



# **BREAKING BLUE**

**Bringing clarity,  
delivering breakthroughs**

**Rail delays and compensation  
October 2018**

# Introduction and methodology

Key findings

Profile of delays

Claiming proportion

Awareness of the claims process

Satisfaction with claims process

Attitude to claiming

Social media listening

Appendix – DR30 2018 comparison with DR30 2016





# Background

- The National Rail Conditions of Travel form the basis of an agreement between the rail operator and the passenger when using the national rail network. They set out the passengers' rights including when a passenger has a right to compensation when experiencing (qualifying) delays.
- In 2013 Transport Focus (Passenger Focus as it was then) undertook research into the proportion of passengers claiming, satisfaction with the claims process, and what might encourage more passengers to claim. In 2013 12% of passengers with delays eligible for compensation claimed.
- In 2016 Transport Focus, working on behalf of the Department for Transport and the Office of Rail and Road (ORR), commissioned Breaking Blue to repeat the 2013 research. In 2016 the claim proportion was significantly higher at 35% passengers with eligible delays taking up their right to compensation.
- Around 2016 some train companies reduced the threshold for delays eligible for compensation to 15 minutes ('Delay Repay 15 – DR15') and some train operators introduced automatic payment of refunds.
- Following introduction of these changes and to track the proportions claiming, the Department of Transport asked Transport Focus to repeat the 2016 survey on as much a like for like basis as possible.
- This presentation shows the 2018 results (proportion claiming and attitudes to claiming) and comparison to the prior survey's results (2016).

# Research objectives

- This research was carried out with passengers who had been delayed by more than 30 minutes in the last six months or had been delayed for 15 to 29 minutes in the last six months where Delay Repay 15 is available
- The overall objectives of the research are to:
  - a) Measure the incidence of delays when travelling by train
  - b) Measure the proportion of eligible passengers claiming compensation
  - c) Measure passengers' experiences of claiming compensation
  - d) Provide information at TOC level where possible
  - e) Enable tracking against the 2016 study
  - f) Understand the extent to which TOCs are making passengers aware of their rights

# Passenger compensation schemes

## Delay Repay

- Introduced in 2007 and rolled out as new franchises are awarded. Nearly all train operating companies (TOCs) now use this regime.
- Delay Repay offers a standard entitlement to compensation across all train companies for delays of 30 minutes or more.
- Some TOCs now also offer compensation for delays of 15 to 29 minutes (below).
- The Delay Repay scheme covers tickets on all types of journey including season tickets. There are no exclusions due to the cause of the delay.

## Train operating companies currently offering Delay Repay 15:

- c2c
- Gatwick Express
- Great Northern
- London Northwestern Railway (previously London Midland)
- South Western Railway
- Southern
- Thameslink
- West Midlands Railway (previously London Midland)



# Methodology



- The methodology was kept consistent with the previous study and the main element of this year's research was an online quantitative survey
- Respondents were recruited by email invite from the consumer web panel maintained by Survey Sampling International (SSI)
- There were two elements of the online fieldwork which SSI conducted:
  1. The main survey was asked of a stratified random sample with targets set by age, gender and region to represent the total population of rail passengers to achieve around 4,000 completed interviews
  2. A short questionnaire was asked to 500 passengers who had not experienced delays to understand their attitudes to current compensation policies and processes
- Interviewing was undertaken mainly during March 2018



- This year we also carried out a social media listening exercise
- The social media listening involved identifying and assessing online conversations on social media networks. Using hashtags and keywords, we used our specialist software to 'listen in' to what people were saying about Delay Repay across multiple online sources, including Facebook, Twitter, Instagram, blogs, forums and other networking sites
- It also enabled us to look at how proactive TOCs are with regards to making passengers aware of their rights

**Further information can be provided on request**

# Main survey weighting process

## Population estimation

*Data from the National Travel Survey (NTS) and the 2016 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

*Targets were set for each of these cells, matching the proportion of rail users they account for.*

It was also intended to set targets for the number of delayed passengers on each TOC, but in the event the random sample was large enough that this was not necessary (so the mix of delayed passengers is representative)

## Weighting

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

As the response profile was very close to the NTS target proportions, very low weights were applied

The 500 non-delayed passengers were matched by age, gender and region to the NTS profile of passengers.

# Respondent demographics

**As the response profile was very close to the NTS target proportions; very low weights were required**

**Target sample mix (from NTS and Mid-year Population Estimates)**

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

**Main survey response – unweighted**

	16-34	35-54	55+
Male	14%	17%	16%
Female	18%	20%	15%



## Interview numbers achieved (unweighted)

TOC	No. of interviews
Abellio Greater Anglia (including Stansted Express)	237
Arriva Trains Wales	151
c2c	104
Caledonian Sleeper	7
Chiltern Railways	40
CrossCountry	151
East Midlands Trains	178
Gatwick Express	49
Grand Central	29
Great Northern	174
Great Western Railway	275
Heathrow Connect	4
Heathrow Express	13
Hull Trains	26
London Northwestern Railway (previously London Midland)	55
London Overground	103

TOC	No. of interviews
Merseyrail	36
Northern	207
ScotRail	157
South Western Railway (previously South West Trains, including Island Line)	292
Southeastern	234
Southern	321
TfL Rail	57
Thameslink	139
TransPennine Express	138
Virgin Trains East Coast	339
Virgin Trains (West Coast)	293
West Midlands Railway (previously London Midland)	163
<b>TOTAL</b>	<b>3,972</b>

**Introduction and methodology**

## **Key Findings**

**Profile of delays**

**Claiming proportion**

**Awareness of the claims process**

**Satisfaction with claims process**





**Attitude to claiming**

**Social media listening**

**Appendix – DR30 2018 comparison with DR30 2016**



# Proportion claiming unchanged since 2016, but claims' system performance up

Proportion experiencing an eligible delay	Proportion claiming	Speed of claim resolution
<p>Eligible delay <b>45%</b> </p> <p>Half the rise due to introduction of some DR15 schemes.</p> <p>Most recent eligible delays last less than an hour (78%) and most occur on a weekday (72%)</p> <p>17% of most recent eligible delays qualified under DR15</p> <p>Most recent eligible delays occur due to late departure or late arrival of a train</p>	<p>Claimed when eligible <b>35%</b> </p> <p>Claimed under DR30 <b>39%</b> </p> <p>Claimed under DR15 <b>18%</b></p> <p>Proportion claiming strongly correlated to price of ticket</p> <p>The longer the delay, the more likely passengers are to claim</p> <p>Leisure travellers remain less likely to claim</p>	<p>Resolved in four weeks <b>88%</b> </p> <p>67% of claims settled in less than two weeks (+19%)</p> <p>Proportion receiving acknowledgement dramatically up (+32% to 75%)</p> <p>But proportion having to chase claim slightly up (+3% to 29%)</p> <p>Claiming has migrated online (+22% to 53%)</p>

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# Proportion of passengers delayed in last six months

Almost six in ten passengers have been delayed by 15 minutes or more

*Delays experienced in the last six months  
whether eligible or not (relevant to DR15)*

15 minute  
delay



43%

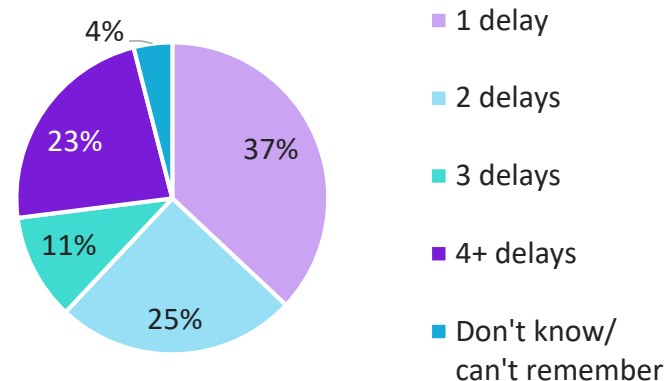
30 minute  
delay



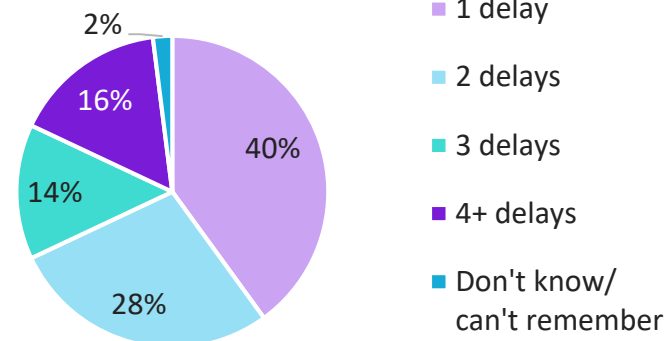
41%

**Any delay 57%**

*Number of 15-29 minute delays*



*Number of 30 minute+ delays*



S5a In the last six months, have you been delayed 30 mins. or more on any train journeys?/ S5b Please still think about train travel. In the last six months, have you been delayed more than 15 minutes but less than 30 minutes on any train journeys? Base = 10,379 (All respondents who made a journey by train)

Q1a How many 30 minutes or more delays have you had in the last six months? Base = 4,275 (Delayed by 30 mins. or more in last 6 months)

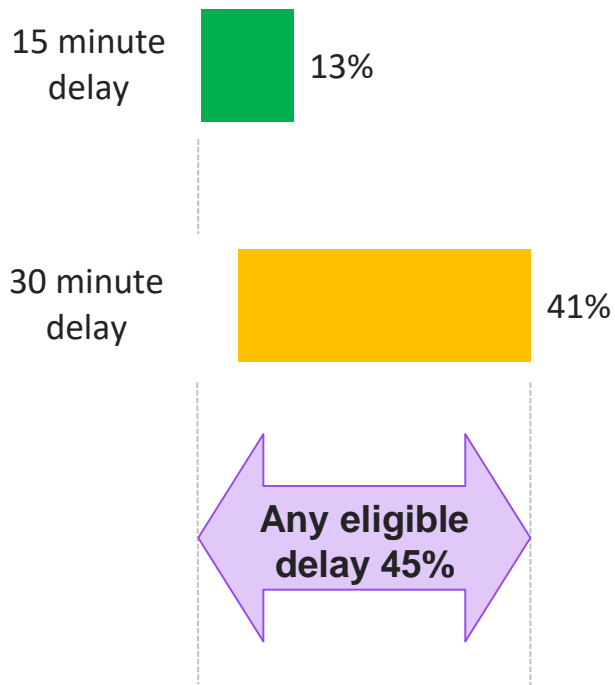
Q1b How many of these 15 minute but less than 30 minute delays have you had in the last six months? Base = 4,505 (Delayed by 15 to 29 mins. in last 6 months)



# Proportion of passengers with eligible delays

45% of passengers had a delay eligible for compensation in the last six months. DR15 schemes where available have added 4% to the pool of passengers eligible to claim (and added to the numbers of actual delays eligible for compensation)

*Eligible delays (under DR15 and DR30)  
experienced in the last six months*



*S7 Most recent eligible delay*

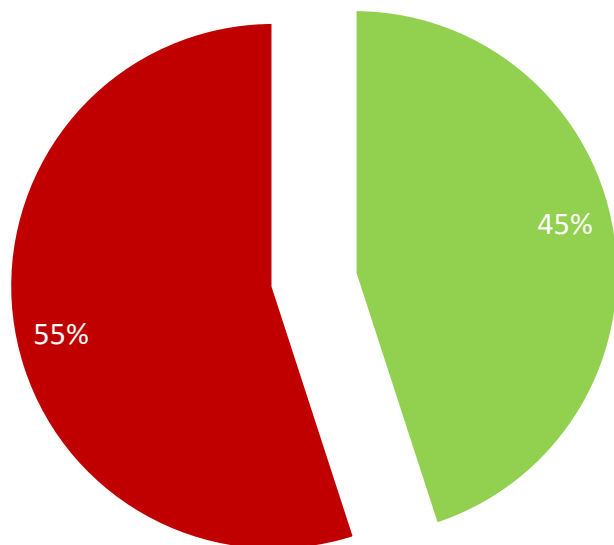
*Base = 10,379 (All respondents who made a journey by train)*

# Scheme applying for most recent eligible delay

Around one in six of most recent delays are eligible under DR15

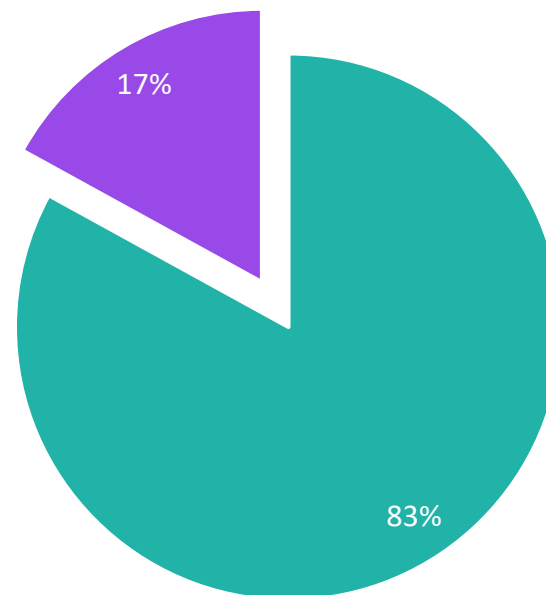
*Whether experienced an eligible delay in the last six months*

■ Experienced an eligible delay   ■ Not delayed



*Scheme applying for most recent eligible delay (after could recall the TOC travelling on)*

■ 30 minute delays eligible under DR30 scheme  
■ Exclusively eligible under DR15

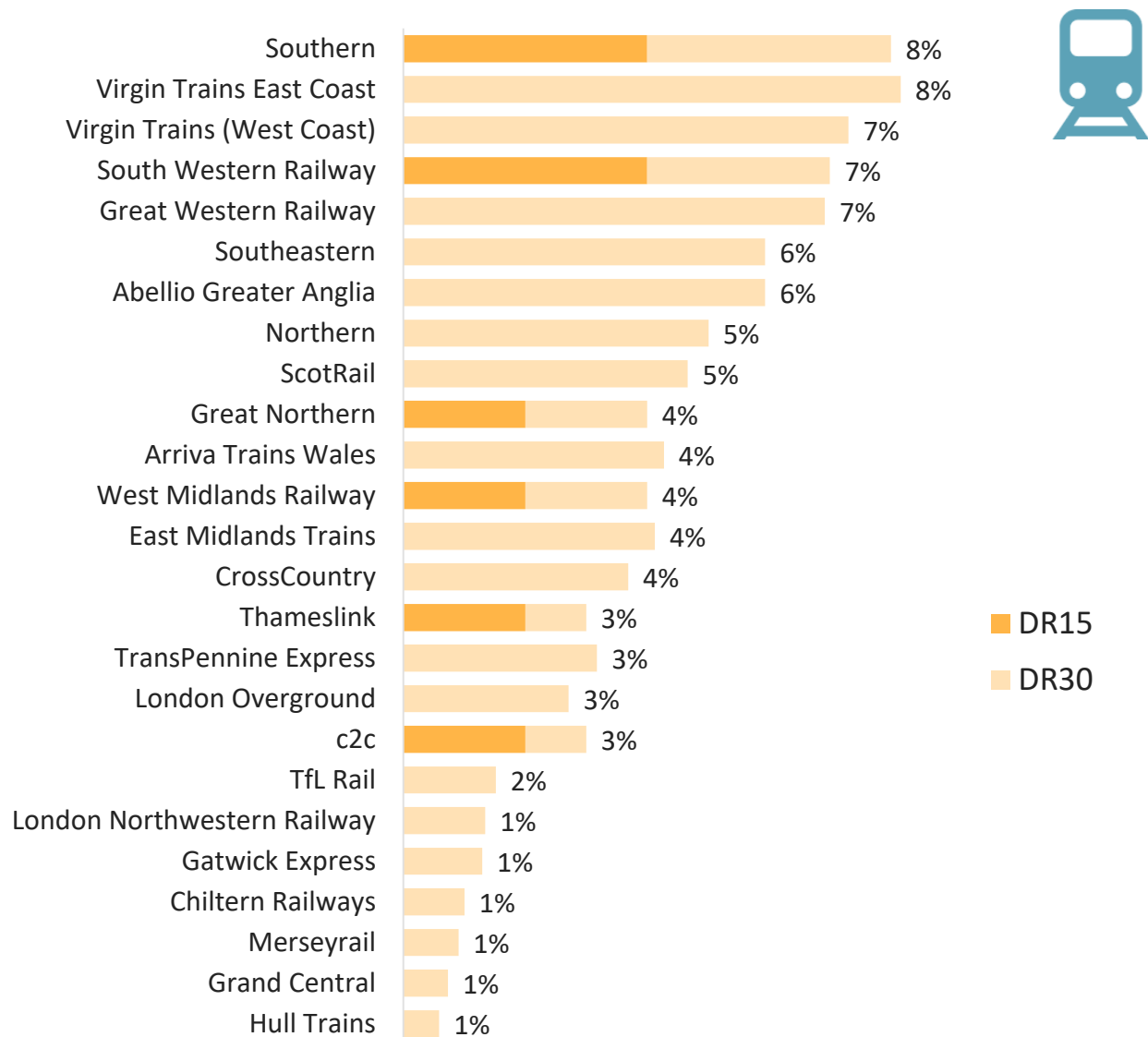


**AFTER THIS POINT QUESTIONNAIRE ASKS ABOUT MOST RECENT ELIGIBLE DELAY UNLESS OTHERWISE STATED**

*S5a In the last six months, have you been delayed 30 mins. or more on any train journeys?/ S5b Please still think about train travel. In the last six months, have you been delayed more than 15 minutes but less than 30 minutes on any train journeys? Base = 10,379 (All respondents who made a journey by train)*

*S7 Most recent eligible delay (4,283)/ most recent eligible delay with TOC known (4,093)*

# Train company travelled on (for most recent eligible delay)



S7 Which of these is the most recent delay?

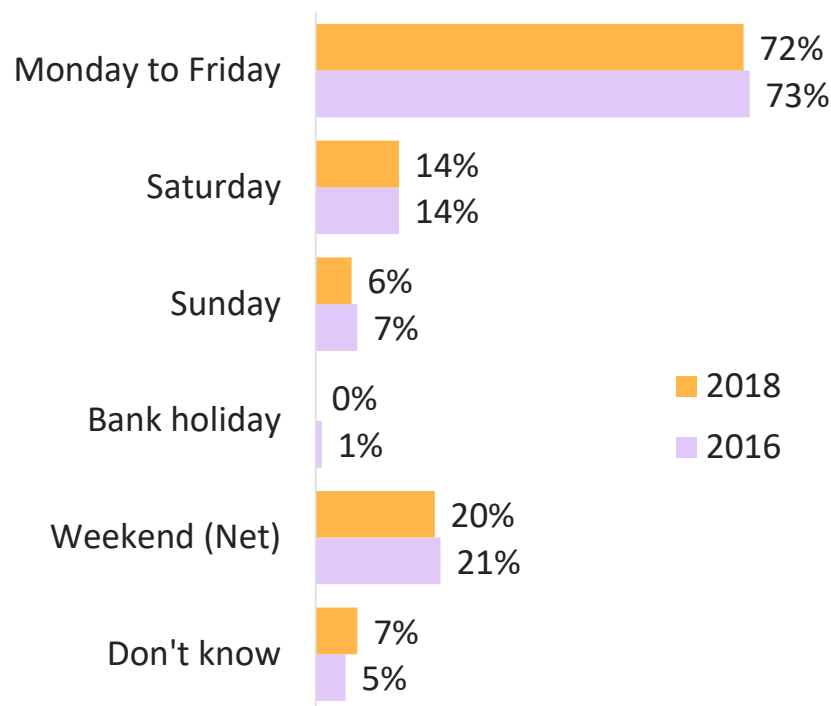
Base = 4,093 eligible delays.

# Day and time of the eligible delay

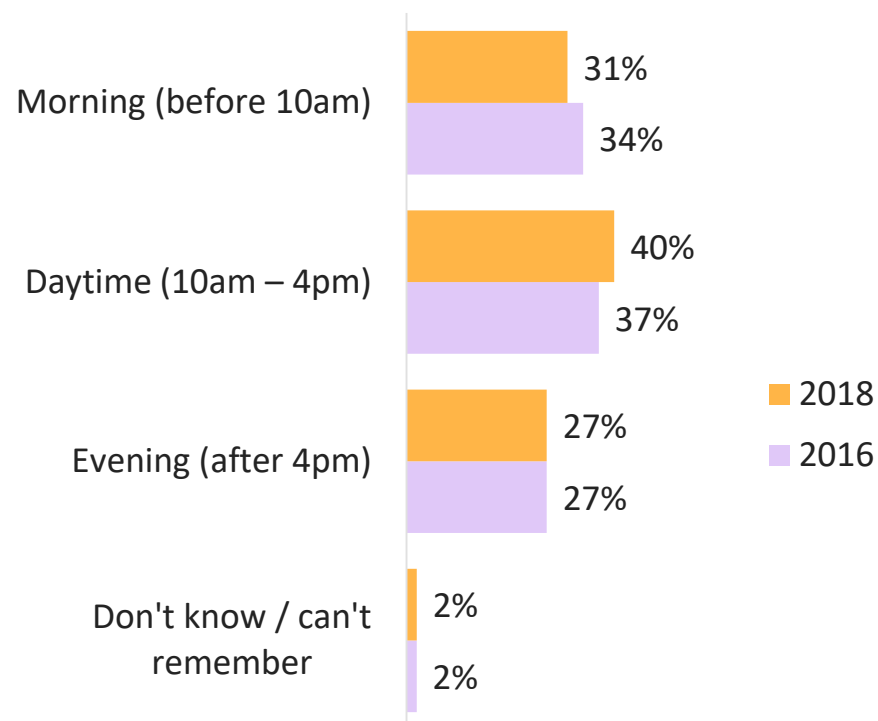
Most delays occur on a weekday and at a range of times throughout the day. The profile is consistent with 2016 results



*Time of week passengers experience delays*



*Time of day passengers experience delays*



Q4 On which day did that delay occur?/ Q5 What time did you start that journey?  
Base = 4,093 eligible delays in 2018, 3,811 in 2016.

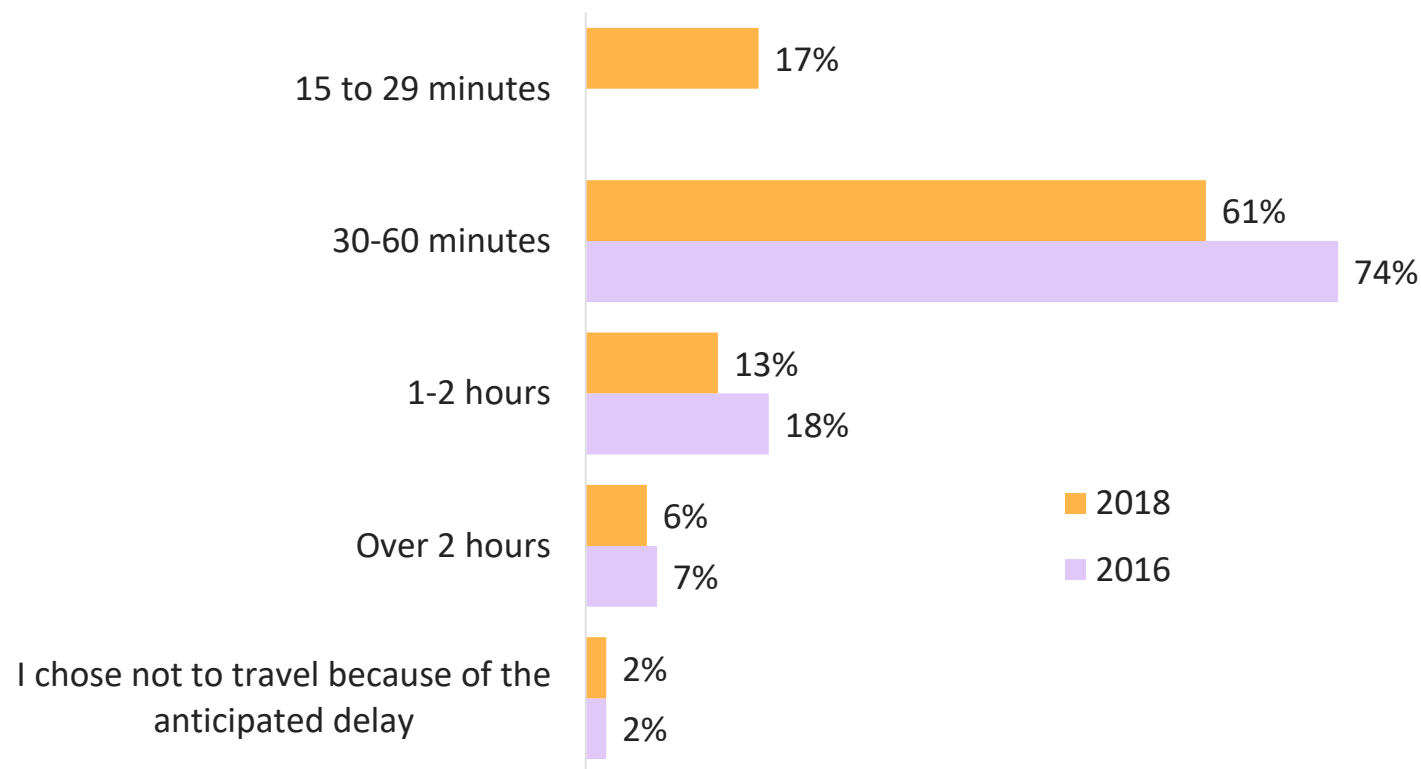
NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Duration of the eligible delay

The majority last less than an hour. However, one in ten last over two hours and can sometimes result in the passenger abandoning their trip



*Duration of the delay*



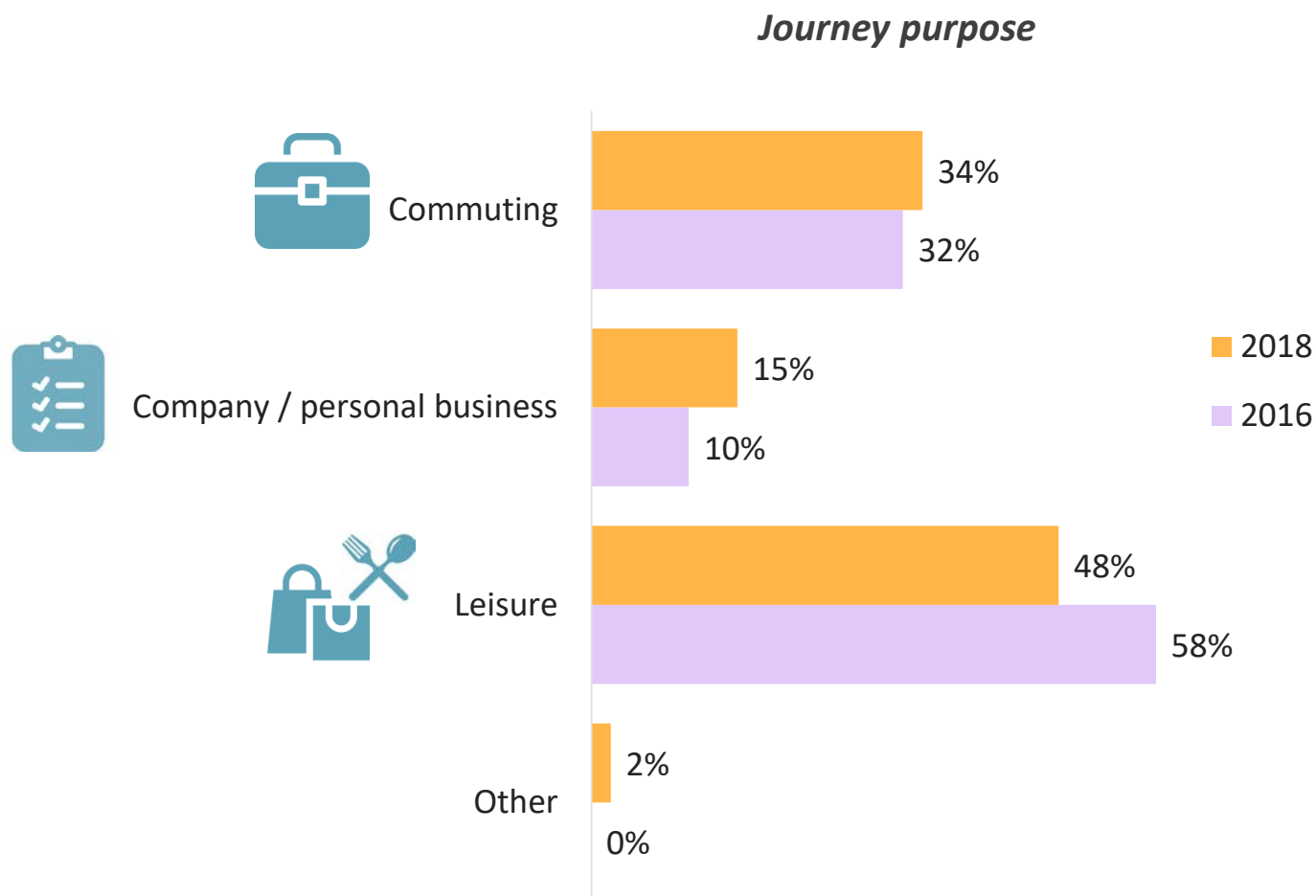
Q15 How long was the delay you experienced on that occasion?  
Base = 4,093 eligible delays in 2018, 3,802 in 2016.

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30



# Purpose of journey

The majority of passengers' most recent eligible delay occurred whilst making a leisure trip; as was the case in 2016

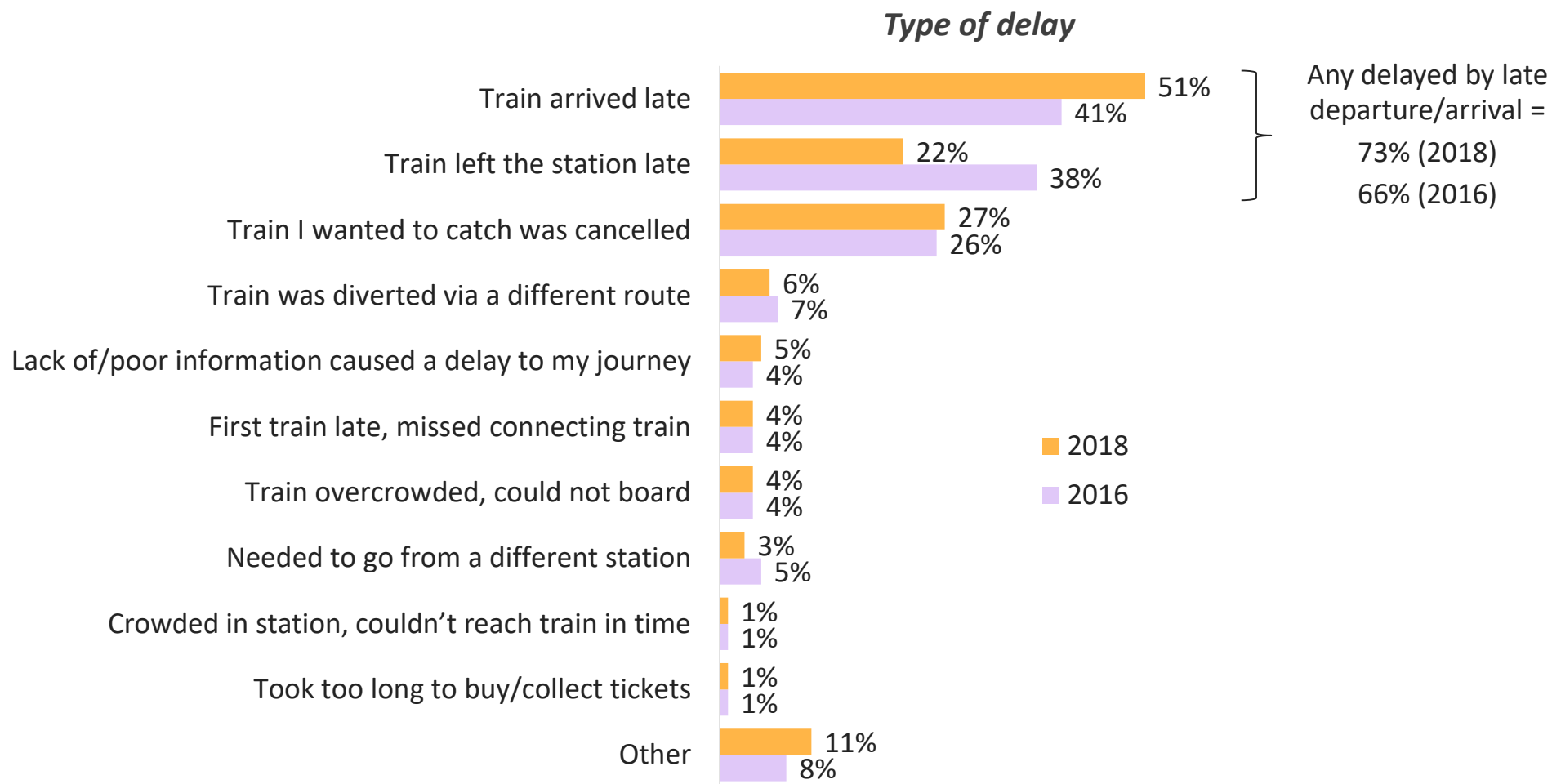


Q6 What was the main reason for making that journey?  
Base = 4,093 eligible delays in 2018, 3,811 in 2016.

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Reason why delayed

Most occur due to late departure or arrival of their train; a quarter had trains cancelled. The balance between arriving late and leaving late altered between 2018 and 2016.



Q16 In what way(s) were you delayed?

Base = 4,093 eligible delays in 2018, 3,526 in 2016.

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

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**Awareness of the claims process**

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**Attitude to claiming**

**Social media listening**

**Appendix – DR30 2018 comparison with DR30 2016**

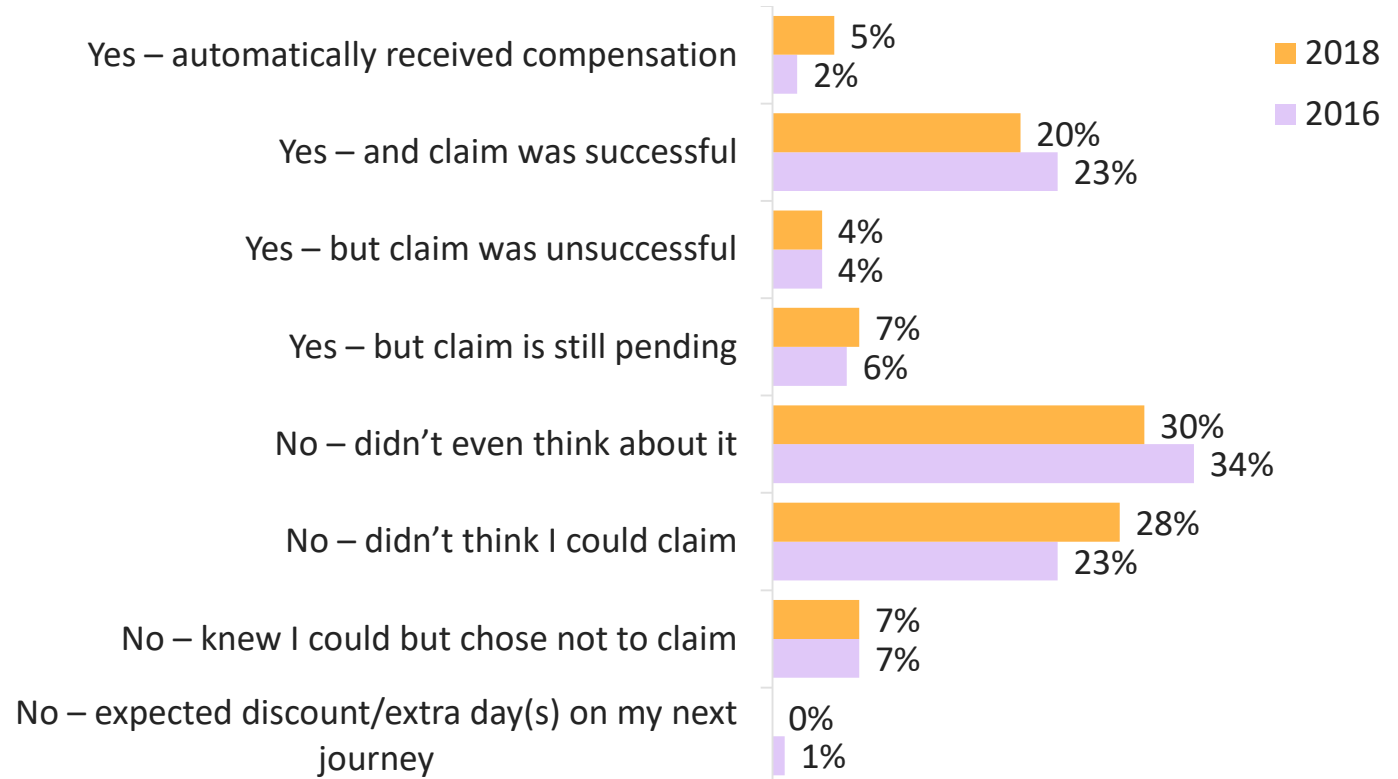


# Proportion of eligible delays being claimed

Just over a third of passengers who were eligible claimed compensation, unchanged since 2016. However those claiming under DR30 has increased 4% (see next slide)

**35%**  
claimed in  
2018

**35%**  
claimed in  
2016



Q18 Did you claim/receive compensation or a refund for that particular delay?

Base = 4,093 eligible delays in 2018, 3,526 in 2016.

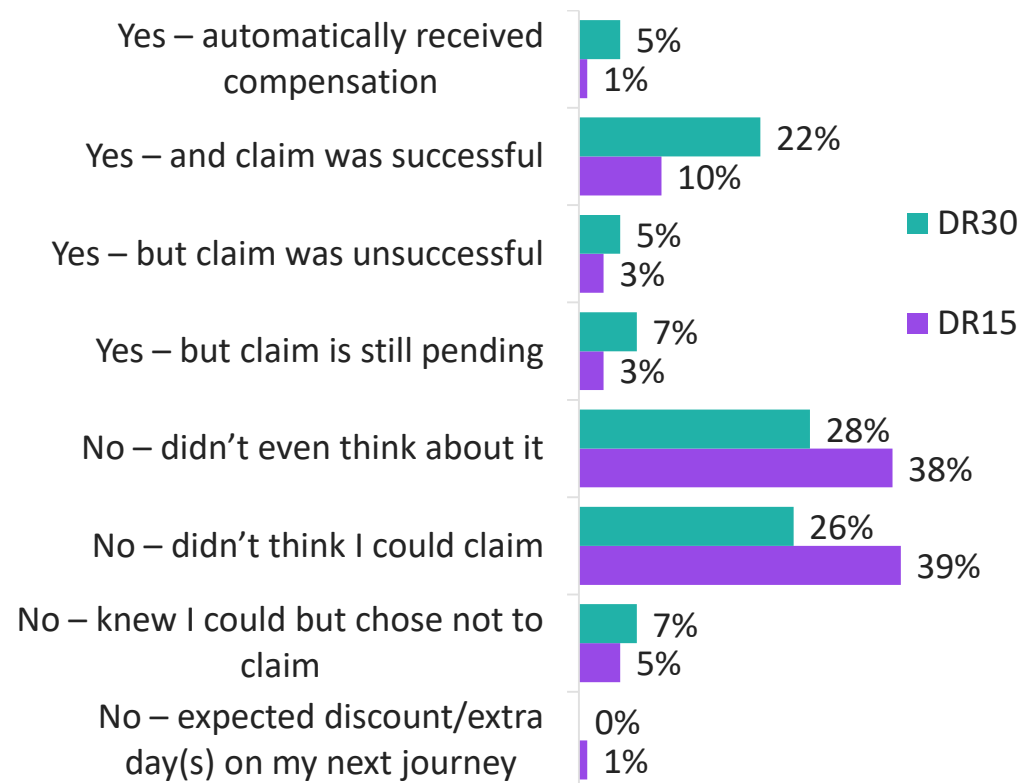
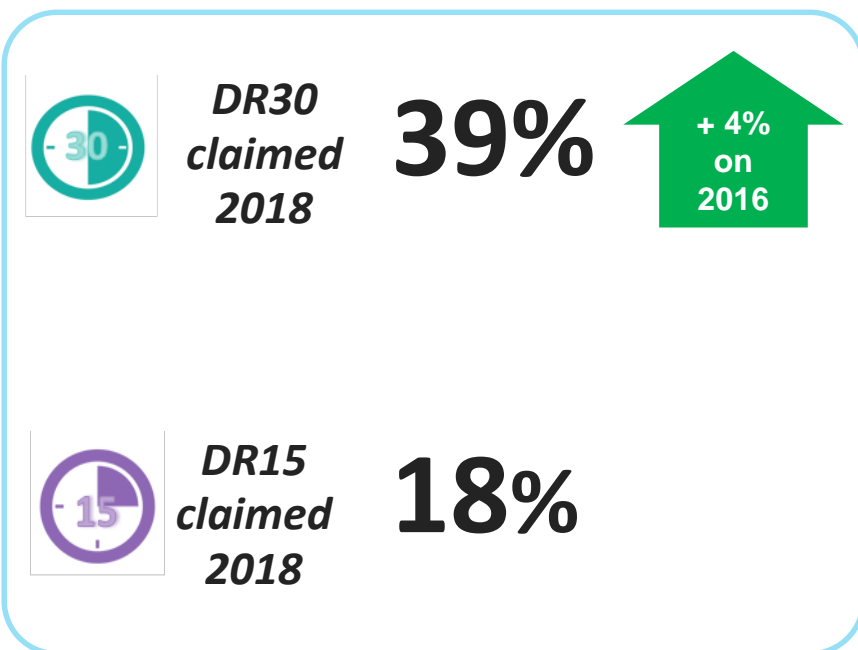
NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Proportion of passengers claiming under DR15 and DR30



Passengers eligible under DR30 more likely to claim

Those eligible under DR15 mostly didn't think to claim or did not know about it



Q18 Did you claim/receive compensation or a refund for that particular delay?

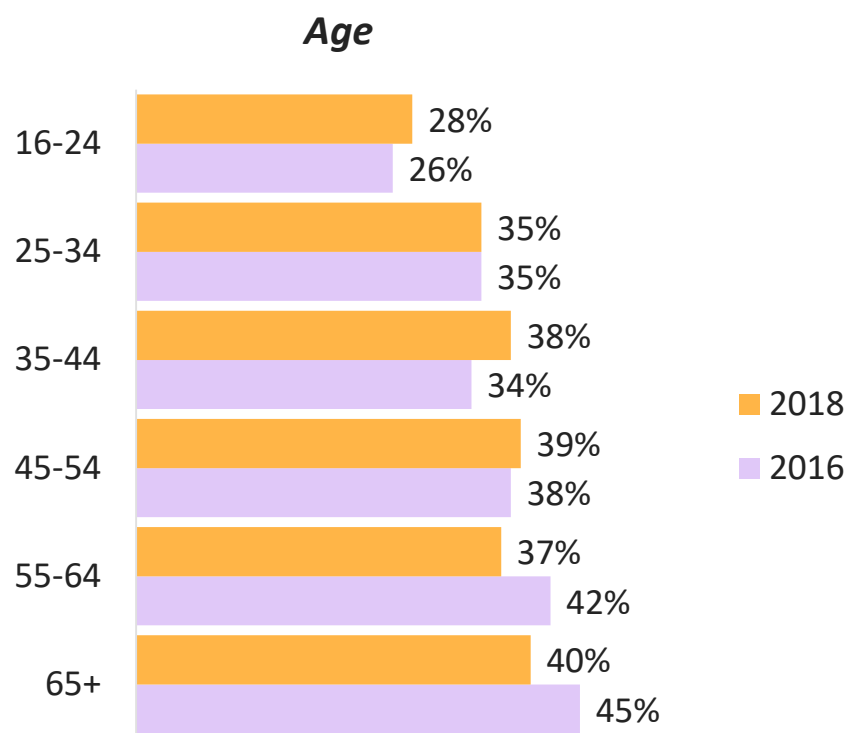
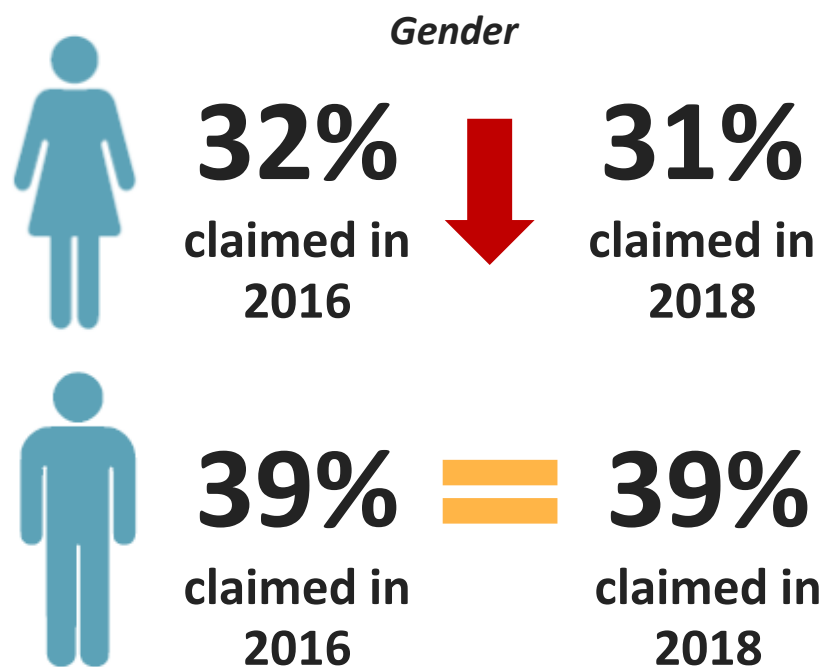
Base = 3,377 most recent delay eligible under DR30, 716 eligible under DR15



# Proportion claiming compensation – by gender

Males are more likely than females to claim, as are older passengers compared to younger passengers

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



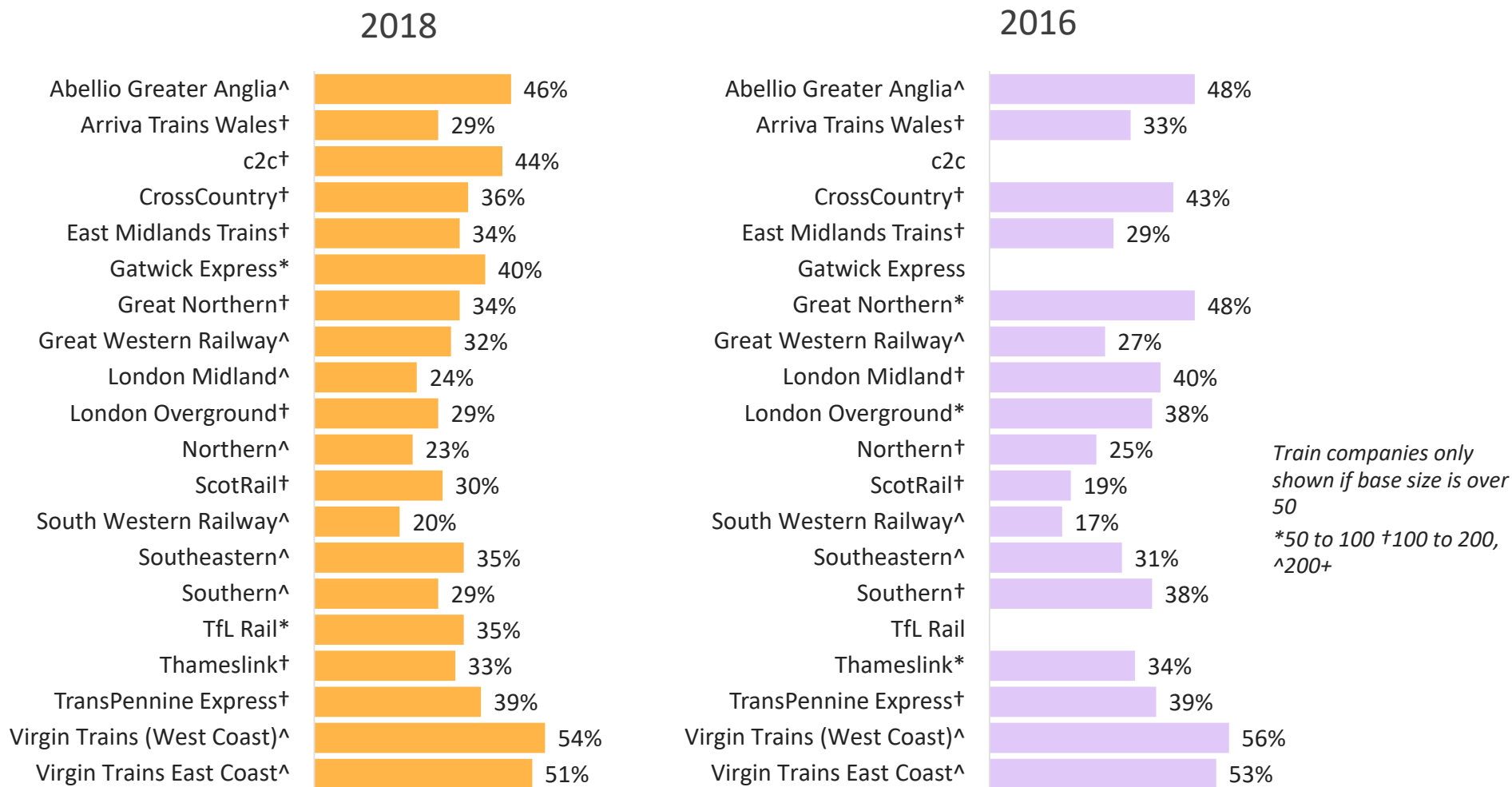
NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

Q18 Did you claim/receive compensation or a refund for that particular delay?

Base = had eligible delay – 1,795 females, 2,298 males, 851 aged 16-24, 931 aged 25-34, 868 aged 35-44, 746 aged 45-54, 390 aged 55-64, 307 aged 65+ in 2018, 1,774 females, 1,747 males, 653 aged 16-24, 851 aged 25-34, 767 aged 35-44, 608 aged 45-54, 423 aged 55-64, 219 aged 65+ in 2016

# Proportion claiming compensation – by TOC

The proportion of those claiming varies by train company and there is no consistent trend between 2016 and 2018



Q18 Did you claim/receive compensation or a refund for that particular delay?  
 Base = 4,093 eligible delays in 2018, 3,526 in 2016.

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Proportion claiming compensation – by journey purpose

Commuters and business travellers are significantly more likely to claim than leisure travellers

## Business



**43%**

claimed in  
2018



**+4%**  
from 2016

## Commuters



**38%**

claimed in  
2018



**+1%**  
from 2016

## Leisure



**32%**

claimed in  
2018



**-2%**  
from 2016

*NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30*

*Q18 Did you claim/receive compensation or a refund for that particular delay?*

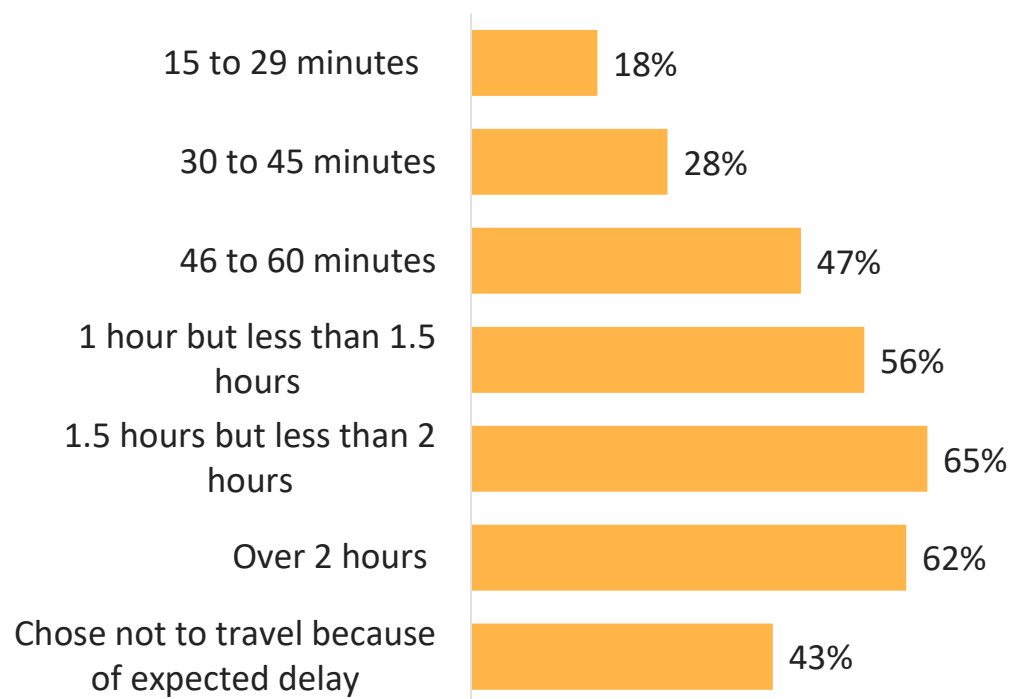
*Base = had eligible delay – 363 business, 1,398 commuters, 2,233 leisure in 2018, 381 business, 1,102 commuters, 2,042 leisure in 2016*

# Proportion claiming compensation – by delay length

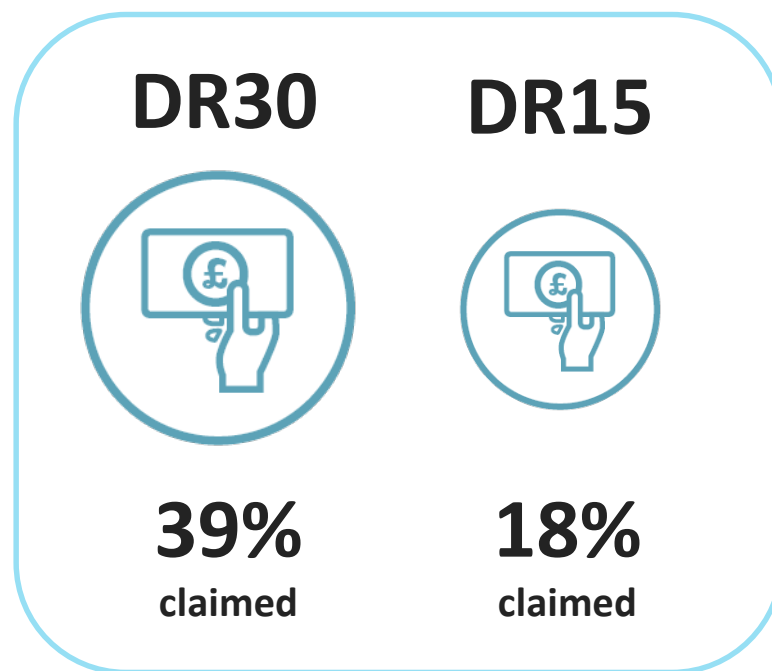
The longer the delay the more likely passengers are to claim. Correspondingly claims under DR30 eligibility are 39% (up from 35% in 2016).



*Length of delay - % claiming*



*Compensation scheme - % claiming*



Q18 Did you claim/receive compensation or a refund for that particular delay?  
Base = 4,093 eligible delays in 2018, 3,526 in 2016.

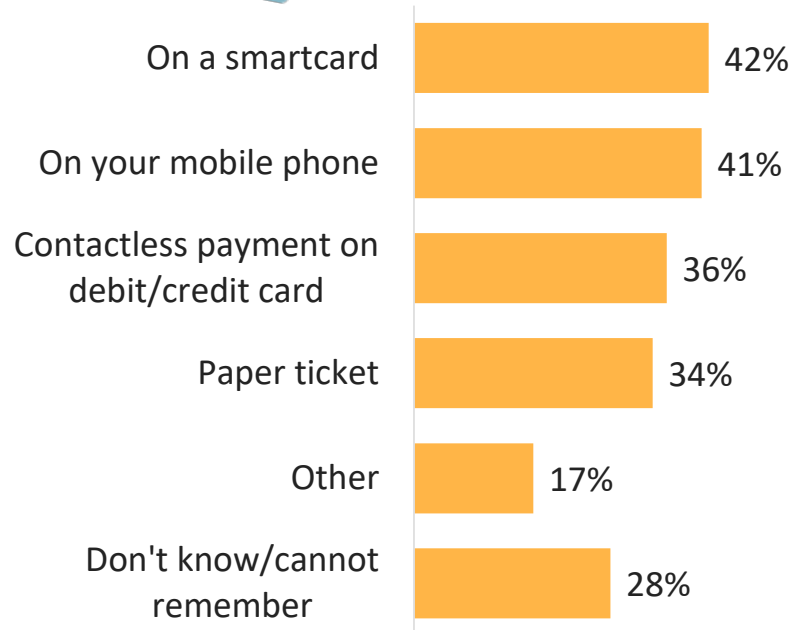
NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Proportion claiming compensation – by ticket format and value

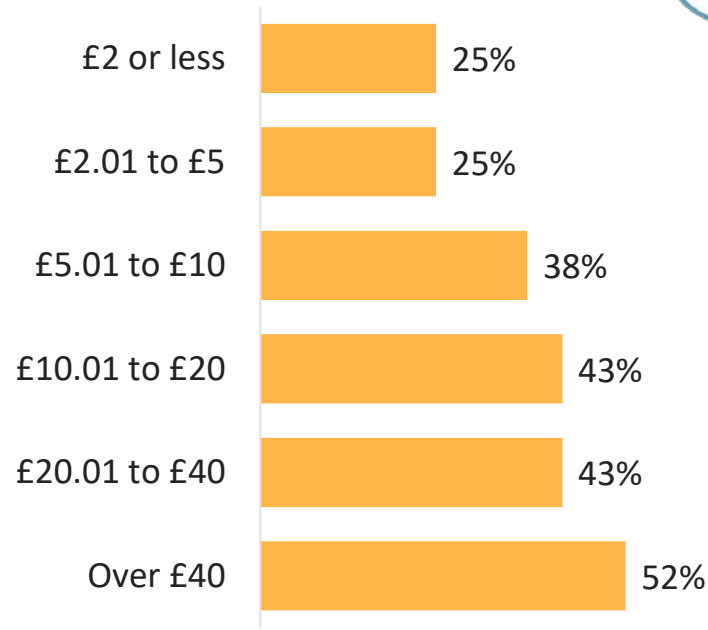
Those using smartcards or mobile phone tickets are more likely to claim. Likelihood of claiming also increases with ticket value



***Ticket format - % claiming***



***Ticket value\* - % claiming***



*\* Cost of a trip made using a season ticket was estimated based on an agreed formula*

Q18 Did you claim/receive compensation or a refund for that particular delay?  
Base = 4,093 eligible delays in 2018, 3,526 in 2016.

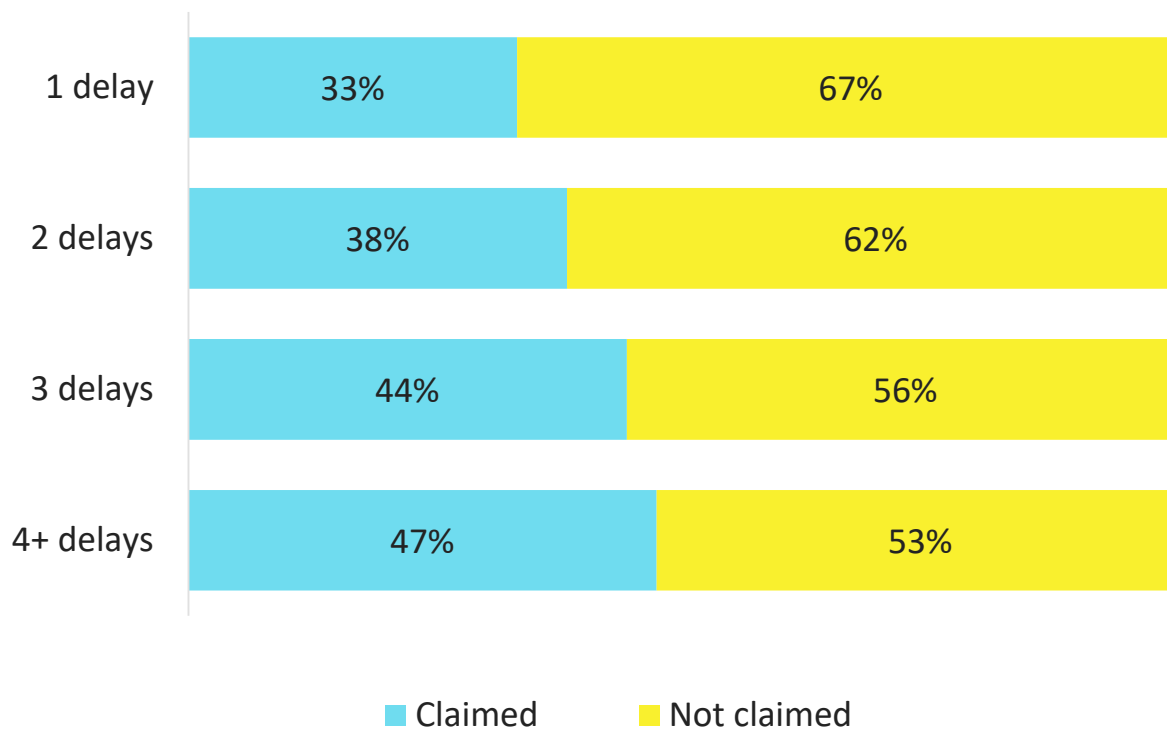
NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30



# Proportion claiming by number of 30 plus minute delays experienced

Passengers experiencing three or more 30 minute plus eligible delays are more likely to claim compensation

*Proportion claiming by number of eligible 30+ minute delays experienced in the last six months*

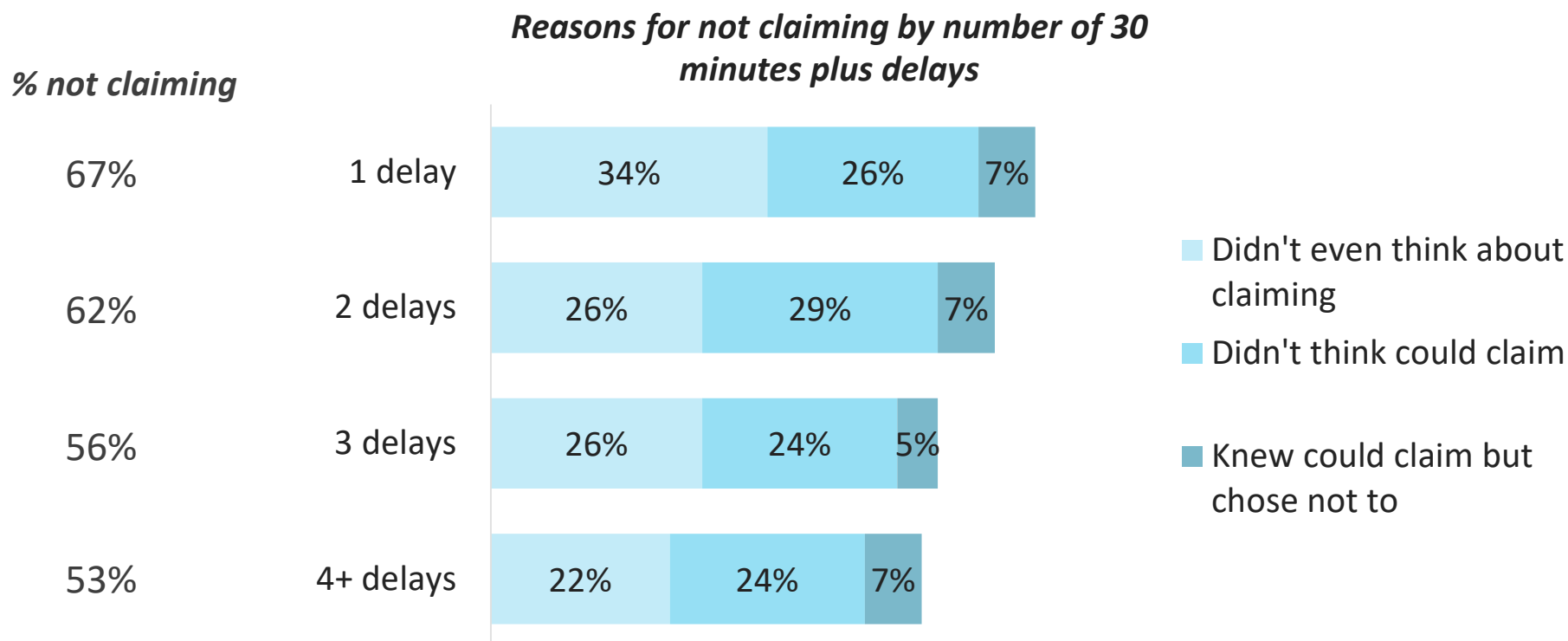


Q1a How many 30 minutes or more delays have you had in the last six months?

Base = 1,441 (One delay), 1,077 (2 delays), 530 (3 delays), 616 (4+ delays)

# Profile of reasons for not claiming – by number of 30 minute plus delays in last six months

‘Didn’t think about it’ is a bigger reason when only one delay experienced



Q1a How many 30 minutes or more delays have you had in the last six months?

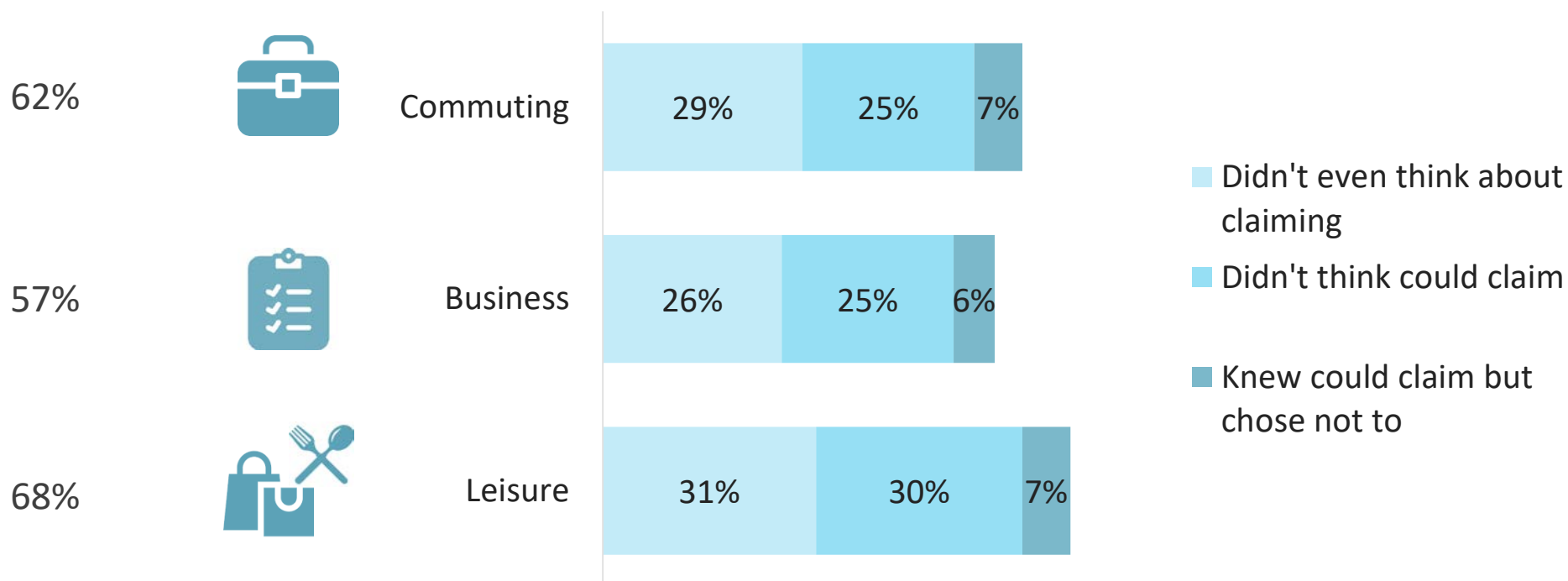
Base = 1,441 (One delay), 1,077 (2 delays), 530 (3 delays), 616 (4+ delays)

# Profile of reasons for not claiming – by journey purpose

The proportion of reasons for not claiming are similar across journey purposes

*% not claiming*

*Reasons for not claiming by journey purpose*



Q6 What was the main reason for making that journey?  
Base = 1,398 (commuting), 363 (business), 2,233 (leisure)

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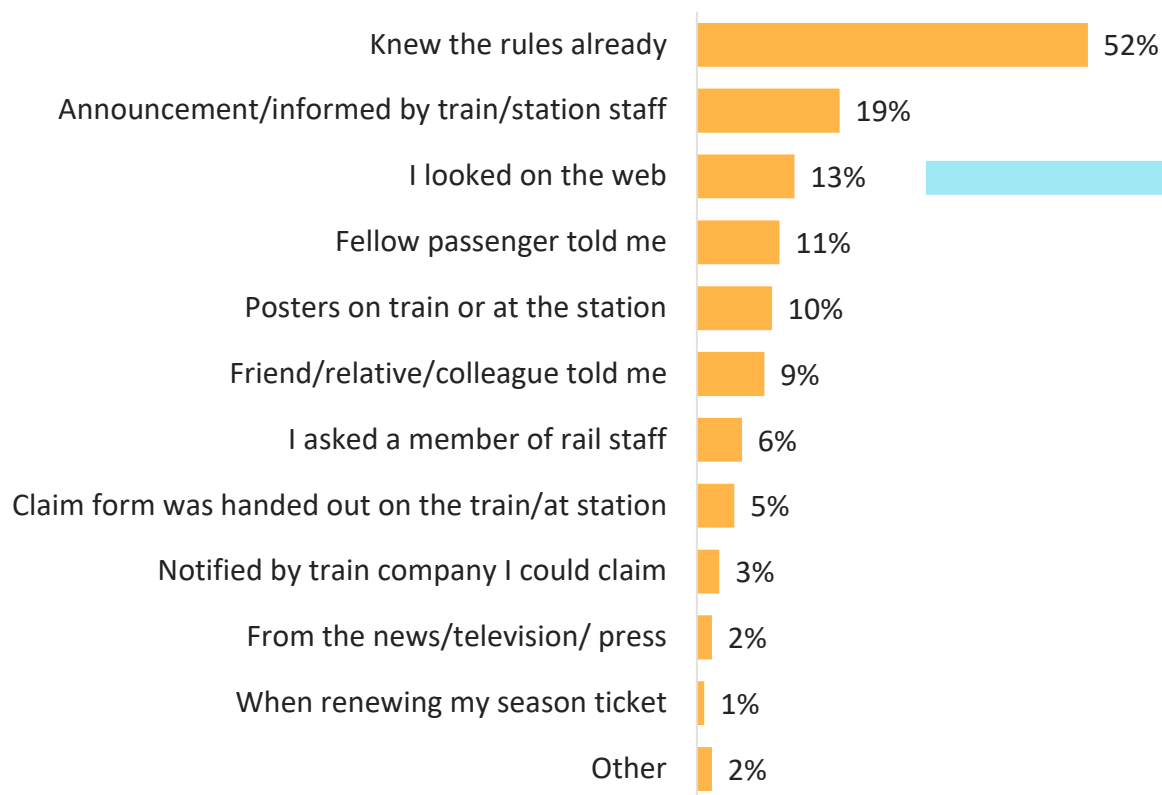
**Appendix – DR30 2018 comparison with DR30 2016**



# Proportion aware they could claim

Over half of those eligible already knew the rules about claiming, other sources include members of staff and the internet

## Means of finding out about claiming



## Where information was sought online

Train company's own website	79%
Ticket seller website	20%
National Rail Enquiries	21%
Consumer website	14%
Social media	6%
Other	1%

Q21 Which websites did you visit?

Base = 205 (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and sought information online) NB: Multi-coded question

Q20 How did you find out you could claim for that delay?

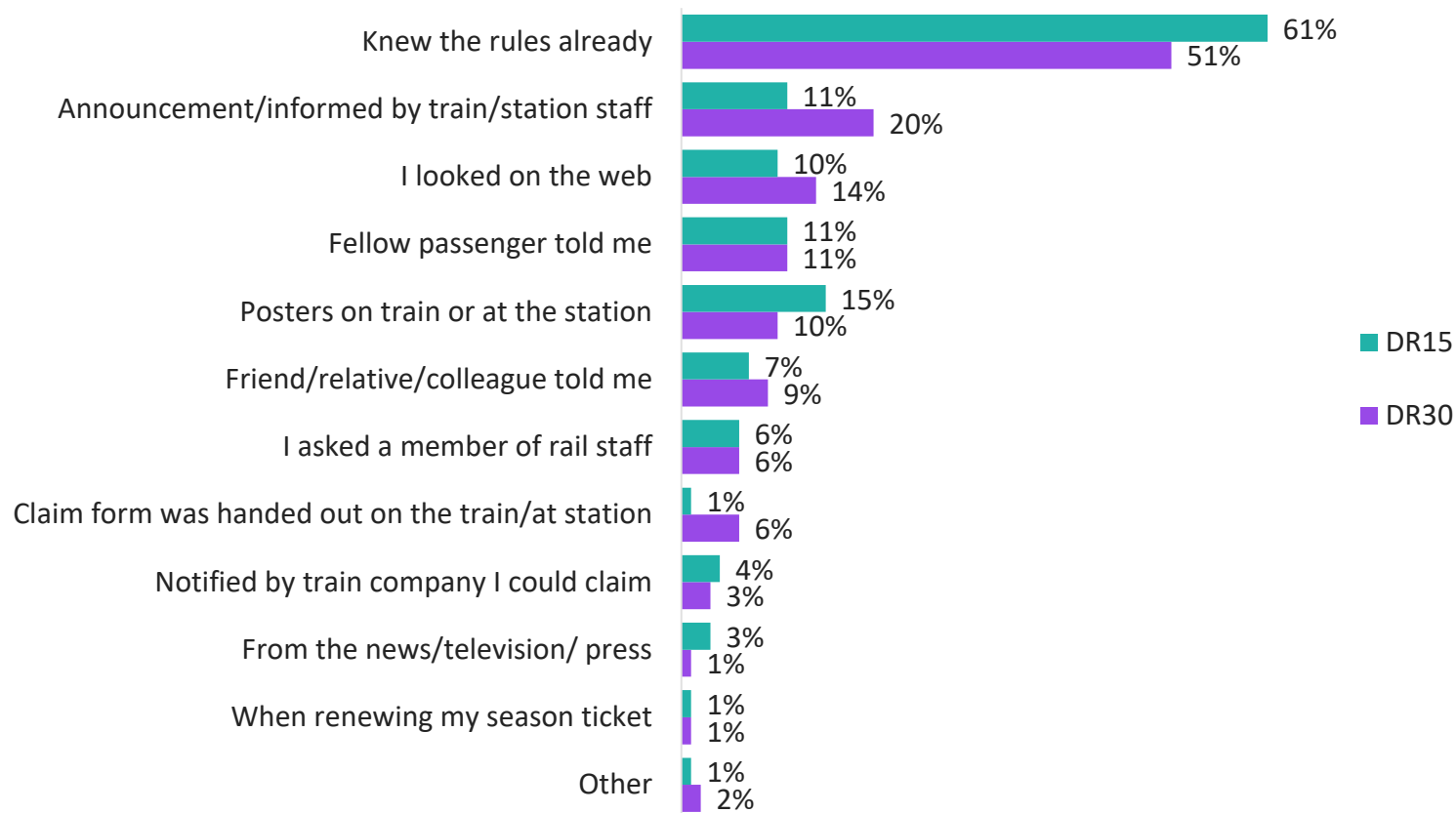
Base = 1,530 (had eligible delay and aware they could claim from Q18) NB: Multi-coded question

# Proportion aware they could claim – by scheme eligibility



More DR15 eligible passengers than DR30 passengers knew the rules already, whilst more DR30 passengers were informed by staff that they could claim

## Means of finding out about claiming



Q20 How did you find out you could claim for that delay?

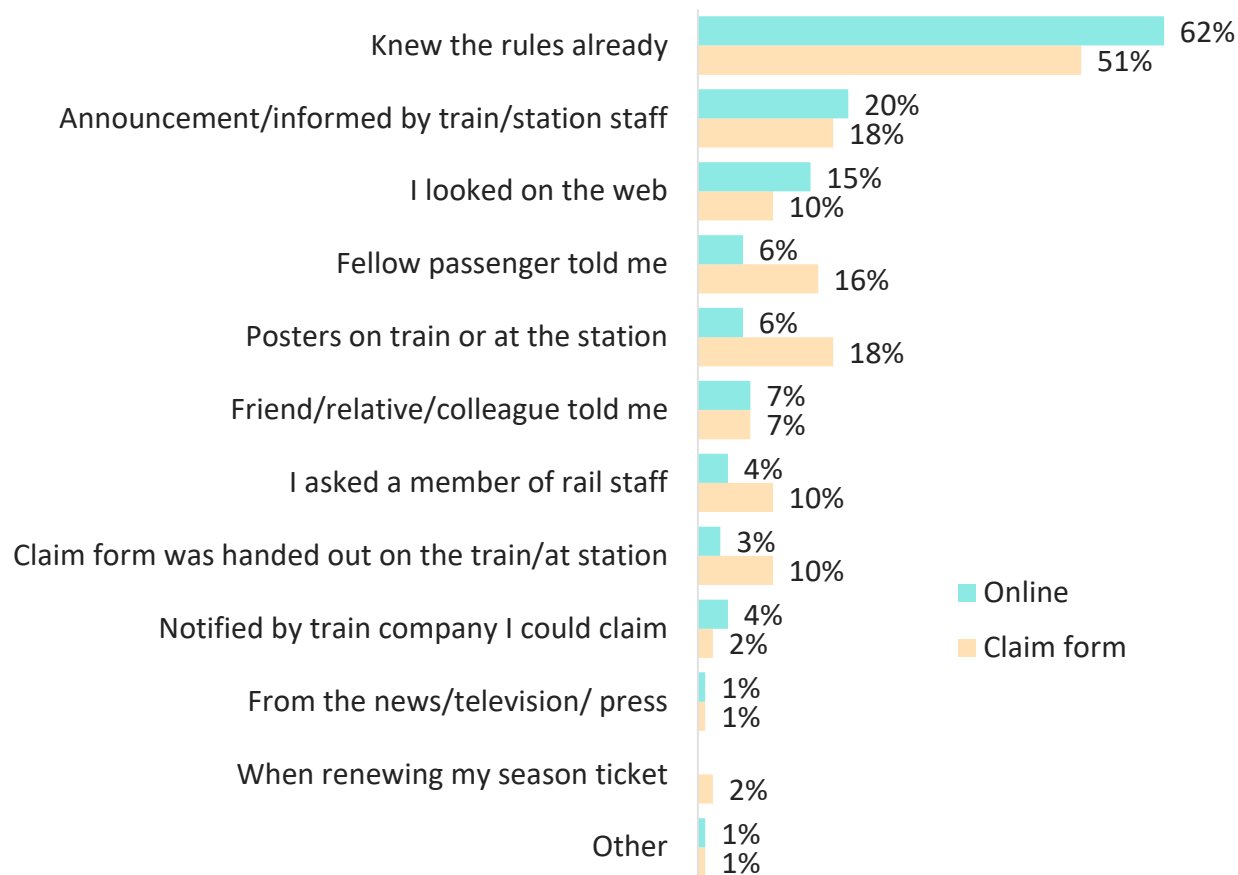
Base = 1380 (Delayed by 30 mins or more in last 6 months and aware they could claim), 150 (Delayed by 15 to 29 mins in last 6 months and aware they could claim)

NB: Multi-coded question

# Proportion aware they could claim – by claim method

More of those claiming online ‘knew the rules already’ whilst those claiming on paper saw posters, were told by a passenger, staff or handed a claim form

## *Means of finding out about claiming*



Online  
Claim form

Q20 How did you find out you could claim for that delay?

Base = 668 (online), 381 (claim form) NB: Multi-coded question




# Means of making a claim

Significantly more passengers are now claiming online than in 2016

More or less same proportions going online under D15 and DR30 schemes

## Online (NET)



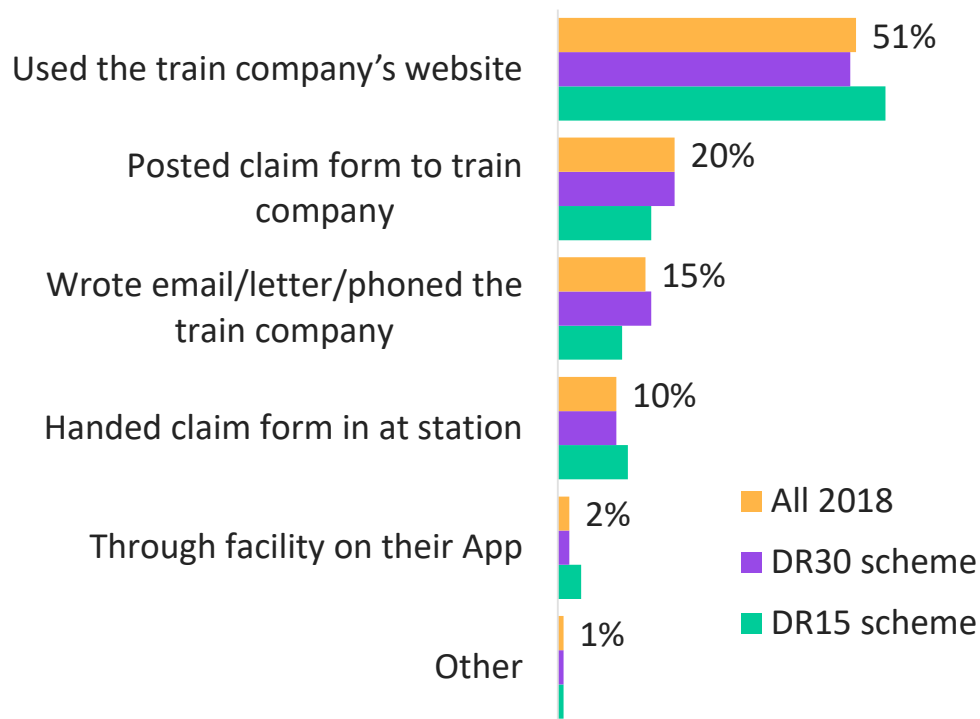
**53%**  
in 2018  **+22%**  
(was 31%  
in 2016)

## Claim form (NET)



**30%**  
in 2018  **-7%**  
(was 37%  
in 2016)

## Method by which passengers claimed



Q27 How did you apply for compensation/refund?

Base = 1,260 had eligible delay and made a claim (Q18) in 2018, 1,263 in 2016

# Demographics of claim method – by gender

There is no difference in claim method by gender

## Gender



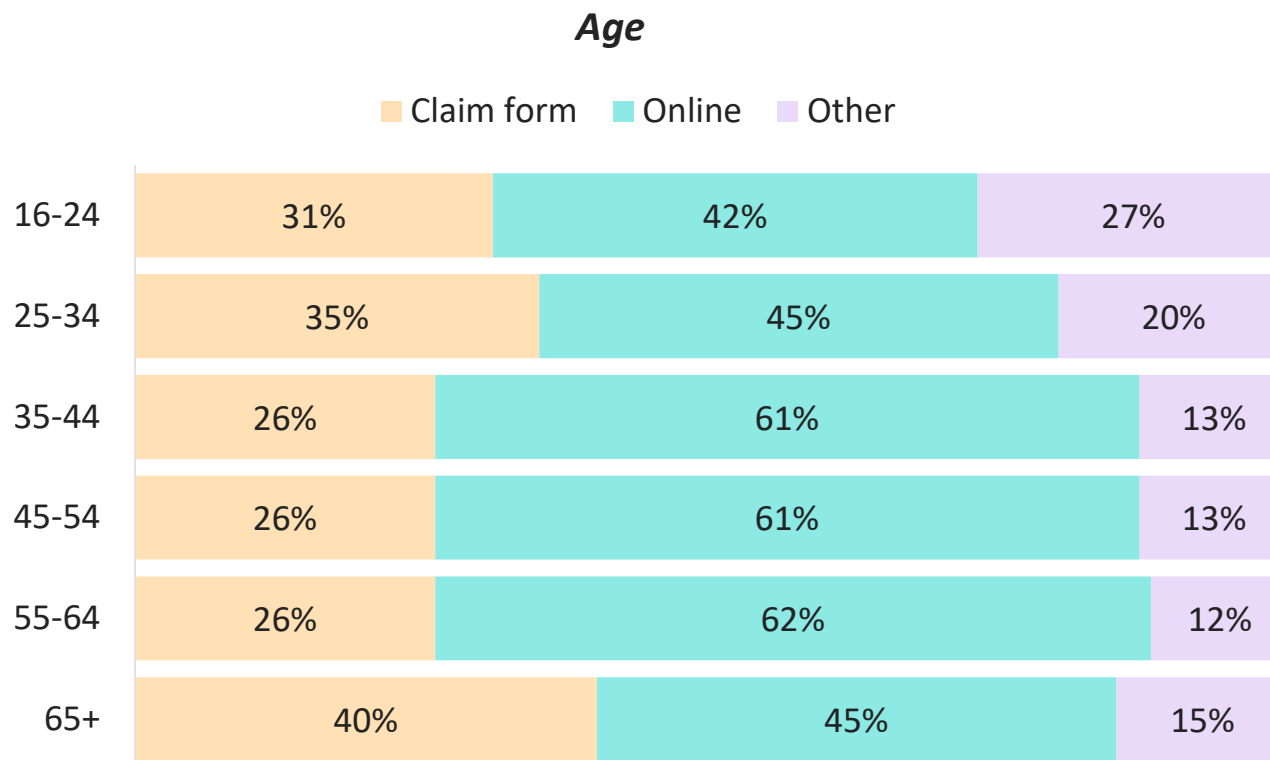
*The remaining people emailed/wrote/phoned the train company*

Q27 How did you apply for compensation/refund?

Base = had eligible delay and made a claim – 483 females, 776 males

# Demographics of claim method – by age

More passengers aged 35-54 claimed online; more passengers aged 65+ used claim forms



*The remaining people emailed/wrote/phoned the train company*

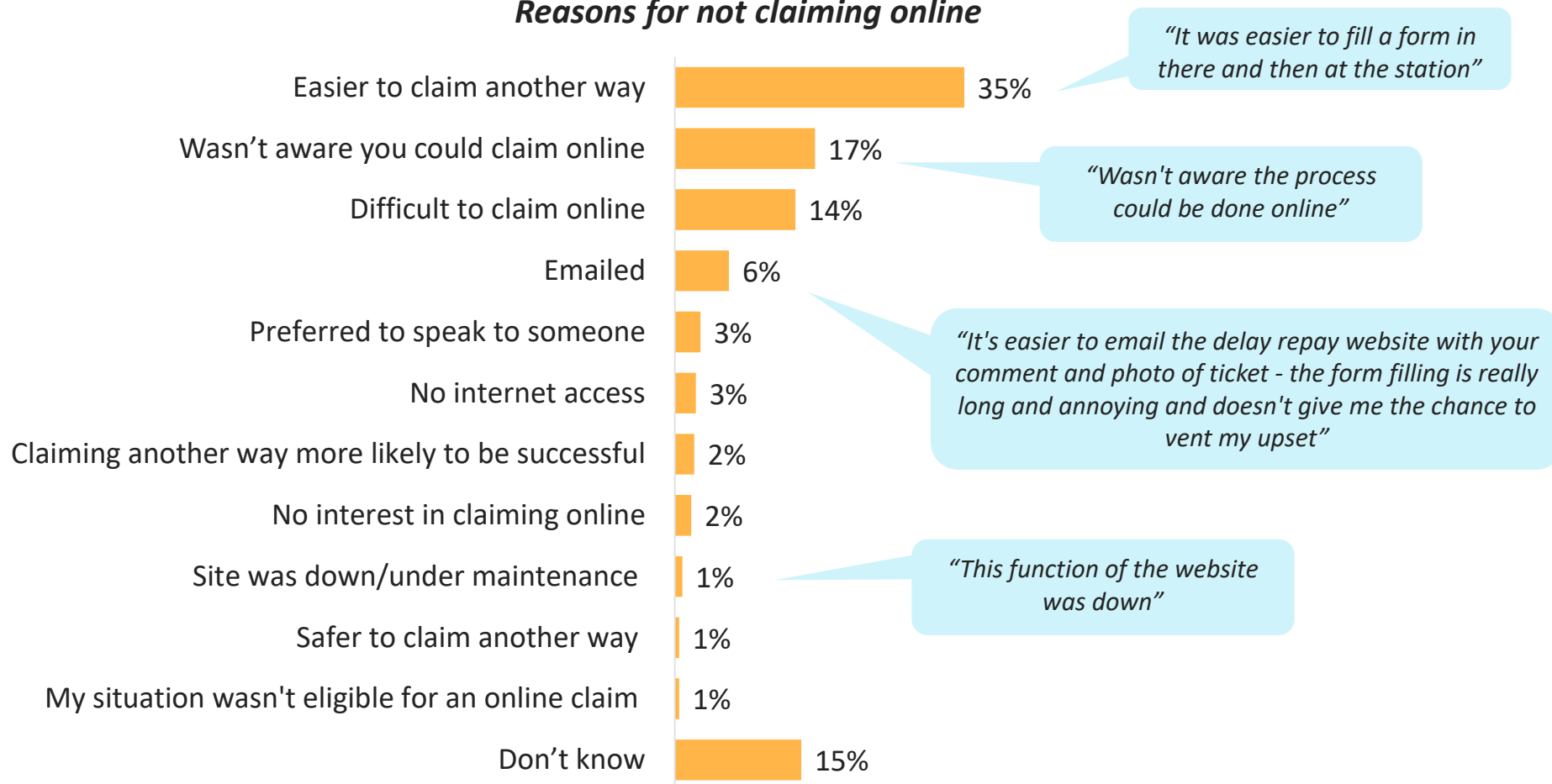
Q27 How did you apply for compensation/refund?

Base = had eligible delay and made a claim – 203 aged 16-24, 275 aged 25-34, 287 aged 35-44, 259 aged 45-54, 126 aged 55-64, 109 aged 65+

# Reasons for not claiming online

Just over a third felt it was easier to claim a different way rather than online and almost one in five weren't even aware they could claim online

## Reasons for not claiming online



T2 Please can you explain why you didn't go online to claim?

Base = 590 (had eligible delay, made a claim - Q18, but not via online means - Q27)

# Acknowledgement of claim being processed

The proportion receiving an acknowledgement has increased dramatically in 2018 from where it was in 2016

*Proportion receiving  
acknowledgement  
claim being processed*



**75%**  
in 2018



**+32%**  
on 2016

## *Acknowledgement received by train company*

	2016	2018	Improvement
Great Western Railway	26%*	68%*	42%
Southeastern	44%*	86%*	42%
Southern	38%*	79%*	41%
CrossCountry	33%*	72%*	39%
Abellio Greater Anglia	40%†	73%*	33%
Virgin Trains (West Coast)	52%†	81%†	29%
Virgin Trains East Coast	58%†	83%†	25%

*Train companies only shown if base size is over 50 in 2016 and 2018*

*\*50 to 100 †100 to 200, ^200+*

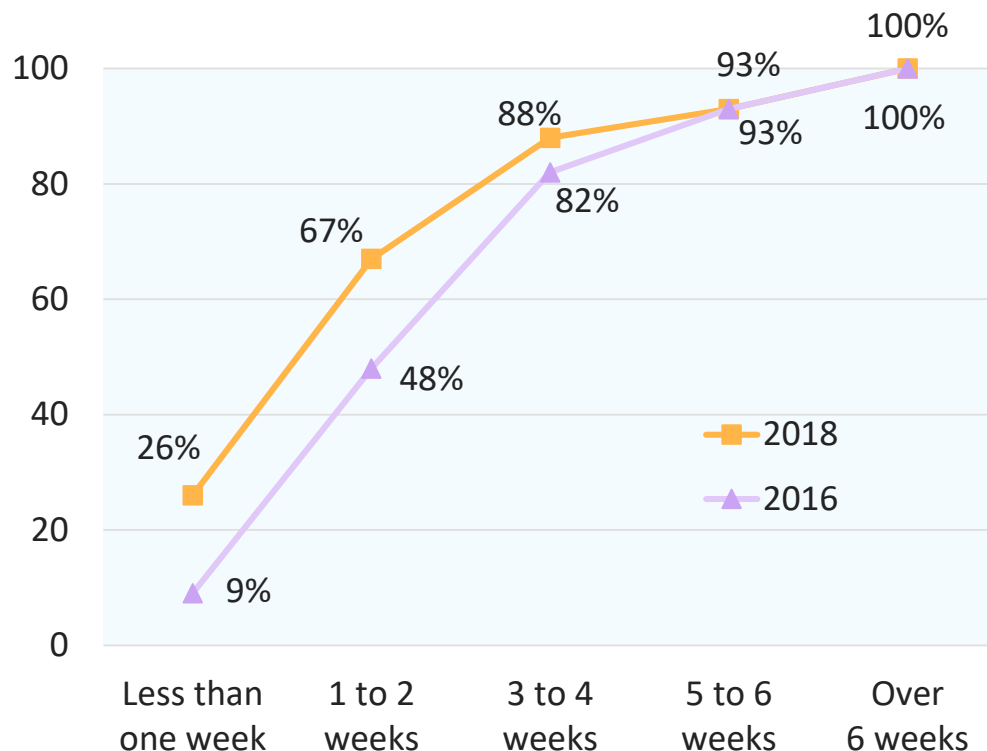
Q28 Did you get an acknowledgement after making your claim?

Base = 1,260 (Had eligible delay and made a claim – Q18)

# Time taken for claim resolution

Claims are being resolved faster in 2018 than in 2016. Now a quarter receive a decision in under a week and two thirds within a fortnight.

*Time taken for a decision on a claim (cumulative)*



*Proportion of train companies making a decision on a claim in at least 4 weeks (20 working days)*

	2018
Abellio Greater Anglia*	96%
Great Western Railway*	87%
Southeastern*	93%
Southern*	87%
Virgin Trains East Coast†	83%
Virgin Trains (West Coast)*	80%

*Train companies only shown if base size is over 50*

*\*50 to 100 †100 to 200, ^200+*

*Q29 How long did it take to get a decision on your claim?*

*Base = 939 (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and had a decision on a claim, excluding don't know)*

*NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30*

# Passengers needing to chase their claim

**29% needed to chase for a decision, up 3% since on 2016. However, performance varied across train companies from 17% better to 20% worse**

*Proportion having to prompt for a response by train company, and individual train company results*



**29%**

in 2018



**3% more needed to chase**

	2016	2018	Difference
Southern	27%*	10%*	-17%
Virgin Trains East Coast	28%†	21%†	-7%
Abellio Greater Anglia	18%†	16%*	-2%
Southeastern	21%*	23%*	2%
Great Western Railway	29%*	38%*	9%
Virgin Trains (West Coast)	20%†	29%†	9%
CrossCountry	22%	42%*	20%

*Train companies only shown if base size is over 50*

*\*50 to 100 †100 to 200, ^200+*

*Q30 Did you need to chase the train company about your claim?*

*Base = 1,260 (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and made a claim)*



**Introduction and methodology**

**Key findings**

**Profile of delays**

**Claiming proportion**

**Awareness of the claims process**

**Satisfaction with claims process**

**Attitude to claiming**

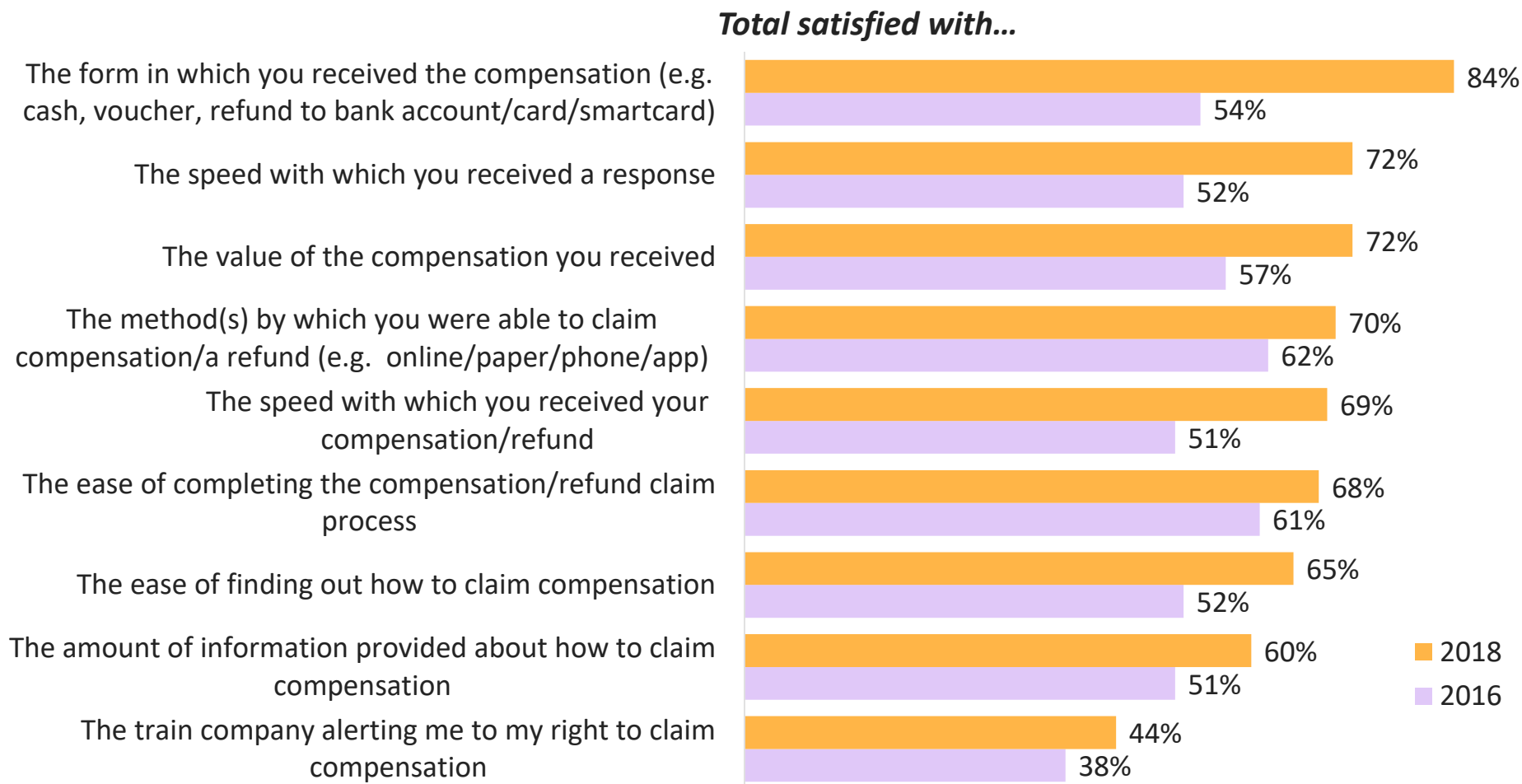
**Social media listening**

**Appendix – DR30 2018 comparison with DR30 2016**



# Satisfaction with claims process – 2018 / 2016 comparison

Claimants are significantly more satisfied now than in 2016 with all aspects of claiming but especially with the form of compensation and the speed at which it is received



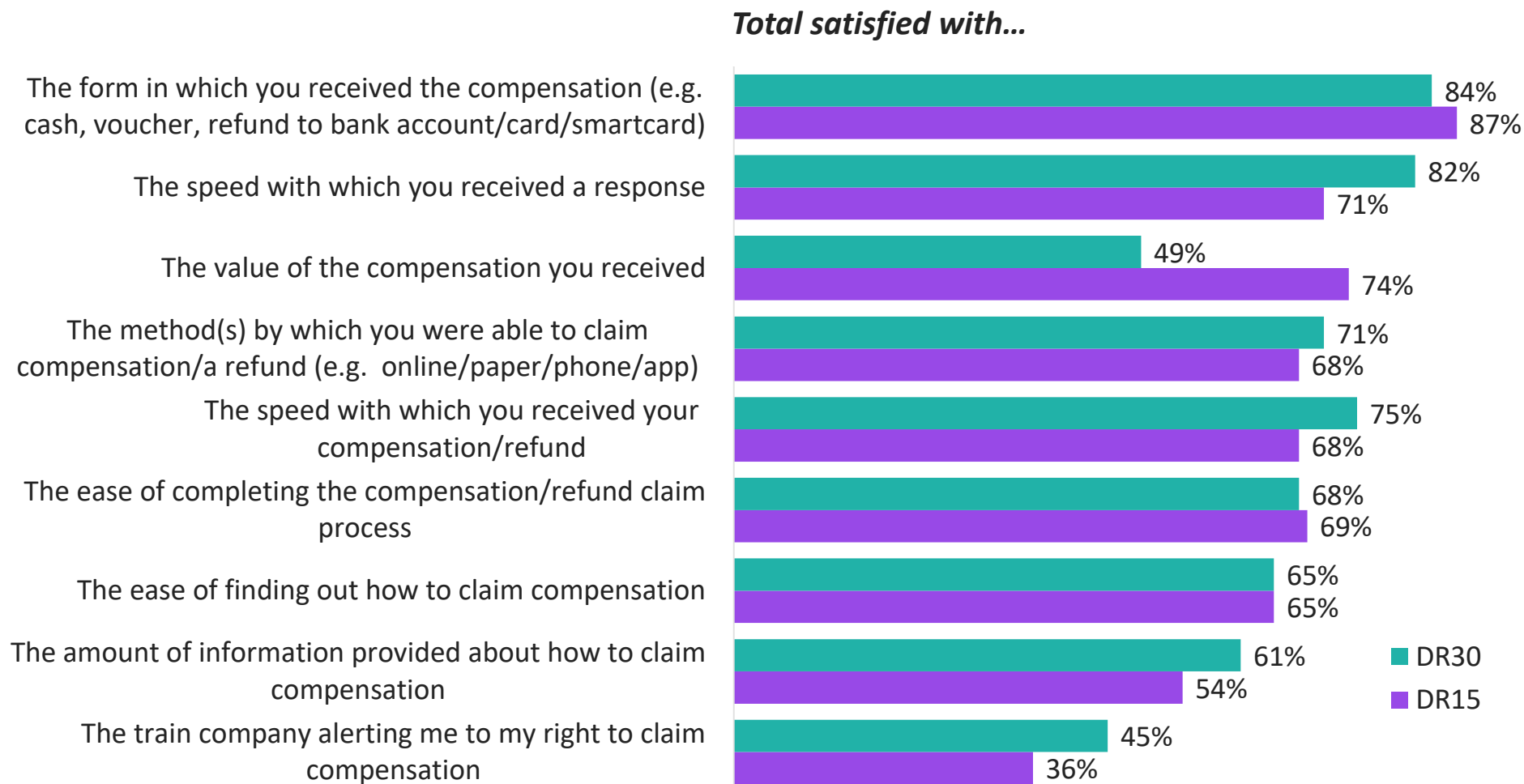
Q32 How satisfied were you with each of the following aspects of your compensation claim?  
 Base = varies, 811 to 1,260 in 2018, 1,263 in 2016 (had eligible delay and made a claim – Q18)

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Satisfaction with claims process – by scheme type



Those eligible under DR15 notably more satisfied with value of compensation received



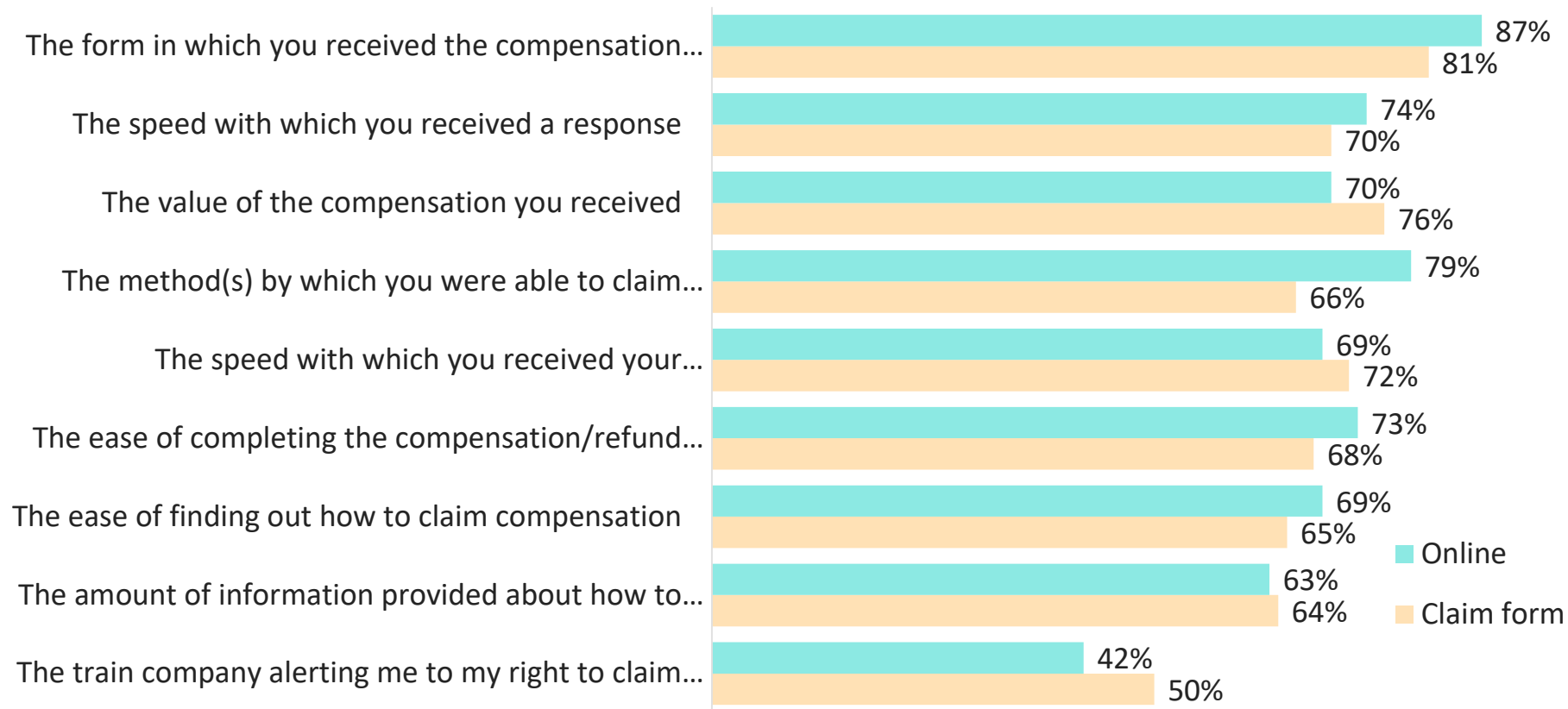
Q32 How satisfied were you with each of the following aspects of your compensation claim?

Base = varies, 740 to 1,142 (Delayed by 30 mins in last 6 months and made a claim), 71 to 117 (Delayed by 15 to 29 mins in last 6 months and made a claim)

# Satisfaction with claims process – by claim method

Limited difference between method. Online claimants more satisfied with claim methods available, paper claimants more satisfied with being told they could claim

*Total satisfied with...*



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

Base = varies, 448 to 668 (online), 256 to 381 (claim form)

# Satisfaction with claims process – by journey purpose

Leisure travellers tend to be more satisfied than commuters or business passengers



Total satisfied 2018 (%)	Commuter	Business	Leisure
The train company alerting me to my right to claim compensation	41	47	45
The amount of information provided about how to claim compensation	58	62	61
The ease of finding out how to claim compensation	63	64	67
The ease of completing the compensation/refund claim process	66	68	70
The method(s) by which you were able to claim compensation/a refund	68	69	72
The speed with which you received a response	72	72	71
The speed with which you received your compensation/refund	68	60	71
The value of the compensation you received	63	73	78
The form in which you received the compensation	80	85	87

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

Base = varies, 315 to 465 (commuters), 88 to 142 (business), 384 to 618 (leisure) (had eligible delay and made a claim – Q18)

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Satisfaction with claims process – by TOC

Train companies are improving in most areas, however some have aspects to address

Train company	The train company alerting me to my right to claim compensation			The amount of information provided about how to claim compensation			The ease of completing the compensation/ refund claim process		
	2016	2018	Change	2016	2018	Change	2016	2018	Change
Abellio Greater Anglia*	38%	47%	9%	57%	67%	10%	67%	70%	3%
CrossCountry*	30%	36%	6%	49%	59%	10%	61%	68%	7%
Great Western Railway*	31%	39%	8%	39%	45%	6%	53%	65%	12%
Southeastern*	27%	41%	14%	39%	57%	18%	51%	73%	22%
Southern*	26%	37%	11%	41%	55%	14%	47%	74%	27%
Virgin Trains East Coast†	47%	47%	0%	55%	70%	15%	69%	73%	4%
Virgin Trains (West Coast)†	50%	49%	-1%	59%	71%	12%	63%	69%	6%

Operators only shown where base size is over 50 in 2016 and 2018.  
Base sizes are: \* 50 to 100; and † 100 to 200,

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

Base = varies (Delayed by 30 mins. or 15 to 29 mins. in last 6 months and made a claim)

# Satisfaction with claims process – by ticket value

Satisfaction increases by around 3% to 5% by ticket value



Total satisfied 2018 (%)	Up to £5	£5.01 to £10	£10.01 to £20
The train company alerting me to my right to claim compensation	44	42	47
The amount of information provided about how to claim compensation	61	59	61
The ease of finding out how to claim compensation	64	64	69
The ease of completing the compensation/refund claim process	63	69	69
The method(s) by which you were able to claim compensation/a refund	66	71	71

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

Base = varies, 152 to 241 (up to £5), 236 to 372 (£5.01 to £10), 194 to 298 (£10.01 to £20) (had eligible delay and made a claim – Q18)

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Satisfaction with claims process – by ticket value

For these measures only satisfaction with value of compensation increases with ticket value



Total satisfied 2018 (%)	Up to £5	£5.01 to £10	£10.01 to £20
The speed with which you received a response	56	59	56
The speed with which you received your compensation/refund	68	70	70
The value of the compensation you received	64	65	74
The form in which you received the compensation	82	84	85

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

Base = varies, 152 to 241 (up to £5), 236 to 372 (£5.01 to £10), 194 to 298 (£10.01 to £20) (had eligible delay and made a claim – Q18)

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30



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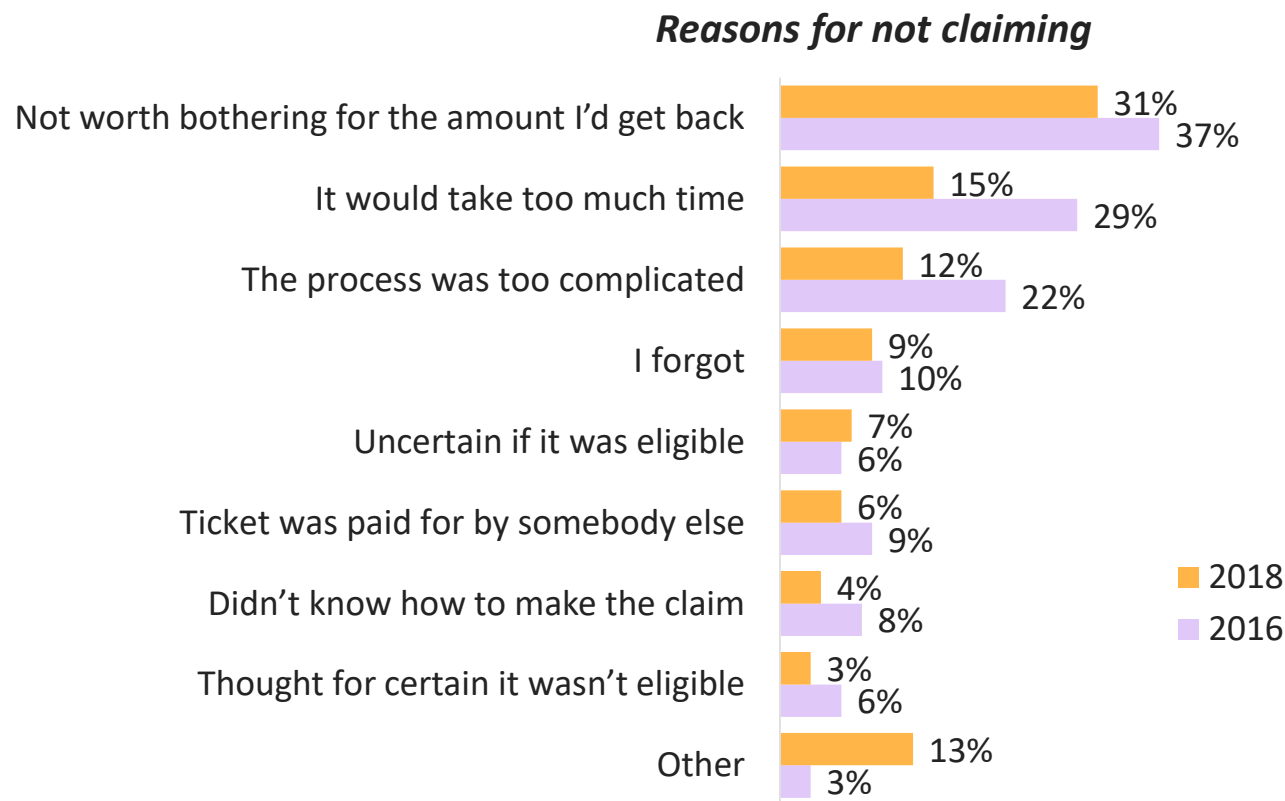
**Social media listening**

**Appendix – DR30 2018 comparison with DR30 2016**



# Reasons for not claiming compensation

The main reason was because the amount wasn't thought to be worth claiming. However, in 2018 fewer believed the process to be complicated or would take too long.



Q33 What was the main reason you decided not to claim for that delay?

Base = 270 in 2018, 238 in 2016 (had eligible delay and chose not to claim – Q18)

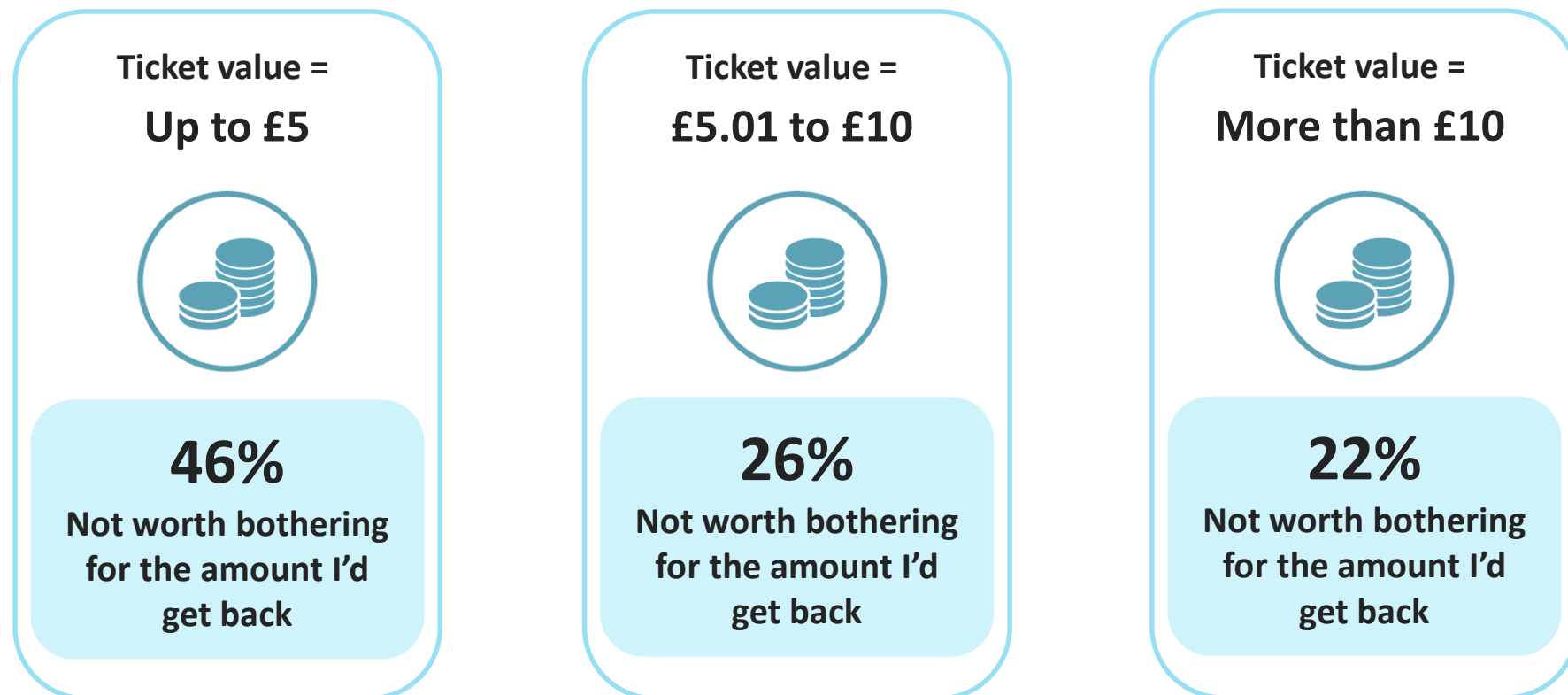
NB: Single coded question in 2018, multi-coded in 2016)

Transport Focus: Rail delays and compensation – October 2018

NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30

# Reasons for not claiming compensation – by ticket value

The tipping point where a reduction in passengers believing it is 'not worth bothering' occurs when ticket value is over £5.00

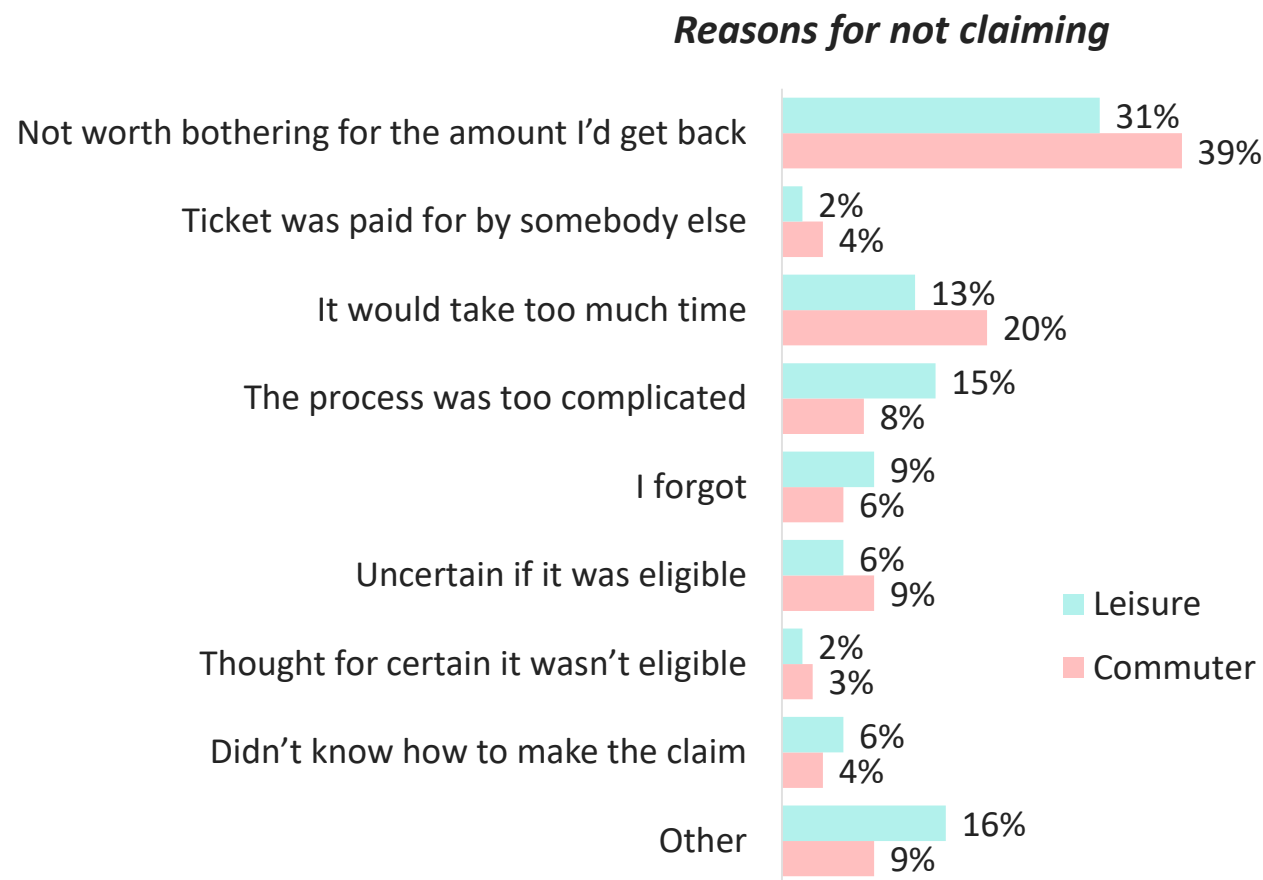


Q33 What was the main reason you decided not to claim for that delay?

Base = 86 (ticket value up to £5), 65 (ticket value £5.01 to £10), 83 (ticket value more than £10) (had eligible delay and chose not to claim – Q18)

# Reasons for not claiming compensation – by journey purpose

Slightly more commuters feel that claiming isn't worth bothering for amount they get back, slightly more leisure travellers feel the process was too complicated



Q33 What was the main reason you decided not to claim for that delay?

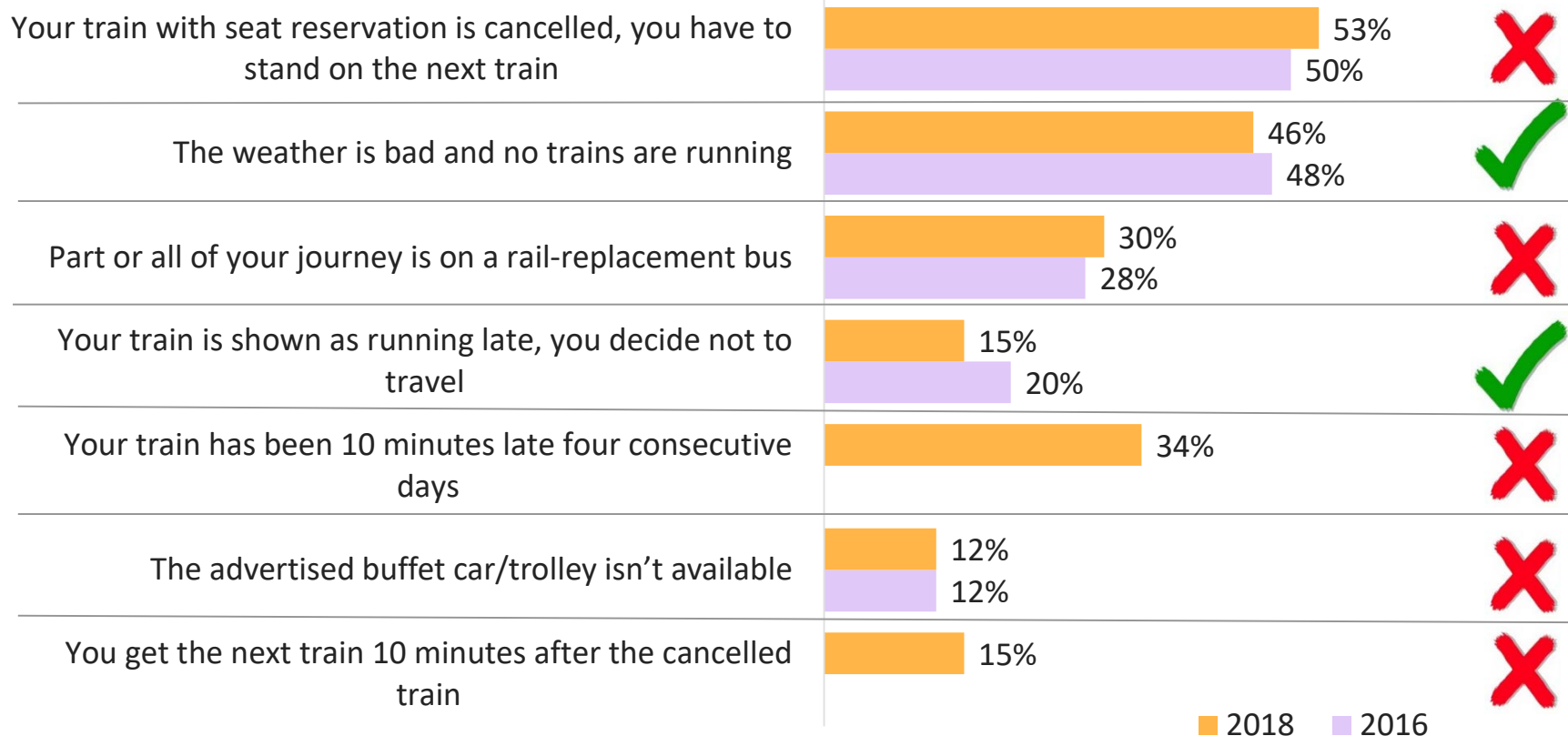
Base = 151 (leisure), 91 (commuter). Note business too small to chart. (had eligible delay and chose not to claim)

# Percentage of passengers believing they can claim for....

As in 2016 there is still confusion around what circumstances would trigger an eligible compensation claim

*Proportion of passengers who believe each the events below are eligible for compensation*

True eligibility for compensation

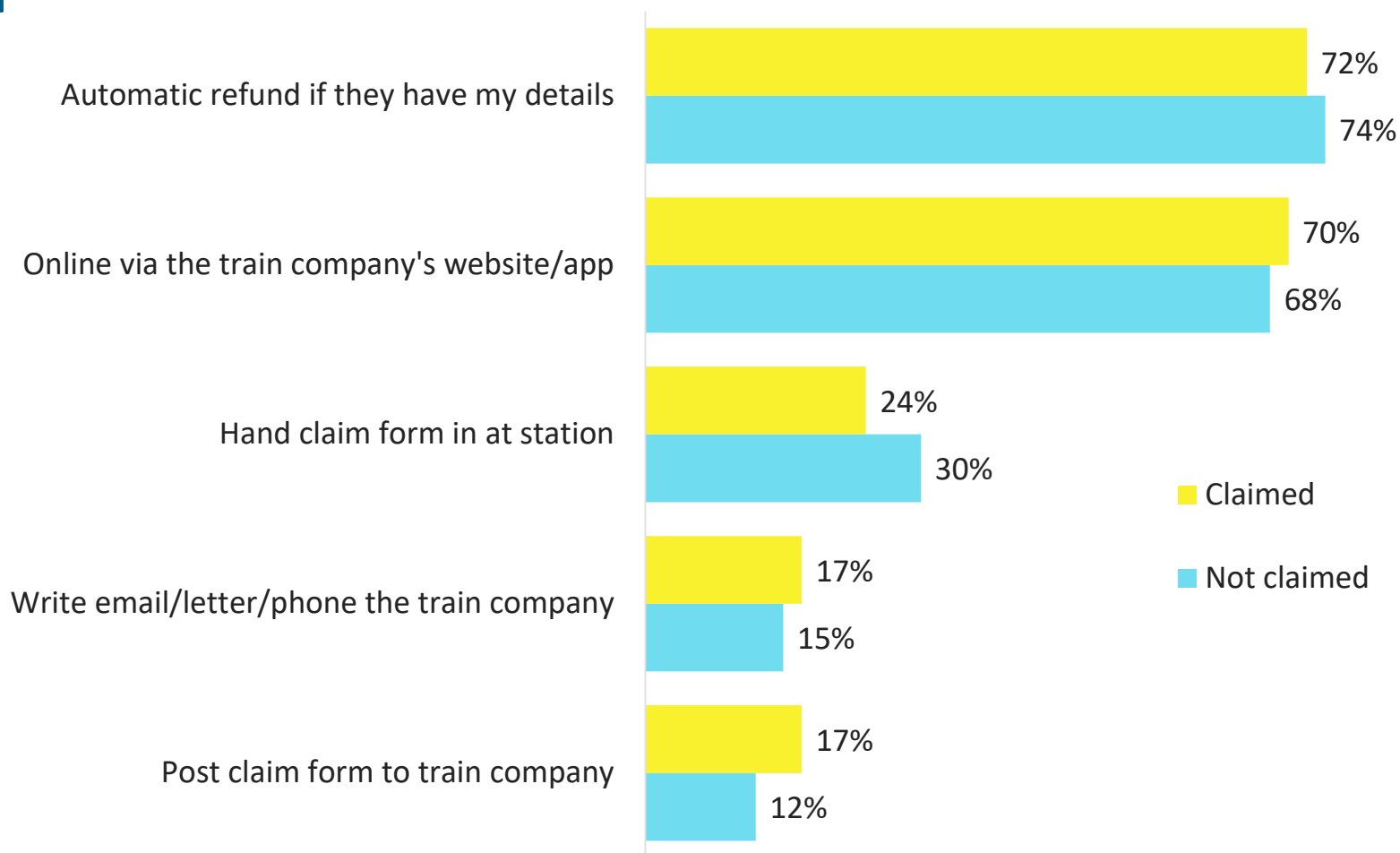


S6 When trains are delayed or cancelled, under which of these circumstance do you think one can claim compensation or a refund?

Base = 10,379 (All respondents who made a journey by train)

# Preferred way of claiming compensation

The two preferred ways of claiming are consistent for claimants and non-claimants. However more non-claimants would like to claim through handing a claim form in at the station

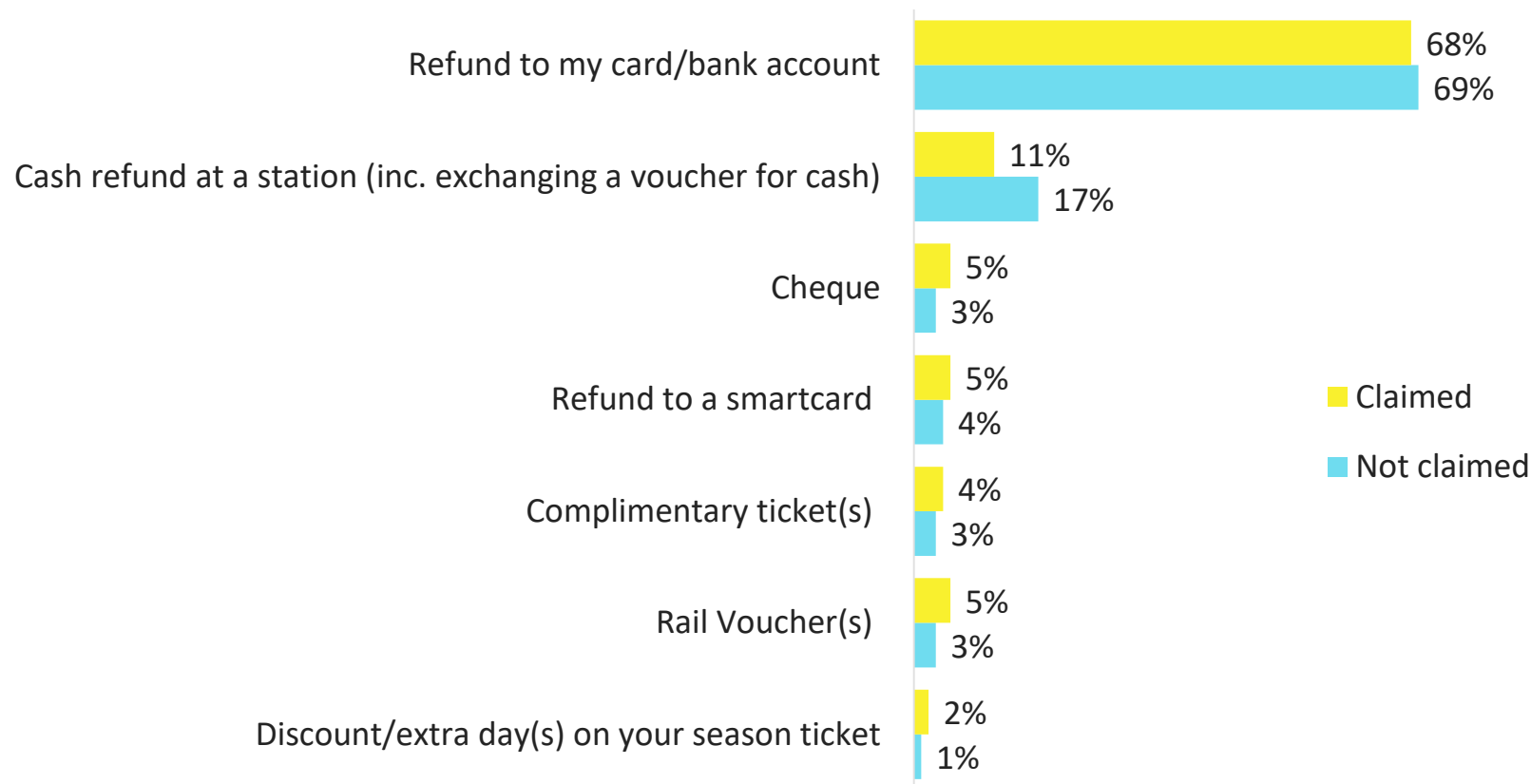


Q41 What would be your preferred way claiming compensation or a refund?

Base = 1,444 (delayed and claimed), 2,649 (delayed but not claimed)

# Preferred form of compensation

Both claimants and non-claimants would most like to receive a refund to their bank account. Non-claimants are more interested in a cash refund at a station



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

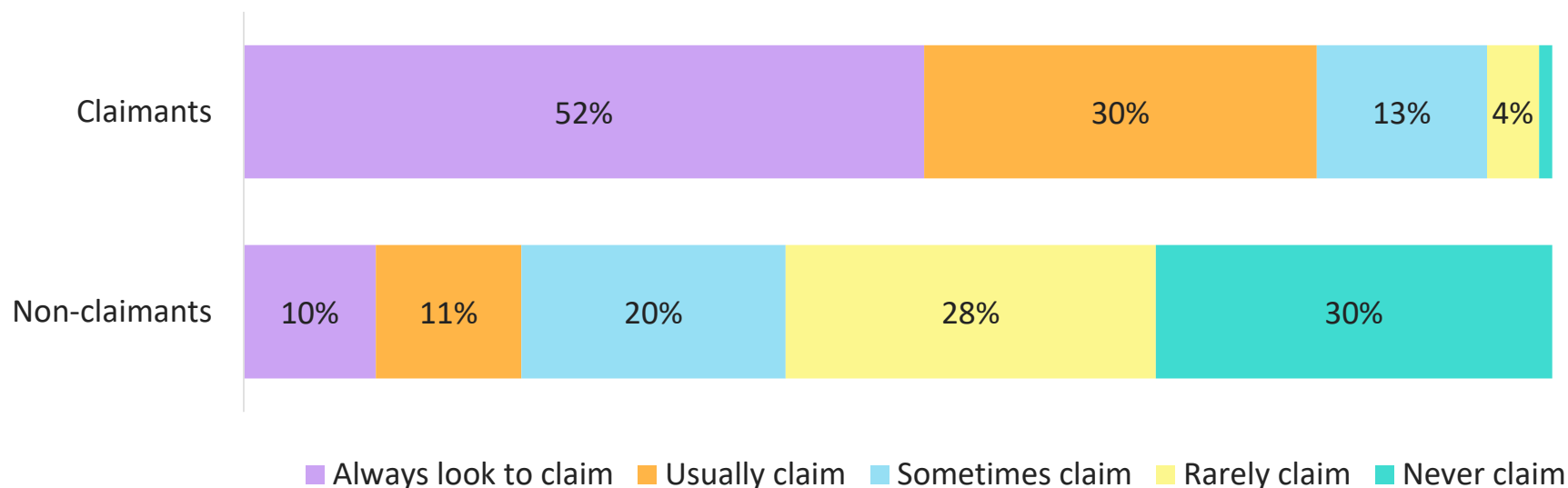
Base = 1,444 (delayed and claimed), 2,649 (delayed but not claimed)

# Mindset towards claiming rail compensation

There is a big difference in mindset between those who claimed for most recent delay and those who did not.

Only a fifth of those who did not claim have a mindset to usually claim compensation

*Passenger's general attitudes to claiming*



Q31 When a train delay is long enough to be eligible for compensation/a refund, what is your attitude to claiming?

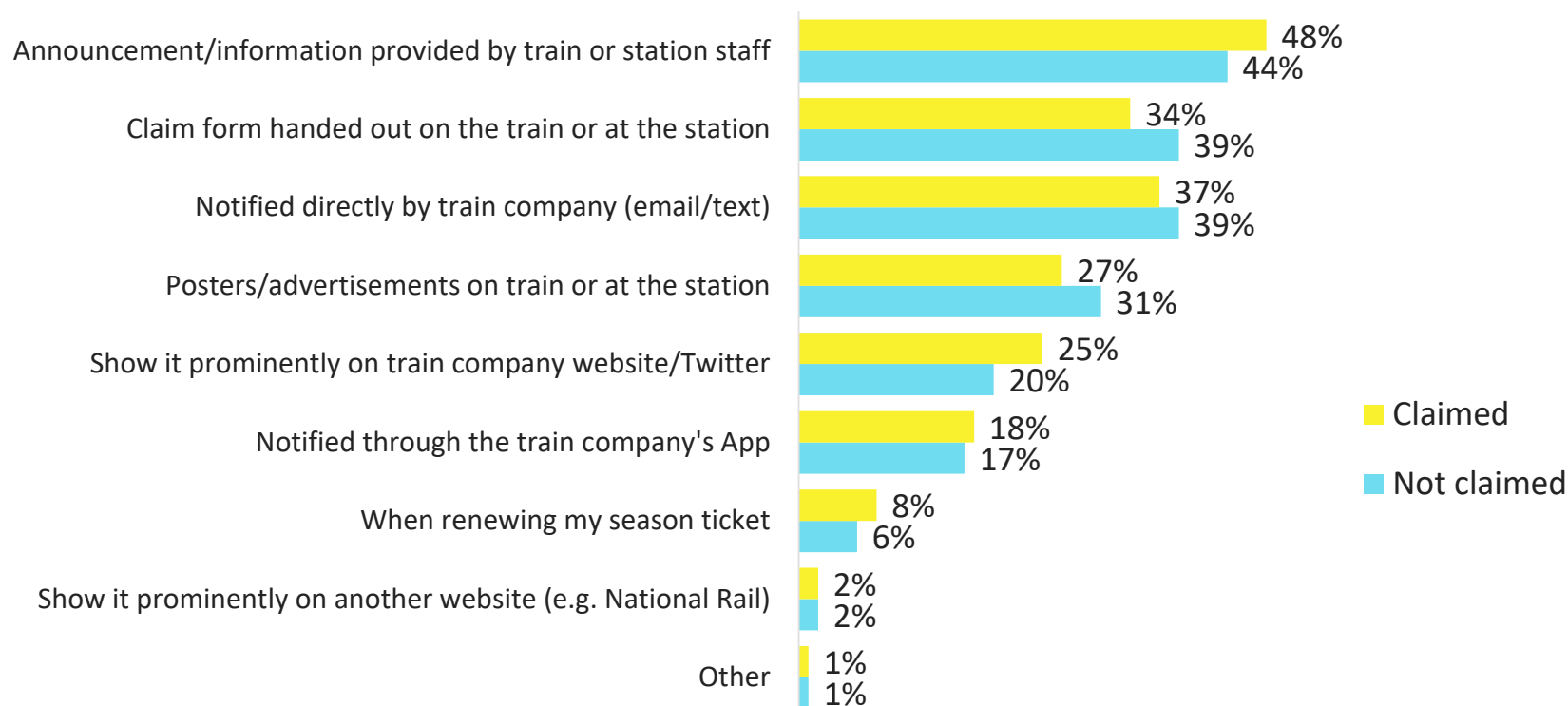
Base = 1,444 (delayed and claimed), 2,649 (delayed but not claimed)



# Preferred means of being told one is eligible to claim

Almost half mentioned they would like announcements by staff on trains or at station

## *Preferred means of communication (1<sup>st</sup> and 2<sup>nd</sup> choice combined)*



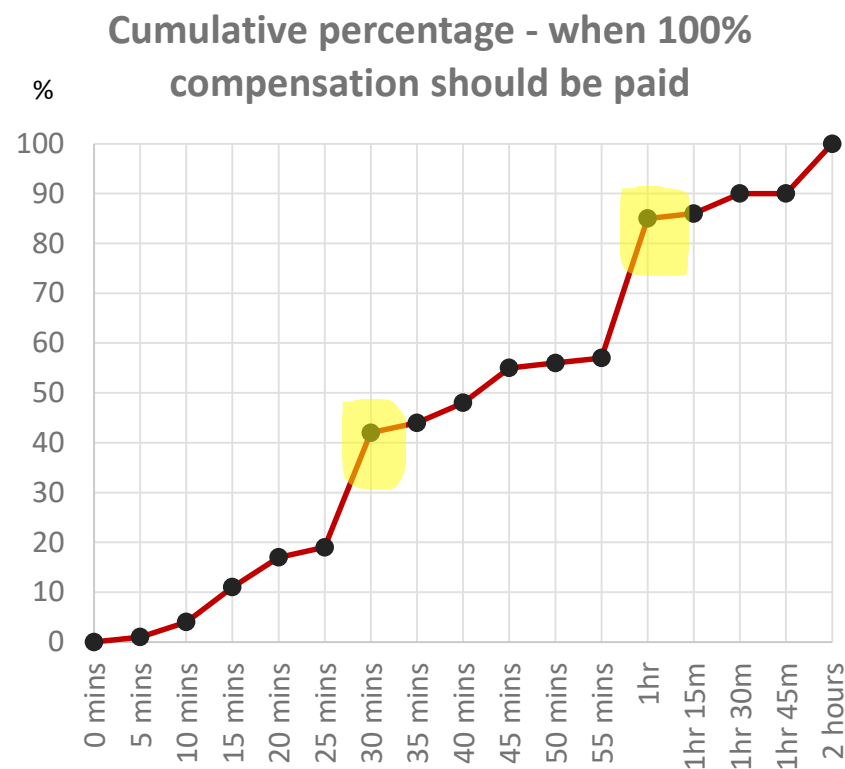
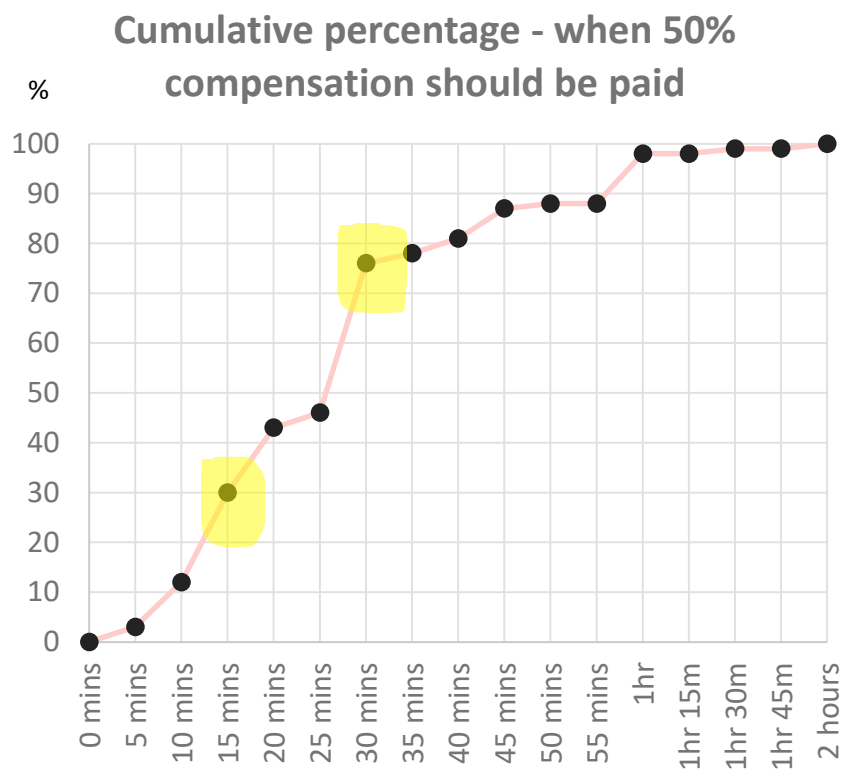
Q24 What are the best ways to let you know about your right to claim compensation when a delay is eligible?

Base = 1,444 (delayed and claimed), 2,649 (delayed but not claimed)

# How much compensation is wanted for what length of delay

50% compensation – three in ten want it after 15 mins delay, rising to three quarters for a 30 mins delay

100% compensation – four in ten want it after 30 mins delay, rising to over four fifths for an hour delay.



Q39a After what amount of delay do you think one should be able to claim a 50% refund?

Base = 4,093 (All delayed passengers)

# How view of compensation entitlement varies depending on number of delays experienced in last 6 months

**50% compensation** – among those delayed about once a month - 27% think it should be paid after 15 mins.

**100% compensation** – among those delayed about once a month – 40% think it should be paid after 30 mins.

Number of delays in last six months*	Proportion saying 50% comp. should be paid after a 15 min delay
Not delayed	18%
1 to 5 delays experienced (up to one a month)	27%
6 to 11 delays experienced (one to almost two a month)	37%
12 or more delays (two a month or more)	50%

Number of delays in last six months*	Proportion saying 100% comp. should be paid after a 30 min delay
Not delayed	6%
1 to 5 delays experienced (up to one a month)	40%
6 to 11 delays experienced (one to almost two a month)	46%
12 or more delays(two a month or more)	60%

*\*Total number of delays in last six months includes eligible and non-eligible 15 minute delays*

Q39a After what amount of delay do you think one should be able to claim a 50% refund?

Base= 494 (non delayed passengers), 2,949 (delayed 1-5 times), 1,003 (delayed 6-11 times), 141 (delayed 12 or more times)

**Introduction and methodology**

**Key findings**

**Profile of delays**

**Claiming proportion**

**Awareness of the claims process**

**Satisfaction with claims process**

**Attitude to claiming**

**Social media listening**

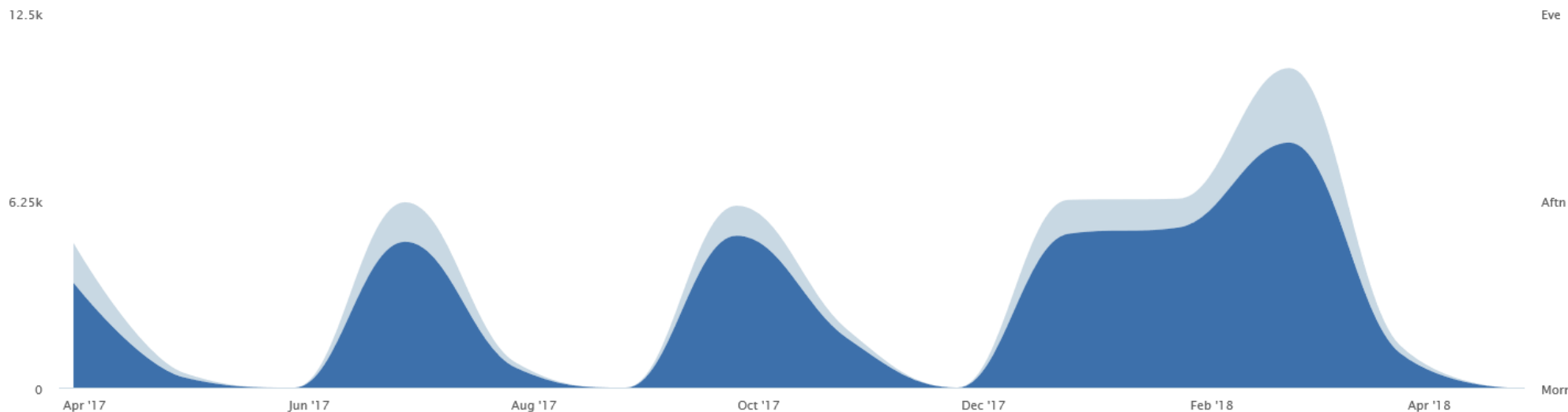
**Appendix – DR30 2018 comparison with DR30 2016**



# Social media listening – engagement

**We tracked social media activity for the most recent three months and one month per quarter for the previous year**

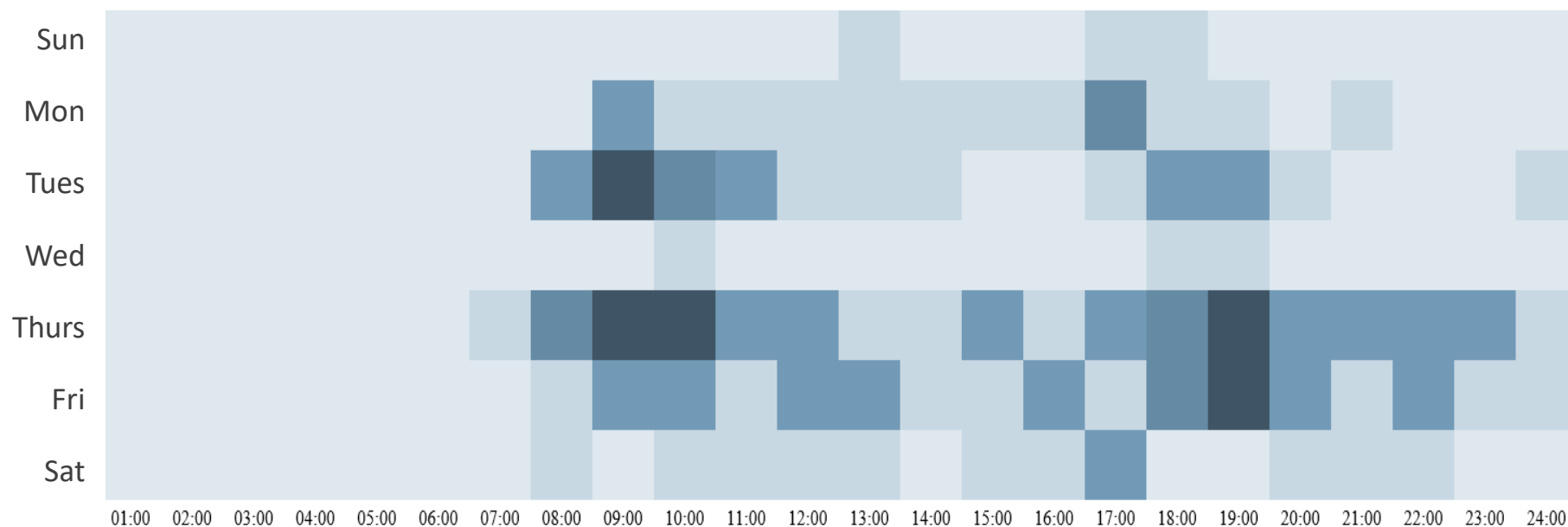
- April 2017
- July 2017
- October 2017
- January 2018
- February 2018
- March 2018



# Social media listening – engagement

Social media activity increases around 9am-10am on a morning and on an evening around 6pm-7pm

*Amount of social media activity by day of week and time of day\**



*\*the deeper the blue, the greater the amount of social media activity*

# Social media listening – platforms

The vast majority of social media activity in relation to rail compensation and delays occurred on micro blogs such as Twitter

Micro  
blogs e.g.  
Twitter

Forums

News

Blogs

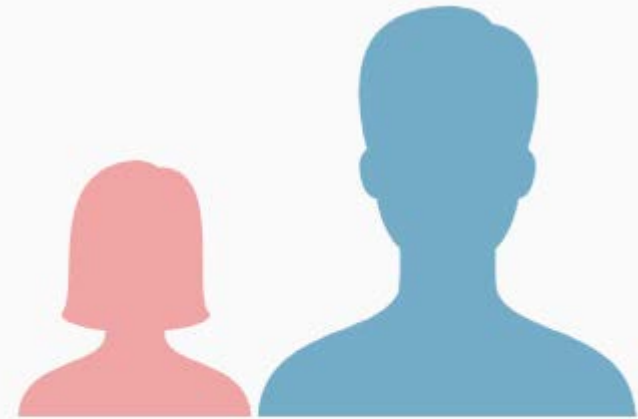
# Social media listening – audience

Those talking about rail delays and / or compensation on social media are significantly more likely to be male than the passenger mix

Your Primary Audience is **Male**  
from **London**

They speak **English** and are  
interested in:

**Views**, Fan, Love, Music, London.



Female 25%

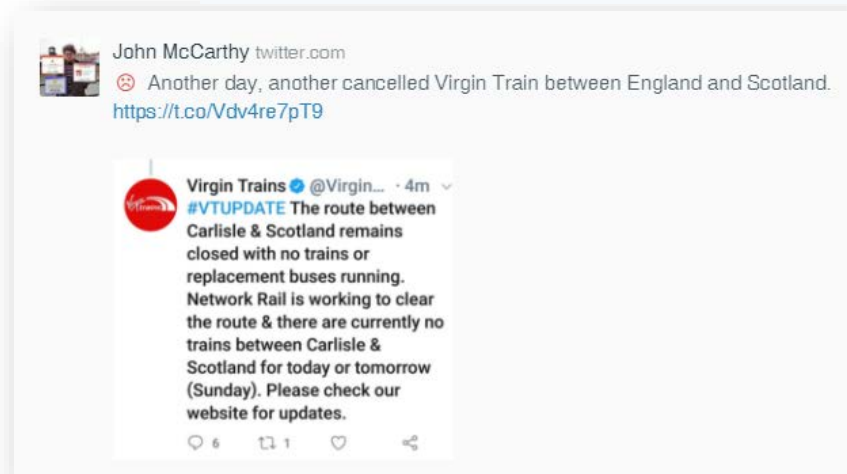
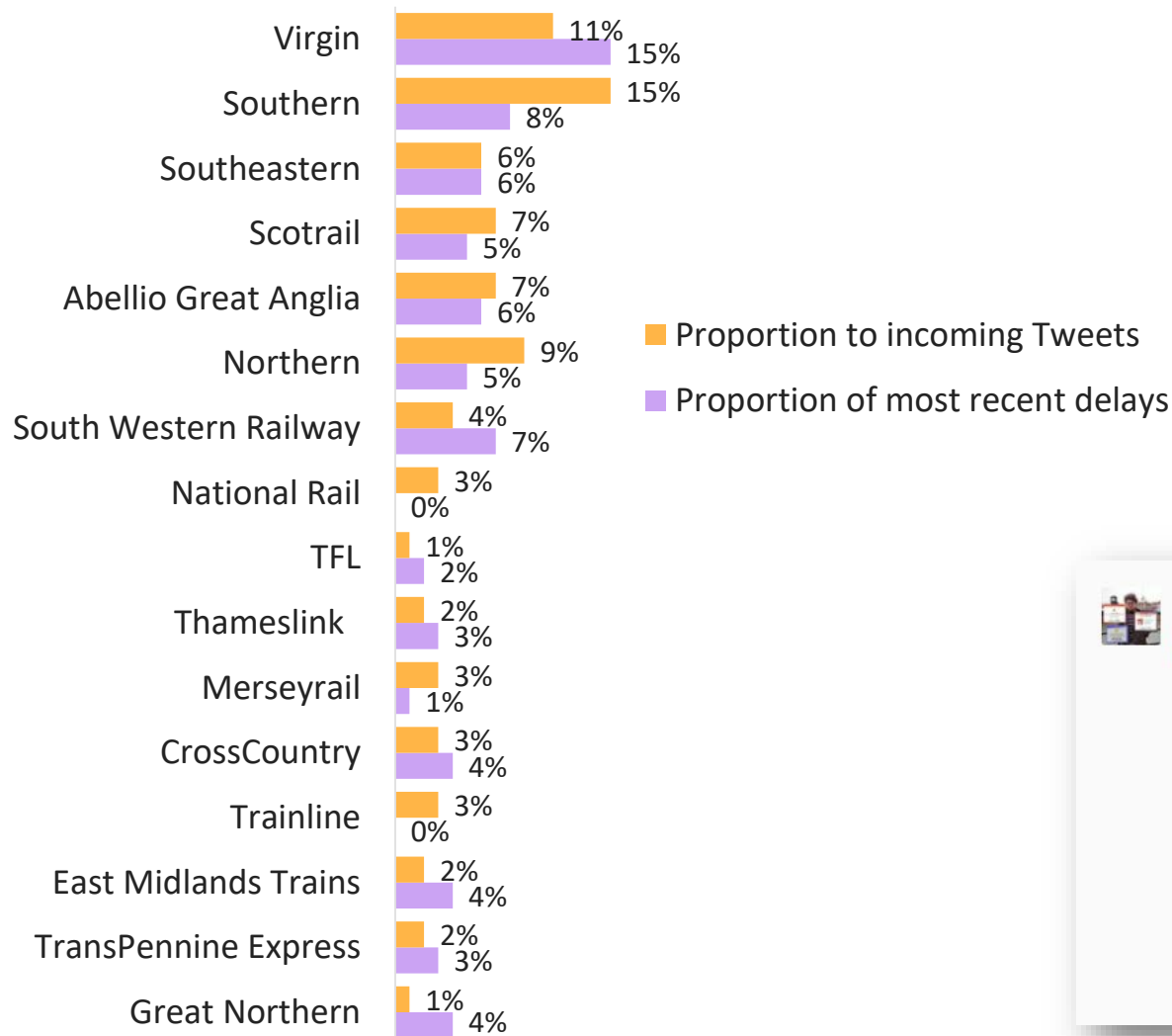
Male 41%

Unknown 34%



# Social media listening – consistency with delays

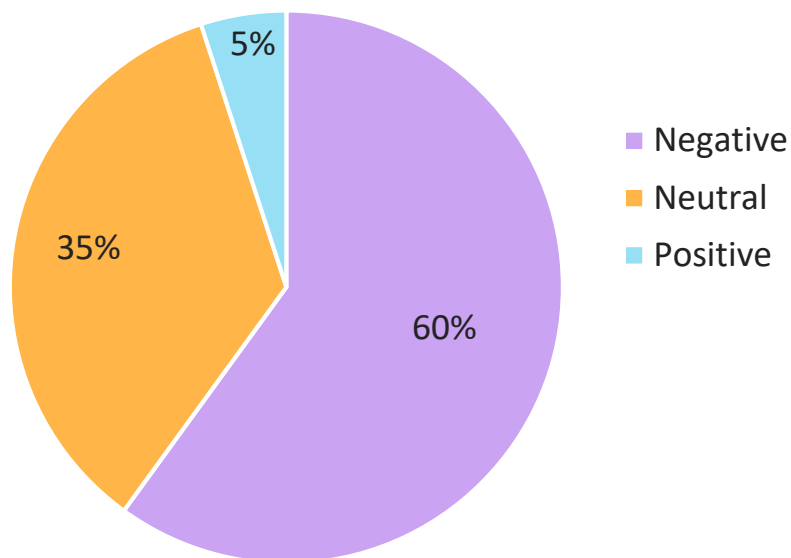
The proportion of Tweets received by TOCs is broadly consistent with the proportion of most recent delays each accounts for (although NR & Trainline are also Tweeted to)



# Social media listening – sentiment

Unsurprisingly conversations on social media in relation to rail delays and compensation are predominantly negative and usually express sadness, anger or disgust

*Overall sentiment of social media content*



Sue B twitter.com

😡 So angry. Been stood on icy cold platform for ages waiting for LBG train that was delayed then cancelled then it runs fast through station with passengers from earlier station on board. Why not stop for the rest of us? It'll still be late at LBG!

@SouthernRailUK #SouthernFail

Emily Martin twitter.com

😡 @northernassist Train is late AGAIN. Comical how every day the train is late! Can you explain why this is? You've got some extremely angry customers at Marple Station. Let's hope I make my connection... #nothappy #TrainDelay



metro.co.uk

⚡ 01-02-2018 (11:35)

Anger erupts over new rail fares as trains are cancelled or delayed

😡 People are not very happy today (Picture: Geography Photos/ UIG via Getty Images) Rail passengers travelling on the first working day of 2018 are not happy. Why, you ask? Because as well as being h...

new rail fares Anger erupts trains



149.49



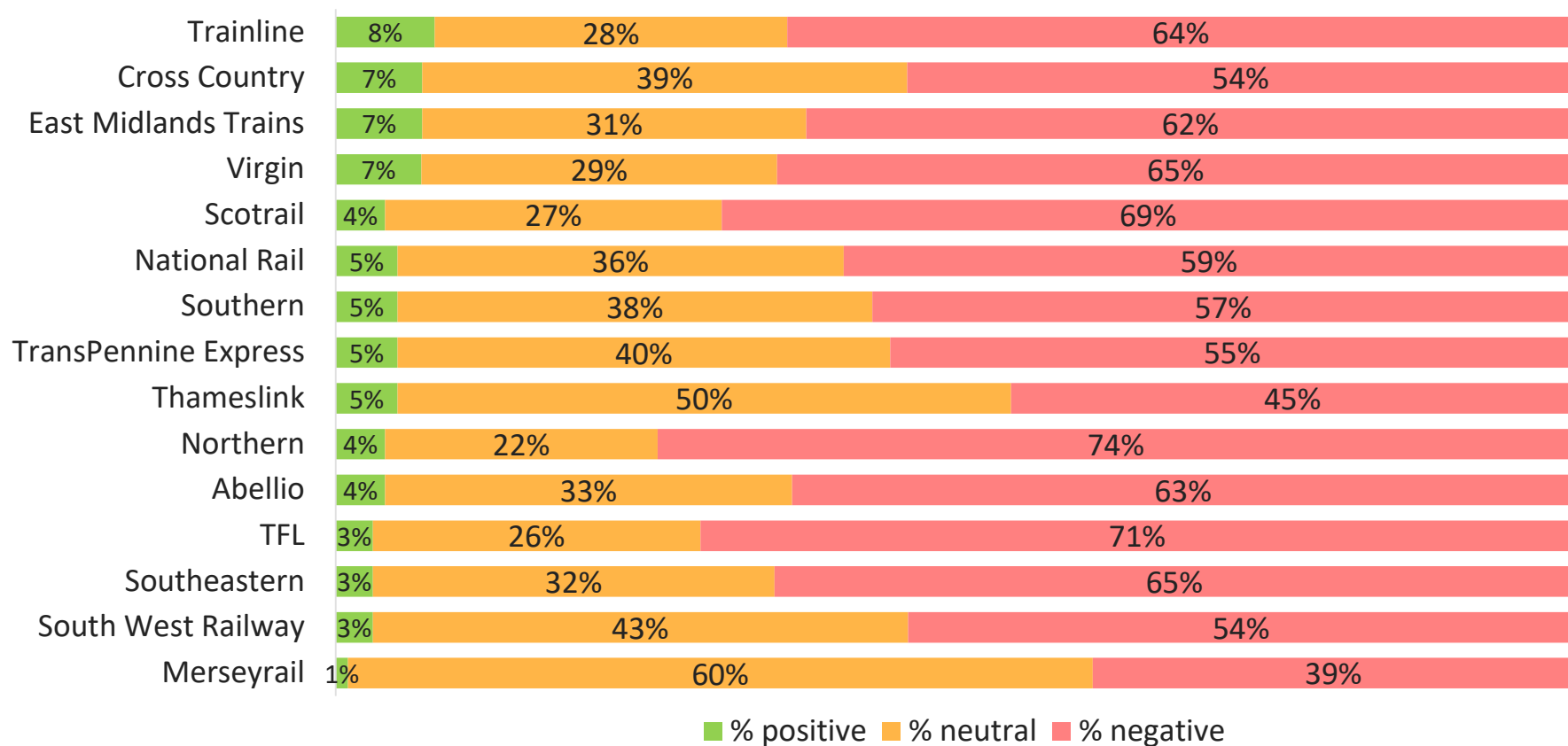
4,181

🇬🇧 united kingdom

🇬🇧 english

# Social media listening – sentiment

Northern and TFL have the biggest proportion of negative social media activity compared to Merseyrail and Thameslink which are more neutral



# Social media listening – positive sentiment

A lot of the positive activity on social media consists of passengers expressing thanks for good service or compensation payments

Henry Durant twitter.com

😊 @greateranglia On the (delayed) 8:00 from Norwich to London and despite the delay the service by Simon Hollingdale at the cafe was so fantastic it made my morning. He was so happy and friendly it deserves to be mentioned. Thanks!  
2M ago

simon hollingdale delay thanks norwich morning cafe greateranglia service

🔄 1 ❤️ 3 👁 6.04 📶 3 🇬🇧 united kingdom 🌐 english

🔄 Retweeted 1 time



Greater Anglia twitter.com

😊 RT @Henry\_Durant: @greateranglia On the (delayed) 8:00 from Norwich to London and despite the delay the service by Simon Hollingdale at the cafe was so fantastic it made my morning. He was so happy and friendly it deserves to be mentioned. Thanks!  
2M ago

simon hollingdale delay thanks norwich morning cafe Henry\_Durant

greateranglia

🔄 0 ❤️ 0 👁 68.28 📶 11,299 🇬🇧 united kingdom 🌐 english

Tim Shearer twitter.com

😊 Thanks @northernassist for sorting my Delay Repay. Much appreciated!  
#britainrunsonrail  
2M ago

delay repay thanks

🔄 0 ❤️ 0 👁 5.21 📶 3 🇬🇧 united kingdom 🌐 english

Jaqui Temperley twitter.com

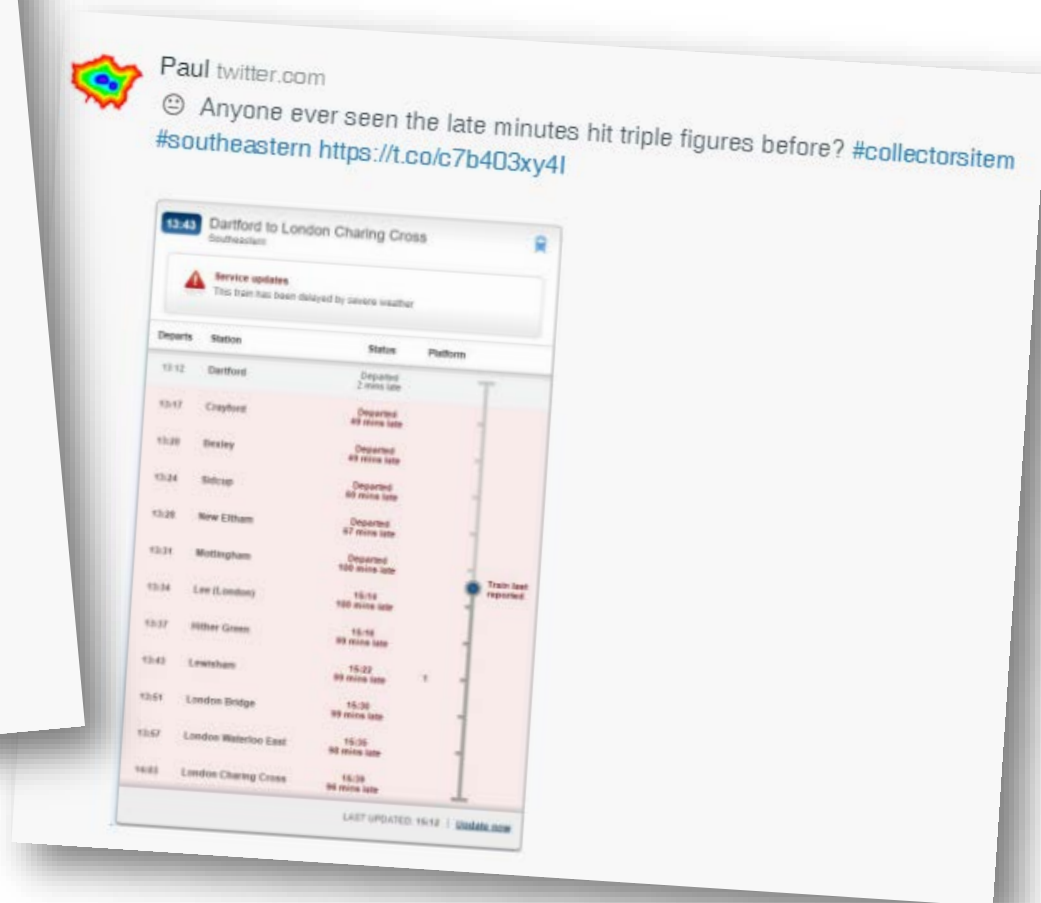
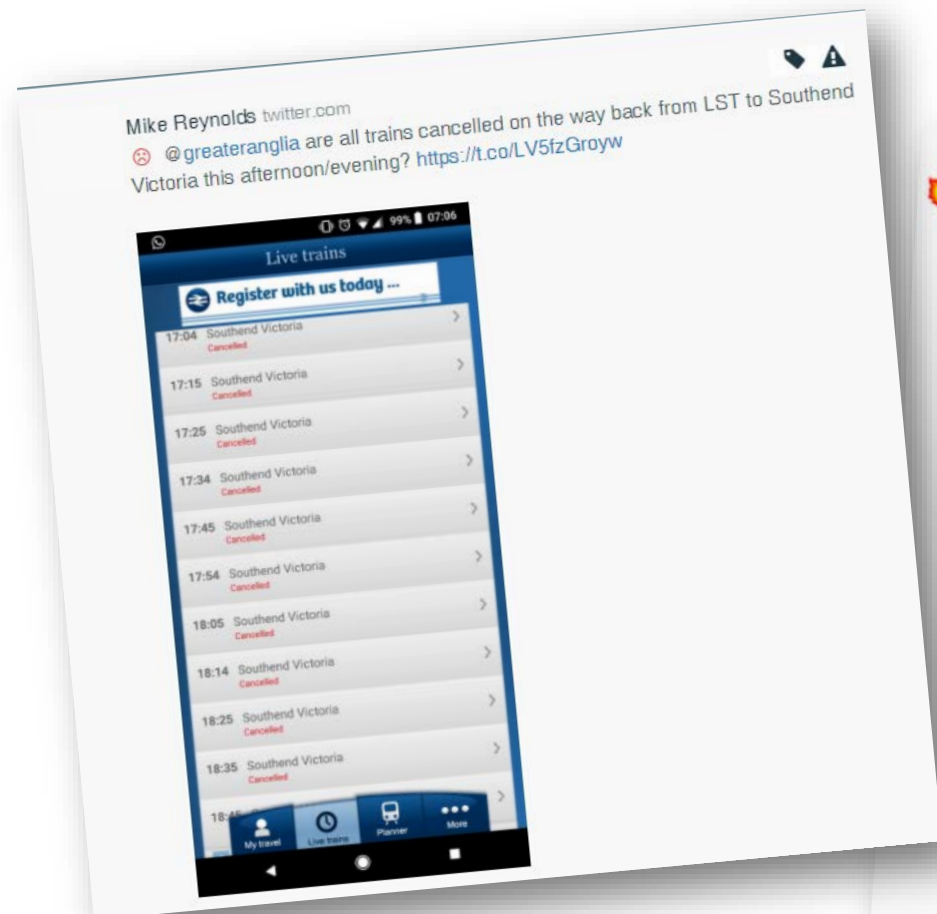
😊 @thetrainline Appreciate the refund . Many thanks jaqui  
2M ago

thanks jaqui refund

🔄 0 ❤️ 0 👁 29.81 📶 66 🇬🇧 united kingdom 🌐 english

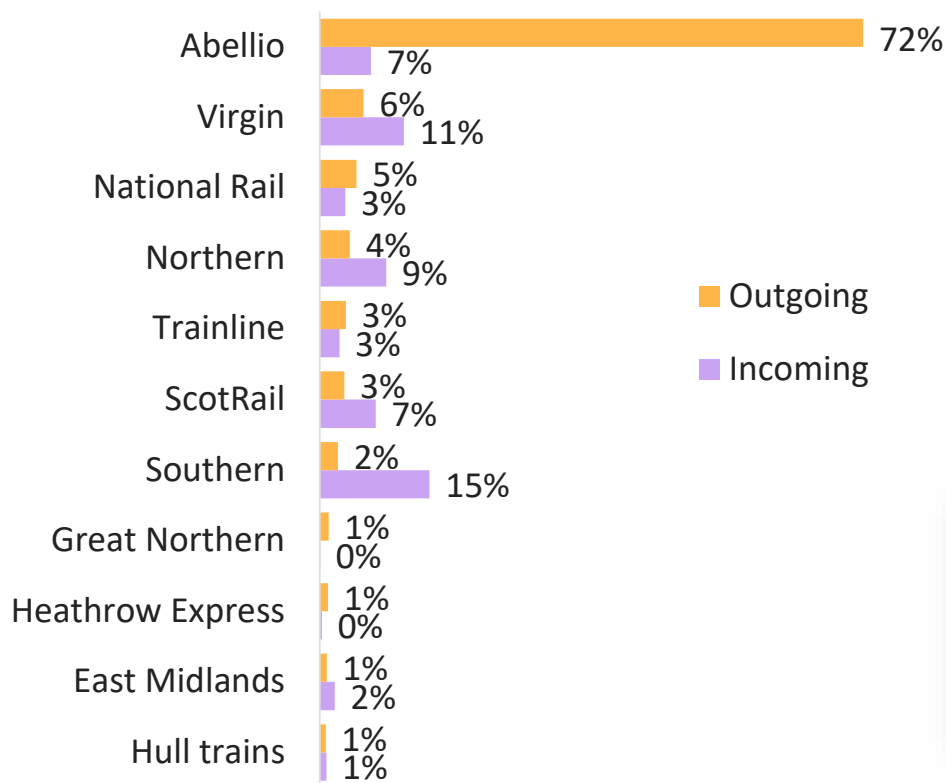
# Social media listening – media shared

A lot of photos posted include screenshots of train timetables with delays highlighted

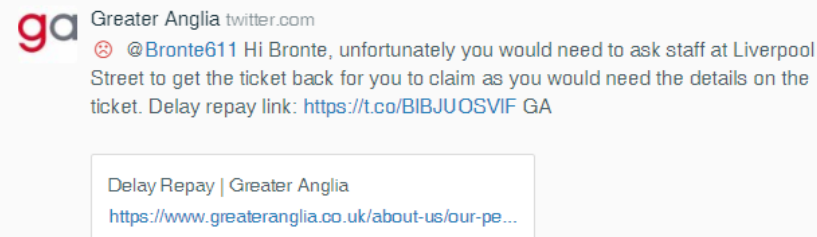
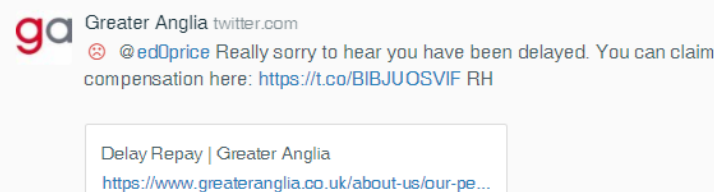
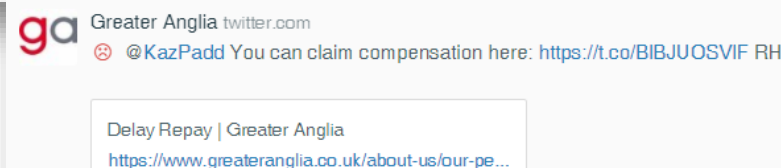
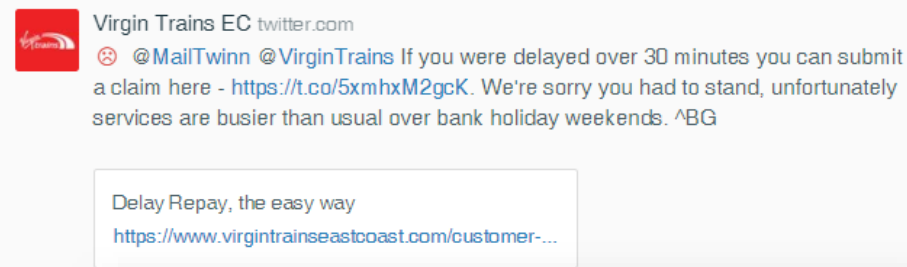


# Social media listening – proactivity of TOCs

Abellio Greater Anglia is the most proactive on twitter to tell passengers of their rights to claim. National Rail and the Trainline also had more outgoing than incoming tweets.



All other TOCs had less than 1% outgoing



# Social media listening – best practice?

The most proactive TOCs tend to reply to tweets apologising for the delay with a link to the delay repay section of their website

 Greater Anglia twitter.com

☹️ @Amandalcw Really sorry to hear you have been delayed. You can claim compensation here: <https://t.co/BIBJUOSVIF> RH


Delay Repay | Greater Anglia

<https://www.greateranglia.co.uk/about-us/our-pe...>

1M ago

rh compensation

🔄 0 ❤️ 0 👁 102.41 📶 11,299 🇬🇧 united king

 trainline twitter.com

😊 @CatherineTalb Hi Catherine, we're sorry to hear that your journey was blighted by delays. You can claim for delay repay directly from the Operator who you experienced the first delay with > <https://t.co/WvMwfc2POK> Any feedback > <https://t.co/LeUpcsYBn3..>

<https://www.thetrainline.com/en/help/question/5...>

Survey Feedback

<https://help.thetrainline.com/ci/documents/deta...>

2M ago

feedback gt <https://t.co/Le...> delay repay gt <https://t.co/WvMwfc2POK> delays operator

CatherineTalb journey

🔄 0 ❤️ 1 👁 89.07 📶 4,510 🇬🇧 united kingdom 🇬🇧 english

# Social media listening – proactivity of TOCs

Train company	Incoming tweets	Outgoing tweets	% outgoing
Great Northern	19	30	61%
Abellio	2697	1860	41%
Heathrow Express	112	28	20%
National Rail	1335	126	9%
Trainline	1030	89	8%
Hull trains	349	20	5%
Virgin	4417	150	3%
East Midlands	788	24	3%
Northern	3503	103	3%
ScotRail	2946	84	3%
TFL	463	6	1%
Southern	5774	62	1%
TransPennine Express	698	1	0%
Chiltern	419	0	0%
Cross Country	1202	0	0%
Thameslink	832	0	0%
London Midland	741	0	0%
London Northwestern	280	0	0%
Arriva Trains Wales	876	0	0%
c2c	731	0	0%
Great Western	3503	0	0%
Southeastern	2506	0	0%
West Midlands	253	0	0%
Merseyrail	1211	0	0%
South Western	1600	0	0%



# Proactivity of tweets and overall satisfaction

Train company	% Outgoing tweets	The train company alerting me to my right to claim compensation	The amount of information provided about how to claim compensation	The ease of completing the compensation/ refund claim process
Abellio Greater Anglia*	41%	47%	67%	70%
CrossCountry	0%	36%	59%	68%
East Midlands Trains	3%	48%	60%	62%
Great Northern	61%	40%	51%	64%
Great Western Railway	0%	39%	45%	65%
South Western Railway	0%	38%	53%	70%
Southeastern	0%	41%	57%	73%
Southern	1%	37%	55%	74%
Virgin Trains East Coast**	3%	47%	70%	73%
Virgin Trains (West Coast)**		49%	71%	69%

\*In SML, this is Abellio

\*\*In SML this is Virgin

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**Awareness of the claims process**

**Satisfaction with claims process**

**Attitude to claiming**

**Social media listening**

**Appendix – DR30 2018 comparison with DR30 2016**



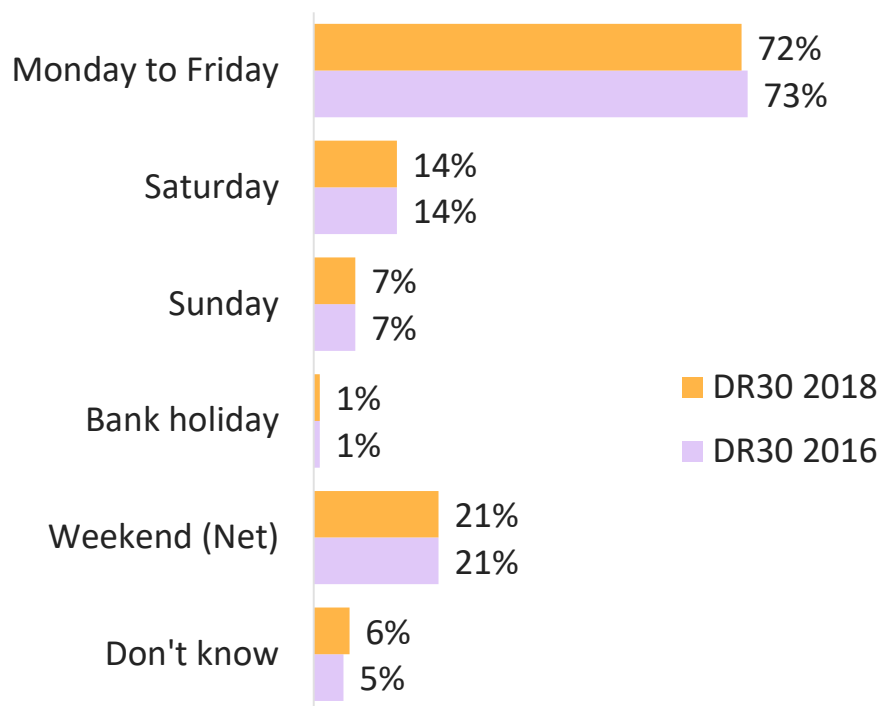
# Day and time of delay



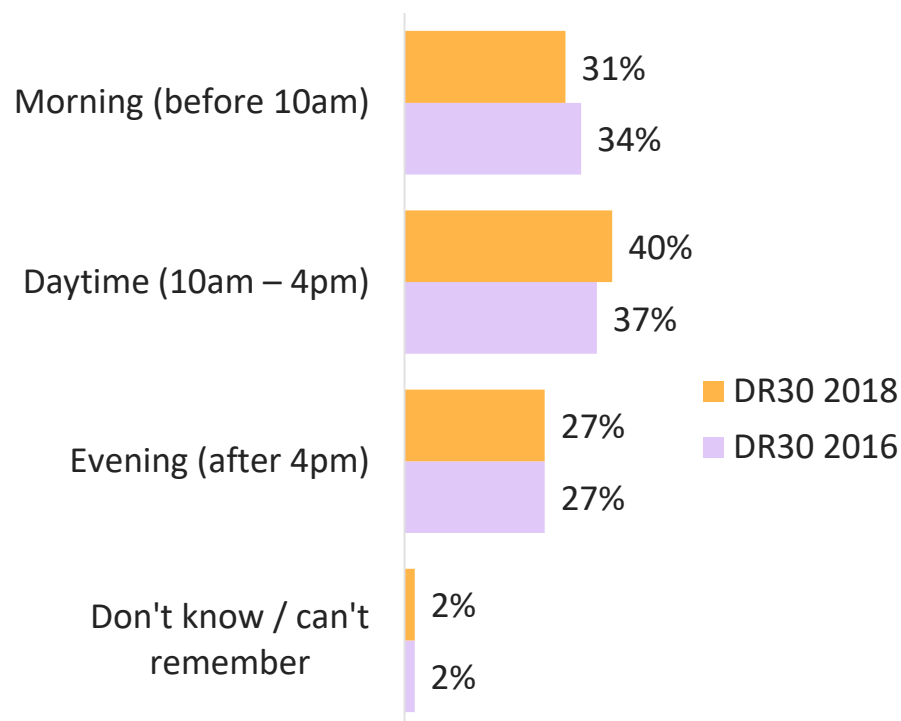
2018 results remain consistent with 2016 for the day and time of delay



## Time of week passengers experience delays



## Time of day passengers experience delays

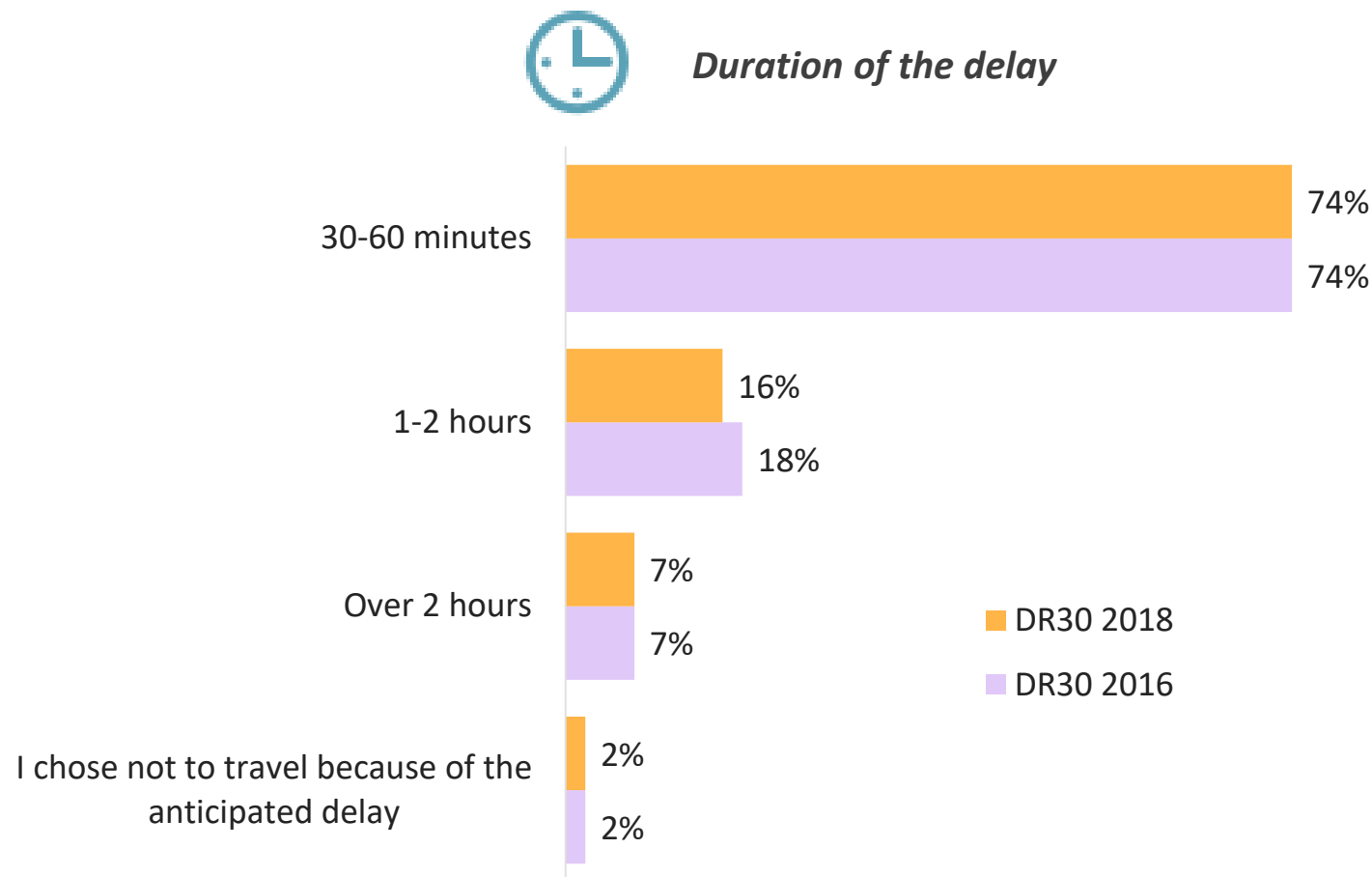


Q4 On which day did that delay occur?/ Q5 What time did you start that journey?  
Base = 3,377 in 2018, 3,811 in 2016 (delayed by 30 mins. or more in last 6 months)

# Duration of delay



2018 results remain consistent with 2016 for the duration of the delay



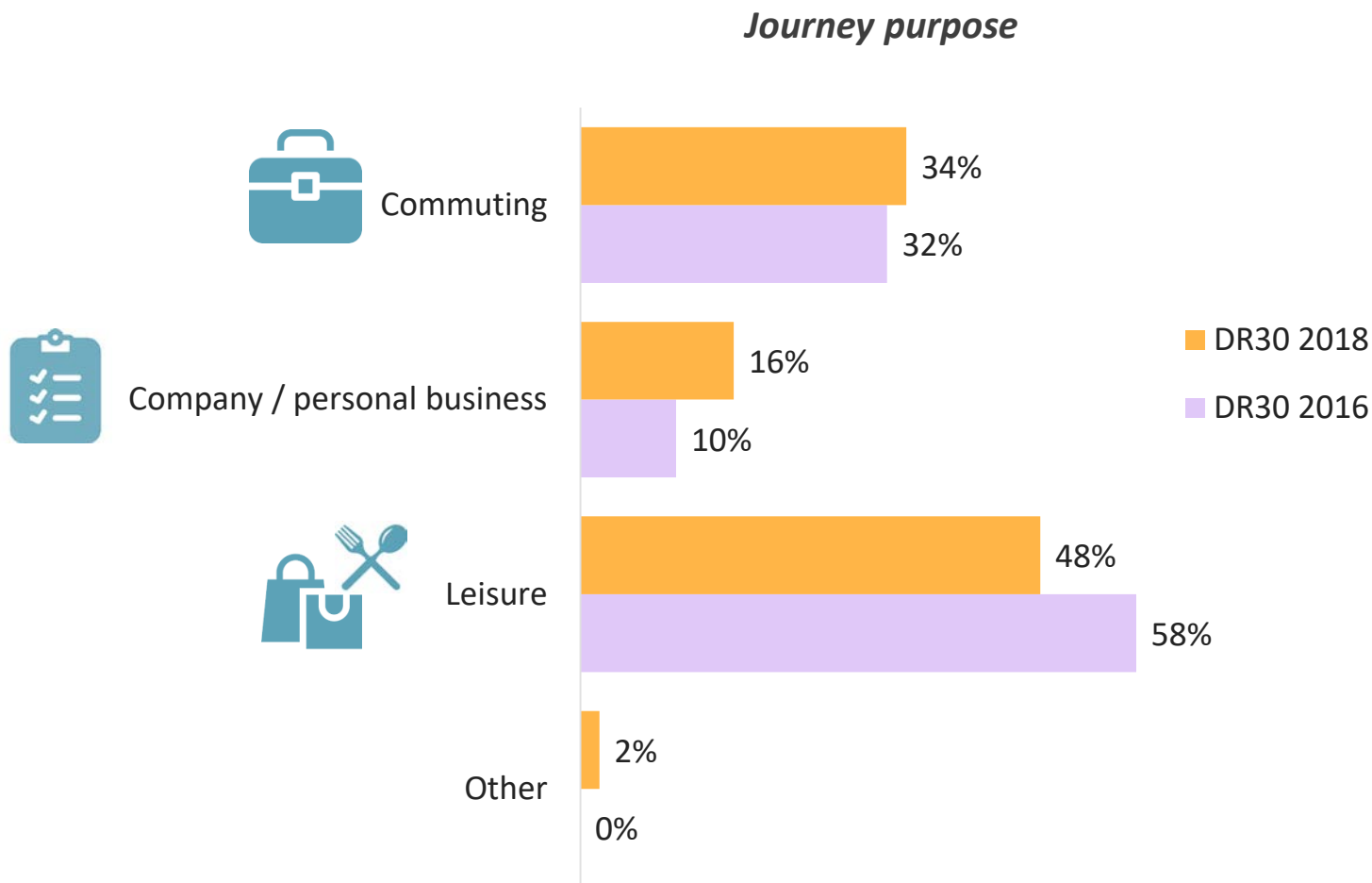
Q15 How long was the delay you experienced on that occasion?

Base = 3,377 in 2018, 3,802 in 2016 (delayed by 30 mins. or more in last 6 months)

# Journey purpose



In 2018 the 'eligible delay' base is made up of more business and fewer leisure trips

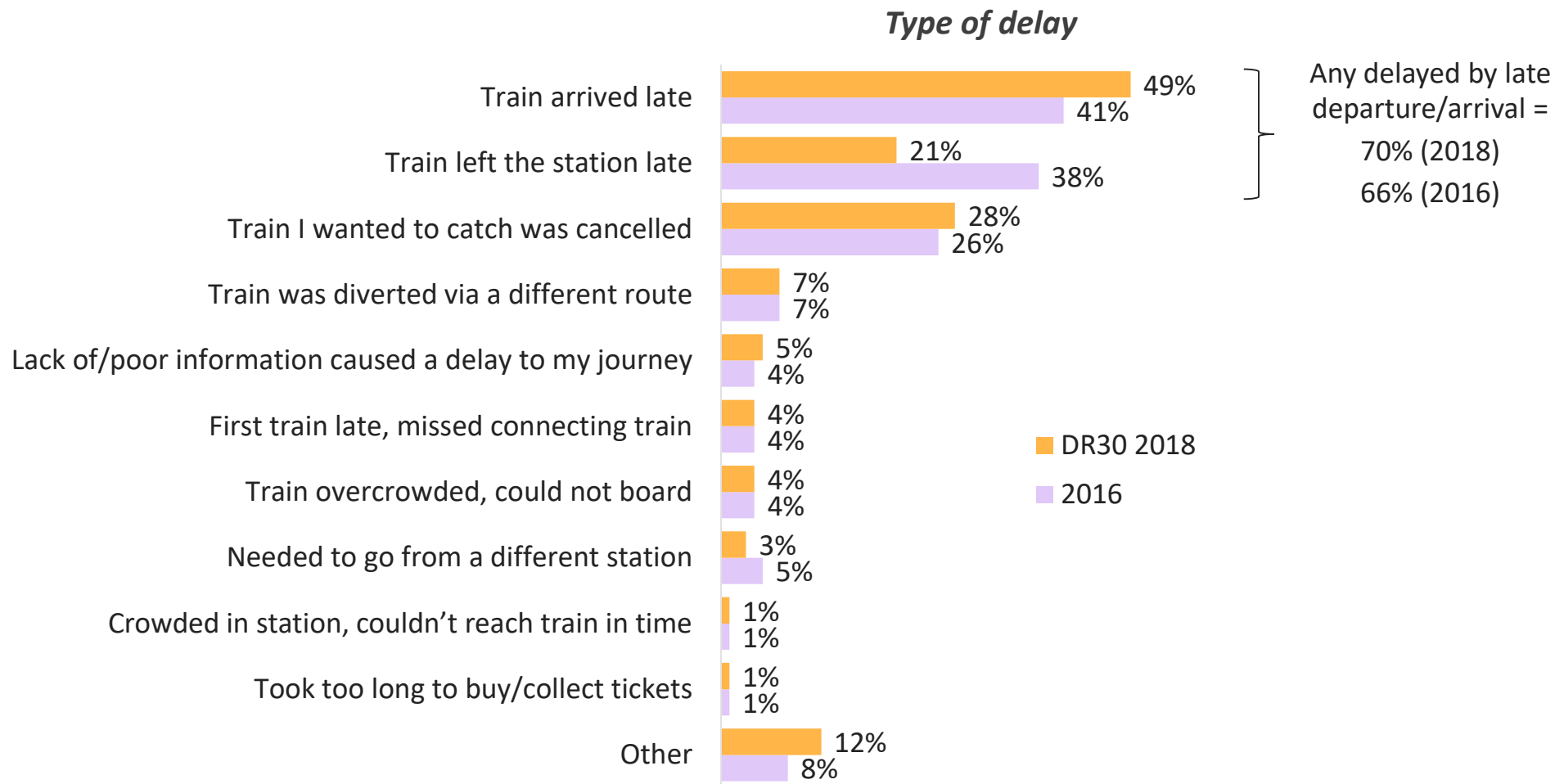


Q6 What was the main reason for making that journey?  
Base = 3,377 in 2018, 3,811 in 2016 (delayed by 30 mins. or more in last 6 months)

# Type of delay



As in 2016 most delays occur due to late departure or late arrival of a train. Again a quarter experienced a train being cancelled



Q16 In what way(s) were you delayed?

Base = 3,377 in 2018, 3,526 in 2016 (delayed by 30 mins. or more in last 6 months)

# Proportion claiming on most recent delay of 30 minutes or more

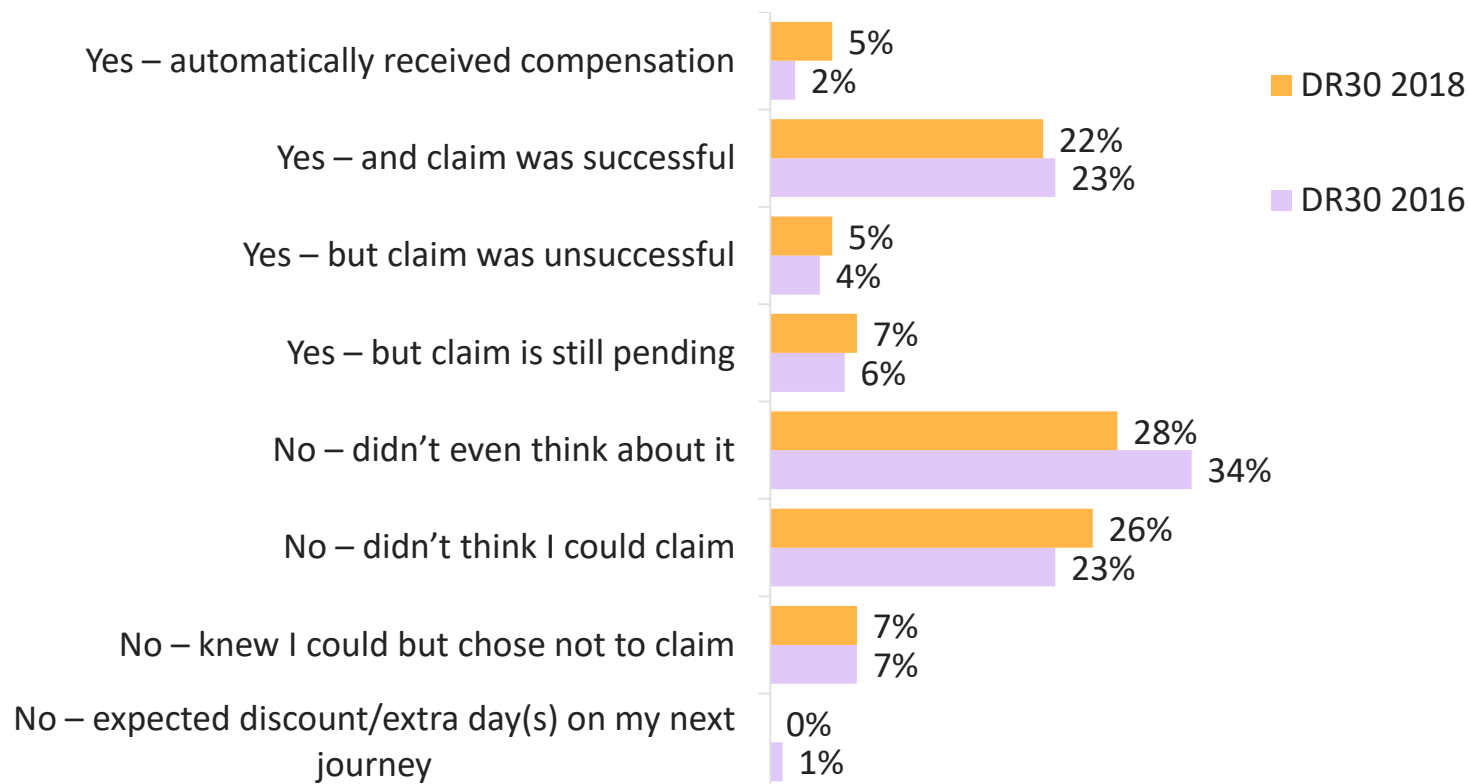


4 per cent increase in 2018 compared to 2016.

39% claiming compensation on 30 minute plus delays

**39%**  
claimed in  
2018

**35%**  
claimed in  
2016



Q18 Did you claim/receive compensation or a refund for that particular delay?

Base = 3,377 in 2018, 3,526 in 2016 (delayed by 30 mins. or more in last 6 months)

# Proportion claiming DR 30 compensation – by gender and age



Both males and females more likely to claim in 2018

Improvement in proportion claiming most among the 35 to 44 age group

## Proportion of eligible 30 minute plus delays claimed

### Gender



**32%**  
claimed in  
2016  
(DR30 only)

**35%**  
claimed in  
2018

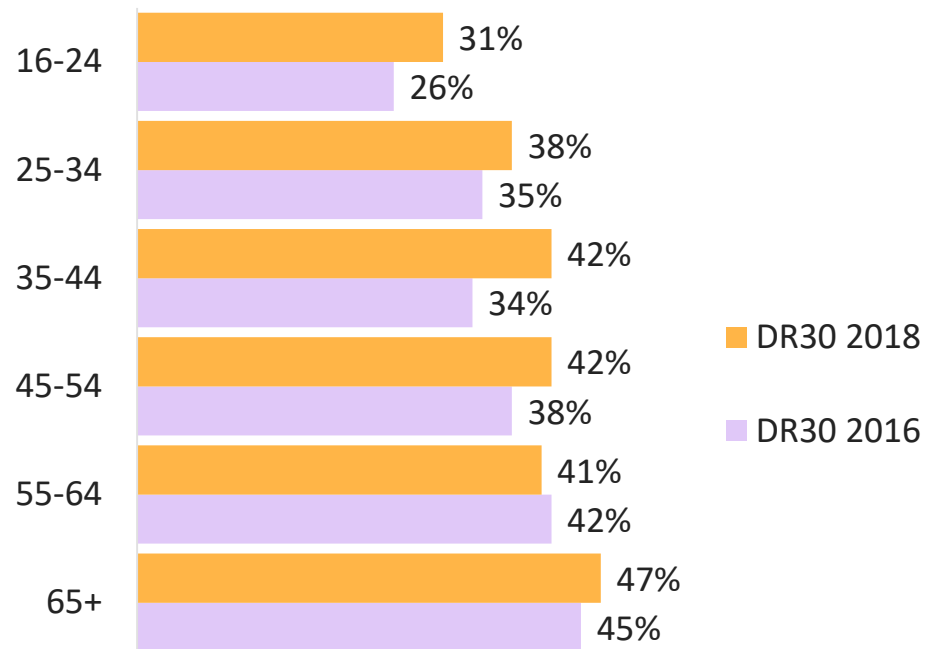


**39%**  
claimed in  
2016  
(DR30 only)

**42%**  
claimed in  
2018



### Age



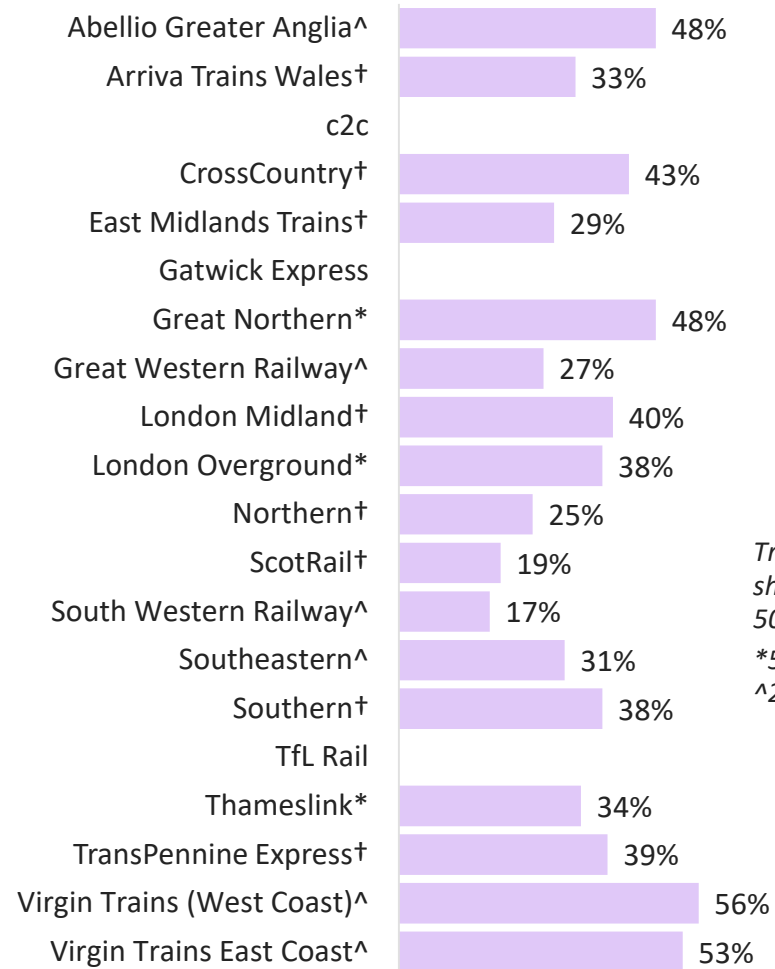
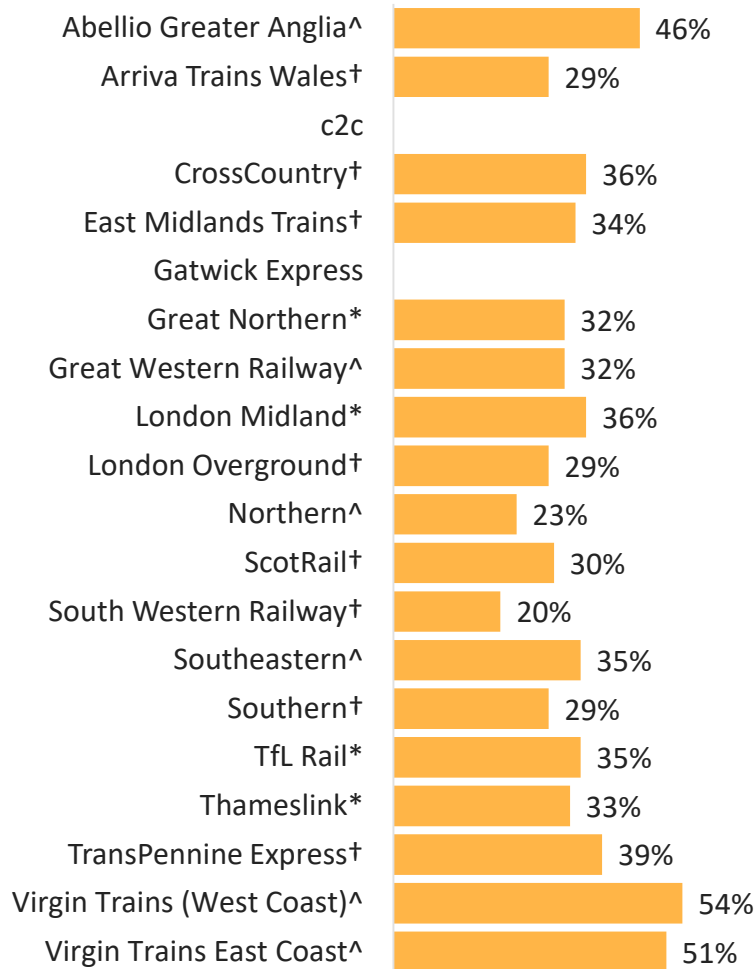
Q18 Did you claim/receive compensation or a refund for that particular delay?

Base = 1,486 females, 1,891 males, 711 aged 16-24, 779 aged 25-34, 705 aged 35-44, 631 aged 45-54, 308 aged 55-64, 220 aged 65+ in 2018, 1,774 females, 1,747 males, 653 aged 16-24, 851 aged 25-34, 767 aged 35-44, 608 aged 45-54, 423 aged 55-64, 219 aged 65+ in 2016 (delayed by 30 mins. or more in last 6 months)



# Proportion claiming compensation – by TOC

Most TOCs have no significant increases; South Western and Scotrail show increases (although base sizes small)



*Train companies only shown if base size is over 50*

*\*50 to 100 †100 to 200, ^200+*

Q18 Did you claim/receive compensation or a refund for that particular delay?

Base = 3,377 (delayed by 30 mins. in last 6 months), 3,526 in 2016.

# Proportion claiming compensation – by journey purpose



Increases highest by among business travellers

## Business



**47%**  
claimed in  
2018

**↑**

**+7%**  
from 2016

## Commuters



**40%**  
claimed in  
2018

**↑**

**+2%**  
from 2016

## Leisure



**37%**  
claimed in  
2018

**↑**

**+4%**  
from 2016

*NB: In 2018 eligibility arose from DR30 and DR15 schemes; in 2016 it was mostly DR30*

*Q18 Did you claim/receive compensation or a refund for that particular delay?*

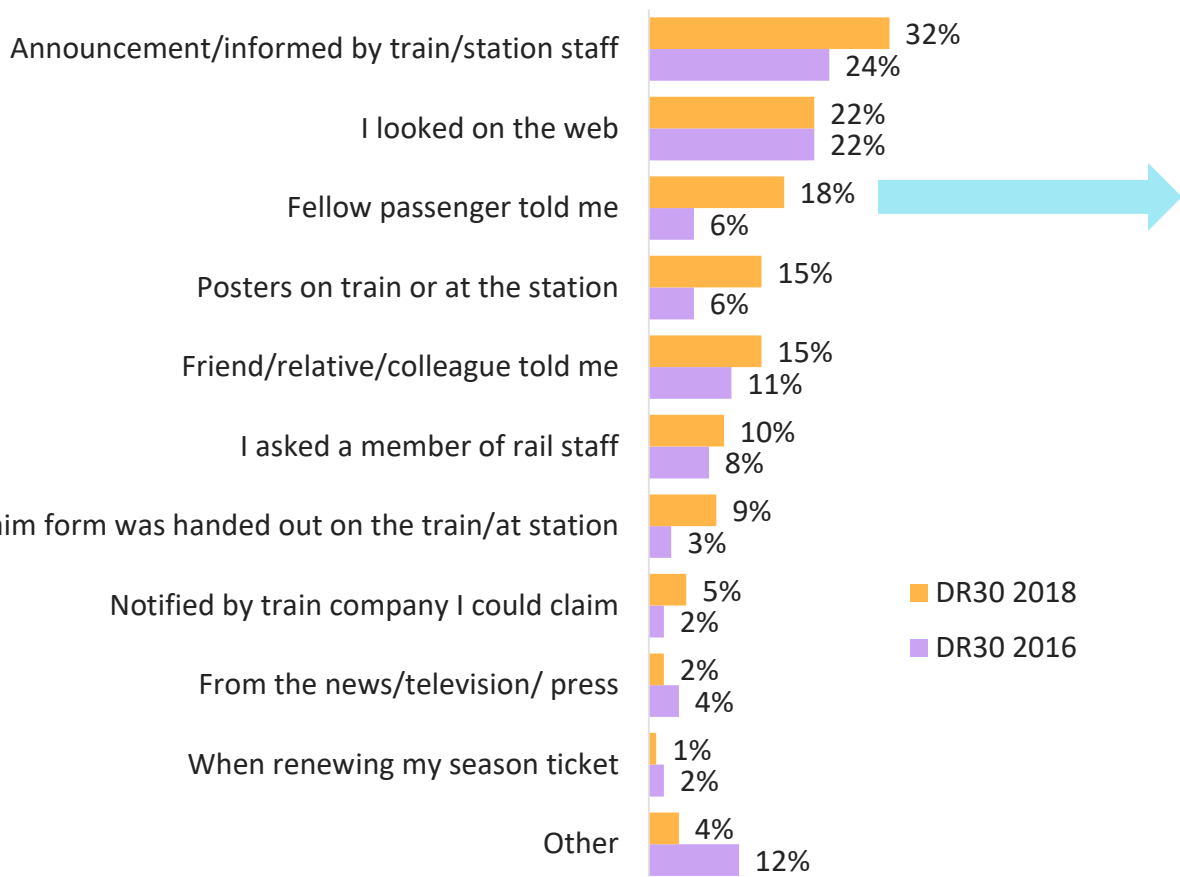
*Base = 317 business, 1,135 commuters, 1,843 leisure in 2018, 381 business, 1,102 commuters, 2,042 leisure in 2016 (delayed by 30 mins. or more in last 6 months)*

# How they were aware they could claim

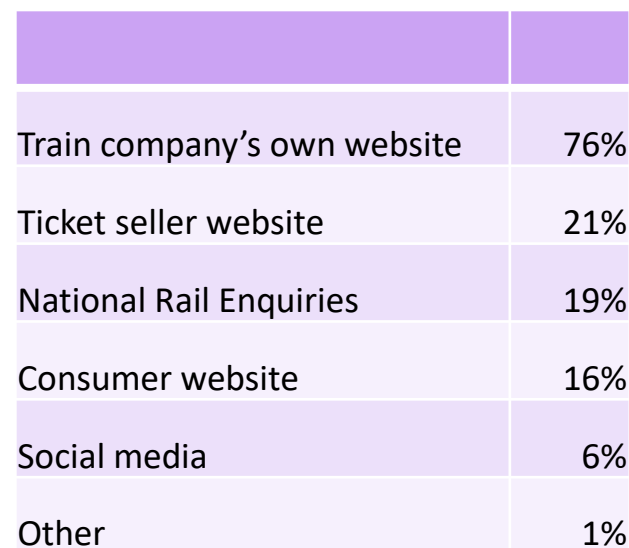


Over half of those eligible already knew the rules about claiming, other sources include members of staff and the internet

## Means of finding out about claiming\*



## Where information was sought online



Q21 Which websites did you visit? Base = 147 (Delayed by 30 mins. in last 6 months and sought information online) NB: Multi-coded question

\* In 2018 52% knew the rules already, these people have been excluded from the comparison

Q20 How did you find out you could claim for that delay?

Base = 1,380 in 2018, 1,478 in 2016 (Delayed by 30 mins or more in last 6 months and aware they could claim from Q18)

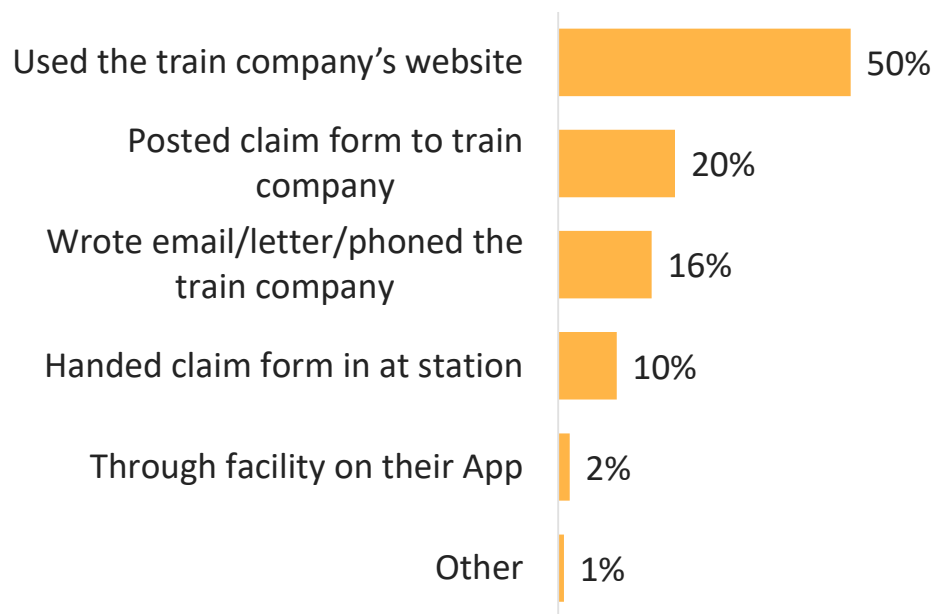
NB: Multi-coded question in 2018, single coded in 2016

# Means of making a claim



Significantly more passengers are now claiming online than in 2016 with the use of claim forms is declining

## *Method by which passengers made a claim*



### *Online (NET)*



**52%**

in 2018



**+21%**

(was 31% in 2016)

### *Claim form (NET)*



**31%**

in 2018



**-6%**

(was 37% in 2016)

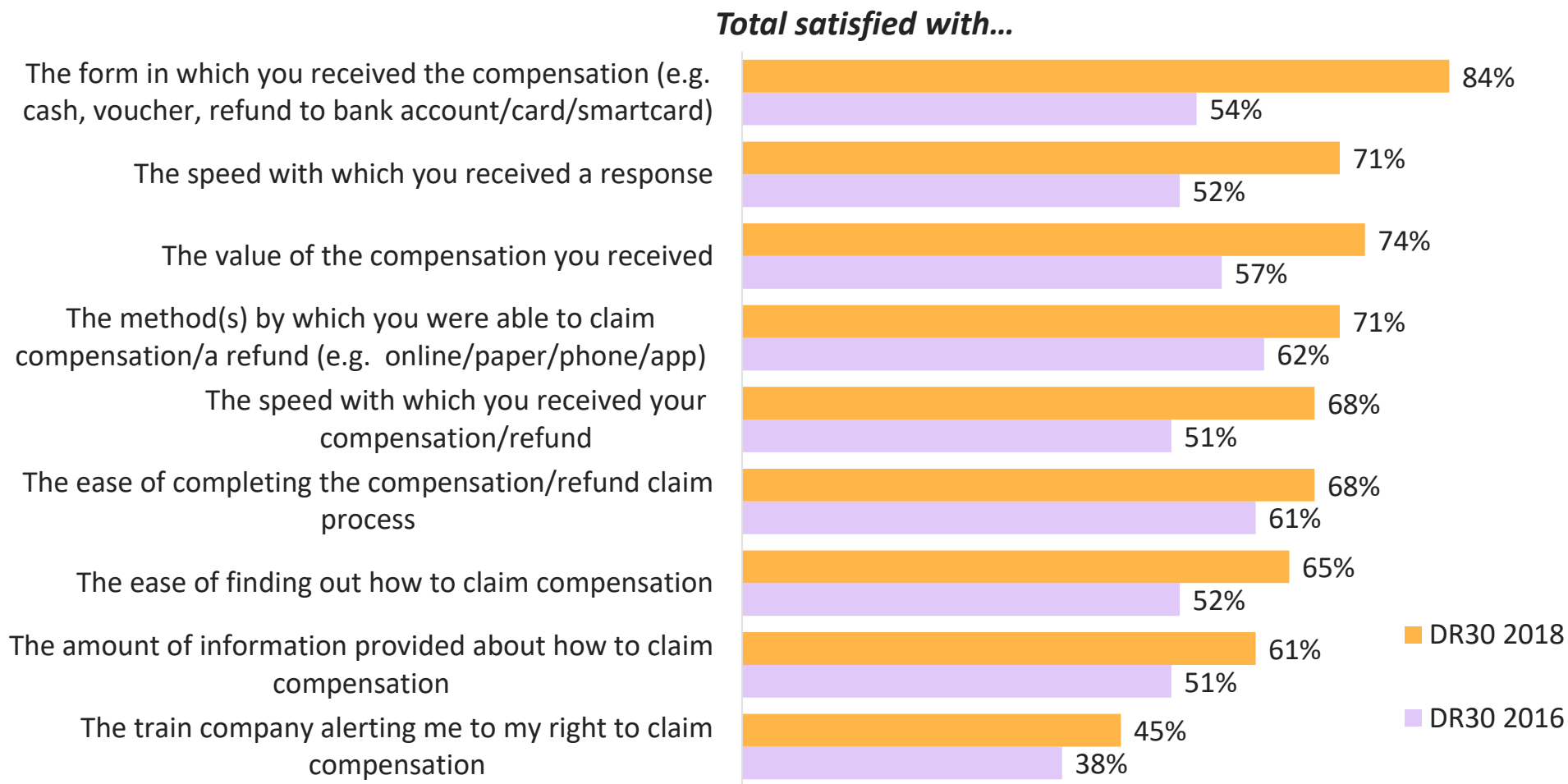
Q27 How did you apply for compensation/refund?

Base = 1,12 in 2018, 1,263 in 2016 (delayed by 30 mins. or more in last 6 months and made a claim at Q18)

# Satisfaction with claiming process



**Claimants are significantly more satisfied in 2018 than in 2016 with all aspects of claiming; especially with the form of compensation and the speed it's received**



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

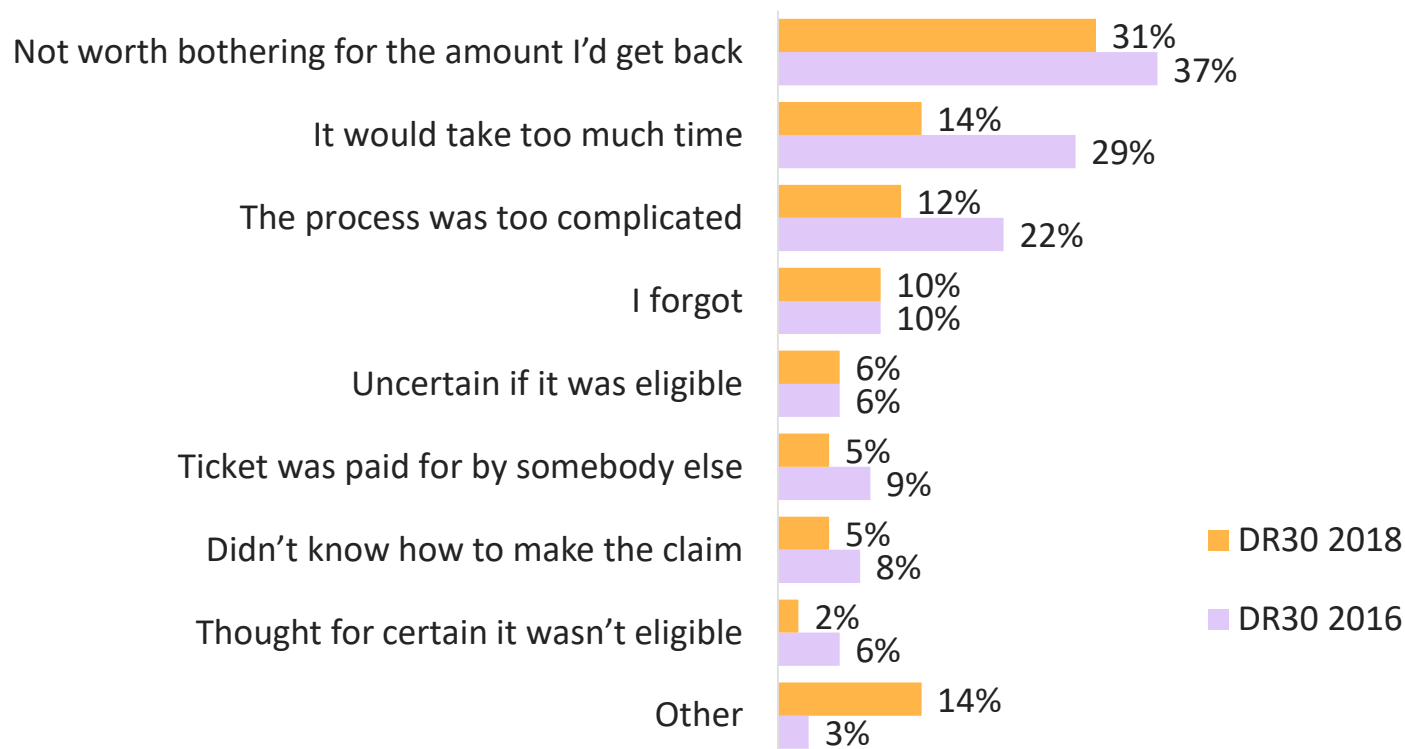
Base = varies, 740 to 1,142 in 2018, 1,263 in 2016 (delayed by 30 mins. in last 6 months and made a claim— Q18)

# Reasons for not claiming compensation – profile of views



The main reason is because the amount is not thought to be worth claiming. However, in 2018 fewer passengers believe the process complicated or taking too long

## Reasons for not claiming



Q33 What was the main reason you decided not to claim for that delay?

Base = 238 in 2018, 238 in 2016 (delayed by 30 mins. in last 6 months and chose not to claim– Q18)

NB: Single coded question in 2018, multi-coded in 2016)