The proportion of delayed passengers claiming increases with age. A greater proportion of men claim when delayed

*Proportion of delayed passengers claiming compensation or receiving automatic compensation in the past six months by age and gender*

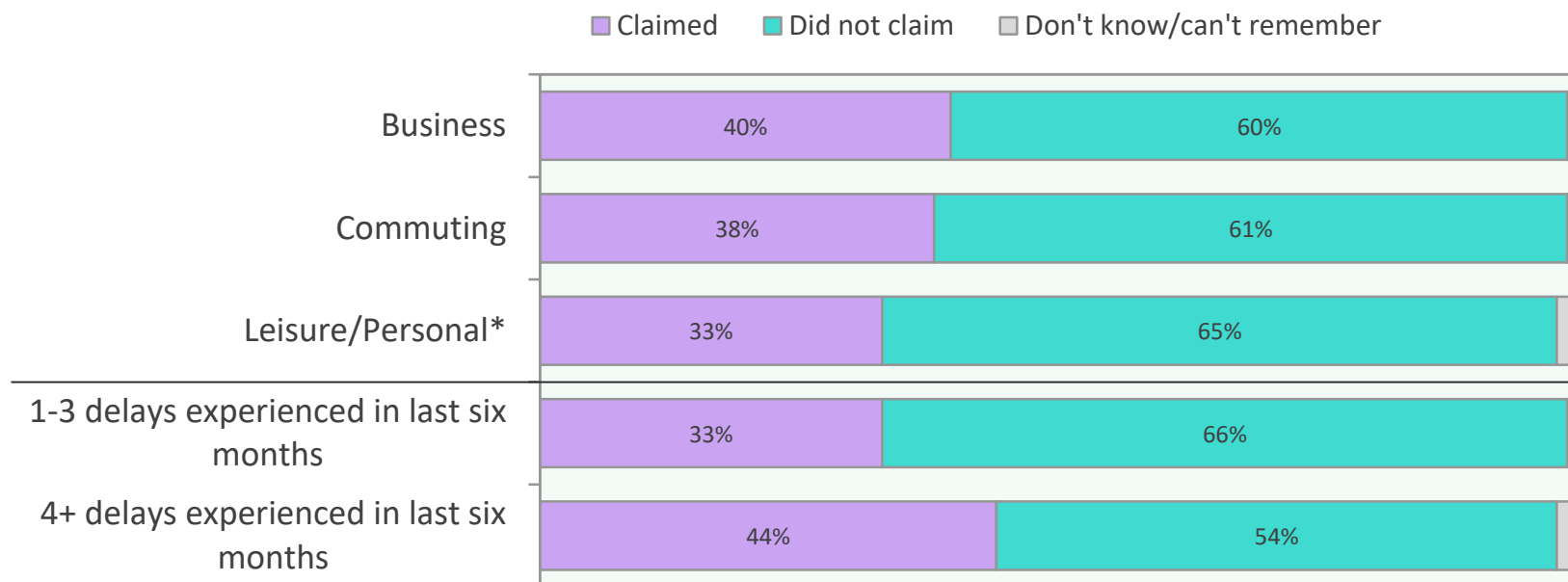


*Q2 Have you claimed, attempted to claim, or received compensation or a refund from a train company for a delay that you experienced at any point in the last six months? Base= 1,888 (Delayed by 30 mins or more in last six months/ men), 1,918 (Delayed by 30 mins or more in last six months/ women)*



# Passengers travelling for business or commuting are significantly more likely to claim or receive automatic compensation for a delay, as are those who have been delayed more frequently

*Proportion of passengers claiming compensation or receiving compensation for a delay by journey purpose and number of delays experienced*

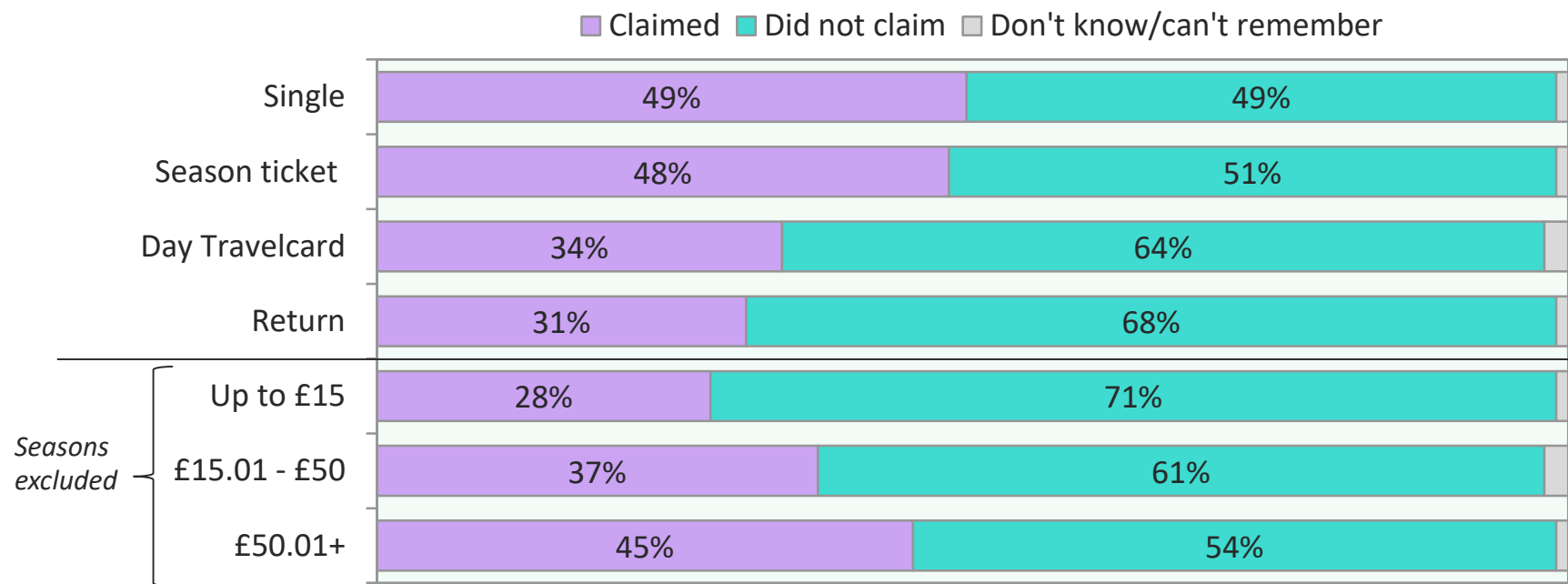


Q2 Have you claimed, attempted to claim, or received compensation or a refund from a train company for a delay that you experienced at any point in the last six months? Base= Delayed by 30 mins or more in last six months/ (398 on company business)/ (1,206 commuting)/ (2,206 travelling for leisure)/ (2,906 who experienced 1-3 delays in last six months)/ (854 who experienced 4+ delays in last six months)

\*Leisure/personal= On personal business (26% claim; Base= 274), Visiting friend/relatives (32%; 820), Shopping trip (23%; 194), Travel to/from holiday (46%; 269), A day out (30%; 369), Sport (49%; 93), Other leisure trip (38%; 188)

# Holders of more expensive tickets are significantly more likely to claim or receive compensation for a delay

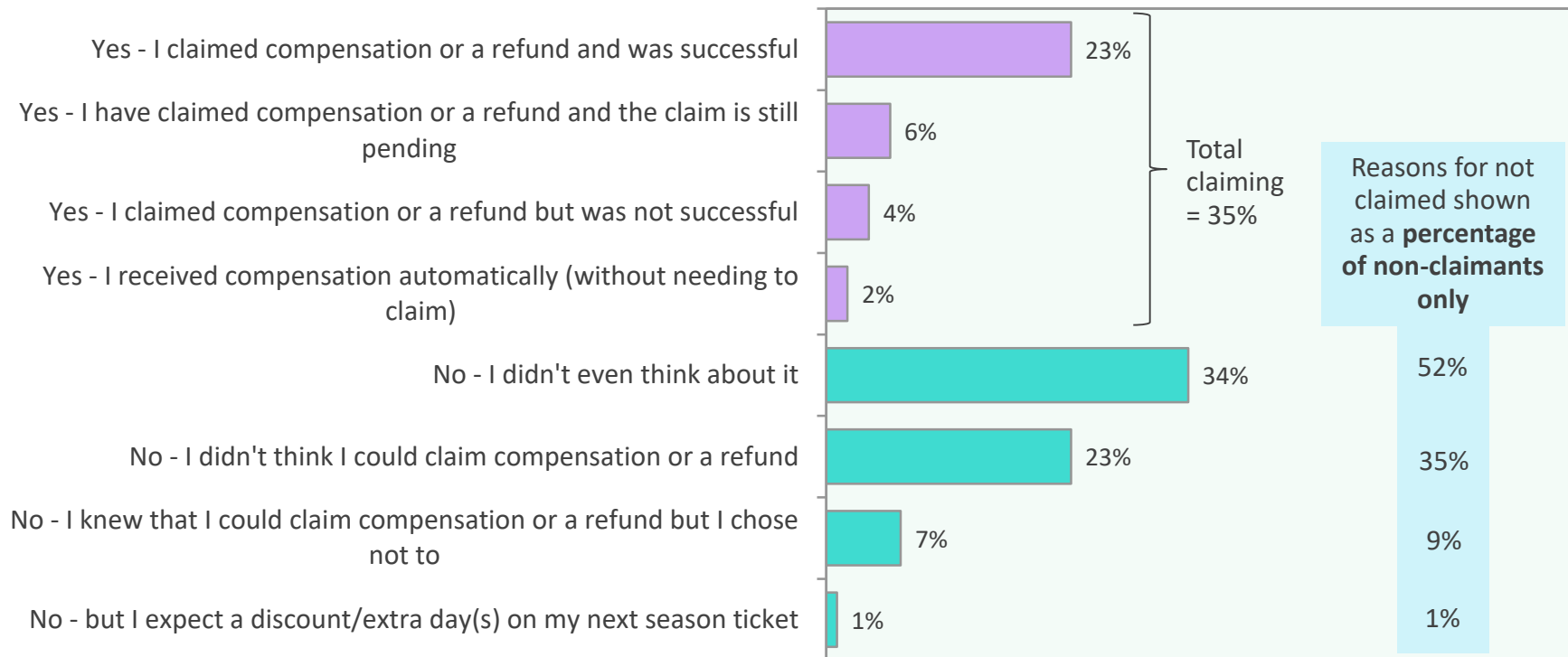
**Proportion of delayed passengers claiming or receiving automatic compensation for a delay by ticket type and price**



Q2 Have you claimed, attempted to claim, or received compensation or a refund from a train company for a delay that you experienced at any point in the last six months? Base= Delayed by 30 mins or more in last six months/ (571 using a single ticket), (438 using a season ticket), (268 using a day travelcard), (2,255 using a return), (1,099 ticket cost up to £15), (1345 ticket cost £15.01-£50), (567 ticket cost £50+)

# Just over four in 10 claimed or were aware that they could claim. The vast majority of non-claimants either did not think about claiming at all or did not think that they could claim for their most recent delay

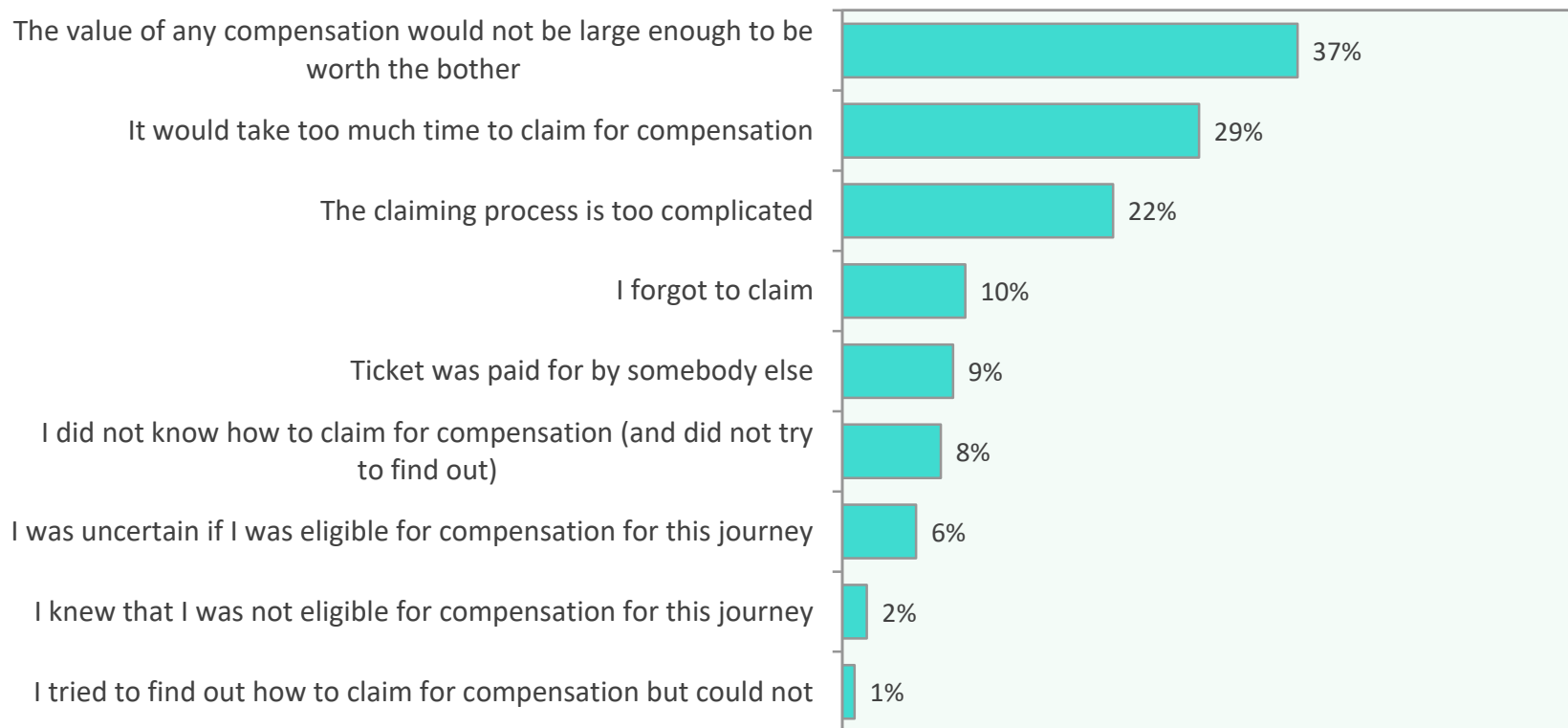
## Passengers' decision making about whether to claim for their most recent delay



Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion? Base= 3,526 (Delayed by 30 mins or more in last six months)

# Many delayed passengers who decide not to claim don't think the value of the compensation is worth the time, effort and difficulty involved

## Why delayed passengers don't claim even though they are eligible



Q33 Why did you decide not to claim on this occasion? Base= 238 (Delayed by 30 mins or more in last six months/ Knew they could claim but did not)



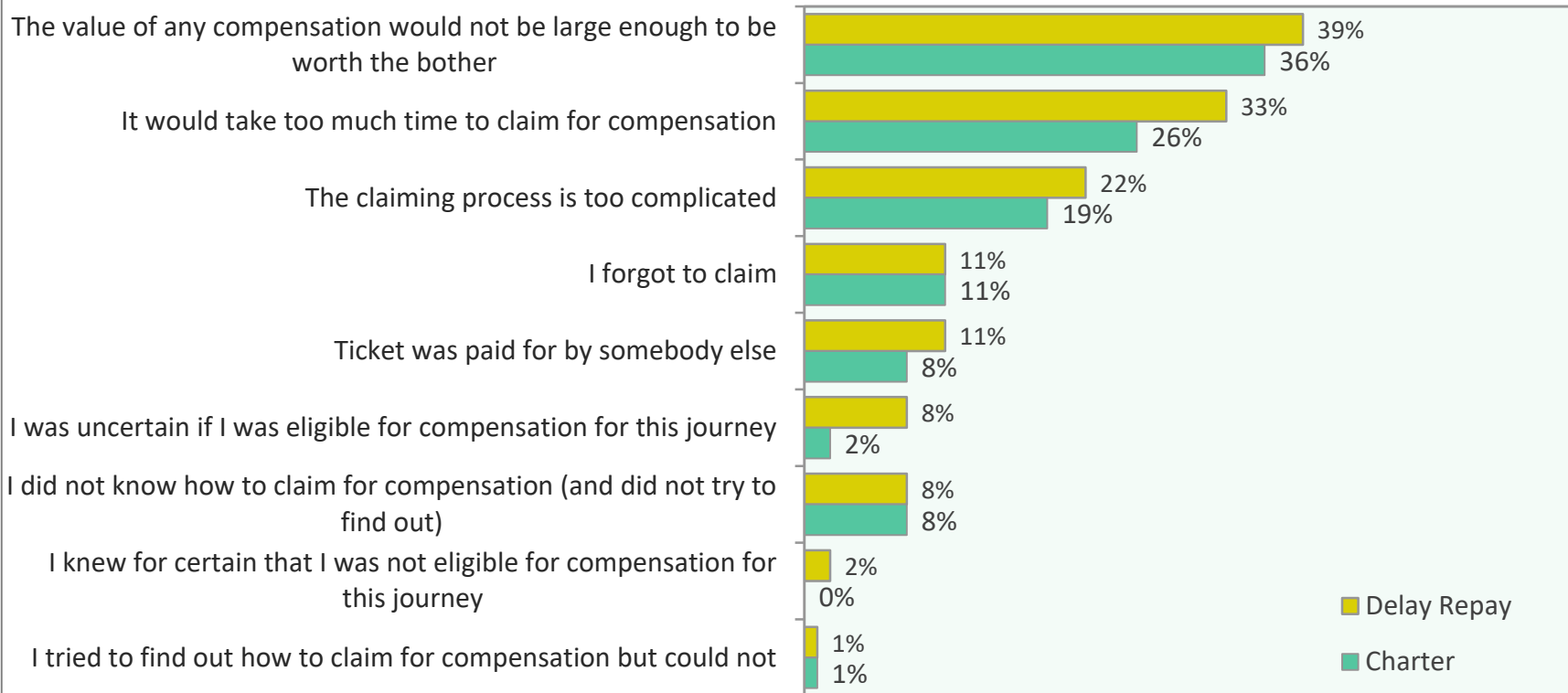
# There are considerable variations by passenger journey purpose in their reasons for not claiming, reflecting the journey purpose

	Commuting	Business*	Leisure/Personal
The value of any compensation would not be large enough to be worth the bother	44%	19%	36%
It would take too much time to claim for compensation	37%	41%	22%
The claiming process is too complicated	19%	37%	21%
I forgot to claim	18%	4%	7%
Ticket was paid for by somebody else	5%	35%	8%
I did not know how to claim for compensation (and did not try to find out)	12%	4%	6%
I was uncertain if I was eligible for compensation for this journey	2%	4%	10%
I knew for certain that I was not eligible for compensation for this journey	3%	0%	2%
I tried to find out how to claim for compensation but could not	1%	0%	2%

Q33 Why did you decide not to claim on this occasion? Base= 238 (Delayed by 30 mins or more in last six months/ Knew they could claim but did not)/ (85 Commuting), (24 Business), (129 Leisure/Personal). \* Warning small base for business trips

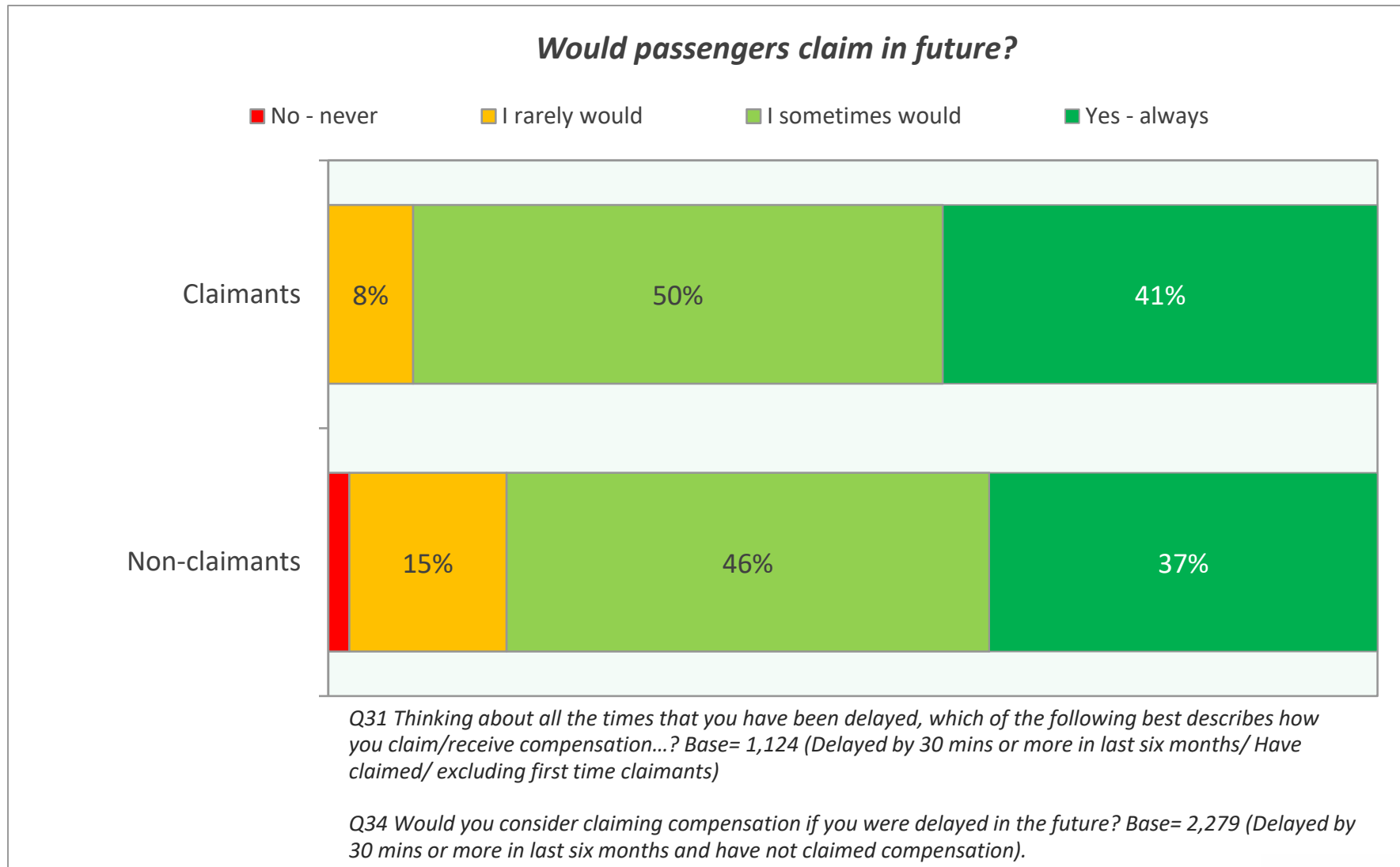
# Delay Repay and Charter passengers give similar reasons for not claiming

*Why delayed passengers don't claim*



*Q33 Why did you decide not to claim on this occasion? Base= 137 (Delayed by 30 mins or more in last six months/ Knew they could claim but chose not to/ Delay Repay), 74 (Delayed by 30 mins or more in last six months/ Knew they could claim but chose not to/ Charter)*

# Attitudes towards claiming in the future are similar regardless of whether passengers claimed for their most recent delayed journey



Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

**Passengers' experiences of claiming**

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays

# What happens when passengers claim?

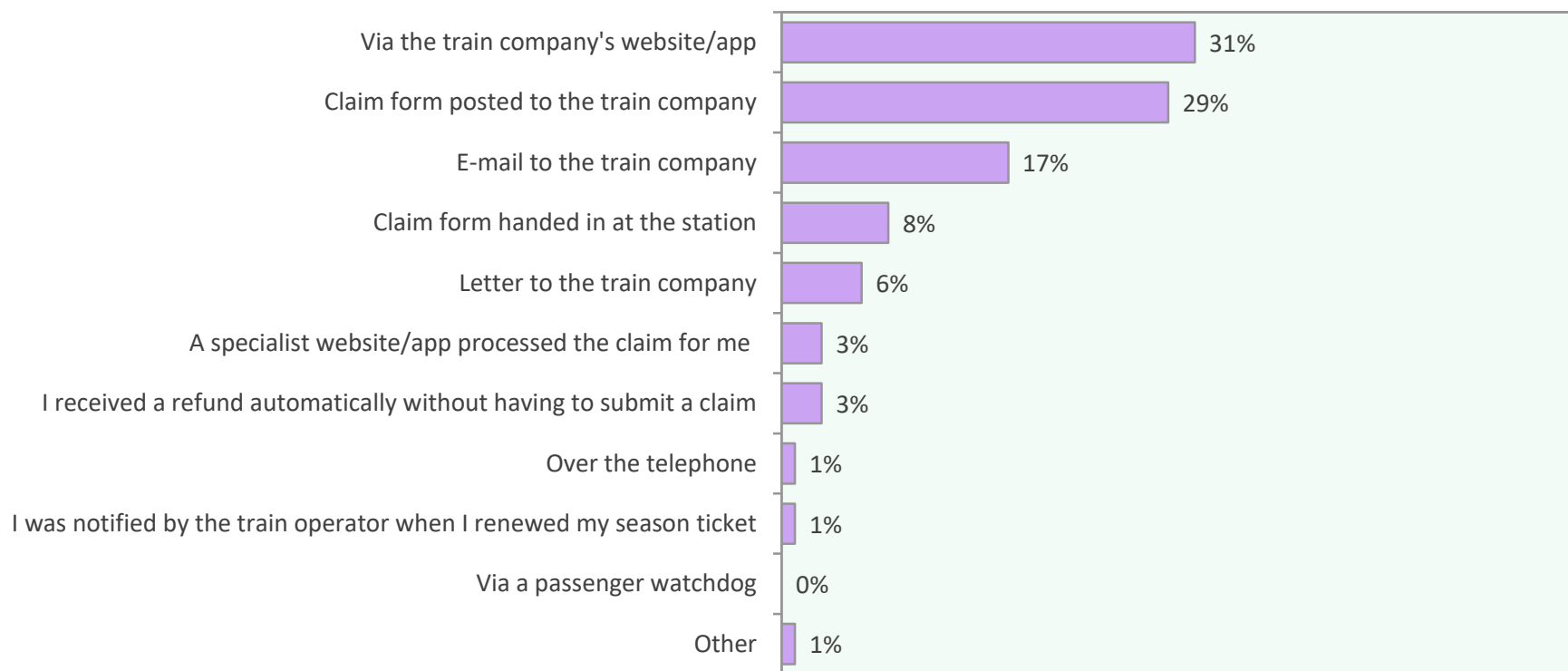
- Two thirds of passengers claim online or via a claim form (which is usually posted to the train company). The majority of the remainder email or write to the train company
- Over 80% of claimants have their claim resolved within three to four weeks of submitting it
- Fewer than a half of claimants receive an acknowledgement that their claim is being processed
- The most common compensation is rail travel vouchers (received by 40% of claimants)
- One quarter of claimants feel they have to prompt the train company, rising to nearly four in ten of those still awaiting a response

*“I don't think I should have had to go to the trouble of taking and uploading a photo of my ticket. I also think that two weeks for a response (and longer to actually get the money through) is far too long to wait. This service appears to vary massively across operators - some even claiming to give the compensation automatically and many more like my experience.” (Business)*

*“Since I have a monthly season ticket I have attempted to claim in the past and I seem to recall that it would not have been worth my while due to the process being made really hard to find information about it, leaflets for complaining not being freely available and the fact that I need my season ticket to take the train each day so cannot send it off for compensation.” (Commuter)*

# Two thirds of passengers claim online or via a claim form (which is usually posted to the train company). The majority of the remainder email or write to the train company

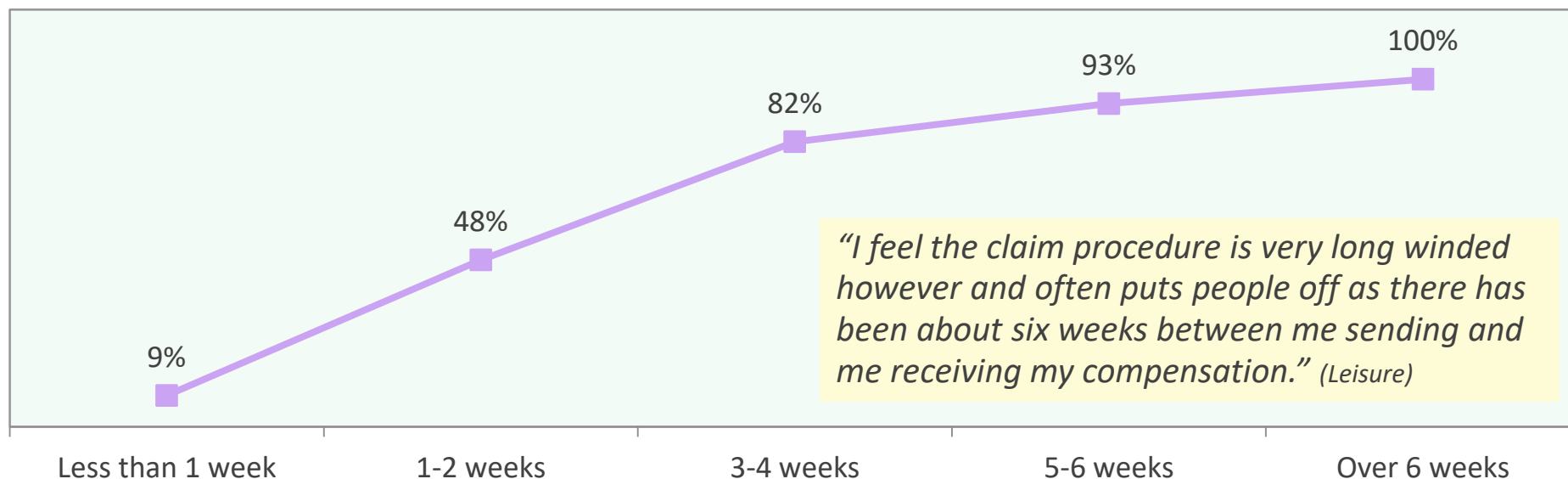
*Means by which passengers made a claim*



*Q27 How did you claim compensation or a refund on this occasion? Base= 1,263 (Delayed by 30 mins or more in last six months/ Have made claim)*

# Over 80% of claimants have their claim resolved within three to four weeks of submitting it

*Time taken to resolve claims (cumulative)*



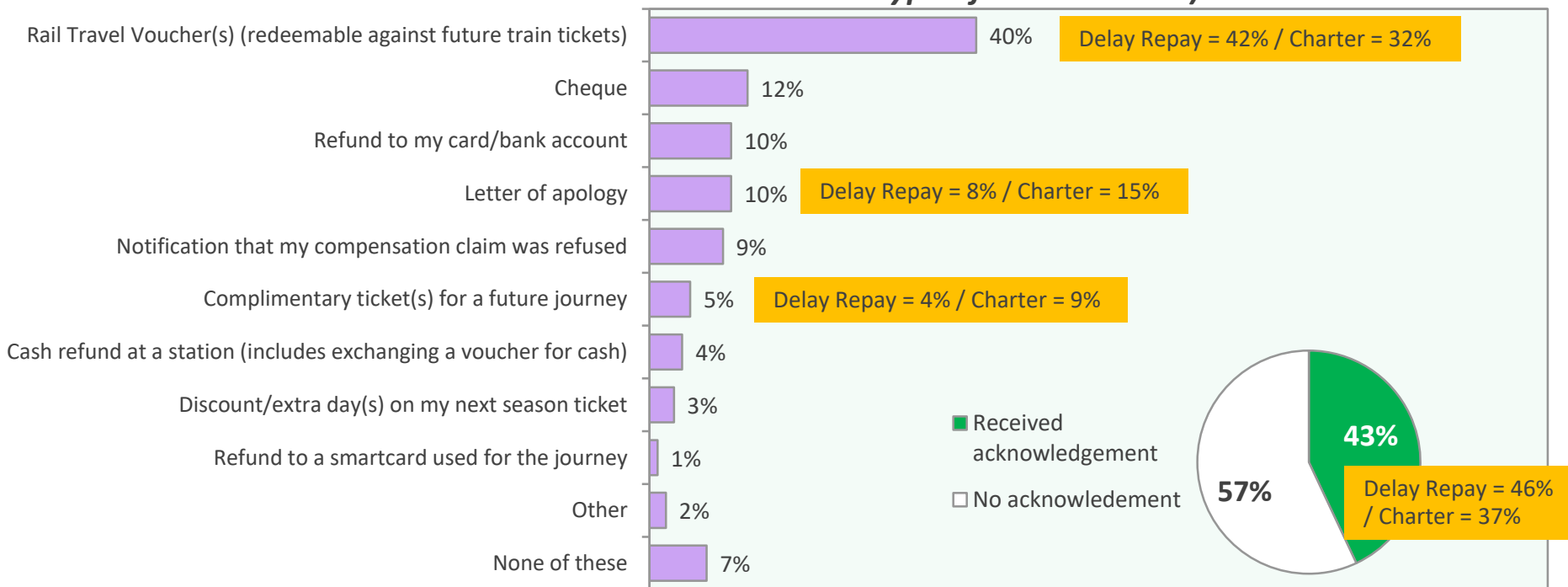
*"I feel the claim procedure is very long winded however and often puts people off as there has been about six weeks between me sending and me receiving my compensation." (Leisure)*

*Q29 How long did it take from when you submitted your claim until when you received your compensation/final response? Base= 944 (Delayed by 30 mins or more in last six months/ Have claimed and have received a response). Don't know/can't remember (5%) excluded*



# Fewer than a half of claimants receive an acknowledgement that their claim is being processed. The most common compensation is rail travel vouchers (received by 40% of claimants)

*What passengers received in response to their claim (and significant differences between type of claim scheme)*

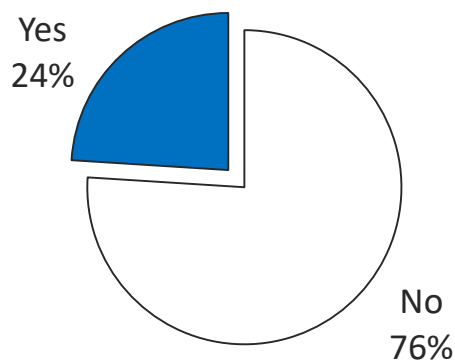


Q28 Which of the following did you receive after making your claim for compensation or a refund? Multicode Base= 1,263 (Delayed by 30 mins or more in last six months/ Have made claim)

Note: The National Rail Conditions of Carriage have changed. Since July 2015 compensation must be paid in money rather than vouchers if requested

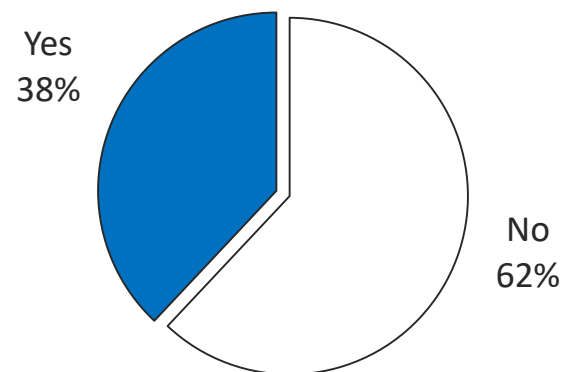
# One quarter of claimants feel they need to prompt the train company over their claim, rising to nearly four in ten of those still awaiting a response

**Whether passengers who have an outcome from their claim had to remind the company before they received a response**



*Q30a Did you have to remind the train company before you received any response? Base= 998 (Delayed by 30 mins or more in last six months/ Have claimed and have received a response)*

**Whether passengers who have a claim still pending have reminded the company they need a response**



*Q30b Have you had to remind the train company for a response? Base= 174 (Delayed by 30 mins or more in last six months/ Claim does not have defined outcome)*

Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

Passengers' experiences of claiming

**Satisfaction with claiming policies and processes**

What would encourage passengers to claim in the future?

Pen portraits of passenger types

Background information on delays

# How satisfied are claimants?

- Three quarters of passengers are satisfied with the entitlement to compensation, although this falls to only two thirds of commuters
- Satisfaction with various aspects of the claims process ranges between one half and two thirds of claimants, with the exception of the train company alerting them to their right to claim (where fewer than four in ten are satisfied)
- It is also important to note between one in ten and one in five claimants are *very* dissatisfied with the process, with the exception of the train company alerting them to their right to claim where this rises to one in four

*"It's positive in that people are quite well compensated and these rates are simple and easy to understand!" (Business)*

*"In general, I think it is easy to use and fair for the passenger. It's a nice gesture, even if sometimes the disruption created by a delay is worth much more than the fare!" (Commuter)*

*"I think 30-60 minutes cut-offs are OK in most cases, but sometimes a short 15 minute delay can have a severe impact on your day, and then you get nothing. Also, for shorter journeys (commuter journeys mainly), having shorter delays all the time is much more common than one long delay. In those cases, you get no compensation even when your commute is significantly affected." (Commuter)*

# How satisfied are claimants?

- Claimants are most satisfied with the method they used to make a claim, and with how easy it was
- Claimants using Delay Repay schemes are significantly more satisfied with the ease of finding out how to claim compensation and the ease of completing the compensation claims process. There are no other significant differences in satisfaction by compensation scheme
- Commuters are less satisfied with all aspects of the claims process. Season ticket holders are especially unhappy with the value of the compensation they receive

*In all cases, an acknowledgment of your query is appreciated!” (Commuter)*

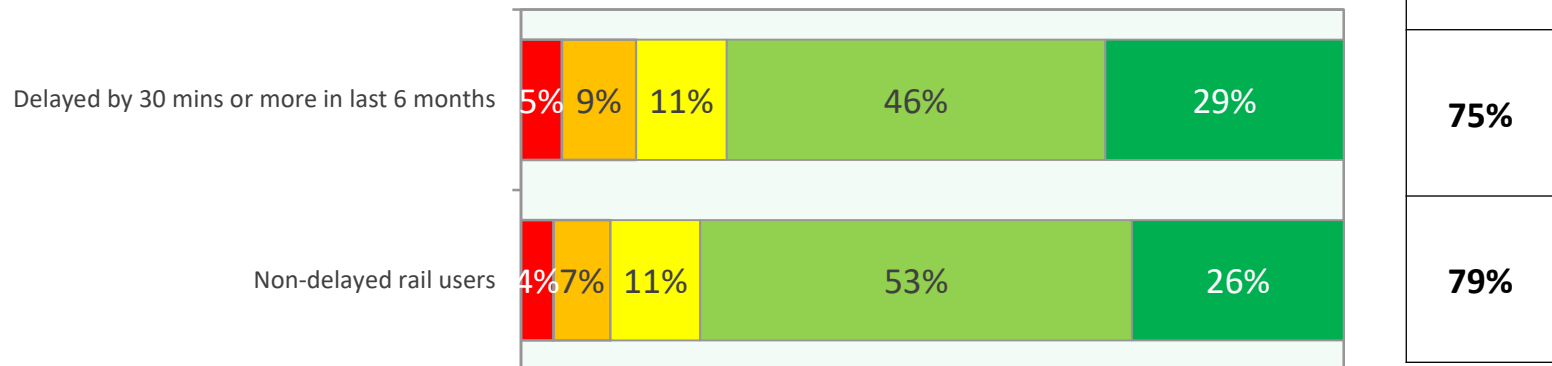
*“The best thing to do is try to design delay compensation schemes that are relevant for each customer. The 30 minutes delay rule for trains (or 15 minutes on the Underground) are standard. However, if your journey is only 20 minutes long it is unlikely that you will be delayed by too long, but a lot of short 10-15 minutes delays are common and they are very annoying.” (Commuter)*

*“The claim form was not too complex but then I had to send it away and only received a paper voucher even though the ticket was bought online.” (Business)*

# Three quarters of passengers are satisfied with the entitlement to compensation; this is not affected by whether they have been delayed or not recently

*Passengers' satisfaction with eligibility for compensation*

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Neither satisfied nor dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Q36 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? Base= 3491 (Delayed by 30 mins or more in last six months), 500 (Non-delayed rail users) Don't know/can't remember (between 2% -1%) excluded

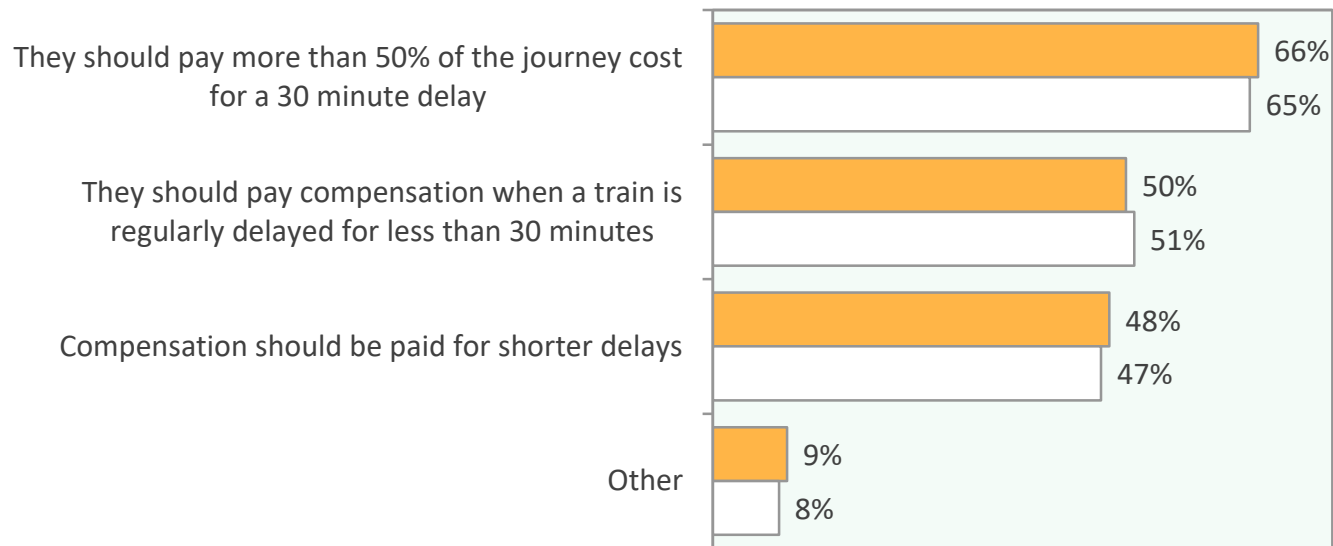
*“The delays are often less than 30 minutes, and although this is the limit for claiming compensation it is enough to seriously screw up someone’s day!” (Commuter)*

*“Personally, I think it would be fairer if 50% of the ticket price was refunded for delays between 15-30 minutes, and 100% was refunded for delays over 30 minutes.” (Leisure)*

# Two thirds of those dissatisfied with the basis for compensation think that more than 50% of the journey cost should be refunded for a 30 minute delay and a half think that compensation should be paid for shorter delays

## Why passengers are dissatisfied with basis for compensation

- Delayed by 30 mins or more in last six months/ Dissatisfied with basis for compensation
- Non-delayed rail users/ Dissatisfied with basis for compensation



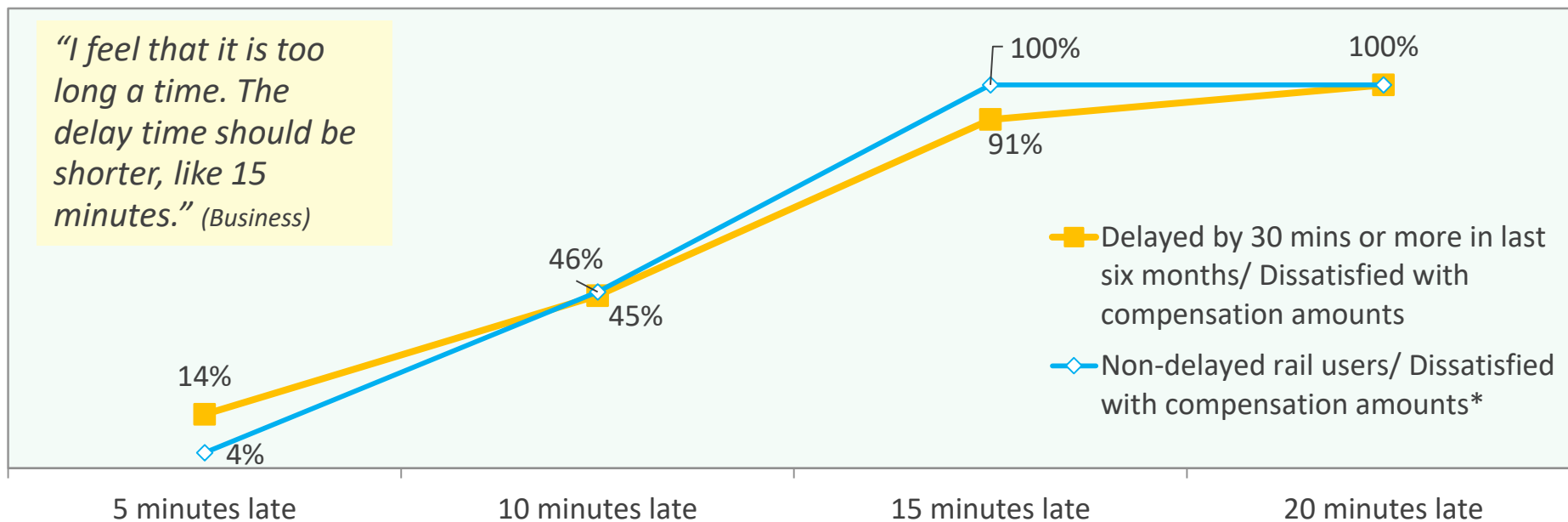
Q37 Why are you not satisfied with this basis for paying compensation? Base= 480 (Delayed by 30 mins or more in last six months/ Those dissatisfied with basis for compensation), 51 (Non-delayed rail users/ Those dissatisfied with basis for compensation)

*“It should be possible to work out a scheme that is relative and not absolute, I mean by comparing the length of the delay to the length of your total journey. Or the total amount of delays you have had over a certain period of time.” (Commuter)*



# The vast majority of passengers dissatisfied with compensation eligibility think that compensation should be paid after a delay of approximately 15 minutes for journeys of under 30 minutes

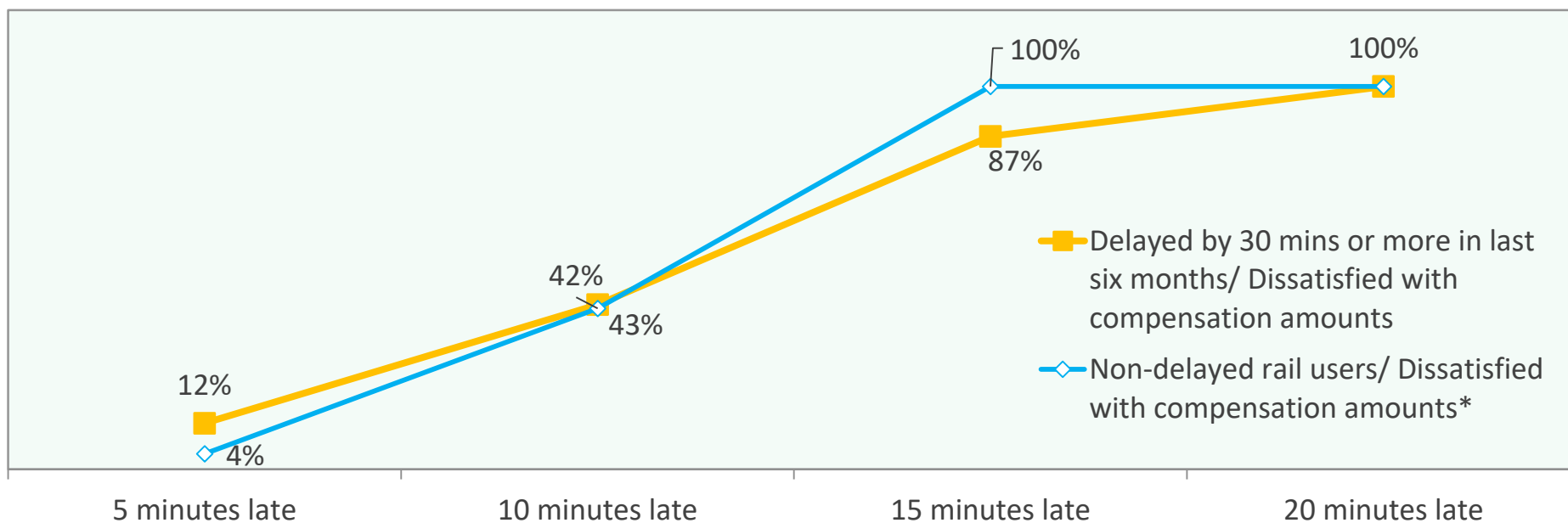
*Length of delay for journeys of under 30 minutes that should be compensated*



Q38 Thinking about journeys that are scheduled to take **up to 30 minutes**, after what length of delay do you think compensation should be paid? Base= 231 (Delayed by 30 mins or more in last six months/ Those dissatisfied with compensation amounts), 24 (Non-delayed rail users (Non-delayed rail users/ Those dissatisfied with compensation amounts) \* *Warning small base for non-delayed rail users*

# Opinions are very similar when passengers are asked about delays on journeys lasting more than 30 minutes

*Length of delay for journeys of over 30 minutes that should be compensated*

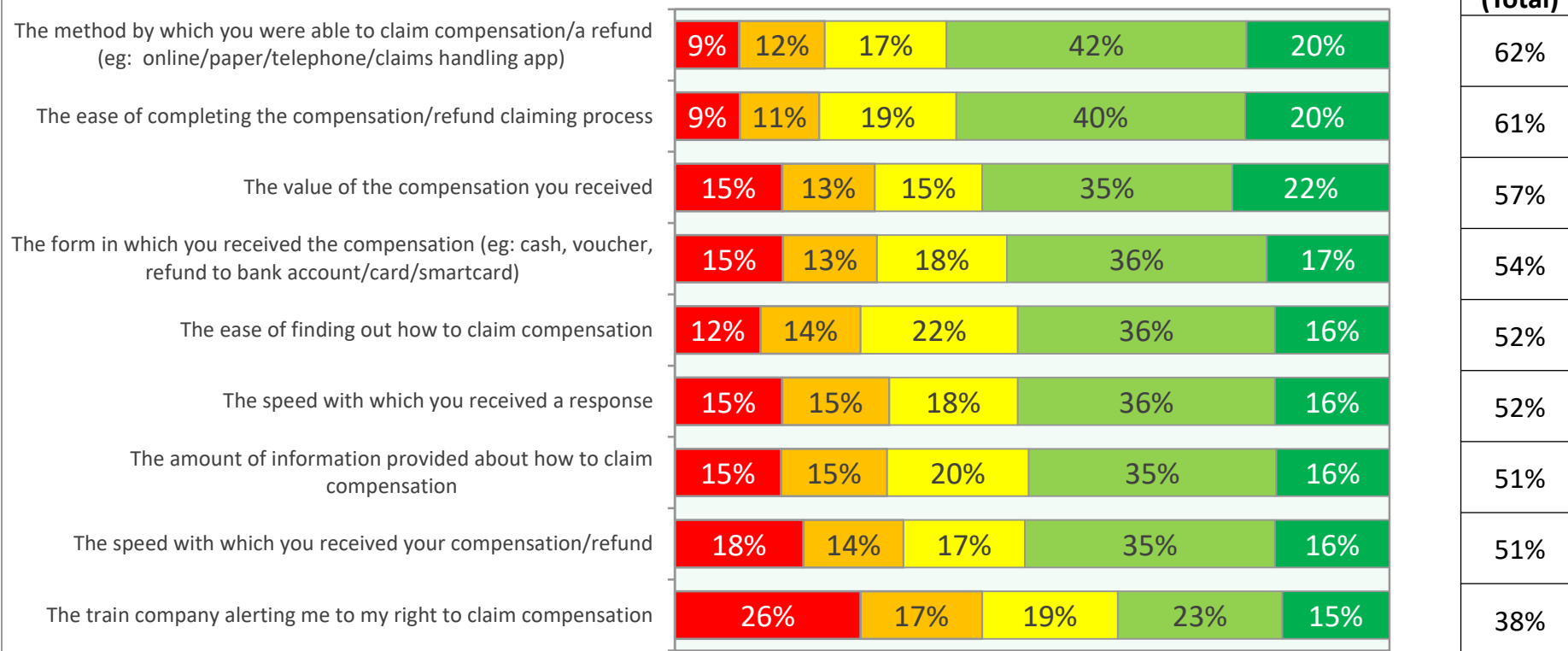


Q39 Thinking about journeys that are scheduled to take **over 30 minutes**, after what length of delay do you think compensation should be paid? Base= 231 (Delayed by 30 mins or more in last six months/ Those dissatisfied with compensation amounts), 24 (Non-delayed rail users (Non-delayed rail users/ Those dissatisfied with compensation amounts) \* *Warning small base for non-delayed rail users*

# Passengers are most satisfied with the method they used to make a claim, and with how easy it was. They are least satisfied with the train company alerting them to their right to claim

## Passengers' satisfaction with aspects of the claim process

■ Very dissatisfied   
 ■ Fairly dissatisfied   
 ■ Neither satisfied nor dissatisfied   
 ■ Fairly satisfied   
 ■ Very satisfied



Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= 1,184 – 1,254 depending on statement (Delayed by 30 mins or more in last six months/Have claimed compensation). Don't know/can't remember (between 6% - 1%) excluded

# Commuters are least satisfied with all aspects of the claims process

<i>Percentage very or fairly satisfied</i>	<b>Commuting</b>	<b>Business</b>	<b>Leisure/ Personal</b>
Eligibility for compensation ( <i>Q36 – see slide 54 for base</i> )	68%	78%	78%
The method by which you were able to claim compensation/a refund	58%	65%	64%
The ease of completing the compensation/refund claiming process	56%	67%	63%
The value of the compensation you received	46%	65%	62%
The form in which you received the compensation	53%	54%	54%
The ease of finding out how to claim compensation	47%	59%	54%
The speed with which you received a response	48%	54%	54%
The amount of information provided about how to claim compensation	45%	52%	53%
The speed with which you received your compensation/refund	48%	55%	52%
The train company alerting me to my right to claim compensation	29%	41%	42%

*Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= Delayed by 30 mins or more in last six months/ Have claimed compensation/ (407-426 Commuting), (135-143 Business), (639-688 Leisure/Personal), Don't know/can't remember (between 8% - 1%) excluded*

# Commuters with season tickets are especially unhappy with the value of compensation received and communications

<i>Percentage very or fairly satisfied</i>	Non season ticket holders	Season ticket holders
Eligibility for compensation (Q36 – see slide 54 for base)	77%	61%
The method by which you were able to claim compensation/a refund	62%	62%
The ease of completing the compensation/refund claiming process	62%	56%
The value of the compensation you received	61%	31%
The form in which you received the compensation	54%	50%
The ease of finding out how to claim compensation	53%	45%
The speed with which you received a response	54%	42%
The amount of information provided about how to claim compensation	52%	41%
The speed with which you received your compensation/refund	52%	45%
The train company alerting me to my right to claim compensation	41%	21%

Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= Delayed by 30 mins or more in last six months/ Have claimed compensation/ (994-1059 Non season tickets), (191-188 Season Ticket)

# Passengers travelling with companies that have an automatic claims process are most satisfied, despite few having experienced this yet

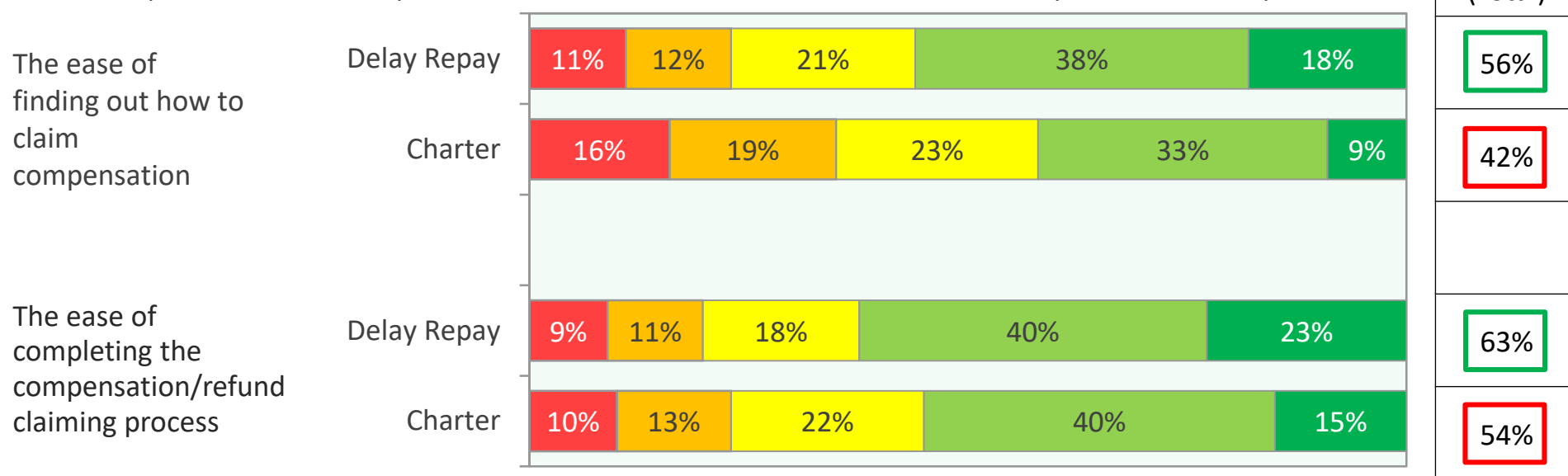
<i>Percentage very or fairly satisfied</i>	Passengers travelling with a TOC offering:			
	Total	Online claims process	Automatic claims process	Claims process via Mobile App
Eligibility for compensation ( <i>Q36 – see slide 54 for base</i> )	75%	-1%	+4%	+2%
The method by which you were able to claim compensation/a refund	62%	+1%	+9%	+6%
The ease of completing the compensation/refund claiming process	61%	No difference	+2%	+2%
The value of the compensation you received	57%	-2%	+14%	+5%
The form in which you received the compensation	54%	-1%	-5%	-1%
The ease of finding out how to claim compensation	52%	+2%	+10%	+8%
The speed with which you received a response	52%	+1%	+15%	+5%
The amount of information provided about how to claim compensation	51%	No difference	+7%	+4%
The speed with which you received your compensation/refund	51%	No difference	+17%	+2%
The train company alerting me to my right to claim compensation	38%	No difference	+11%	+5%

*Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= Delayed by 30 mins or more in last six months/ Have claimed compensation/ (957-1057 Online claims process), (178-183 Automatic claims process), (477-502 Claims process via mobile app), Don't know/can't remember (between 8% -1%) excluded*

# Passengers travelling with companies that offer Delay Repay are clearly more satisfied with how easy it was to find out about claiming and making a claim

*Passengers' satisfaction with aspects of the claim process – by claim scheme (note there are no significant differences in the proportions satisfied on the other attributes)*

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Neither satisfied nor dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



*Q32 How satisfied were you with each of the following aspects of your compensation claim? Base= 868-872 (Delayed by 30 mins or more in last six months/ Have claimed compensation/ Delay Repay), 285-286 (Delayed by 30 mins or more in last six months/ Have claimed compensation/ Charter). Don't know/can't remember (between 10% -6%) excluded*



Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

Passengers' experiences of claiming

Satisfaction with claiming policies and processes

**What would encourage passengers to claim in the future?**

Pen portraits of passenger types

Background information on delays

# What might improve passengers' awareness of how to claim?

- Posters and announcements are passengers' preferred means of being made aware that they could claim compensation
- Asking passengers to select their top two preferences increases the relative importance of channels which involve direct contact with the passenger (e.g. electronic notification and being handed the claim form on the train)
- For passengers who would prefer to be made aware of their right to claim via the Internet, the train company's website was the preferred source

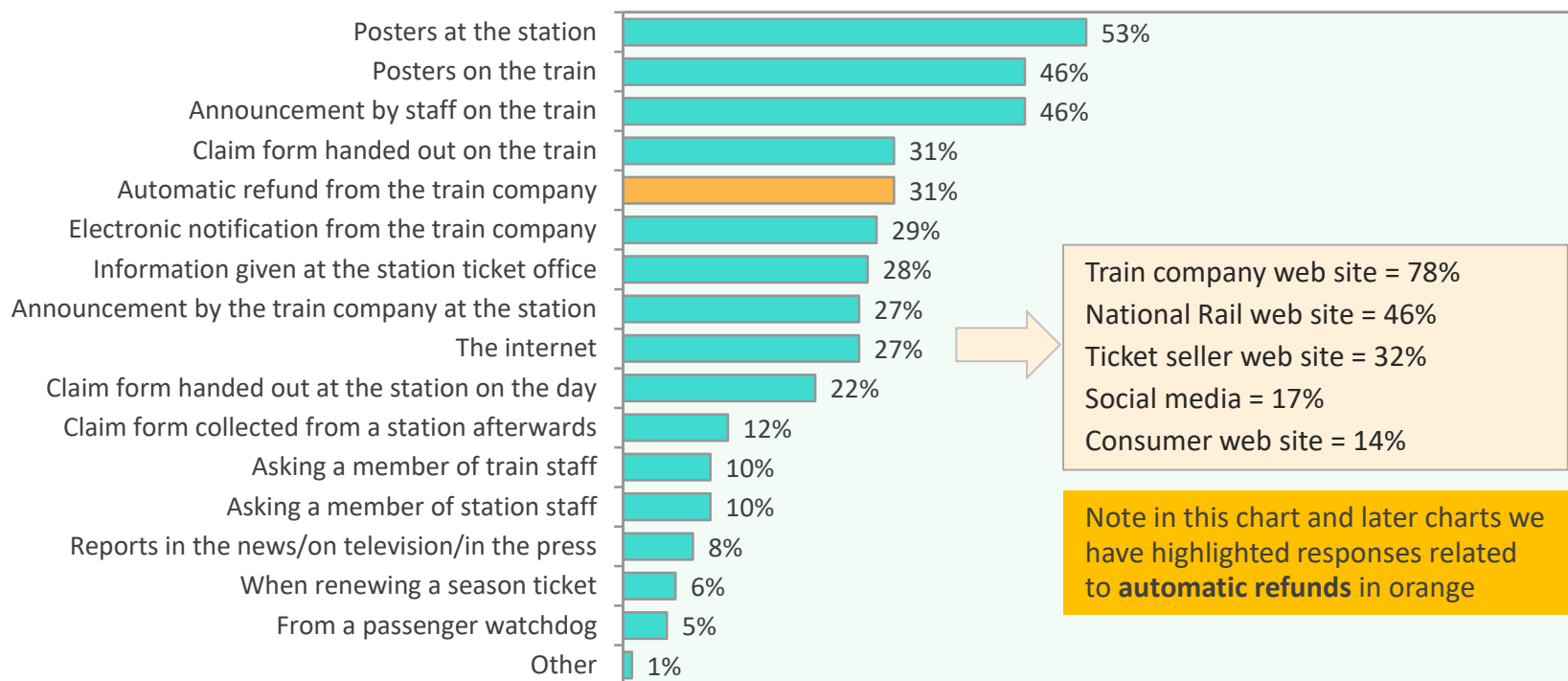
*"In the past if it was a significant delay and trains were cancelled due to it, there would sometimes be a noticeable presence of people in 'yellow jackets' or similar around the platforms i.e. some station staff with clipboards to give more information to those were travelling further afield (unlike myself) and there would be more station tannoy announcements. But nothing really gave a 100% detailed response as to what the delay was due to." (Commuter)*

*"Train operators should inform the public immediately of delays, because the public can choose a different train which is not delayed." (Commuter)*

*"I personally would like to be informed online so I can then check how to do this and claim later in the day when I have some free time. It would be useful for it to be announced on the train, however in the atmosphere on a packed train when you are feeling frustrated you are not thinking so much of compensation but rather that you want to get moving. If I received it via email I would feel a lot better about the journey and feel the train service actually cares by sending me a formal apology." (Leisure)*

# Posters and announcements are passengers' preferred means of being made aware that they could claim compensation. A third of passengers would simply like an automatic refund

*Passengers' preferred means of being made aware that they could claim compensation*



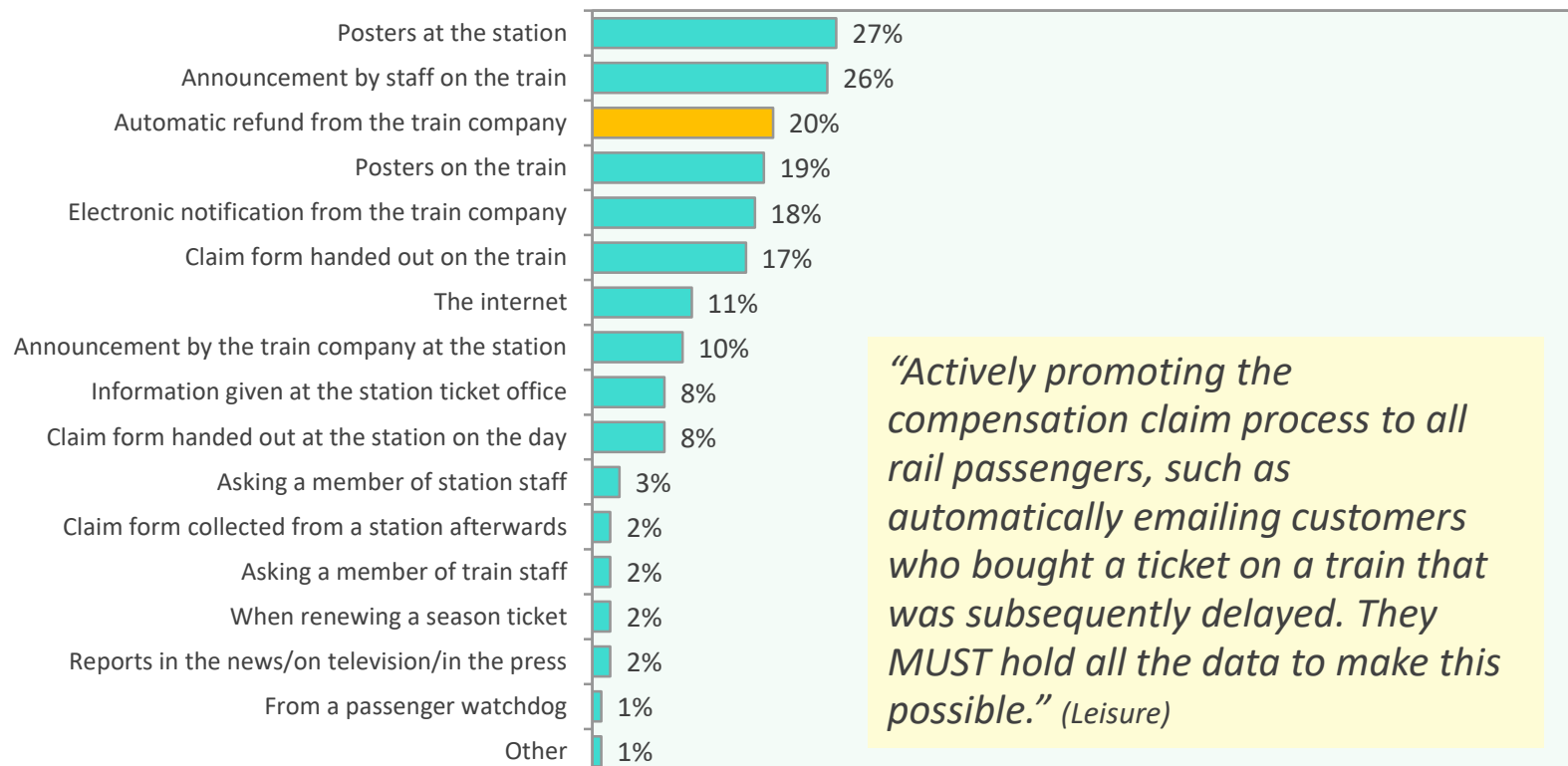
Note in this chart and later charts we have highlighted responses related to **automatic refunds** in orange

Q24 What would be the best way to let you know about your right to claim compensation when delayed? Multicode. Base= 2,025 (Delayed by 30 mins or more in last six months/ Did not think about claiming compensation). See questionnaire for full statement wording

Q25 Where on the Internet would you look for information on claiming compensation? Multicode. Base= 548 (Delayed by 30 mins or more in last six months/ Did not think about claiming compensation/ Those for whom the internet is a good source of information about compensation)

# Passengers' top choices show that train companies need to be communicating via a variety of channels to reach everybody

## *Passengers' preferred means of being made aware that they could claim compensation – top two only*

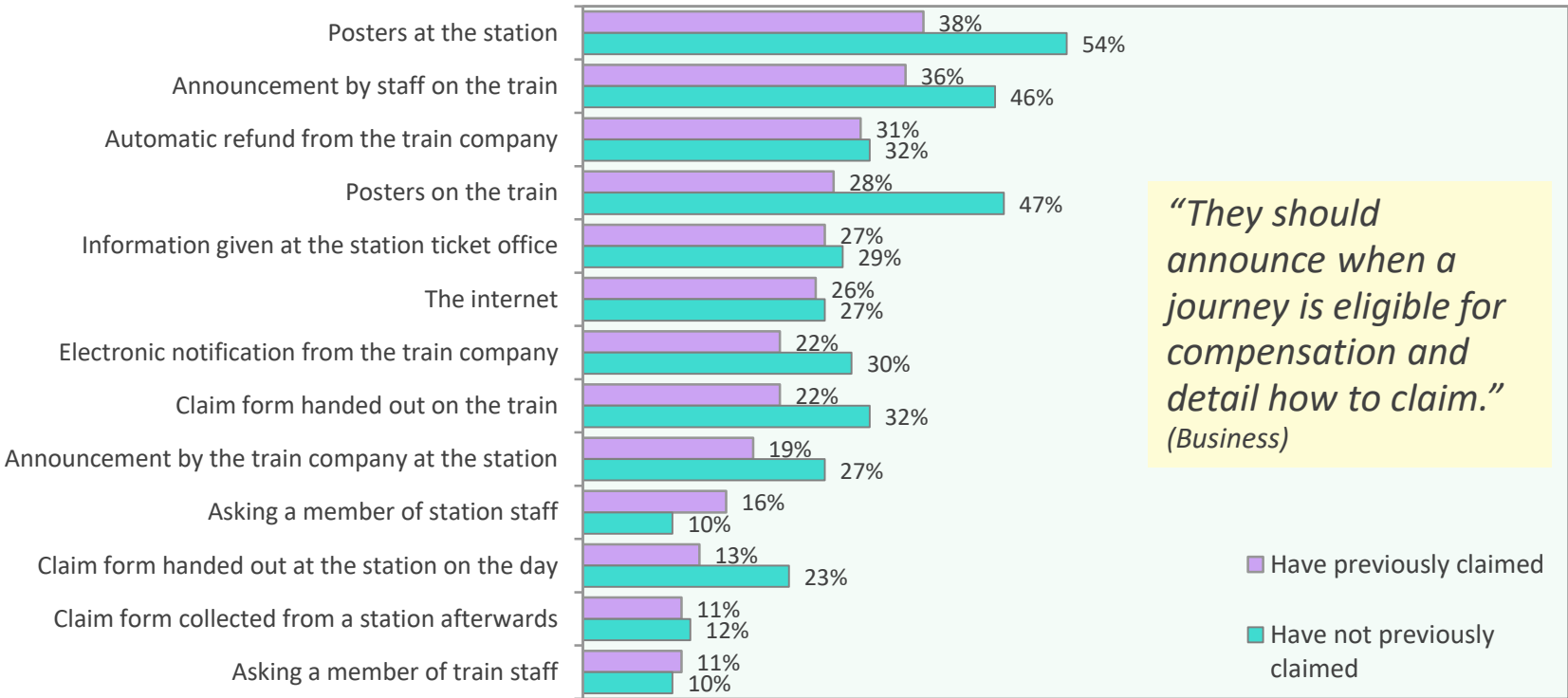


*“Actively promoting the compensation claim process to all rail passengers, such as automatically emailing customers who bought a ticket on a train that was subsequently delayed. They **MUST** hold all the data to make this possible.” (Leisure)*

*Q24b Please can you select the two ways you would think would be best to let you know about your right to claim compensation? Multicode. Base= 2,025 (Delayed by 30 mins or more in last six months/ Did not think about claiming compensation). See questionnaire for full statement wording*

# Those who have not claimed previously are significantly more likely to say that posters are their preferred means of being made aware they could claim

Passengers' preferred means of being made aware that they could claim compensation (showing replies given by 10% or more passengers)



*“They should announce when a journey is eligible for compensation and detail how to claim.”*  
(Business)

Q24 What would be the best way to let you know about your right to claim compensation when delayed? Multicode. Base= 93 (Delayed by 30 mins or more in last six months/ Did not think about claiming compensation for most recent delay but have claimed for other delay in last six months), 1,901 (Delayed by 30 mins or more in last six months/ Did not think about claiming compensation for most recent delay and haven't claimed at all in last six months) \*See questionnaire for full statement wording

# How would passengers like to claim in future?

- Passengers would prefer refunds to be automatic or if they have to claim to do so online/via an app' (and the relative importance of these options increases when passengers are made to pick the most important factors)
- Aside from an automatic refund, claiming on-line or in person at the ticket office are most attractive
- Payment should be direct to the claimant's bank/credit card account or in cash at the station
- Many passengers' comments also referred to the desirability of a standardised national compensation scheme

*"I think the process should always be available online, over the phone (free to call and efficient with limited time on hold, being passed to different people etc.) and in train station travel centres." (Business)*

*"The compensation should be made simple to access, it should be a straight forward form and should not require a lot of time and effort for the passenger who has already had a bad experience." (Leisure)*

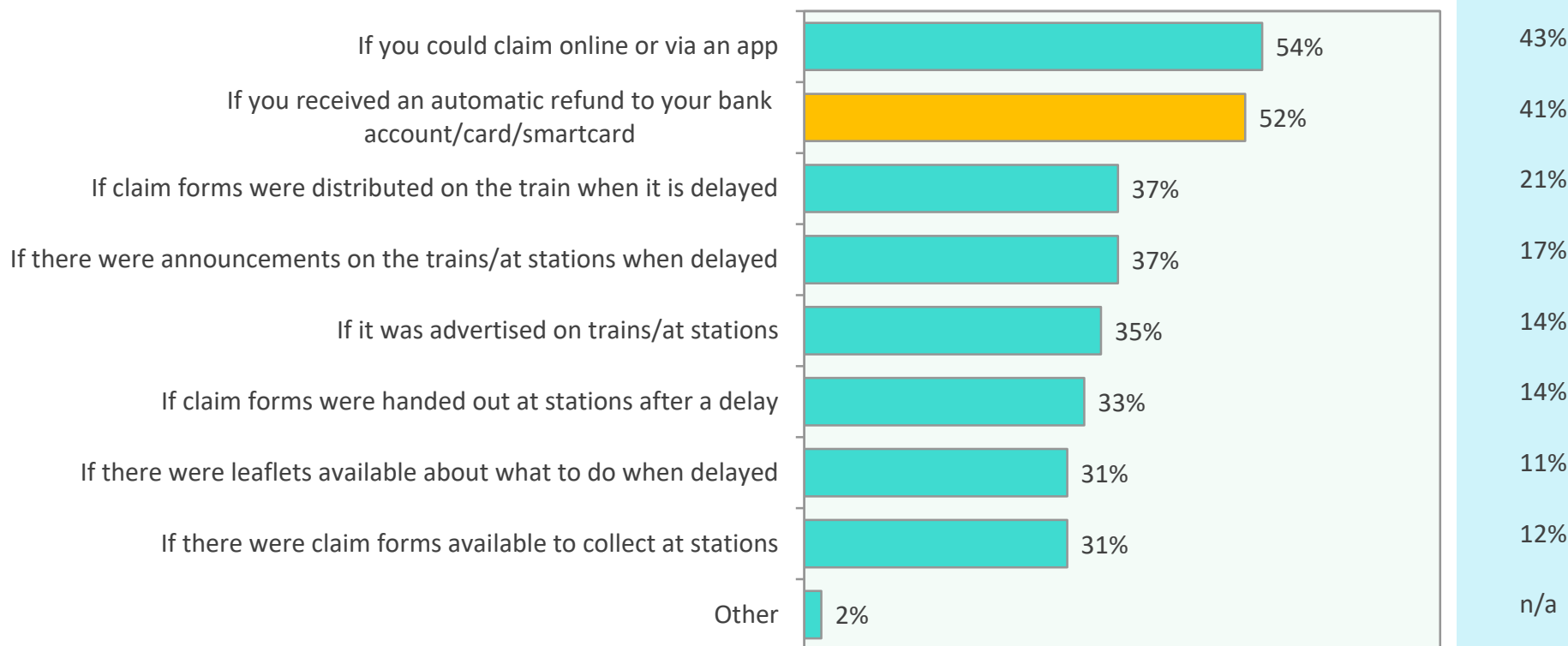
*"I think it would be made much better if when entering the details of the refund online it is somehow automated so you could see information on that journey and whether your claim would be valid immediately rather than wasting your time filling in a form. Also being able to track the progress of your claim." (Commuter)*

*"I really think there should be a governing body that stipulates what the rules are for compensation that every train operator must sign up to and follow in order to be allowed to operate in the industry. In the same way there are rules for banks and other service providers e.g. electricity and water." (Commuter)*

# Passengers would prefer to claim online/via an app – or for refunds to be automatic

## What would make passengers more likely to claim in future?

Percentage mentioning as one of their top two preferences



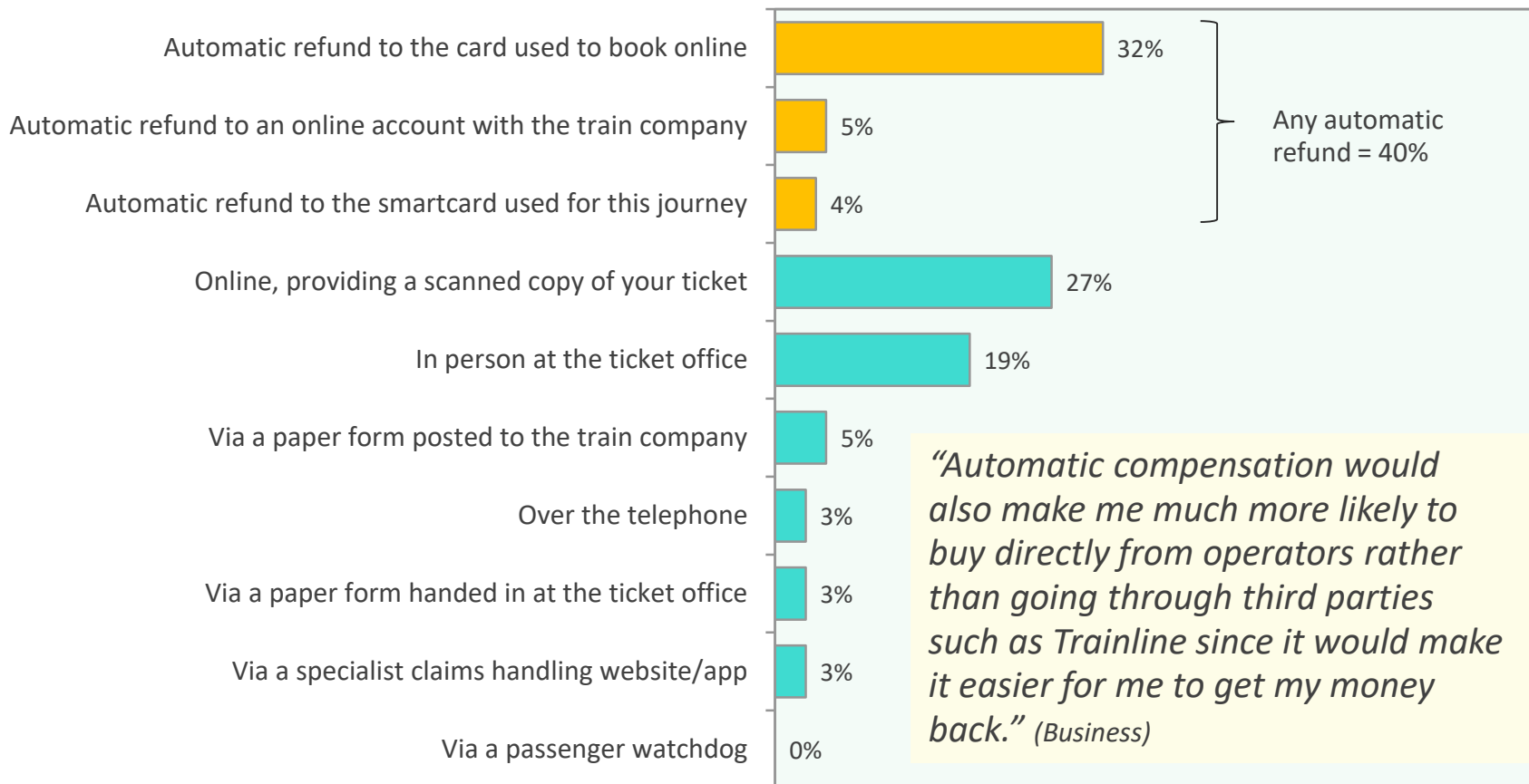
Q35 Which of these would help you, or make you more likely to claim compensation in the future? Multicode. Base= 2,279, (Delayed by 30 mins or more in last six months and have not claimed compensation)

Q35b Please can you select the two ways which would be most likely to help you claim compensation? Multicode. Base= 2,279, (Delayed by 30 mins or more in last six months and have not claimed compensation)



# Passengers would prefer an automatic refund, failing that claiming on-line or in person at the ticket office are most attractive

*Passengers' preferred means of claiming compensation or refund*

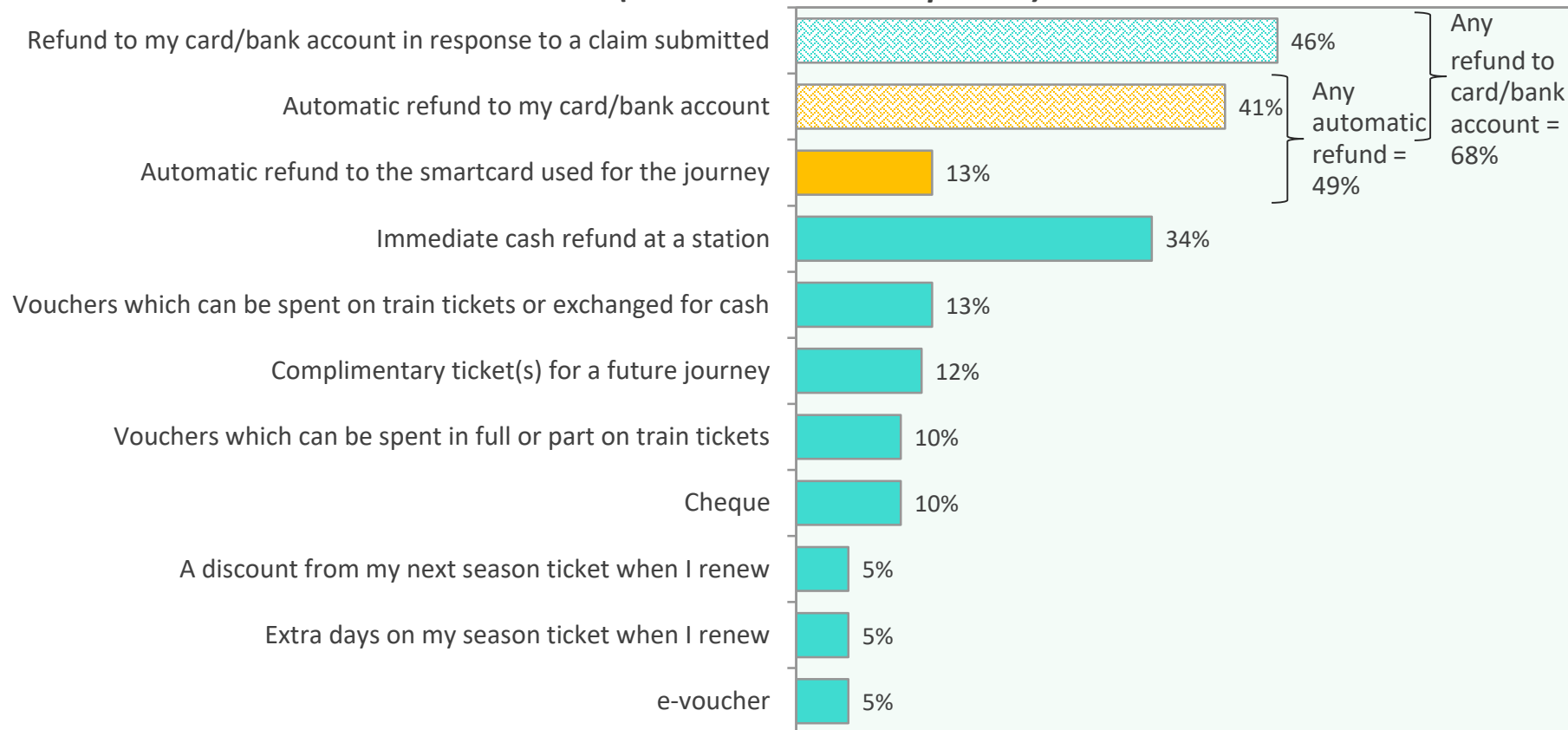


Q41 What would be your preferred way of claiming compensation or a refund? Base= 3,526 (Delayed by 30 mins or more in last six months)



# Passengers would prefer to receive compensation via a refund to their bank/credit card account or via a cash refund at the station

*Passengers' preferred means of receiving compensation or refund  
(maximum three responses)*



Q40 What would be your preferred way of receiving compensation or a refund? Maximum three responses. Base= 3,526 (Delayed by 30 mins or more in last six months) \*See questionnaire for full statement wording

Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

**Pen portraits of passenger types**

Background information on delays



# Pen portraits of passenger types

- The following slides include pen portraits of passenger types from the online community
- These portraits have been developed on the basis of the individual responses to the online community. The stories told reflect an amalgamation of the experiences of each specific type of passenger, rather than telling the story of a particular individual

## **Priority should be preventing the delays**

### **Journey purpose:**

All groups of passengers

### **Experience of delays:**

Experience both shorter and longer delays

### **Opinion on compensation:**

Delays should be eliminated as a priority. If delays are prevented then there is no need to refund angry passengers

*“A good train operator should have both a good complaints and customer service department in operation along with a well defined and easy accessible compensation scheme. However a great train operator should seek to not have to utilise the above internal services except in very rare circumstances as they should ideally be striving to deliver the best service to customers in being punctual, reliable and offer good value for the service provided.” (Commuter)*

*“Fixing every possible way to eliminate the delays is the ultimate goal. Train operators should look seriously into this since delays disrupt plans of passengers, and no amount of compensation can really fix this issue.” (Commuter)*

*“We get told far too often that our money is reinvested into the system, but it just doesn't appear that way when these delays occur and they don't inform us if they're attempting to do anything to make them not happen so frequently.” (Leisure)*

*“It appears now that the delays are often caused by issues which I believe the companies should be quicker to fix and resolve, such as signal failures commonly occurring in the same areas so they should have teams nearby in case.”  
(Leisure)*

## ***I always claim***

### ***Journey purpose:***

*Commuters who have either a long (and therefore expensive) journey or use operators with a more straightforward claims process (e.g. automatic refunds to the card used for purchase or a simple on-line claim form)*

### ***Experience of delays:***

*Regularly experience delays and will build in time so they are not late to work or meetings. Complain that waiting times on screens change frequently and staff in the stations are not properly informed of the situation*

*“I often find that the information boards on the platforms suggest that the train is going to be on time, but it is evident when the arrival time has been and gone with no sign of the train that the train is delayed.”*

*(Commuter)*

### ***Opinion on compensation:***

*Will typically claim compensation immediately after the delay. Believe that it's good that the train companies offer compensation but more should be done to regulate the schemes*

*Very important that it is easy to claim a refund and that it doesn't cost you money – especially they do not want to spend money on the telephone when claiming a refund*

*“I always claim back after a delay. I find it a good system and easy to use. Have never had a negative experience with it.” (Commuter)*

*“It's very easy to claim. You just have to remember not to put your ticket through the barrier gates at your destination or it will be retained! So scan your validated ticket, complete the online form, upload the scan and wait for the cheque to arrive. (Business)*

## ***The problem is the cost to my business from lost time or hours, not the train fare***

### ***Journey purpose:***

*Typically use the train to travel to business meetings and events, often travelling long-distances*

### ***Experience of delays:***

*Delays vary in length from 10 minutes to an hour or more, but it is the longer delays which cause most frustration as they impact the business. Typically not given enough information about the delay*

*“For the past month I have experienced quite a few delays on the train, two of which have lost me potential buyers and cost me a lot of money.” (Business)*

*“A lack of communication is always the most frustrating thing during delays and the thing that gives me the most negative reaction to them.” (Business)*

### ***Compensation:***

*Typically don't claim compensation as the time and effort involved is considered too much in relation to the financial recompense. In addition, often the business lost is worth a lot more than the train ticket so it doesn't seem worth the effort*

*“I feel this is not a good compensation because when I was late, I lost over five hundred pounds from my company because a customer wanted to buy from me when I was late.” (Business)*

*“I have tried to claim for compensation once and was put off complaining. I had followed all the steps of complaint and explained I had lost work and a lot of money, I was merely asking for some kind of good will gesture instead I got someone telling me that basically it has happened to hundreds of people on that day and if they paid out to everyone then there would not be a train service.” (Business)*

## ***Small delays are not worth the effort***

### **Journey purpose:**

*Use the train daily to commute to work, typically for journeys taking less than an hour*

### **Experience of delays:**

*Delays are regular, sometimes just a couple of minutes but often at least 10 minutes. As these are commuter trains that can mean that the next service is too full to accommodate everyone and can mean an uncomfortable journey. Staff at the station don't give enough information and there are often repeated updates as the train becomes more delayed so it is often necessary to check for updates on social media pages*

*"I am on one of the London direct fast trains which goes into Paddington. Therefore any delays of over 5-10 minutes mean that when the train eventually arrives, there is often (by often I mean 90% of the time) not enough capacity (i.e. no seats) to accommodate essentially two additional trains' worth of people trying to board the train." (Commuter)*

### **Compensation:**

*Don't claim as expect delays to happen regularly and claiming is not worth the time and effort. How you claim when you are a season ticket holder is confusing and although delays may be frequent, these are often below the threshold*

*"I haven't yet claimed on any journeys where I have experienced delays - to be honest, I haven't really thought about it, as it's what I have come to expect."  
(Commuter)*

*"Individual train companies can make their own rules. I've lost a lot of trust [in the train company] over the years at how they have handled my train delay claims. It's got to a point where I'm just grateful for whatever I can claim back from them as it can be sometimes not be worth the effort fighting for a few pounds. But then again I wonder how often I do this and how much refunds I have lost out on..." (Commuter)*

## *It's too much of a hassle*

### ***Journey purpose:***

*Both people who occasionally use the train to travel for leisure and commuters*

### ***Experience of delays:***

*Delays to when the train arrives can be small but result in a missed connection. Also revised calling points can have a significant impact on the journey. Announcements about delays are made on the train but no information about how to claim or alternative routes that can be used*

*“Train operators need to communicate the reasons for delays and put additional carriages on during peak times. The compensation policy could be visible on the trains and maybe a scale showing progress made to reduce delays on platforms and trains for a specific period of time with an explanation about how and why.” (Commuter)*

### ***Opinion on compensation:***

*See claiming as a hassle as you have to fill out long forms, with many unnecessary details and believe it takes a long time to get the money back. Would like to see leaflets with clear instructions distributed to travellers in stations*

*“if I am late unless it's for business I don't want the hassle of having to report it. Also, I wouldn't even know how to go about issuing a claim and the thought of having to fill in forms etc. puts me off the idea altogether.” (Leisure)*

*“Honestly? I just can't be bothered, and most of my train travel is paid for by my work, so I'm not actually missing out on any money. If the service was improved and I was educated more on the service, then yes, I would absolutely use it more often.” (Leisure)*



## **Process should be much easier**

### **Journey purpose:**

*Typically commuters travelling on a season ticket but also people travelling for business*

### **Experience of delays:**

*Delays are regular occurrence and sometimes appear to occur in clusters: all OK then suddenly for an entire week trains are always late. Station staff are unable to give the necessary information to passengers*

*“If it was always announced on a delayed train that passengers were eligible for compensation and then the compensation was quick and easy to claim – particularly if it was paid automatically into my account without having to make a claim that would definitely give me a much more positive opinion of a train operator.” (Business)*

### **Opinion on compensation:**

*It’s a lot of hassle and could be much simpler given the train companies must have information about the journey that each person makes. There’s no way of tracking the refund payment and an online system would make the whole process easier*

*“I find it frustrating that each time I claim I have to input the same information every time (i.e. personal details, ticket details etc.). I have an account with [the train company] which holds my personal details, yet when I login and complete my claim I have to input everything!” (Commuter)*

*“It could be much easier, for example applying for compensation online and submitting everything digitally (surely tickets could have a unique number to ensure its not used fraudulently time and time again by more than one person). The customer should be able to scan a copy of their ticket/ upload a photo online and use a website to submit the delay details.” (Commuter)*

Introduction and methodology

Passengers' awareness of eligibility to claim and information sources used

What proportion of delayed passengers claim?

Passengers' attitudes towards claiming

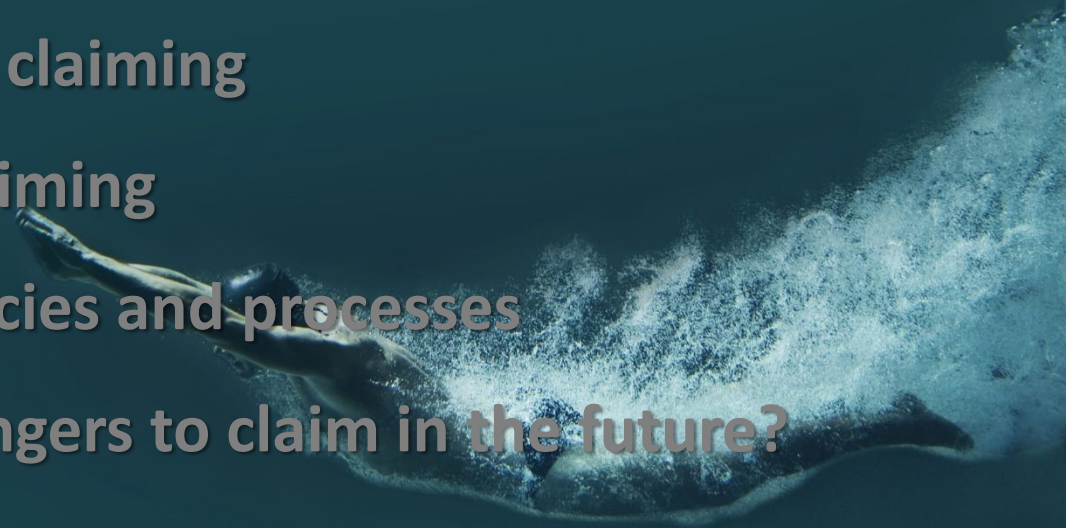
Passengers' experiences of claiming

Satisfaction with claiming policies and processes

What would encourage passengers to claim in the future?

Pen portraits of passenger types

**Background information on delays**



# How often do delays occur and to whom?

- Slightly over one third of passengers have been delayed by more than 30 minutes at least once in the past six months
- Amongst those delayed, nearly one quarter had suffered more than three delays. Claimants are slightly more likely to have suffered a greater number of delays
- Commuters are significantly more likely to be delayed frequently, most likely reflecting the greater average number of journeys in that segment
- Long distance operators accounted for the largest number of those delayed
- Whilst delays mostly lasted less than an hour, one in ten lasted more than two hours or forced the abandonment of the trip

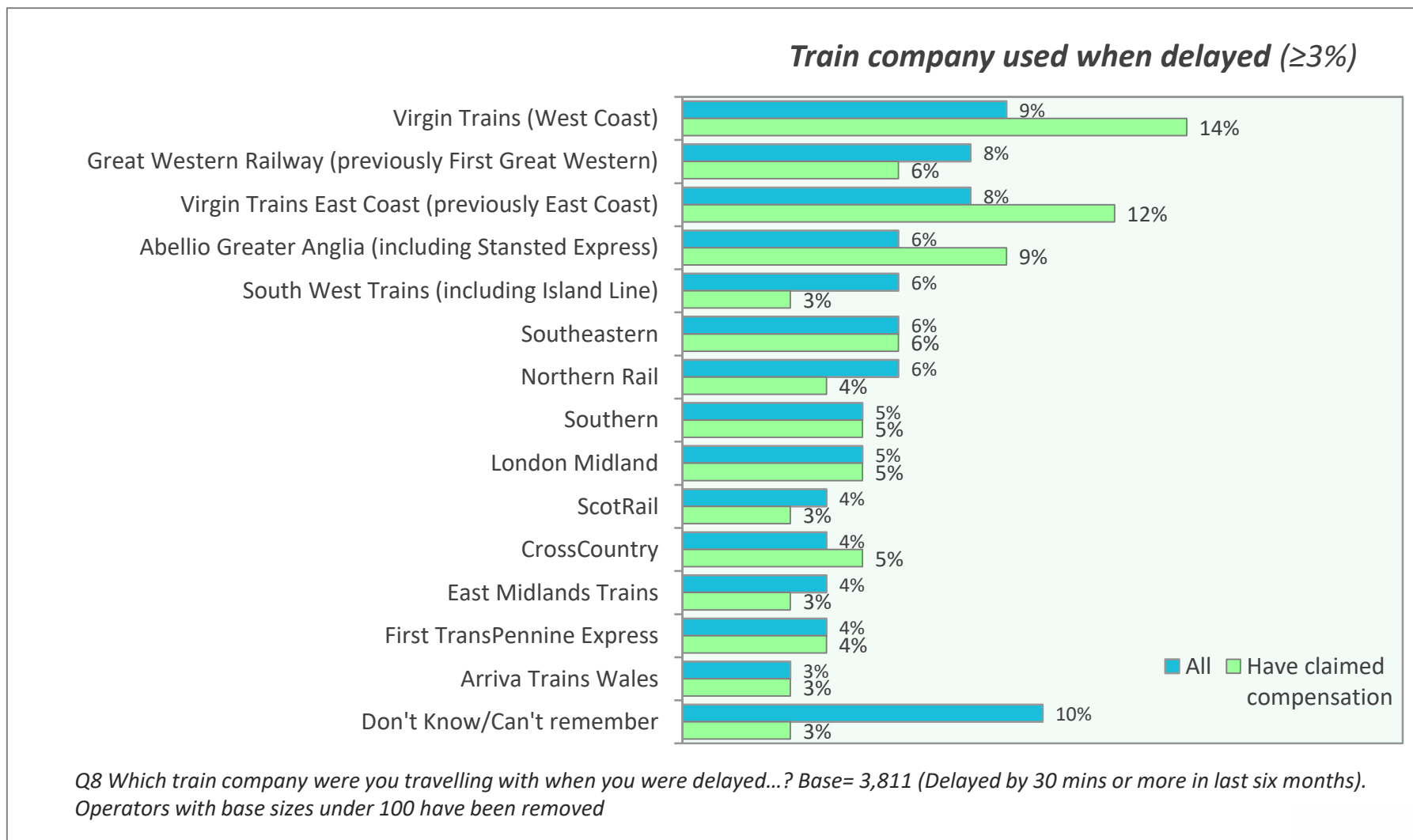
*“This year I have only experienced one significant delay but that was due to a fatality on the track, so outside of the service operator's control. The delay for that was two hours added to the journey time, but the East Coast Line north of Berwick was closed to all traffic.” (Business)*

# What are the causes and effects of delays?

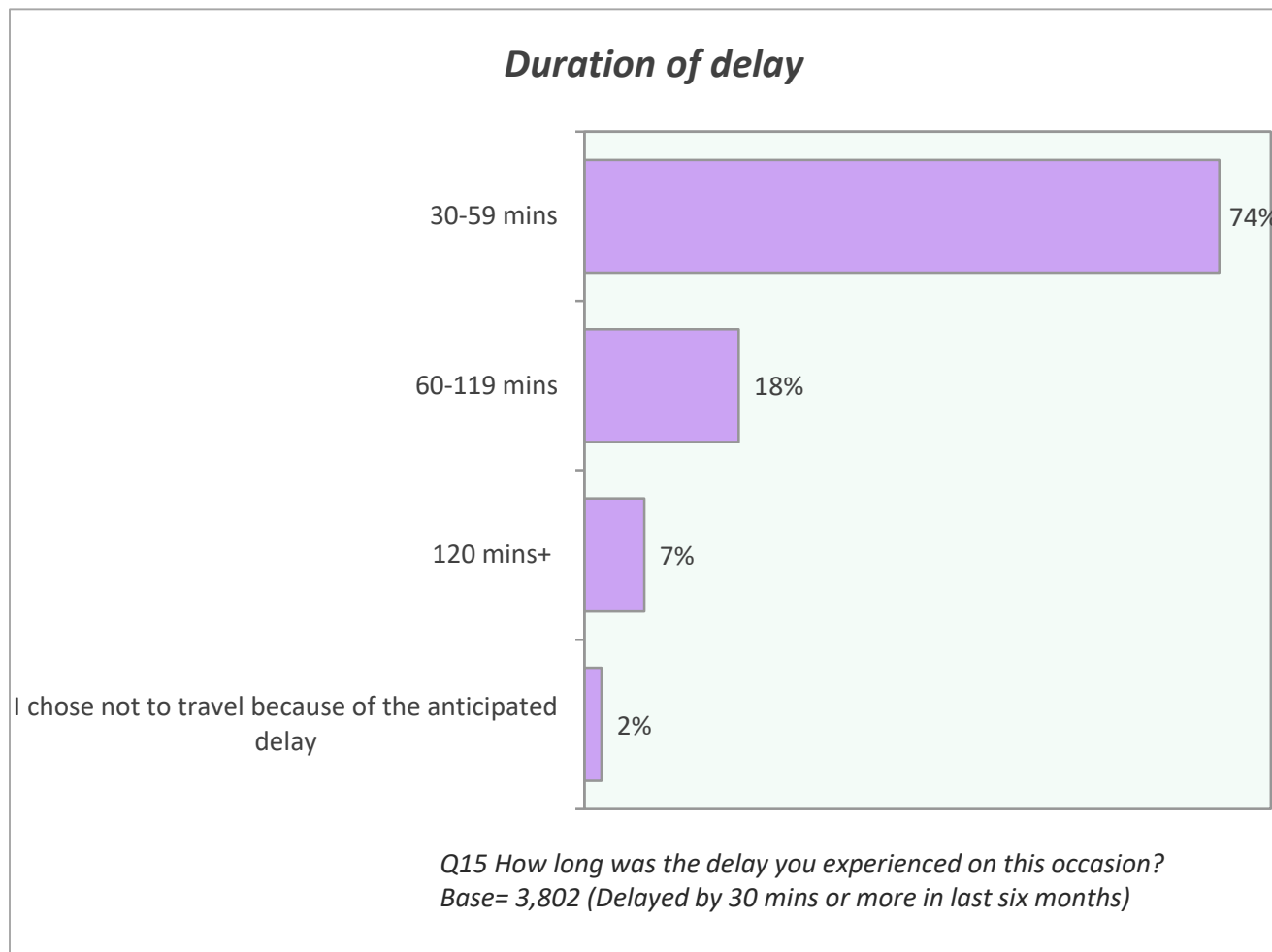
- Four in ten passengers were unsure what caused their delay. When they knew, it was most likely to have been caused by a fault with the track, signals, or other equipment
- Four in ten passengers were affected by one or both of a late departure or a delayed arrival at their destination. One quarter experienced cancelled trains and approximately one in ten a diversion

*“My train out of Kings Cross was delayed by about 10 minutes again (reason not given), and I eventually got to Peterborough around 10-15 mins late. Unfortunately, the trains from Peterborough to Stamford are only every hour. So I missed this train and had to wait for the next one, one hour later. A small 10 minute delay actually cost me an hour. In general, I would say I experience a train delay on about 40% of all my train journeys.” (Leisure)*

# The highest proportion of delays reported with individual train companies were with long distance operators, reflecting the 30 minute threshold in the survey in combination with longer journey times



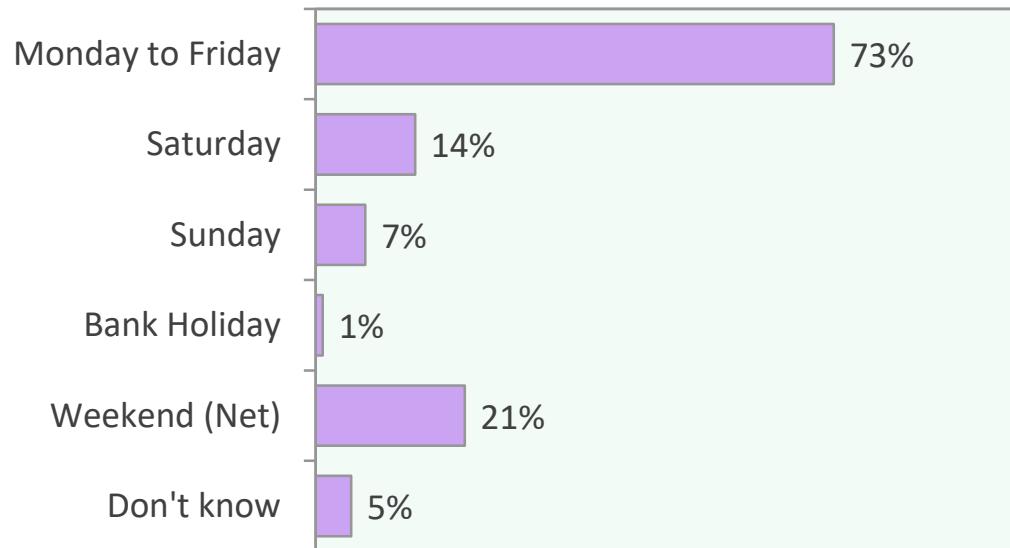
# Whilst delays mostly lasted less than an hour, one in ten lasted more than two hours or forced the abandonment of the trip



*"I have experienced delays on a regular basis while I travel by train. Delays are caused by late departure or by signals. They have varied between 10 and 40 minutes. Most of the times I am not upset because I do not have a time to be somewhere so I am flexible. Other times I arrived late to my appointments and there is nothing I can do." (Commuter)*

# Passengers' most recent delay was typically on a weekday

*Time of the week when passengers experience delays*



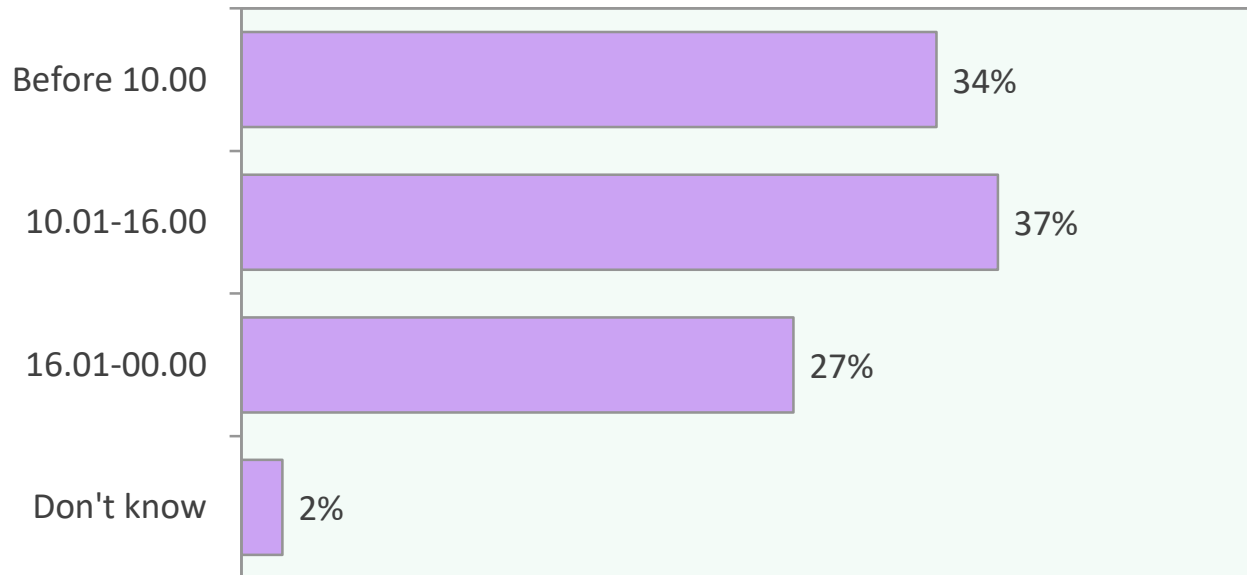
*Q4 Was the delay you experienced on a weekday or at the weekend? Base= 3,811 (Delayed by 30 mins or more in last six months)*



*“Monday mornings - over-running engineering works often causing cancellations as the scheduled train then runs through non-stop to its destination.” (Leisure)*

# There is a very broad mix of times of the day when passengers suffered their most recent delay

*Time of day passengers began their delayed journey*



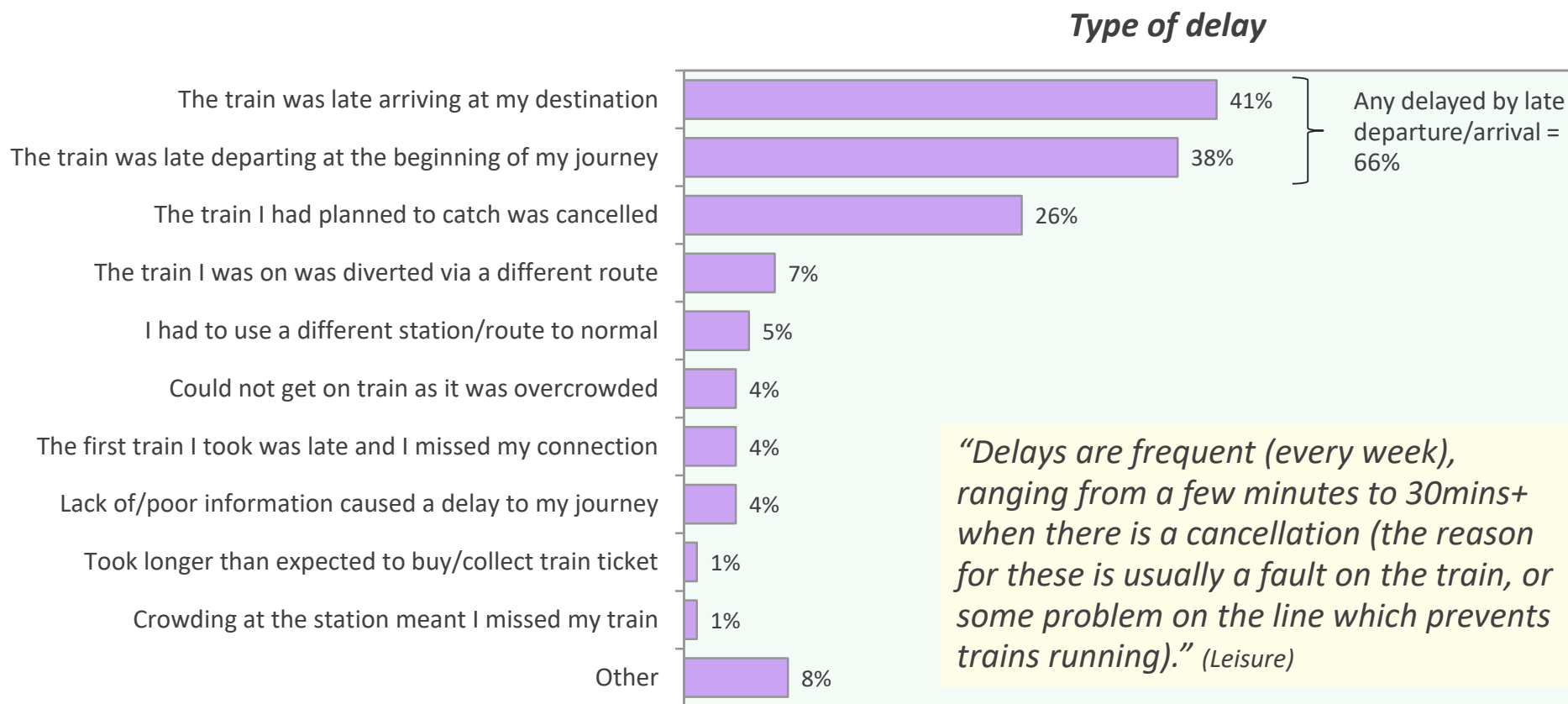
Q5 At what time of the day did you start this journey? Base= 3,811 (Delayed by 30 mins or more in last six months)



*“The delay was early Monday morning, and it made me a little frustrated as I think of what I would have done work-wise in the 30-35 minutes. A total waste.” (Commuter)*

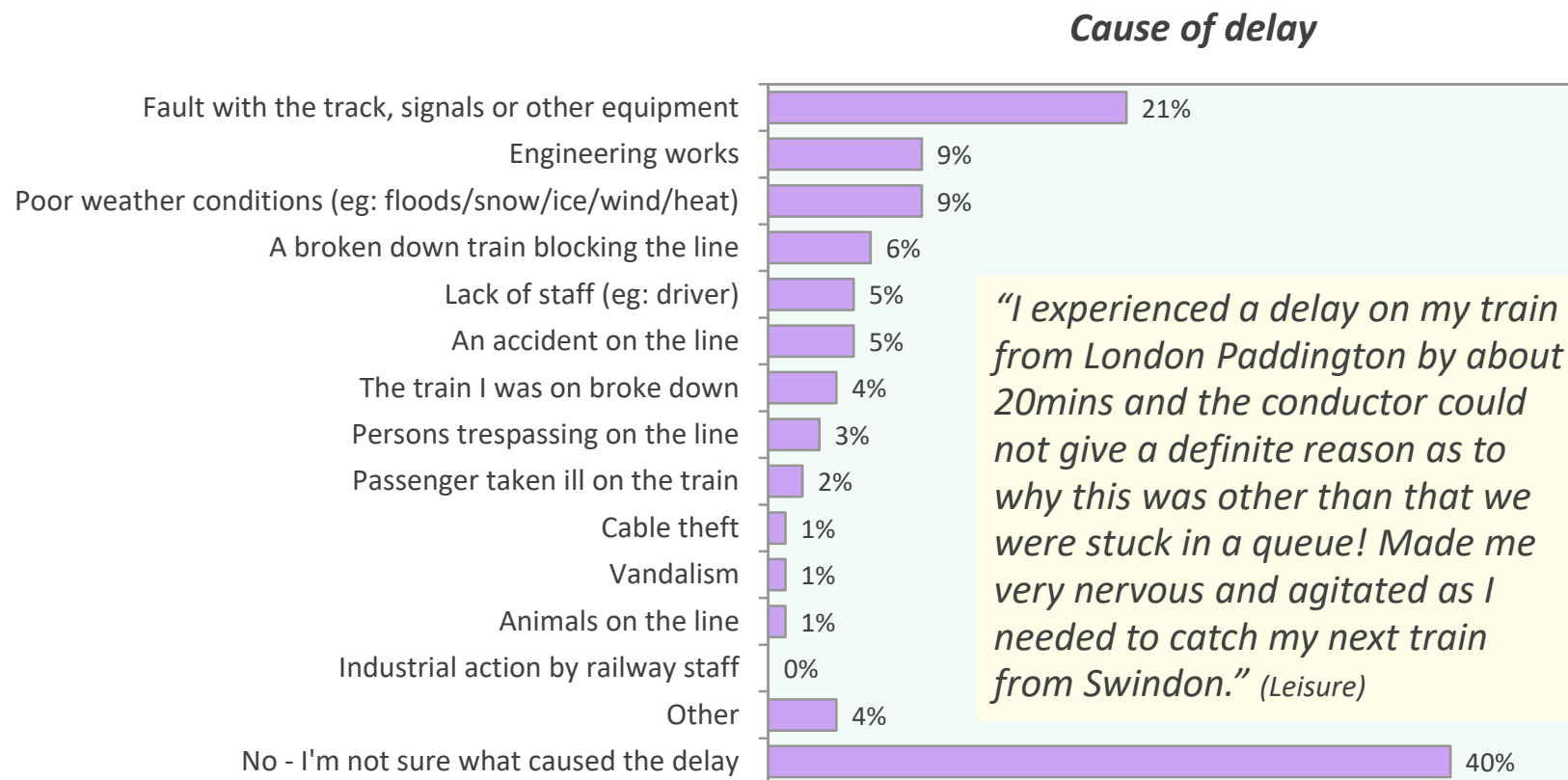


# Two thirds of passengers were affected by one or both of a late departure or a delayed arrival at their destination. One quarter experienced cancelled trains



Q16 What sort of delay did you experience on this occasion? Multicode. Base= 3,526 (Delayed by 30 mins or more in last six months) \*See questionnaire for full statement wording

# Four in ten passengers were unsure what caused their delay. When they knew, it was most likely to have been caused by a fault with the track, signals, or other equipment



Q17 Do you know what caused this delay? Base= 3,526 (Delayed by 30 mins or more in last six months)

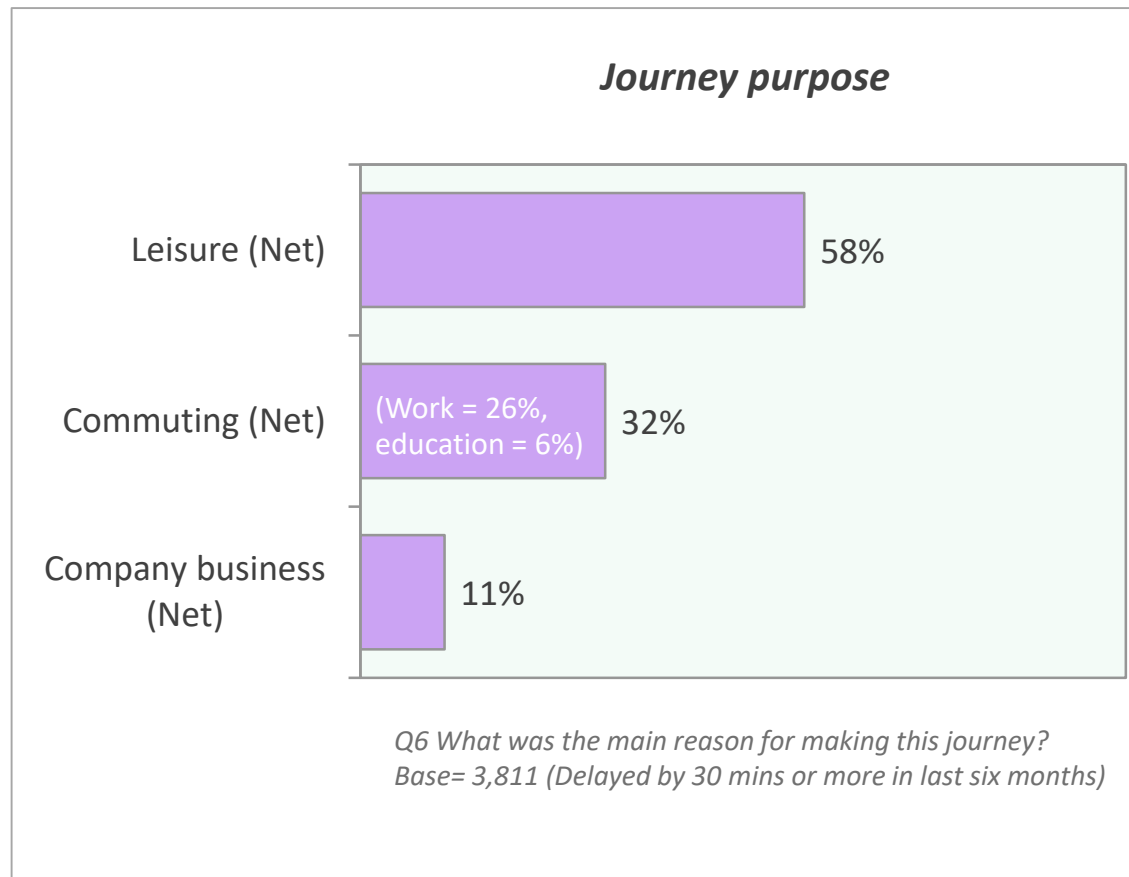
# To which types of journey do delays occur?

- Over a half of passengers' most recent delays were whilst making a leisure trip, compared to one third commuting
- However, because commuters travel more frequently (and hence are likely to be delayed more often) commuting trips will account for a higher proportion of delays
- Over 50% of passengers' most recent delays were whilst travelling on a return ticket
- However, again the mix of delays is likely to include more passengers on season tickets because each one travels by rail more often
- A significant minority of passengers (nearly one in five) suffered their most recent delay on a trip costing more than £50 for a single or return

*"I experienced a train that was cancelled from Birmingham Moor Street. Halfway through my journey the train in front of us broke down and needed a long time to repair. We waited half an hour and because of the long time to repair the train in front of us, the train I was currently on had to return back to a previous railway station. This meant that in order to get home I caught the bus which took one hour." (Commuter)*

*"The train that I had booked was delayed as there was a fatality on the tracks. I was advised by the staff to take the London Underground to London as they did not know at that time how long the delay would be. It was really frustrating because I booked the train for the convenience, as I was travelling with a toddler and had luggage with me." (Leisure)*

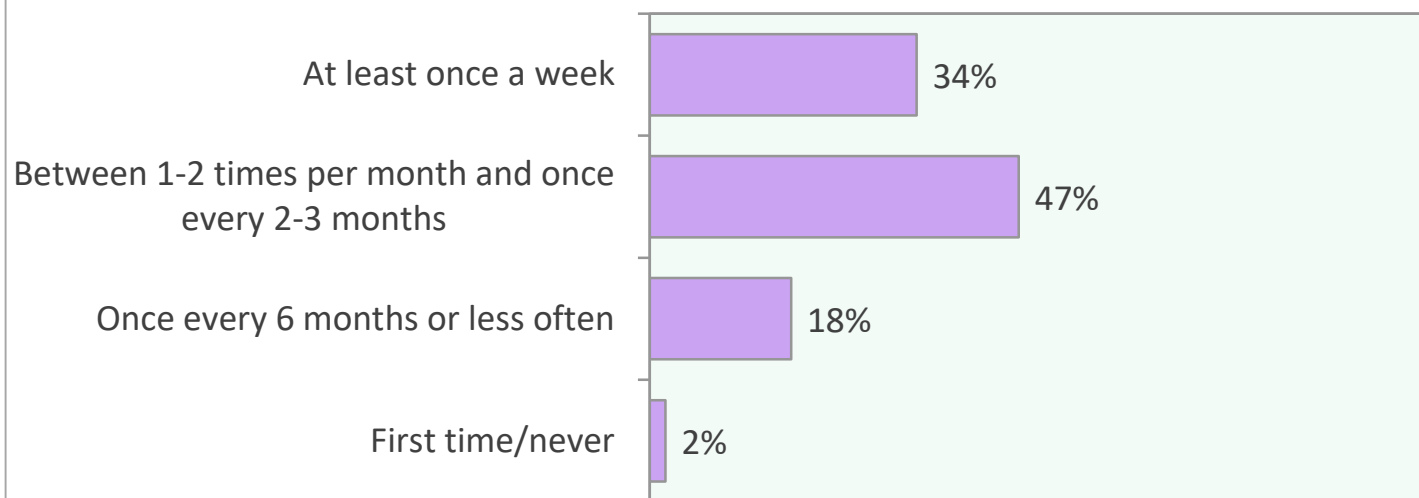
# The majority of passengers' most recent delay of 30 minutes or more was whilst making a leisure trip



\*Leisure/personal = On personal business (7%), Visiting friend/relatives (22%), Shopping trip (5%), Travel to/from holiday (7%), A day out (10%), Sport (2%), Other leisure trip (5%)

# The proportion of passengers delayed on a journey they make at least weekly (one third) is consistent with the proportion delayed whilst commuting

*Frequency with which delayed journey is made*

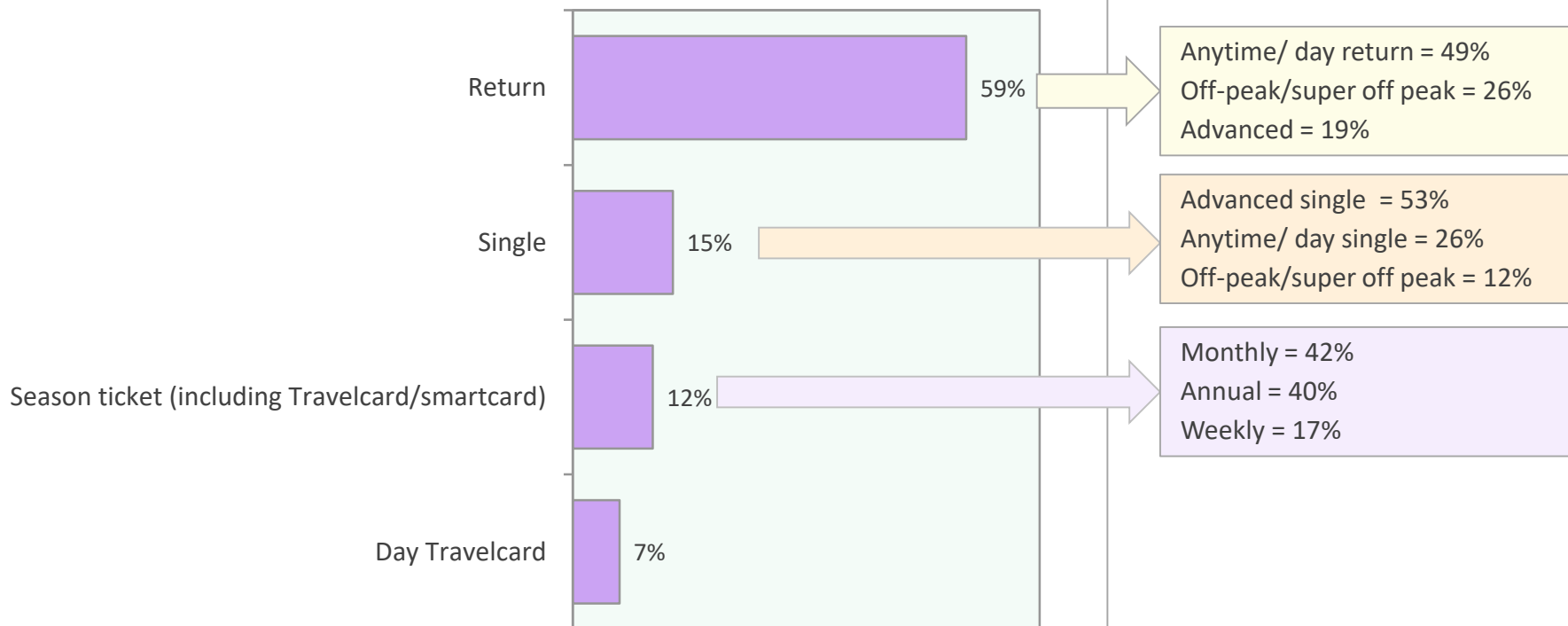


*Q7 How often do you make journeys by train like the one you were making on that occasion? Base= 3,811 (Delayed by 30 mins or more in last six months)*



# Over 50% of passengers' most recent delay was while travelling on a return ticket

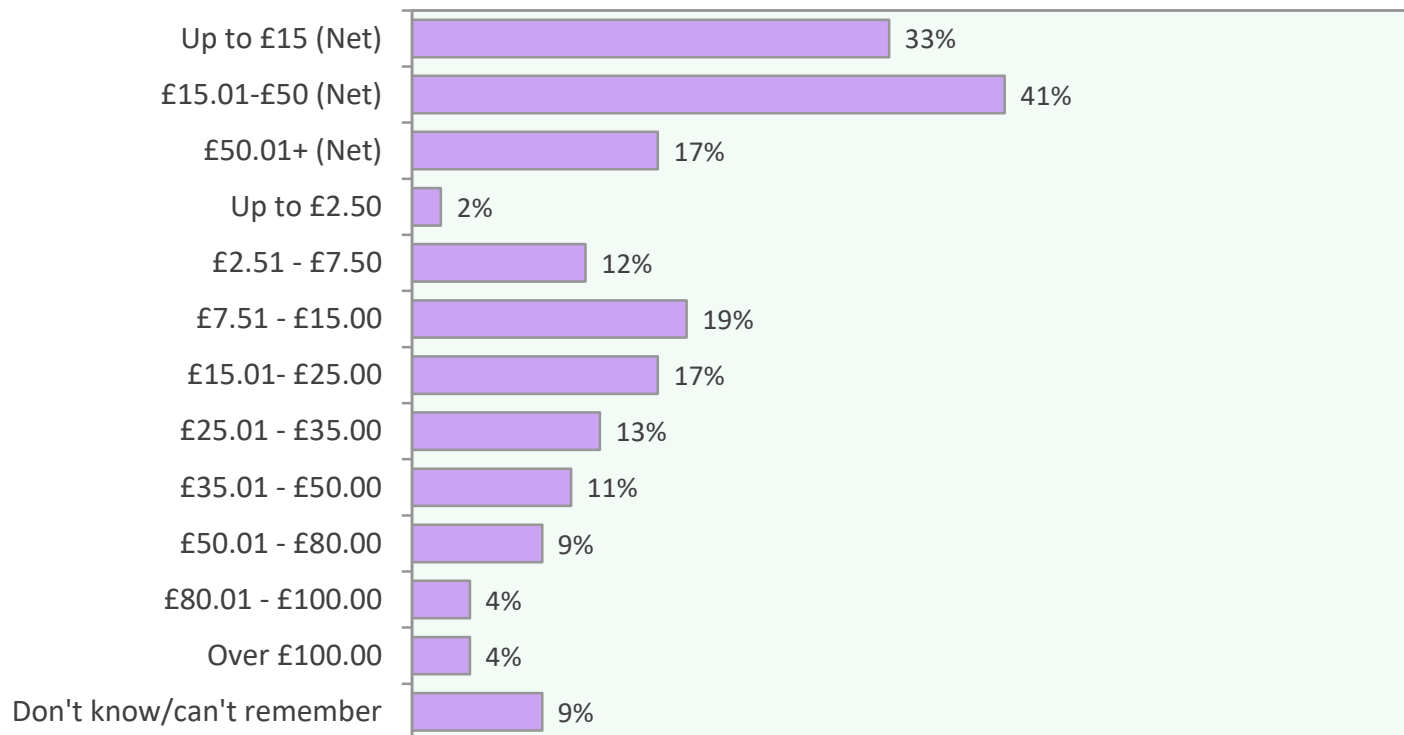
*Type of ticket used for delayed journey (>2%)*



Q9 What kind of ticket were you using for this journey on the occasion when you were delayed? Base= 3,802 (Delayed by 30 mins or more in last six months)

# Nearly one in five passengers suffered their most recent delay on a trip costing more than £50 for a single or return ticket

*Cost of ticket for delayed journey (single or return tickets only)*



*Q13 What was the cost of your ticket? Base= 3,294 (Delayed by 30 mins or more in last six months/ Not season, staff or free tickets)*

**APPENDIX: Transport Focus's view on entitlement for the scenarios covered in the research (slides 22-24)**





# Transport Focus' view on entitlement for the scenarios covered in the research (1/4)

**“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, Anytime or Off-Peak ticket or a weekly season will be eligible for compensation in line with the Charter's provisions which vary by train company (TOC) in terms of the length of delay and the level of compensation payable; some may exclude delays deemed to be outside the train company's control
  - 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

# Transport Focus' 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

## “You have to travel on a rail replacement bus”

- If this is a planned alteration with the replacement bus shown in the published timetable, no compensation is payable unless the bus itself is delayed
- If the bus replacement is unplanned, then compensation may be payable depending on how late the passenger is arriving at his/her destination

## Transport Focus' view on entitlement for the scenarios covered in the research (3/4)

### **“Your train is cancelled but you get another one that arrives 15 minutes later than you had wanted to”**

- 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)

### **“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
- *Delay Repay* schemes would generally pay for weather induced delays

## Transport Focus' view on entitlement for the scenarios covered in the research (4/4)

**“Your train is cancelled and you have to travel on a different train to the one on which you had a reserved seat which means you 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 is unable to provide “alternative equivalent accommodation”

**“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/year

# APPENDIX: Online survey questionnaire



## BREAKING BLUE

Welcome to our survey.

This short survey is being conducted by Breaking Blue Research on behalf of Transport Focus, the independent passenger watchdog. Transport Focus carries out regular large scale surveys of transport users. The transport industry, governments and regulators pay close attention to the survey findings. To find out more about Transport Focus visit <http://www.transportfocus.org.uk>.

The survey should take approximately 20 minutes. To move forward / backwards in the survey please use the arrows at the bottom of your screen. Using your browser arrows may cause problems.

Breaking Blue Research is an independent market research company and we abide by the Market Research Society Code of Conduct. We guarantee that all your answers will remain completely confidential, and will be used for research purposes only. No attempt to sell you anything will be made as a result of this exercise.

First we need to ask a few questions to see if this survey is relevant for you.

ASK ALL

51 Which age group do you fall into?

SINGLE CODE

1. 16-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75+
8. Prefer not to say

ASK ALL

52 Are you.....?

SINGLE CODE

1. Male
2. Female
3. Prefer not to say

ASK ALL

53 In which region of the UK do you live?

SINGLE CODE

2

137528 Transport Focus Rail Delays and Compensation Final Scripted Questionnaire

## BREAKING BLUE

1. North East
2. North West
3. Yorkshire and Humberside
4. East Midlands
5. West Midlands
6. East of England
7. London
8. South East
9. South West
10. Scotland
11. Wales
12. Other (please specify)
13. Prefer not to say

ASK ALL

54 Which of the following have you done in the last 12 months?

MULTICODE

1. Made a journey by bus
2. Made a long distance coach journey
3. Made a journey by underground or metro
4. Made a journey by train (not including Underground or metro) GO TO 55
5. Made a journey by tram
6. Flown within the UK
7. Flown internationally
8. Travelled on a cross-Channel ferry or Eurotunnel
9. None of the above SINGLE CODE THANK AND CLOSE

THANK AND CLOSE IF CODE 4 NOT SELECTED

ASK IF 54=4

55 And thinking about the last six months, has any train that you have travelled on 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 only of journeys you made by National Rail services (including London Overground). Please do not include Eurostar, Underground, Docklands Light Railway, or other metro or tram services.*

SINGLE CODE

1. Yes

3

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## BREAKING BLUE

2. No
3. Don't know/can't remember

ASK IF 55=1

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

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

SINGLE CODE PER ROW

SHOW AS TWO BATCHES IN GRID WITH ANSWER OPTIONS (ENTITLED, NOT ENTITLED AND NOT SURE) ALONG THE TOP

ROTATE BATCH 1 AND BATCH 2

BATCH 1

1=Entitled      2=Not entitled      3=Not sure

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

- a. 10 minutes later than timetabled
- b. 15 minutes later than timetabled
- c. 20 minutes later than timetabled
- d. 30 minutes later than timetabled
- e. 45 minutes later than timetabled
- f. 60 minutes later than timetabled

BATCH 2 - RANDOMISE ORDER OF g-m

1=Entitled      2=Not entitled      3=Not sure

- g. 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
- h. The advertised buffet car/trolley is not available
- i. Your train is cancelled but you get another one that arrives 15 minutes later than you had wanted to
- j. The weather is bad and no trains are running
- k. Your train is 15 minutes late on four consecutive days
- l. The train is announced as running late and you decide not to travel
- m. You have to travel on a rail replacement bus

4

137928 Transport Focus Rail Delays and Compensation Real Scripted Questionnaire

## BREAKING BLUE

ASK IF 55=1, OTHERS THANK AND CLOSE

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

Q1 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.*

SINGLE CODE

- |                         |                 |
|-------------------------|-----------------|
| 1. None                 | THANK AND CLOSE |
| 2. One                  |                 |
| 3. Two                  |                 |
| 4. Three                |                 |
| 5. Four or five         |                 |
| 6. Six or seven         |                 |
| 7. Eight or nine        |                 |
| 8. Ten to twelve        |                 |
| 9. Thirteen to fifteen  |                 |
| 10. Sixteen to nineteen |                 |
| 11. Twenty or more      |                 |
| 12. Don't remember      |                 |

Q2 Have you claimed, attempted to claim, or received compensation or a refund from a train company for a delay that you experienced at any point in the last six months?

SINGLE CODE

1. Yes
2. No
3. Don't know/can't remember

IF MORE THAN ONE DELAY AT Q1 DISPLAY

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 [IF MORE THAN ONE DELAY AT Q2 DISPLAY: last] occasion, which stations were you travelling between?

*Please write in the station names in the boxes below (Please record only the National Rail station, not Underground, Docklands Light Railway, metro or tram)*

Please type in the full name of the station

5

137928 Transport Focus Rail Delays and Compensation Real Scripted Questionnaire

## BREAKING BLUE

USE AN AUTOTEXT FILL OPTION BASED ON LIST OF STATIONS IN SPREADSHEET. THIS WILL NEED TO WORK IF RESPONDENT TYPES IN 3 OF THE FIRST CHARACTERS

Starting station: *Type in*

Destination station: *Type in*

ASK ALL

Q4 Was the delay you experienced on a weekday or at the weekend?

SINGLE CODE

1. Monday to Friday
2. Saturday
3. Sunday
4. Bank Holiday
5. Don't know/can't remember

ASK ALL

Q5 At what time of the day did you start this journey?

SINGLE CODE

1. In the morning (before 10am)
2. During the daytime (10am – 4pm)
3. In the evening (after 4pm)
4. Don't know/ can't remember

ASK ALL

Q6 What was the main reason for making this journey?

SINGLE CODE

1. Commuting to/from work
2. Commuting to/from education
3. On company business (or own if self-employed)
4. On personal business (eg: job interview, dentist)
5. Visiting friend/relatives
6. Shopping trip
7. Travel to/from holiday
8. A day out
9. Sport
10. Other leisure trip

6

137528 Transport Focus Rail Delays and Compensation Final Scripted Questionnaire

## BREAKING BLUE

ASK ALL

Q7 How often do you make journeys by train like the one you were making on that occasion?

SINGLE CODE

1. 3 or more times a week
2. Once or twice a week
3. 1-2 times per month
4. Once every 2-3 months
5. Once every 6 months
6. Less often
7. First time/never

ASK ALL

Q8 Which train company were you travelling with when you were delayed...?

SINGLE CODE

- |   |                 |
|---|-----------------|
| 1. Abellio Greater Anglia (including Stansted Express)          | DR              |
| 2. Arriva Trains Wales  | CH              |
| 3. c2c  | DR              |
| 4. Caledonian Sleeper   | DR              |
| 5. Chiltern Railways  | CH              |
| 6. CrossCountry   | DR              |
| 7. East Midlands Trains   | DR              |
| 8. Eurostar   | THANK AND CLOSE |
| 9. First Hull Trains  | OA              |
| 10. First TransPennine Express                                  | CH              |
| 11. Gatwick Express   | DR              |
| 12. Grand Central   | OA              |
| 13. Great Northern (previously a part of First Capital Connect) | DR              |
| 14. Great Western Railway (previously First Great Western)      | CH              |
| 15. Heathrow Connect  | OA              |
| 16. Heathrow Express  | OA              |
| 17. London Midland  | DR              |
| 18. London Overground   | TfL             |
| 19. Merseyrail  | CONCESSION      |
| 20. Northern Rail   | CH              |
| 21. ScotRail  | DR              |
| 22. South West Trains (including Island Line)                   | CH              |
| 23. Southeastern  | DR              |
| 24. Southern  | DR              |
| 25. TfL Rail  | TfL             |
| 26. Thameslink (previously a part of First Capital Connect)     | DR              |
| 27. Virgin Trains East Coast (previously East Coast)            | DR              |

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## BREAKING BLUE

28. Virgin Trains (West Coast) DR  
29. Other  
30. Don't Know/Can't remember

[CODE INDICATES COMPENSATION SCHEME FOR USE IN CROSS-ANALYSIS OF ELIGIBILITY –  
DR=Delay/Repay; CH = Charter (eligibility varies); OA = Open Access (eligibility varies)]

### ASK ALL

Q9 What kind of ticket were you using for this journey on the occasion when you were delayed?

#### SINGLE CODE

1. Single
2. Return
3. Day Travelcard
4. Season ticket (including Travelcard/smartcard)
5. Smartcard pay-as-you-go (eg: Oyster in London)
6. Contactless card pay-as-you-go
7. Special promotion ticket (eg: rover ticket)
8. Rail Staff Pass/Privilege Ticket/Police Concession
9. Free travel pass (eg: Freedom pass)
10. Other (Please specify)
11. Don't know/Can't remember

### ASK IF Q9=1

Q10 Was it an...?

#### SINGLE CODE

1. Anytime single or day single
2. Off peak or super off peak single or day single
3. Advance single
4. Don't know/Can't remember

### ASK IF Q9=2

Q11 Was it an...?

#### SINGLE CODE

1. Anytime return or day return
2. Off peak or super off peak return or day return
3. Advance return
4. Don't know/Can't remember

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## BREAKING BLUE

### ASK IF Q9=4

Q12 Was type is your season ticket?

#### SINGLE CODE

1. Weekly
2. Monthly
3. Annual
4. Other period (Please specify)

### ASK IF Q9=1,2,3,5,6,7,10 OR 11

Q13 What was the cost of your ticket?

#### SINGLE CODE

1. Up to £2.50
2. £2.51 - £7.50
3. £7.51 - £15.00
4. £15.01 - £25.00
5. £25.01 - £35.00
6. £35.01 - £50.00
7. £50.01 - £80.00
8. £80.01 - £100.00
9. Over £100.00
10. Don't know/can't remember

### ASK IF Q9=4

Q14 What was the cost of your season ticket?

#### SINGLE CODE

1. Up to £25.00
2. £25.01 - £50.00
3. £50.01 - £75.00
4. £75.01 - £100.00
5. £100.01 - £150.00
6. £150.01 - £300.00
7. £300.01 - £700.00
8. £700.01 - £1,000.00
9. £1,000.01 - £2,000.00
10. Over £2,000.00
11. Don't know/can't remember

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## BREAKING BLUE

ASK ALL

Q15 How long was the delay you experienced on this occasion?

SINGLE CODE

1. Up to 30 minutes – [TO GENERATE ERROR MESSAGE TO ASK RESPONDENT TO THINK OF A DELAY OVER 30 MINUTES, OTHERWISE THANK AND CLOSE]
2. 30-39 minutes
3. 40-49 minutes
4. 50-59 minutes
5. 1 to less than 1½ hours
6. 1½ to less than 2 hours
7. 2 to less than 3 hours
8. 3 hours or longer
9. I chose not to travel because of the anticipated delay

ASK ALL

Q16 What sort of delay did you experience on this occasion?

*Please select all that apply*

MULTICODE

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

ASK ALL

Q17 Do you know what caused this delay?

*Please select all that apply*

MULTICODE

1. No – I'm not sure what caused the delay
2. Engineering works

SINGLE CODE

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## BREAKING BLUE

3. Fault with the track, signals or other equipment
4. Poor weather conditions (eg: floods/snow/ice/wind/heat)
5. The train I was on broke down
6. A broken down train blocking the line
7. Cable theft
8. Vandalism
9. Persons trespassing on the line
10. Animals on the line
11. Passenger taken ill on the train
12. Lack of staff (eg: driver)
13. An accident on the line
14. Industrial action by railway staff
15. Other (Please specify)

ASK ALL

Q18 Did you claim/receive compensation or a refund for your delay on this particular occasion?

SINGLE CODE

1. Yes – I received compensation automatically (without needing to claim)
2. Yes – I claimed compensation or a refund and was successful
3. Yes – I claimed compensation or a refund but was not successful
4. Yes – I have claimed compensation or a refund and the claim is still pending
5. No – I didn't even think about it
6. No – I didn't think I could claim compensation or a refund
7. No – I knew that I could claim compensation or a refund but I chose not to
8. No – but I expect a discount/extra day(s) on my next season ticket SHOW ONLY IF Q9=4

ASK IF Q18=5-8 AND Q1=3-11

Q19 Have you ever claimed/received compensation or a refund when you have been delayed on any previous occasions in the last six months?

MULTICODE

1. Yes – I have claimed compensation or a refund for a different journey in the last six months
2. I have received compensation automatically (without needing to claim)
3. No – I haven't claimed any compensation or a refund in the last six months

SINGLE CODE

ASK IF Q18=1,2,3,4 OR 7

Q20 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*

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## BREAKING BLUE

### SINGLE CODE

1. Posters at the station
2. Posters on the train
3. Information given at the station ticket office
4. Announcement by staff on the train
5. Announcement by the train company at the station
6. A fellow passenger told me on the day
7. A friend/relative/colleague told me
8. Claim form handed out on the train
9. Claim form handed out at the station
10. I asked a member of train staff
11. I asked a member of station staff
12. I looked on the internet
13. When renewing a season ticket
14. Notification from the train company that I could claim
15. Notification that a refund had been paid automatically
16. When the money was credited to my card/account
17. A report in the news/on television/in the press
18. From a passenger watchdog
19. Publicity for a specialist claims handling company
20. Other (Please specify)

### ASK IF Q20=12

Q21 Where on the internet did you look for information on claiming compensation?

*Select all that apply*

### MULTICODE

1. Train company website
2. Ticket seller website (eg: Trainline, Red Spotted Hanky, etc.)
3. National Rail Enquiries website
4. Google
5. Consumer website (eg: Which?, Moneysupermarket.com, etc.)
6. Social media (eg: Facebook, Twitter, etc.)
7. Other (Please specify)

### ASK IF Q20=14 OR 15

Q22 How did you receive that notification?

### SINGLE CODE

1. Text message (SMS)
2. E-mail

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## BREAKING BLUE

3. App alert
4. Social media (eg: Facebook, Twitter, etc.)
5. Letter/through the post
6. Other (Please specify)

### ASK IF Q18=1,2,3,4 OR 7

Q23 How else were you made aware that you were entitled to claim compensation from the train company for this delay?

*Select all that apply*

### MULTICODE

1. Posters at a station
2. Posters on a train
3. Information given at a station ticket office
4. Announcement by staff on a train
5. Announcement by a train company at a station
6. A fellow passenger
7. A friend/relative/colleague
8. Claim form handed out on a train
9. Claim form handed out at a station
10. Asking a member of train staff
11. Asking a member of station staff
12. Looking on the internet
13. When renewing a season ticket
14. Notification from a train company that I could claim
15. Notification that a refund has been paid automatically
16. When money was credited to my card/account
17. A report in the news/on television/in the press
18. From a passenger watchdog
19. Publicity for a specialist claims handling company
20. Other (Please specify)
21. No other ways

### ASK IF Q18=5 OR 6

Q24 What would be the best way to let you know about your right to claim compensation when delayed?

*Select all that apply*

### MULTICODE

1. Posters at the station
2. Posters on the train

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## BREAKING BLUE

- Information given at the station ticket office
- Announcement by staff on the train
- Announcement by the train company at the station
- Electronic notification from the train company (eg: e-mail, text message (SMS), app)
- 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 train company knew you were 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)

ASK IF MORE THAN ONE ANSWER SELECTED AT Q24

Q24b Please can you select the two ways you would think would be best to let you know about your right to claim compensation?

Only display answers selected at Q24

ASK IF Q24=13

Q25 Where on the Internet would you look for information on claiming compensation?

*Select all that apply*

MULTICODE

- Train company website
- Ticket seller website (eg: Trainline, Red Spotted Hanky, etc.)
- National Rail Enquiries website
- Google
- Consumer website (eg: Which?, Moneysupermarket.com, etc.)
- Social media (eg: Facebook, Twitter, etc.)
- Other (Please specify)

ASK IF Q19=1

Q26 Did you hold a season ticket for the journey for which you claimed compensation?

SINGLE CODE

- No – I did not hold a season ticket

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## BREAKING BLUE

- Yes – weekly season ticket
- Yes – monthly or longer period season ticket
- Yes – annual season ticket

ASK IF Q18=2,3 OR 4 OR Q19=1

Q27 How did you claim compensation or a refund on this occasion?

SINGLE CODE

- 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
- Via the train company's website/app
- Over the telephone
- Via a passenger watchdog
- A specialist website/app processed the claim for me (Eg: Delay Repay Sniper, etc.)
- I received a refund automatically without having to submit a claim
- I was notified by the train operator when I renewed my season ticket
- Other (Please specify)

ASK IF Q18=2-4 OR Q19=1

Q28 Which of the following did you receive after making your claim for compensation or a refund?

*Select all that apply*

MULTICODE

- An acknowledgement that my claim was being processed
- Notification that my compensation claim was refused
- Rail Travel Voucher(s) (redeemable against future train tickets)
- Complimentary ticket(s) for a future journey
- Refund to my card/bank account
- Refund to a smartcard used for the journey
- Cash refund at a station (includes exchanging a voucher for cash)
- Cheque
- Letter of apology
- Discount/extra day(s) on my next season ticket
- Other (Please specify)
- None of these

ASK IF (Q18=2-3 OR Q19=1) AND Q28=12

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## BREAKING BLUE

Q29 How long did it take from when you submitted your claim until when you received your compensation/final response?

SINGLE CODE

1. Less than 1 week
2. 1-2 weeks
3. 3-4 weeks
4. 5-6 weeks
5. Over 6 weeks
6. Don't know/can't remember

Q30

ASK IF (Q18=2-3 OR Q19=1) AND Q28=11

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

ASK IF Q18=4 AND Q28=11

Have you had to remind the train company for a response?

SINGLE CODE

1. Yes
2. No

ASK IF Q18=1-4 OR Q19=1

Q31 Thinking about all the times that you have been delayed, which of the following best describes how you claim/receive compensation...?

SINGLE CODE

1. I always claim/receive compensation if I am delayed
2. I usually claim/receive compensation if I am delayed
3. I sometimes claim/receive compensation if I am delayed
4. I rarely claim/receive compensation when I am delayed
5. This occasion was the first time I had ever claimed/received compensation when I have been delayed

ASK IF Q18=2-4 OR Q19=1

Q32 How satisfied were you with each of the following aspects of your compensation claim?

5 POINT SCALE FROM VERY SATISFIED TO VERY DISSATISFIED

RANDOMISE ORDER OF STATEMENTS

## BREAKING BLUE

1=Very satisfied	2=Fairly satisfied	3=Neither satisfied nor dissatisfied	4=Fairly dissatisfied	5=Very dissatisfied	6=Don't know
------------------	--------------------	--------------------------------------	-----------------------	---------------------	--------------

- a. The train company alerting me to my right to claim compensation
- b. The amount of information provided about how to claim compensation
- c. The ease of finding out how to claim compensation
- d. The ease of completing the compensation/refund claiming process
- e. The method by which you were able to claim compensation/a refund (eg: online/paper/-telephone/claims handling app)
- f. The speed with which you received a response
- g. The speed with which you received your compensation/refund
- h. The value of the compensation you received
- i. The form in which you received the compensation (eg: cash, voucher, refund to bank account/card/smartcard)

ASK IF Q18=7

Q33 Why did you decide not to claim on this occasion?

Select all that apply

MULTICODE

1. I was uncertain if I was eligible for compensation for this journey
2. I knew for certain that I was not eligible for compensation for this journey
3. The value of any compensation would not be large enough to be worth the bother
4. It would take too much time to claim for compensation
5. The claiming process is too complicated
6. I did not know how to claim for compensation (and did not try to find out)
7. I tried to find out how to claim for compensation but could not
8. I forgot to claim
9. Ticket was paid for by somebody else
10. Other (Please specify)

ASK IF Q18 = 5, 6 or 7 OR Q19 = 3

Q34 Would you consider claiming compensation if you were delayed in the future?

SINGLE CODE

1. Yes – always
2. I sometimes would
3. I rarely would
4. No – never

## BREAKING BLUE

ASK IF Q18 = 5, 6 or 7 OR Q19 = 3

Q35 Which of these would help you, or make you more likely to claim compensation in the future?

RANDOMISE, MULTICODE

1. If it was advertised on trains/at stations
2. If there were announcements on the trains/at stations when delayed
3. If there were leaflets available about what to do when delayed
4. If there were claim forms available to collect at stations
5. If claim forms were distributed on the train when it is delayed
6. If claim forms were handed out at stations after a delay
7. If you received an automatic refund to your bank account/card/smartcard
8. If you could claim online or via an app
9. Other (Please specify)

ASK IF MORE THAN ONE ANSWER SELECTED AT Q35

Q35b Please can you select the two ways which would be most likely to help you claim compensation?

Only display answers selected at Q35.

ASK ALL

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

Q36 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?

SINGLE CODE

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK IF Q36=4 OR 5

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## BREAKING BLUE

Q37 Why are you not satisfied with this basis for paying compensation?

Please select all that apply

RANDOMISE, MULTICODE

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

ASK IF Q37=1

Q38 Thinking about journeys that are scheduled to take up to 30 minutes, after what length of delay do you think compensation should be paid?

SINGLE CODE

1. After 5 minutes
2. After 10 minutes
3. After 15 minutes
4. After 20 minutes

ASK IF Q37=1

Q39 And thinking about journeys that are scheduled to take 30 minutes or longer, after what length of delay do you think compensation should be paid?

SINGLE CODE

1. After 5 minutes
2. After 10 minutes
3. After 15 minutes
4. After 20 minutes

ASK ALL

Q40 What would be your preferred way of receiving compensation or a refund?

Please select up to three answers.

RANDOMISE, MAXIMUM 3 RESPONSES

1. Vouchers which can be redeemed in full or in part against future train tickets
2. Vouchers which can be redeemed against future train tickets or exchanged for cash
3. Complimentary ticket(s) for a future journey
4. Immediate cash refund at a station
5. Cheque
6. Refund to my card/bank account in response to a claim I submitted

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## BREAKING BLUE

7. Automatic refund to my card/bank account (because the train company knows the train I was booked on was delayed/cancelled)
8. Automatic refund to the smartcard used for the journey
9. A discount from my next season ticket when I renew
10. Extra days on my season ticket when I renew
11. e-voucher
12. Other (Please specify)

### ASK ALL

Q41 What would be your preferred way of claiming compensation or a refund?

### SINGLE CODE

1. Over the telephone
2. In person at the ticket office
3. Via a paper form posted to the train company
4. Via a paper form handed in at the ticket office
5. Online, providing a scanned copy of your ticket (or other proof of purchase)
6. Automatic refund to the card used to book online
7. Automatic refund to the smartcard used for this journey
8. Automatic refund to an online account with the train company
9. Via a specialist claims handling website/app
10. Via a passenger watchdog
11. Other (Please specify)

Thank you very much for your help in completing this survey.

Details of the findings from this research will be published on our website in Summer 2016 and will be used to help improve passengers' experiences when travelling by train. (All responses are made anonymous and no personal information is included in the report.)

Please visit our website for details of our work on behalf of passengers:  
[www.transportfocus.org.uk](http://www.transportfocus.org.uk) or follow us on Twitter: #TransportFocus

# Stay in touch

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This work has been conducted in accordance with ISO 20252, the international standard for market and social research



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