



# Delay Repay compensation survey

February 2020

# Background to this research

- Published in October 2018, research undertaken by Transport Focus on behalf of the Department of Transport showed that 35 per cent of passengers who could make a valid claim for Delay Repay compensation actually do so.
- Given the relatively low rate of claiming, Transport Focus was interested in finding out if passengers could be encouraged to make a claim in some way and so decided to test the potential impact of several different ideas using its 'Transport User Panel'.
- Transport Focus invited panellists who, within the last six months, had experienced a delay to a train journey of fifteen minutes or more to complete a questionnaire on the subject. These panellists were further screened so that only those who had experienced this delay while travelling with a relevant operator responded to the survey.

# Headline findings

# Headline findings: making a claim

- Overall only 31 per cent of panellists who, in the last six months, experienced a delay which made them eligible to receive Delay Repay compensation say they were alerted to this right to make a claim by the train operating company. Being alerted to this entitlement varies widely by train operating company; from 60 per cent being made aware when travelling on Virgin West Coast (now Avanti West Coast) to 16 per cent travelling on Transport for Wales.
- 35 per cent of panellists say that they make a claim *every time* that they experience an eligible delay, while 21 per cent say that they never claim delay repay. It should be noted that this figure is different than that figure from the previous Department of Transport research for those who claimed *on the last occasion* that they experienced a delay which made them eligible to do so. This is because the question wording differs in each case. It should also be noted that Transport User Panellists tend to be more engaged than passengers generally and therefore are more likely than others to make claims.
- Panellists say that they do not claim for a range of reasons. Often because the reward is perceived not to match the effort involved, because the impact of the delay is small, or because they are confused about their eligibility or about the process. Negative past experience can exacerbate these views.
- Others are keen to point out that the train operating company that they were using was not at fault for the delay, while some panellists who never make claims say that they are more fundamentally opposed to a culture of compensation, and that they would simply prefer the rail system to perform as expected.

# Headline findings: accounts and prompts

- 22 per cent of panellists say that they have a Delay Repay account with a train operating company, while 62 per cent do not have and don't know that such an account is available. Commuters are more likely than others to have a Delay Repay account, though 50 per cent of these train users remain unaware that accounts are available.
- Encouragingly, 83 per cent of panellists say that they would be happy for a train operating company to send them a text message or email prompting them to make a claim for Delay Repay. This may therefore be a simple way in which to improve the rate of claiming among passengers more generally.
- The relatively small proportion of those who would not be happy to receive a prompt have a variety of reasons for taking this view. Some say that they don't want to receive what they consider to be additional or extraneous emails or text messages, others have concerns relating to data security, while some are keen to point out that they do not want a prompt because they think that they should be wholly responsible for deciding whether or not they pursue a claim in particular circumstances.

# Headline findings: support for schemes

- Transport Focus tested the support for, and effectiveness of several schemes to encourage passengers to make claims for Delay Repay with the Transport User Panel. These schemes include access to a Delay Repay wallet, being able to donate compensation directly to charity, swapping compensation for complimentary tickets, and being able to swap compensation for other offers or rewards.
- 77 per cent of panellists who say they never make a claim for Delay Repay say that at least one of each of the schemes would encourage them to make a claim.
- Overall, panellists are particularly positive about being able to swap compensation for complimentary tickets; 65 per cent say that this is a good idea and 53 per cent, who don't already claim on every occasion, say that this would encourage them to make a claim.
- Being given access to a Delay Repay wallet and being able to donate compensation to charity are both considered equally good, although smaller proportions say that being able to donate compensation to charity would encourage them to claim. Being able to swap compensation for other offers or rewards is less popular among panellists generally.
- Being able to swap compensation for complimentary tickets is particularly appealing those travelling for personal or leisure reasons, while given access to a Delay Repay wallet is particularly appealing to commuters and those who are season ticket holders. Being able to donate compensation to charity is more appealing to those travelling for business reasons.

# Headline findings: a centralised approach

- In response to open ended questions, a number of panellists directly express the opinion that their preference for improving the system of Delay Repay is to have it administered by one centralised body, rather than claims being processed via separate train operating companies.
- Among the comments made by other panellists, where they highlight issues arising from a system where separate train operating companies arbitrate over claims, support for centralisation is implied. This implicit support for a centralised process comes through most clearly when panellists are discussing some particular issues. For example:
  - When panellists indicate confusion or annoyance over different train claims processes among different train operating companies;
  - When panellists indicate concerns about receiving prompts to claim, or indicate issues with schemes like holding a Delay Repay 'wallet' because they don't want personal details to be held by multiple train operating companies;
  - When there has been confusion over eligibility to make a claim, or when claims have been rejected, because of issues of liability. That is where a train operating company has referred a claimant to a different train operating company to make the claim, or when the claimant bought 'split tickets' or tickets through a third party supplier.

# Detailed findings

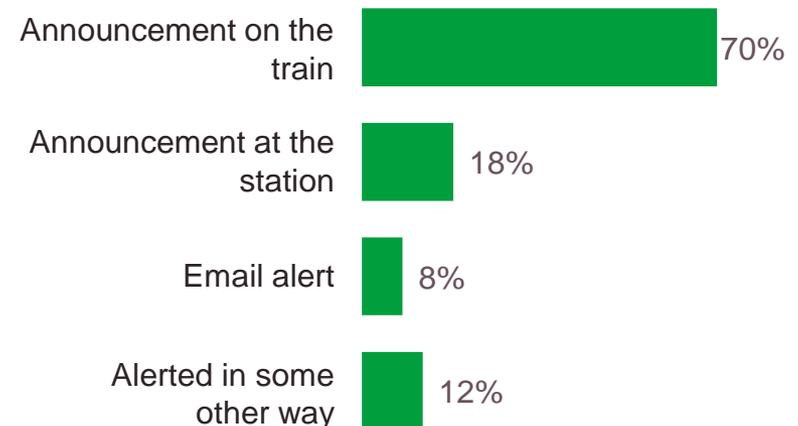
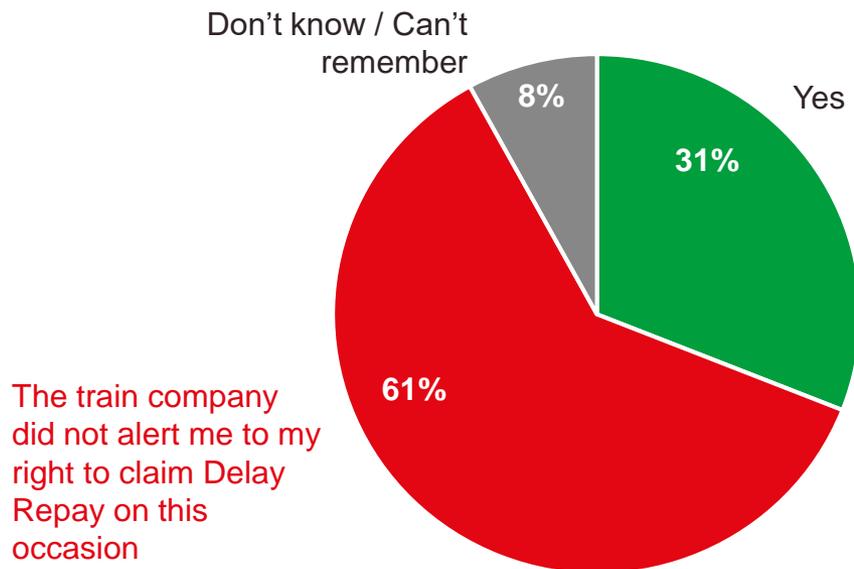
# Alert to make a claim for delay repay

31 per cent of panellists who experienced a delay in the last six months which entitled them to delay repay compensation say that the train company made them aware of this entitlement when they were delayed.

61 per cent say that the train company did not alert them to their right to make a claim. Among those who were alerted, the majority were made aware via an announcement on the train.

*When you were delayed did the train company make you aware of your right to claim delay repay Compensation?*

*If so, how did they do this?*



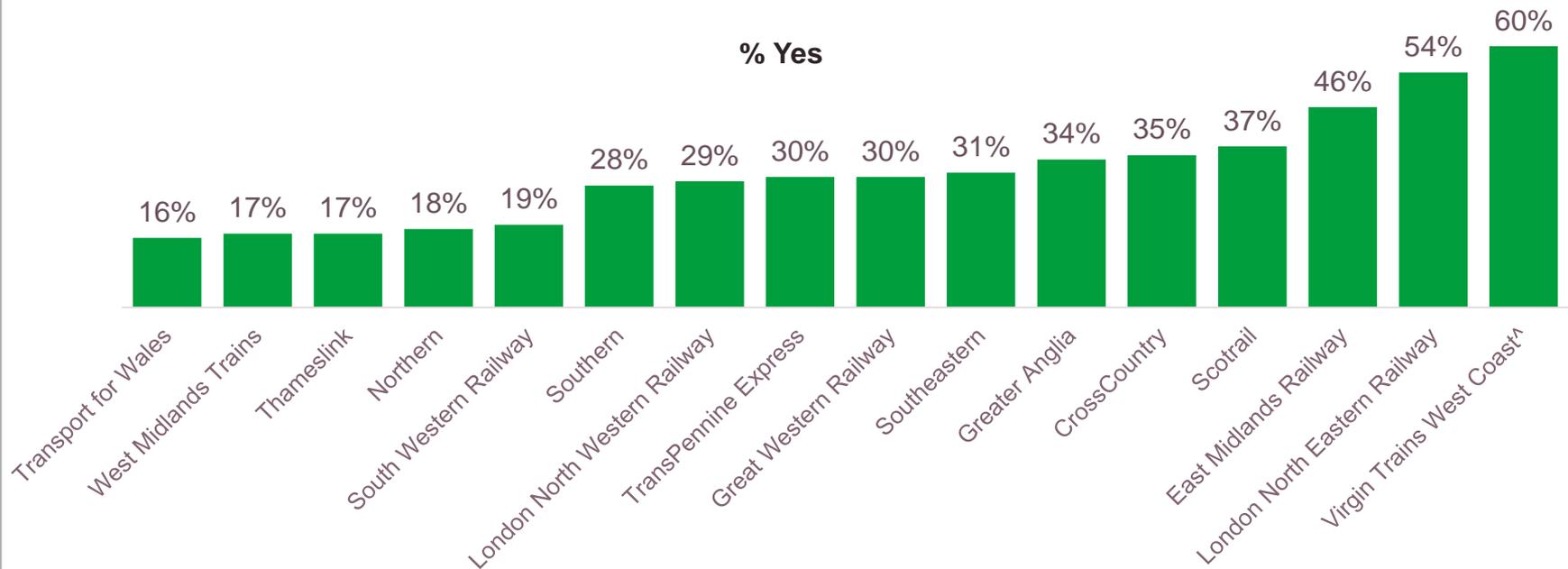
Base: 2,089 panellists experiencing a eligible delay in the last six months / 651 who were alerted to their right to claim

# Alert to claim by train operating company

Across all the train operating companies that offer Delay Repay compensation\*, there is a wide range of experience in terms of being alerted to the right to make a claim.

This varies from 16 per cent of panellists who experienced an eligible delay while using Transport For Wales trains being alerted in one instance, to 60 per cent of those experiencing a delay while using Virgin Trains West Coast^ in another.

*When you were delayed did the train company make you aware of your right to claim delay repay Compensation?*



Base: panellists experiencing a eligible delay in the last six months – from 54 to 228 respondents

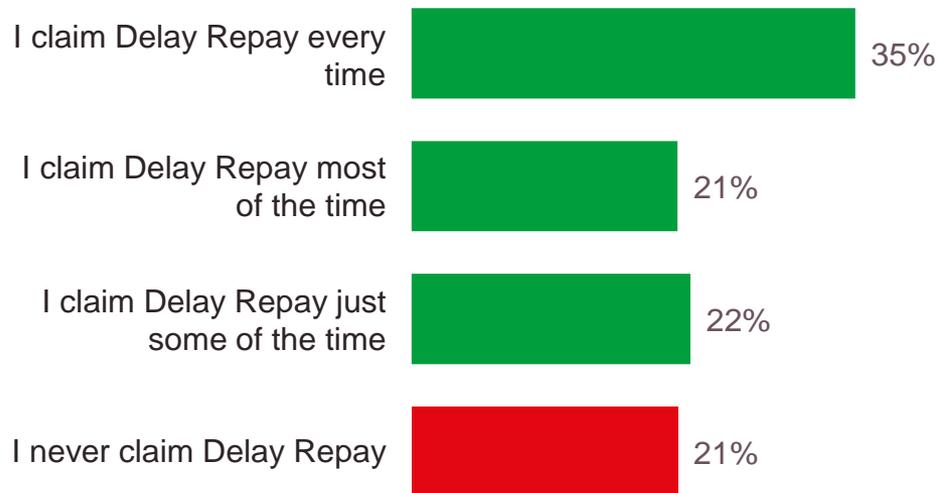
\*TOCs with under 50 responses removed. ^Now Avanti West Coast

# Making claims

35 per cent of panellists who had experienced an eligible delay in the last six months say that they make a claim for Delay Replay on *every occasion* that they experience a delay. 21 per cent say that they never claim.

It should be noted that this figure is different than that from the 2018 Department of Transport research regarding those who said that they made a claim on the *last occasion* that they experienced a delay which made them eligible to do so, as the question wording and sample differ; Transport User Panellists tend to be more engaged with these processes than passengers more generally.

*Which of the following best describes how often you make a claim for Delay Replay compensation when you experience a disrupted train journey which you think qualifies for it?*



Base: 2,089 panellists experiencing a eligible delay in the last six months

# Why don't people make claims?

In general panellists report that they don't make claims for delay repay because they feel that the time and effort which is involved is not worth the likely return. Others say that they have felt that the delay itself did not have much of an impact and therefore they feel more keenly that the time spent claiming is wasted.

*"The amount of compensation is rarely worth the time it takes to make the claim."*

Commuter using Thameslink.

*"The value of the ticket was too low to make the effort worthwhile - it was only a short journey."*

Commuter using Northern.

*"It is not a slick process - requires a photo of the ticket and other information. Ticket photo must be a certain size to upload and a decent internet connection is required. All for two or three pounds back."*

Commuter using LNER.

*"The amount I can claim back for an individual journey is too small to justify the effort necessary to fill in the forms."*

Commuter using West Midlands Trains.

*"Because it was a small delay by GWR standards, and they are so slow to pay compensation I didn't think it was worth the bother."*

Leisure traveller using Great Western.

*"Too much effort, it takes too long to fill in the form and as long to find the form in the website. The compensation is poor and not worth the time it takes. Not only are you late for work but you then have to spend the same length of time to find the form, upload the ticket and complete the form. As ScotRail have a record of me buying a monthly ticket why do I have to upload a copy?"*

Commuter using Scotrail.

*"As only a one off and although about 30 minutes late they did get me home, I didn't bother claiming."*

Leisure traveller using West Midlands Trains.

*"Too much hassle."*

Leisure traveller using Southeastern.

# Why don't people make claims?

Other panellists say that they didn't claim because they were confused about their eligibility to do so or they are unsure of the process given the circumstances. Often panellists' previous experiences, such as claims being rejected or the reward being small for the effort made is a barrier to passengers making claims.

*"I thought about it, but the ticket was cheap, and it didn't seem worth the hassle. Also, I disembarked at Stratford (on a Norwich to London train) and there's actually no 'official' time for the train to arrive or pull away, because it doesn't officially stop there - no passengers can embark at Stratford. So I'm not sure how that would work with delay repay anyway."*

Leisure traveller using Greater Anglia.

*"I thought it would be too complicated following a previous experience in a claim for an hour's delay."*

Business traveller using South Western Railway.

*"I did not believe it was covered by the scheme as was outside the company's remit. Cattle on the line."*

Leisure traveller using CrossCountry.

*"Was not aware i was able to claim if the train was 15 minutes late."*

Commuter using Transport for Wales.

*"Not worth the hassle as on previous occasions train companies have later denied there even was a delay."*

Leisure traveller using CrossCountry.

*"Having previously made a claim for delay repay the process was too time consuming for very little repayment."*

Commuter using Northern.

*"I kept meaning to but as not sure of the time I was due to arrive versus the time I did arrive and previously if I did not give a completely accurate time the request has been disallowed."*

Leisure traveller using Great Western Railway.

*"Unsure of how to claim on a weekly season ticket."*

Commuter using Southeastern.

# Why don't people make claims?

Lastly some panellists don't claim because they feel that the train company wasn't really at fault while others mention their overall opposition to delay repay, some considering the scheme as an inadequate response to an underperforming railway.

*"I think compensation of this sort is a short-term measure, wholly understandable when one is angry and, in my case, missed my connection to Barrow in Furness. But in the long term, it simply costs companies huge amounts of money which should be spent overhauling a less than exemplary service. It also drives up ticket costs. I am reluctant to join the litigation thing that has become fashionable!"*

Leisure traveller using Transport for Wales.

*"I don't really think it is necessary - signal failures are not really anybody's fault it us just what happens. If I claim delay repay the chances are there will be less money to put problems right and ticket prices will rise even more."*

Leisure traveller using Southeastern.

*"Because it was due to the unusually high temperatures that day causing overhead lines to sag. It was not the fault of the company and they did their best to get us all home."*

Leisure traveller using TransPennine Express.

*"It wasn't Southeastern's fault. It was Railtrack [sic]. Also, I don't want compensation, because it's not possible to place a monetary value on my time. What I want is something to be done about Railtrack's appalling performance. Maybe they should be managed by a properly incentivised body."*

Leisure traveller using Southeastern.

*"Usually I do not claim. I believe it is counter productive. It can lead to pressure for risk taking in efforts to recover lost time. It results in extra recovery time being built into schedules so as to minimise claims, so journeys take longer than would otherwise be the case...I think it is unfair that operators have to compensate for delays that were outside of the railway's control such as bridge strikes, suicides and trespass for example."*

Leisure traveller using CrossCountry.

*"I don't believe in it."*

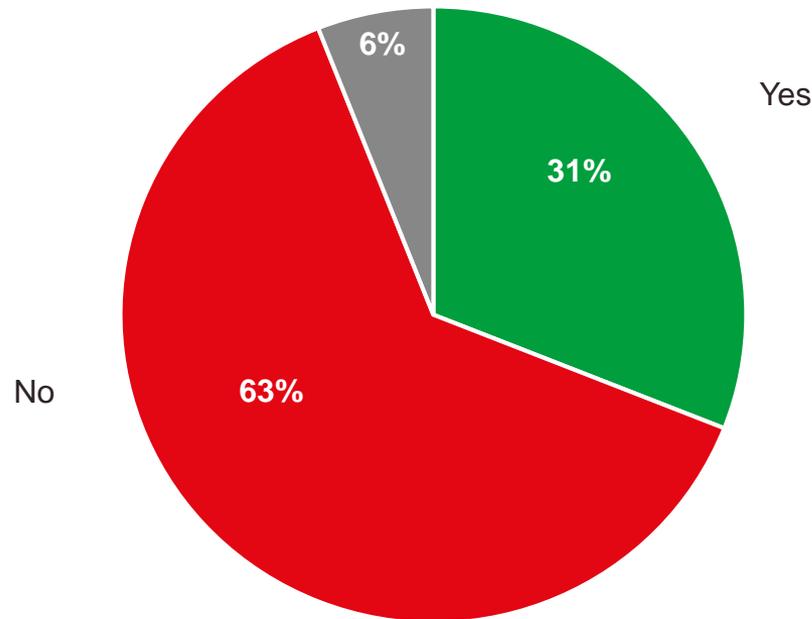
Commuter using TransPennine Express.

# Rejected claims for Delay Repay

31 per cent of panellists say that they have had a claim for Delay Repay rejected, while 63 per cent say that they have not.

*Have you ever had a claim for Delay Repay rejected by a train company?*

Don't know / Can't remember



Base: 2,089 panellists experiencing an eligible delay in the last six months

# Why was a claim rejected?

Panellists report that they have had claims for Delay Repay rejected for a wide variety of reasons. Some have faced confusion related to exactly when the train arrived, others were told that a train ran but argue that because of earlier cancellations it was too crowded to board, and some have faced confusion regarding which train operating company was liable.

*"Because they claimed the delay was 29 minutes, albeit train was shown as arrived before it arrived in the station and well before the doors opened."*

Commuter using TransPennine Express.

*"They said that the train was 14 minutes late, when actually it was at least 16 minutes late. I noticed that they had declared the train had already arrived, yet we were still pulling into Waterloo, and it took us another 2 minutes to stop and get the doors open."*

Commuter using South Western Railway.

*"Realtime trains [provider of train running information] says delay. Virgin claims it was 29 minutes. Annoying when I suffer 5 to 10-minute delays on a delays on a daily basis."*

Commuter using Virgin Trains West Coast.

*"Journey involved two different train companies - Thameslink and London Overground. Despite both agreeing that my journey was delayed by over an hour, Thameslink blamed London Overground and London Overground blames Network Rail, and none were willing to offer delay repayment. I just gave up after two weeks of e-mail exchanges."*

Commuter using Thameslink.

*"A claim was rejected because, although there was a train 10 minutes after cancelled one, this was too full to board, and so I got the one that was 20 minutes after my cancelled one. I appealed the claim, and it was paid."*

Commuter using West Midlands Trains.

*"SWR said the train would be delayed. They said to transfer to Southern services. I did, and the Southern service left before the delayed SWR service. I arrived in London 45 minutes late but they said that because they had restarted their delayed service and run it non stop it was no longer late."*

Business traveller using South Western Railway.

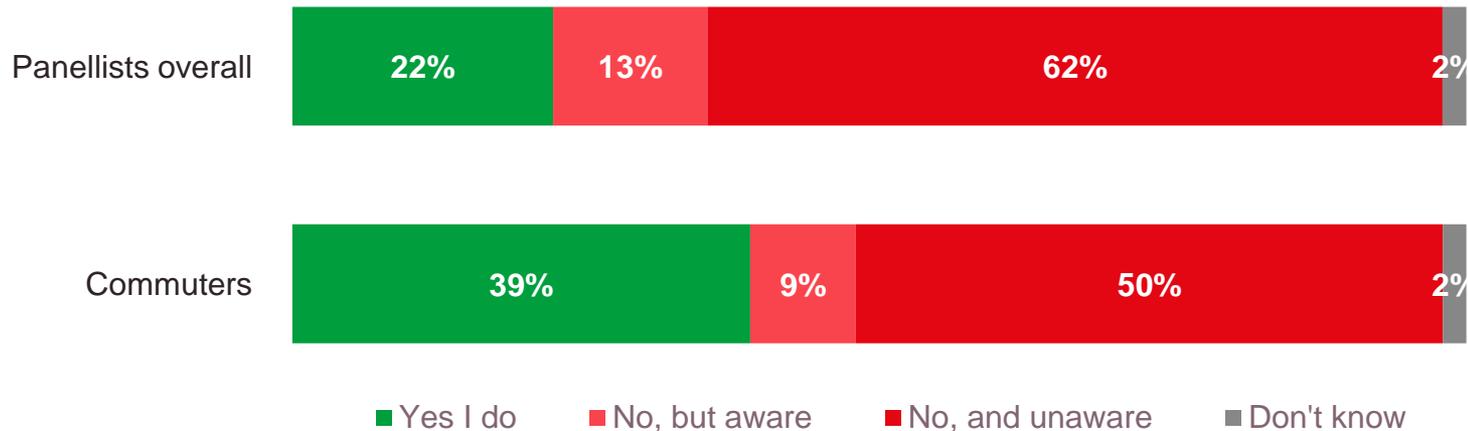
# Delay Repay account

22 per cent of panellists have a Delay Repay account with a train company; that is an account which saves various passenger details so that the process is quicker if future claims are made. 13 per cent are aware of these accounts but do not have one, while 62 per cent are unaware of these type of accounts.

Those using trains to travel to or from work or education are more likely than others to have a Delay Repay account, although a half of these passengers are unaware of these accounts.

*Some train companies offer a Delay Repay account which saves some of your details such as ticket type used, address, banks account details, etc so that the process is quicker if you make future claims.*

*Do you have a Delay Repay account with a train company?*



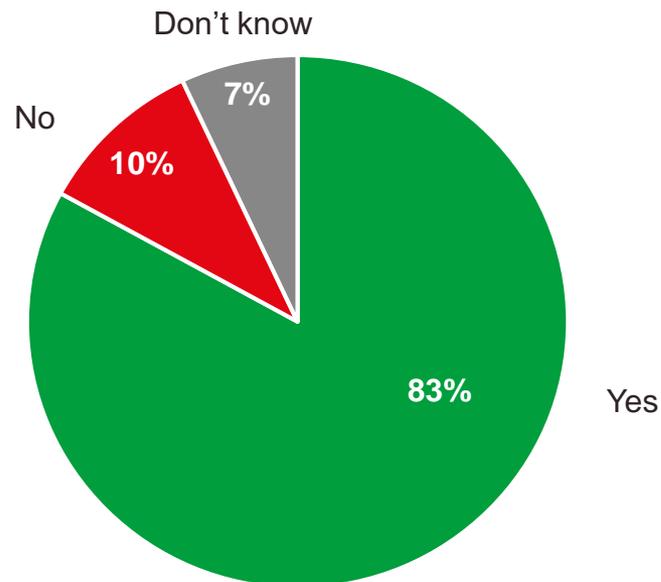
Base: 2,089 panellists experiencing a eligible delay in the last six months.  
Those travelling to or from work or education (758)

# Email or text prompt from train company

83 per cent of panellists say that they would be happy for a train company to send them an email or text message in order to prompt them to claim delay repay if their journey was delayed. Only one in ten say that they would not be happy to receive such a prompt.

*Would you be happy for a train company to send you an email or text message in order to prompt you to claim delay repay if your journey was delayed?*

*For example, a train company might contact you if you had a seat reservation on a train which was delayed.*



Base: 2,089 panellists experiencing a eligible delay in the last six months

# Why would panellists not want to be prompted regarding a potential claim?

Many of those panellists who don't want to be prompted about a potential Delay Repay claim hold this view because they don't want to receive what they perceive to be extraneous emails or texts. Others say that they don't trust train operating companies to use the contact details that they would hold properly.

Other panellists think that the responsibility to make a claim should rest with the passenger. Some make the point that if train operating companies are able to prompt, they should also be able to make the process automatic.

*"if I can't trust them to run the trains why would I trust them not to sell, misuse or give away my personal information through incompetence."*  
Commuter never claiming.

*"I would not want the train company to have my contact details. I could not trust their security as they are incompetent in so many ways."*  
Leisure traveller never claiming.

*"Because of concern over security and potential misuse by privatised companies of my personal data."*  
Leisure traveller claiming most of the time.

*"I know when a claim is due and do not want my inbox cluttered with junk."*  
Leisure traveller claiming every time.

*"I am against the whole claiming procedure. Train companies should have the capability to issue automatic refunds (as it happens with TfL, for example), at least if the ticket was purchased online through their website. Making the customer initiate the process every single time simply banks on customer inertia."*  
Leisure traveller claiming all the time

*"They should pay it automatically, as their system is so difficult to use, the email should be confirmation of the automatic payment, not a prompt to claims."*  
Commuter claiming most of the time.

*"I receive enough emails at present. I know when I am delayed and do not need a reminder."*  
Leisure traveller claiming all the time.

# Reactions to specific Delay Repay schemes

# Background to Delay Repay schemes

- In the questionnaire panellists who, in the last six months, had experienced a delay which would qualify for Delay Repay compensation were asked to consider four different schemes related to Delay Repay. All of these panellists were asked if they felt each of the schemes in turn was a good idea, and then panellists who said that they did not claim Delay Repay on every occasion were asked if each of the schemes would encourage them to make a claim.
- Specifically panellists were asked for their view regarding:
  - being given access to a Delay Repay wallet which would allow passengers to save up the compensation from multiple Delay Repay claims over time before choosing to cash it in at a later date;
  - being given the ability as part of a claim to choose to donate the compensation directly to charity;
  - being able to swap Delay Repay compensation for complimentary tickets for a future journey of their choice. So, for example, rather than £10 cash compensation a complimentary ticket might allow passengers to make a free journey in future that would normally cost £15; and
  - being able to swap Delay Repay compensation for other offers or rewards. For example, swapping £1.50 in cash compensation for a free coffee.

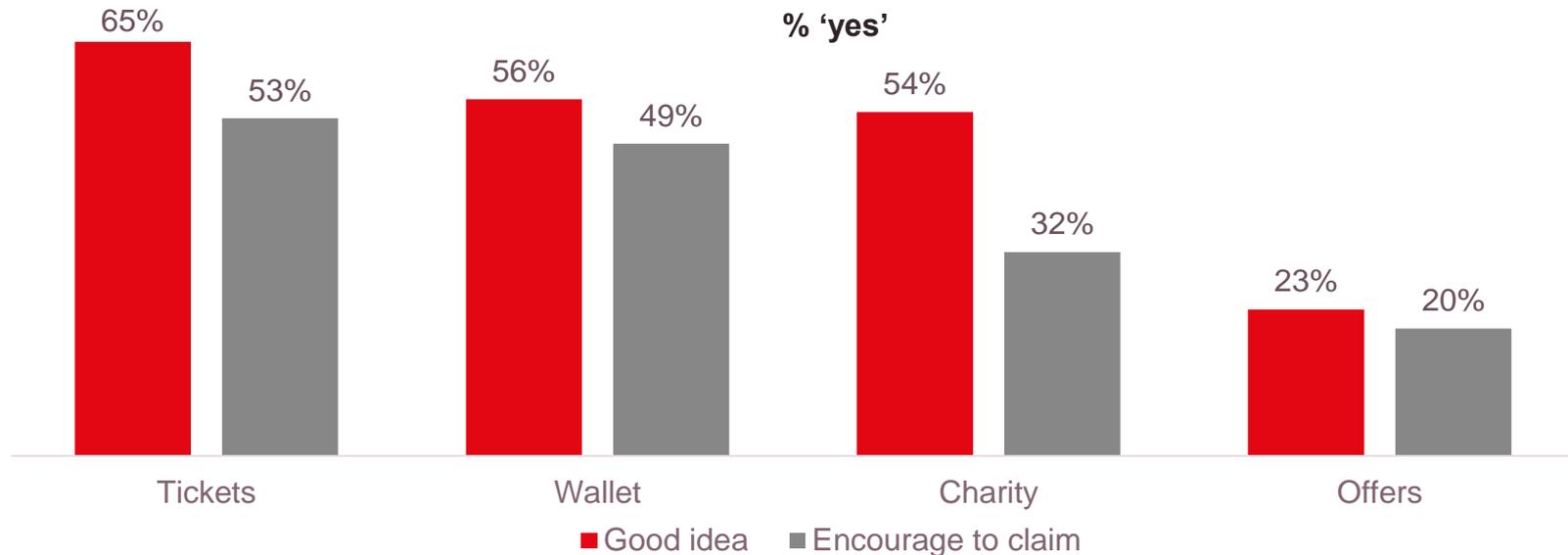
# Overall reaction to schemes

Being able to swap Delay Repay compensation for complimentary tickets is the most popular scheme, both in terms of panellists thinking this is a good idea and feeling that it would encourage them to claim. Being given access to a Delay Repay wallet is also popular.

Being able to donate compensation to charity has the greatest disparity between a scheme being thought of positively, and people thinking that it would encourage them to make a claim.

*We are interested in your thoughts on swapping for complimentary tickets / being given access to a delay repay wallet / being able to donate your compensation to charity / swapping for other offers or rewards.*

*Do you think this is a good idea / would it encourage you to claim?*



Base: 2,089 panellists experiencing an eligible delay in the last six months

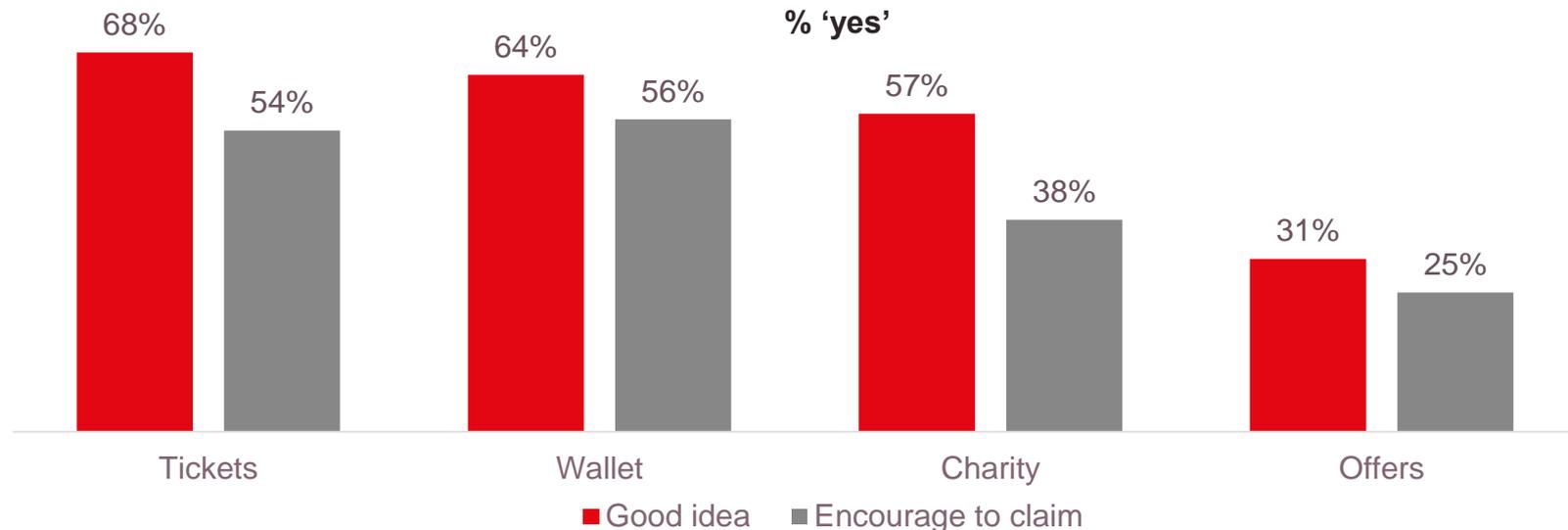
# Reaction to schemes among those who never claim

Like panellists overall, those who never make a claim for Delay Repay tend to be more positively predisposed to being able to swap Delay Repay compensation for complimentary tickets, or to being given access to a Delay Repay wallet than they are to the other schemes proposed.

In terms of encouraging people to make a claim, those who never make claims are more likely than others to consider swapping for complimentary tickets or having access to a delay repay wallet as similarly encouraging.

*We are interested in your thoughts on swapping for complimentary tickets / being given access to a delay repay wallet / being able to donate your compensation to charity / swapping for other offers or rewards.*

*Do you think this is a good idea / would it encourage you to claim?*



Base: 448 panellists experiencing an eligible delay in the last six months who never claim delay repay

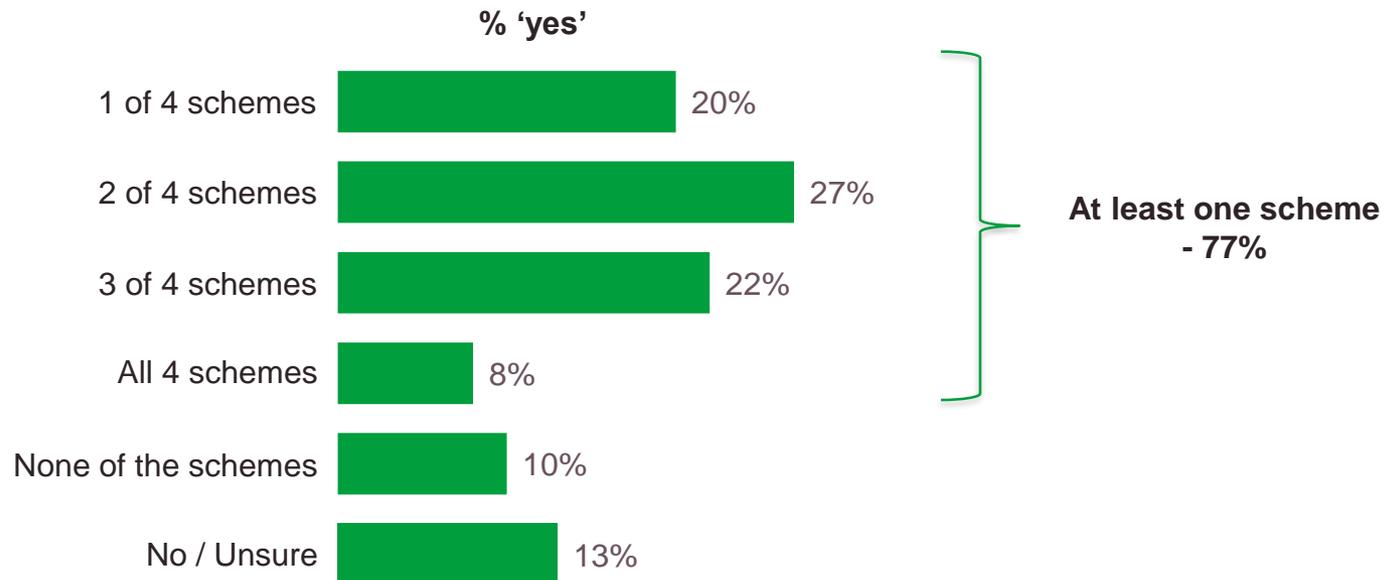
# Potential effectiveness of the schemes

77 per cent of panellists who have experienced an eligible delay in the last six months, but who never make a claim for Delay Repay say that at least one of the schemes would encourage them to claim.

Only 10 per cent reject all of the schemes outright, while only 13 per cent are unsure about at least one of the schemes suggested.

*We are interested in your thoughts on swapping for complimentary tickets / being given access to a delay repay wallet / being able to donate your compensation to charity / swapping for other offers or rewards.*

*Do you think this idea would encourage you to claim?*

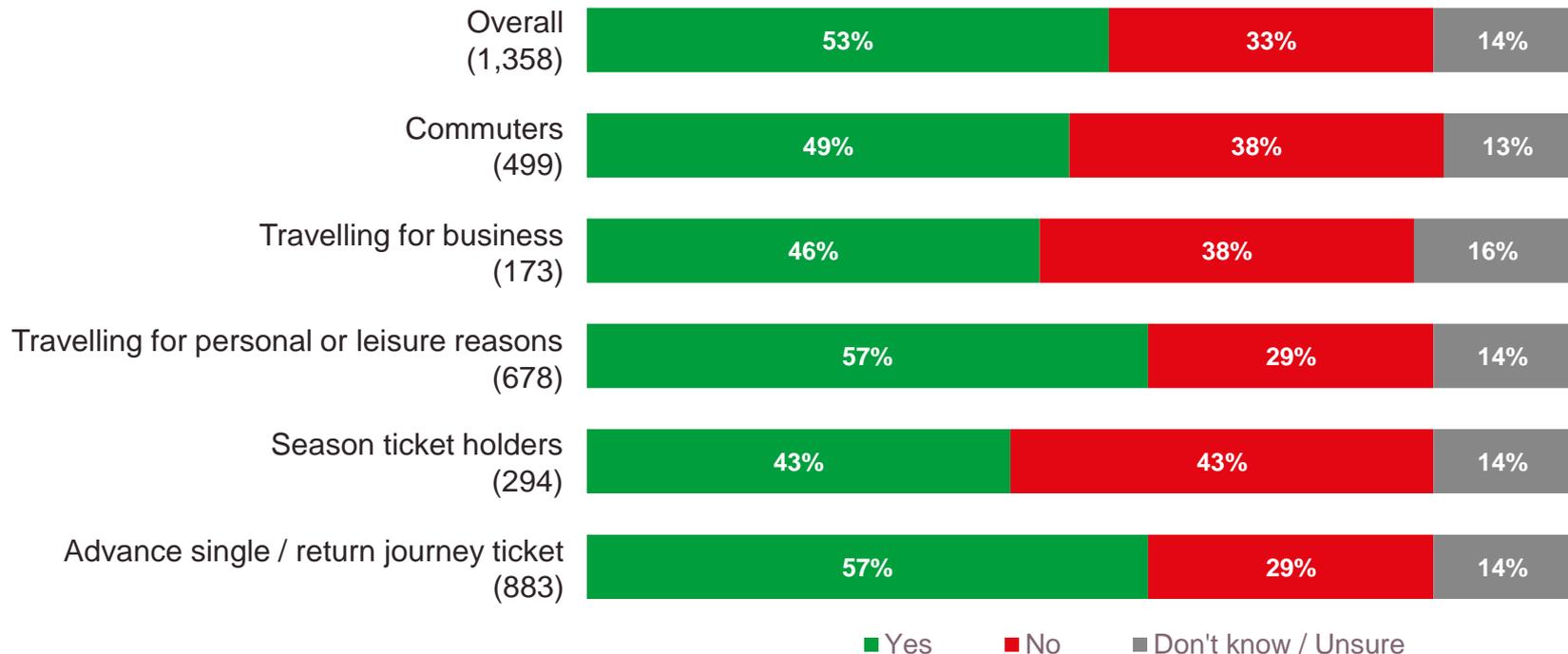


Base: panellists experiencing a eligible delay in the last six months who never claim Delay Repay (448).

# Complimentary tickets

Those travelling for personal or for leisure reasons, and those who were using an advance single or return journey ticket are more likely than others to think that being able to swap delay repay for complimentary tickets would encourage them to claim Delay Repay.

*And would being able to swap your Delay Repay compensation for complimentary tickets encourage you to claim?*



Base: panellists experiencing a eligible delay in the last six months who don't always claim Delay Repay.  
Base sizes in brackets.

# Thoughts on complimentary tickets

Despite being well received by panellists generally, some see issues with the idea of being able to swap Delay Repay compensation for complimentary tickets.

For commuters using season tickets the advantages seem less obvious, while among those who use a range of trains managed by different operators problems relate to complimentary tickets potentially being tied to a particular company.

*"My journeys are diverse and often with Advance tickets and various TOCs and therefore not very practical."*

Leisure traveller using an advance ticket.

*"It would be great if it could be offset against season ticket renewal at a better rate than cash."*

Business traveller using a season ticket.

*"My journeys usually cover a variety of operators so a single-operator ticket would of little use."*

Business traveller using an advance ticket.

*"There would need to be the ability to purchase tickets from any train company and not just the one who paid the compensation."*

Business traveller using an advance ticket.

*"Complimentary tickets would, no doubt, just be for that particular train company. Better to have the money and flexibility to use it as I wish, rather than be tied into a service which I may not, or prefer not to, use again!"*

Commuter using an advance ticket.

*"It should be an option. Train vouchers could be more useful than cash especially for season ticket holders."*

Commuter using an advance ticket.

*"This would only be good as a possible option. I do not make any journeys bar those already paid for by my annual season ticket so there is no point having this benefit."*

Commuter using a season ticket.

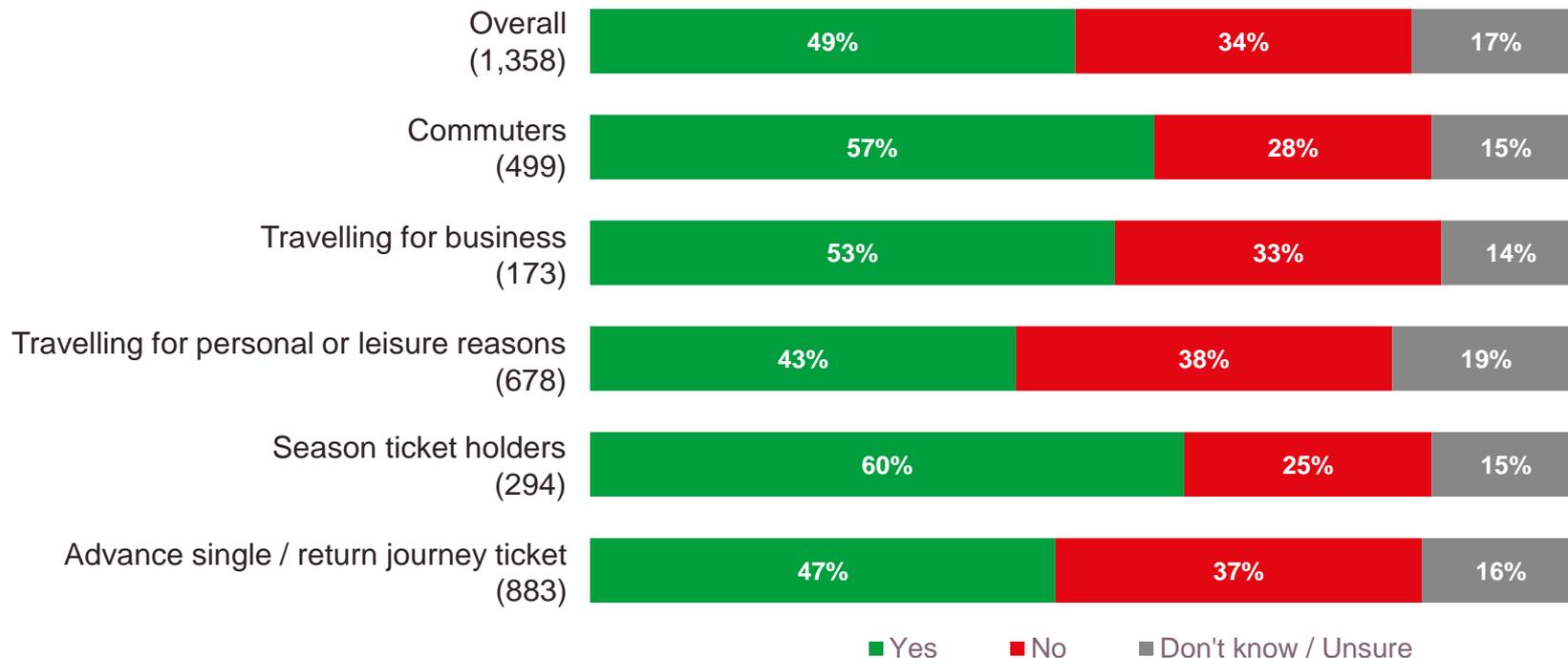
*"I already have an annual season ticket - I don't want to make any more rail journeys than I already do!"*

Commuter using a season ticket.

# Delay Repay wallet

Those using trains to travel to or from work or education, and those who were using season tickets are more likely than others to think that being given access to a delay repay wallet would encourage them to claim Delay Repay.

*And would being given access to a Delay Repay wallet encourage you to claim?*



Base: panellists experiencing a eligible delay in the last six months who don't always claim Delay Repay.  
Base sizes in brackets.

# Thoughts on delay repay wallet?

For those who make frequent journeys, such as commuters who are likely to experience multiple short delays, the idea of a Delay Repay wallet is appealing. Conversely, the scheme is less appealing for those travelling by train infrequently.

In making comment on the scheme, panellists generally flag as an issue the desire to be paid compensation promptly.

*"If you could track the delay repay automatically and save this up until I renew my season ticket and deduct this automatically then this would be good, but also a stupidly complicated way of returning to the percentage discount upon renewal that existed until a few years ago!"*

Commuter using a season ticket.

*"I just want my compensation each time, when I deserve it."*

Business traveller using an advance ticket.

*"Need to be valid for all train companies, for at least 2 years and exchangeable online."*

Leisure traveller using an advance ticket.

*"It would be a great idea if 1) I the cash in the wallet wasn't wiped out after a set amount of time. And, 2) Could be easily redeemed for cash either straight into the bank, or either for hard cash or tickets at a ticket office."*

Commuter using a season ticket.

*"Although it seems a reasonable scheme for very regular travellers, I would typically only make one return journey per week."*

Commuter using an advance ticket.

*"Tickets are going up in price all the time - I want to spend my compensation asap."*

Leisure traveller using an advance ticket.

*"Any method of delaying the payment is surly just allowing the train company to hold on to the cash for longer."*

Business traveller using a season ticket.

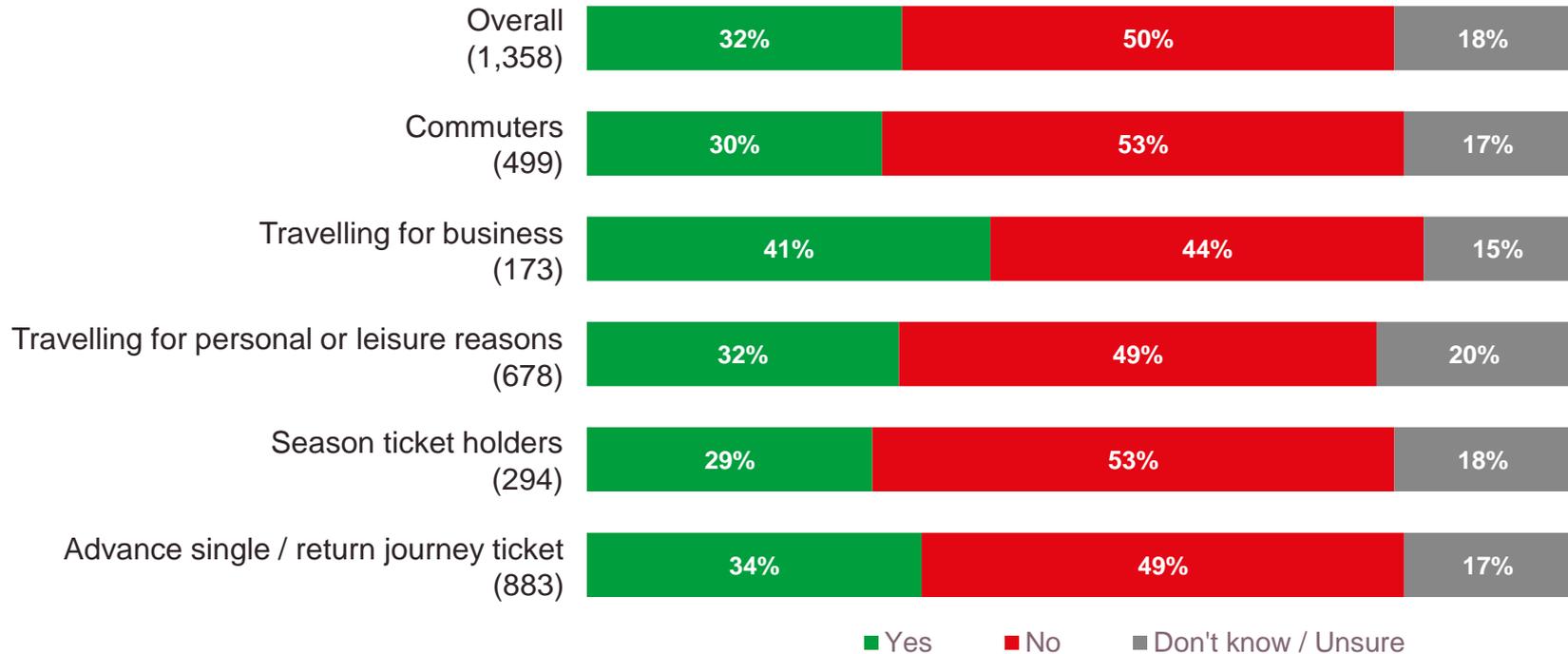
*"Don't travel often enough for this to affect me."*

Leisure traveller using an advance ticket.

# Charity donation

Those using trains to travel for business reasons are more likely than those travelling for other reasons to think that being able to donate their compensations to charity would encourage them to claim Delay Repay.

*And would being able as part of your claim to choose to donate your compensation directly to a charity encourage you to claim?*



Base: panellists experiencing a eligible delay in the last six months who don't always claim Delay Repay.  
Base sizes in brackets.

# Thoughts on charity donation

While panellists in general think that being able to donate Delay Repay compensation to charity is a good idea, fewer think this will encourage them to claim.

When panellists are asked to make comment about this potential scheme many are keen to note issues in terms of who gets to choose the charity, while others argue about the ethics of a charity donation in these circumstances. Some panellists point out that this would be a positive option under particular circumstances.

*“Where delays are due to person under a train, I don’t generally claim but would if money automatically went to a suicide prevention charity.”*

Commuter using an advance ticket.

*“Should be able to choose the charity or at least have a good selection of charities to choose from. I prefer to support smaller, less supported charities than the highly visible national charities.”*

Commuter using a season ticket.

*“Would there be a choice of charity? Not everyone supports the same charities so a good range would be helpful. Smaller charities may benefit more from this.”*

Commuter using a season ticket.

*“Who decides which charity? Who will police the ethics of this? It’s usually big charities that already have vast sums of money in reserve that are able to make successful bids to become a preferred charity in such schemes. I worry that such a practice might turn into positive publicity for a rail company instead of genuine punishment for running a shoddy and unreliable service.”*

Business traveller using a season ticket.

*“An appropriate charity should be an available option, i.e. the Railway Children charity.”*

Leisure traveller using an advance ticket.

*“Again, [the scheme is] commercialising and normalising the delay process. It should only be as simple as refunding a product or service that did not work as advertised.”*

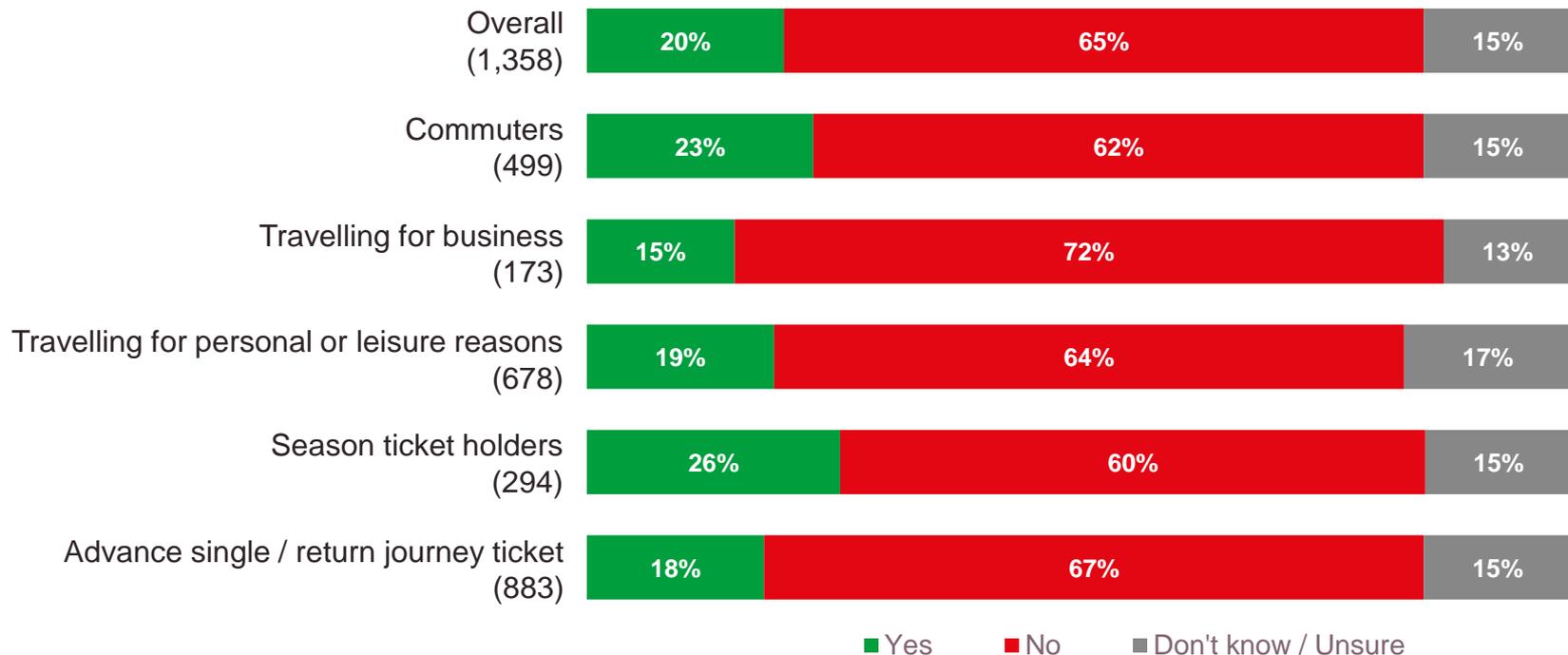
Business traveller using an advance ticket.

# Offers or rewards

Overall only 20 per cent of panellists overall say that being able to swap Delay Repay compensation for other offers or rewards would encourage them to claim.

Those who were delayed when travelling to or from work or education, and those using a season ticket are more likely than others to say that being able to swap compensation for other offers or rewards would encourage them to make a claim.

*And would being able to swap your Delay Repay compensation for other offers or rewards encourage you to claim?*



Base: panellists experiencing a eligible delay in the last six months who don't always claim Delay Repay.  
Base sizes in brackets.

# Thoughts on awards and offers

Being able to swap Delay Repay compensation for rewards and offers is the least favoured scheme among panellists.

Among some mixed views about this option, some panellists note that they have issues with the companies who might provide the offers appearing to benefit commercially from the inconvenience which has been caused.

*"Would the voucher for a free coffee be of higher value than the compensation? I live in Surrey and work in London, where can I buy a coffee for £1.50? what would stop a director setting up a compensation scheme that gives vouchers for his wife's coffee company? Who will monitor any Conflict of Interest?"*

Business traveller using a season ticket.

*"You are focusing on making compensation into a benefit - get rid of the need to compensate by running the trains on time!"*

Commuter using a season ticket.

*"Just feels gimmicky, and likely a chance for preferred vendors to get us through their doors. Just give me the money and let me decide what to do with it."*

Commuter using a season ticket.

*"I have no interest in commercialising or normalising the delay process. TOCs should be working at all costs to minimise delays. When it happens it should be penalising for the TOC in a way that makes them think long and hard about how to avoid delays again. TOCs don't hesitate to penalise customers for violations of their policies. Admin fees for ticket refunds, changes, etc. Why should the same hefty fees not be applied to them?"*

Business traveller using an advance ticket.

*"I paid for the ticket with my money, this should be the only basis of a refund."*

Leisure traveller using an advance ticket.

*"I think the idea of having multiple options for how to receive your compensation is in theory a good idea. However, I am not sure that it would be enough for me to feel that the extra time taken to claim is worth the trouble."*

Commuter using an advance ticket.

*"I can't buy my ticket with a cup of coffee so why should they refund that way."*

Commuter using a season ticket.

# A case for a centralised solution?

# Some panellists recognise the benefits of centralising the Delay Repay process

When given the opportunity to make general comments about the current system of claiming compensation of delay, some panellists directly indicate their support for a centralisation of the claims process.

*"I would support delay repay being centrally administered by a regulatory body rather than by TOCs. This would reduce the complexity of different claims systems and would reduce confusion inconsistency in the application of rules, particularly when connecting services between different operators and split tickets are concerned."*

Commuter using an advance ticket.

*"A common system for claiming for all operators where the onus is on the companies to sort out who is to blame and pay, would simplify claims where there are more than one company involved. It shouldn't be necessary for the customer to understand who is responsible for what, just be confident that when there is a delay, he/she will be recompensed."*

Commuter using an advance ticket.

*"How about one centralised claims department for all claims for all companies instead of each company having their own one. You could then have one claims website, one account, one set of bank details and one claims form available in all stations rather than 20+ different ones. You could then make a multi company claim in one place thus avoiding disputes as to which company is responsible for multi leg trips. The one paper claims form would solve the problem of finding a particular companies form at a station. For example if a delay was caused by Northern rail but your final destination was a greater Anglia station you would be hard pressed to find a Northern delay repay form."*

Leisure traveller using an advance ticket.

*"Process needs to be easier for season ticket users. Perhaps a single portal for all train companies instead of having to apply to the one that caused the delay (which makes it more awkward when you take multiple trains)."*

Commuter using a season ticket.

# Among other panellists the support for centralisation is more implied

When discussing the barriers to making claims for Delay Repay, or when responding to the proposed schemes for encouraging passengers to claim, other panellists highlight issues and make comments which imply a broader support for 'centralisation'.

For example, panellists indicate frustration with different claims processes for different train operating companies, that they have fallen foul of arguments about which of two or more train operating companies are liable, or when liability is connected to a third party such as Network Rail. Similarly, some panellists indicate confusion over the claiming process related to the type of ticket that they are using when they are travelling, or where these tickets have been bought from several train operating companies or through a third party provider.

In terms of the proposed schemes for encouraging passengers to claim, some panellists indicate that they are uncomfortable with sharing personal details with train operating companies, which makes them nervous about asking for email or text 'prompts' to claim. This fear is multiplied if details need to be shared with many train operating companies which prevents some panellists supporting schemes where 'accounts' or 'wallets' are held with train operating companies.

Other panellists make comments on the viability of the schemes themselves based on the assumption that the compensation is 'tied' to that company only. Some panellists indicate that their support for a 'wallet' solution or for complimentary tickets is based upon being able to 'cash-in' across the rail network as a whole.

# Many panellists recount situations which imply support for increasing 'centralisation'

*"There is a problem making a claim against a train company if you have purchased the ticket from another train company. They blame each other and will not reimburse the money"*  
Commuter using a season ticket

*"Think it would be better if all companies gave compensation for the same length of delays as it is confusing some give for 15 minutes and others don't."*  
Commuter using a season ticket

*"It's never clear when you are delayed whether you claim from the train company that sold you the ticket, or the train company that caused the delay. (I didn't know that any companies compensated you for a 15-minute delay - what happens when the company selling the ticket and the company causing the delay have different thresholds - i.e. one is 15 minutes and the other is 30?!)"*  
Leisure traveller using an advance ticket.

*"[When my claim was rejected] Greater Anglia tried to blame the other train company (my journey involves both Greater Anglia and Southeastern). This was not the first time they did this."*  
Commuter using an advance ticket

*"It needs to be the same process across all the train operators, for the same delays etc."*  
Leisure traveller using an advance ticket

*"[I don't have a Delay Repay account] Largely because the journeys I undertake involve travel on more than one franchise... Such an account does not seem to me helpful under these circumstances."*  
Leisure traveller using an advance ticket

*"I think the option [of complimentary tickets] would be attractive, but in many cases not very practical, as I can travel via several operators depending on where I go, so having a voucher for one might not really help."*  
Business traveller using an advance ticket

*"[A 'wallet' solution] would be a REALLY GOOD IDEA! Providing any TOC could add to it."*  
Commuter using a season ticket

# Methodology

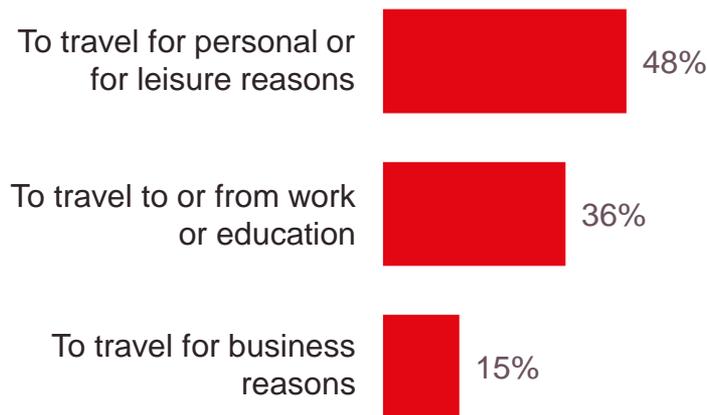
# How we completed this research

- Transport Focus approached its 'Transport User Panel' in order to collect the findings which are contained in this report. The Transport User Panel is a database of people who have previously told Transport Focus that they are happy to respond to surveys which the organisation sends to them.
- On 24 October 2019 an email was sent to 10,627 panellists that use trains inviting to complete a questionnaire collecting information relating to their experiences of claiming Delay Repay compensation, and the support for and effectiveness of different schemes which may encourage claiming behaviour.
- Those who responded to the email were initially screened within the questionnaire, so that only those who, within the last six months, had experienced a delay which made them eligible for Delay Repay compensation completed the questionnaire. This was achieved by determining the length of the last delay and the train operating company with which the panellist was travelling.
- The survey closed on 30 October 2019, by which time 2,089 panellists had completed the questionnaire. A reminder email, encouraging those who had not responded to the survey was sent to panellists within the fieldwork period.
- The data presented in this report is unweighted and therefore should be regarded as providing an indicative, rather than a statistically significant, reading of the views of train users generally.

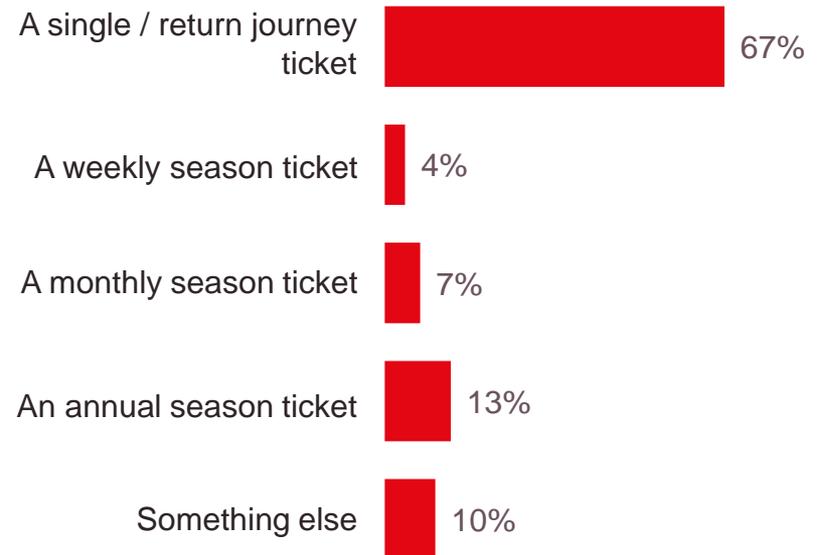
# Respondent profile

Almost a half of respondents were travelling for personal or for leisure reasons when they were delayed. The majority were using a single or return journey ticket either bought in advance or at the station on the day of travel.

*Which of the following best describes the reason you were making a journey at the time you experienced the delay?*



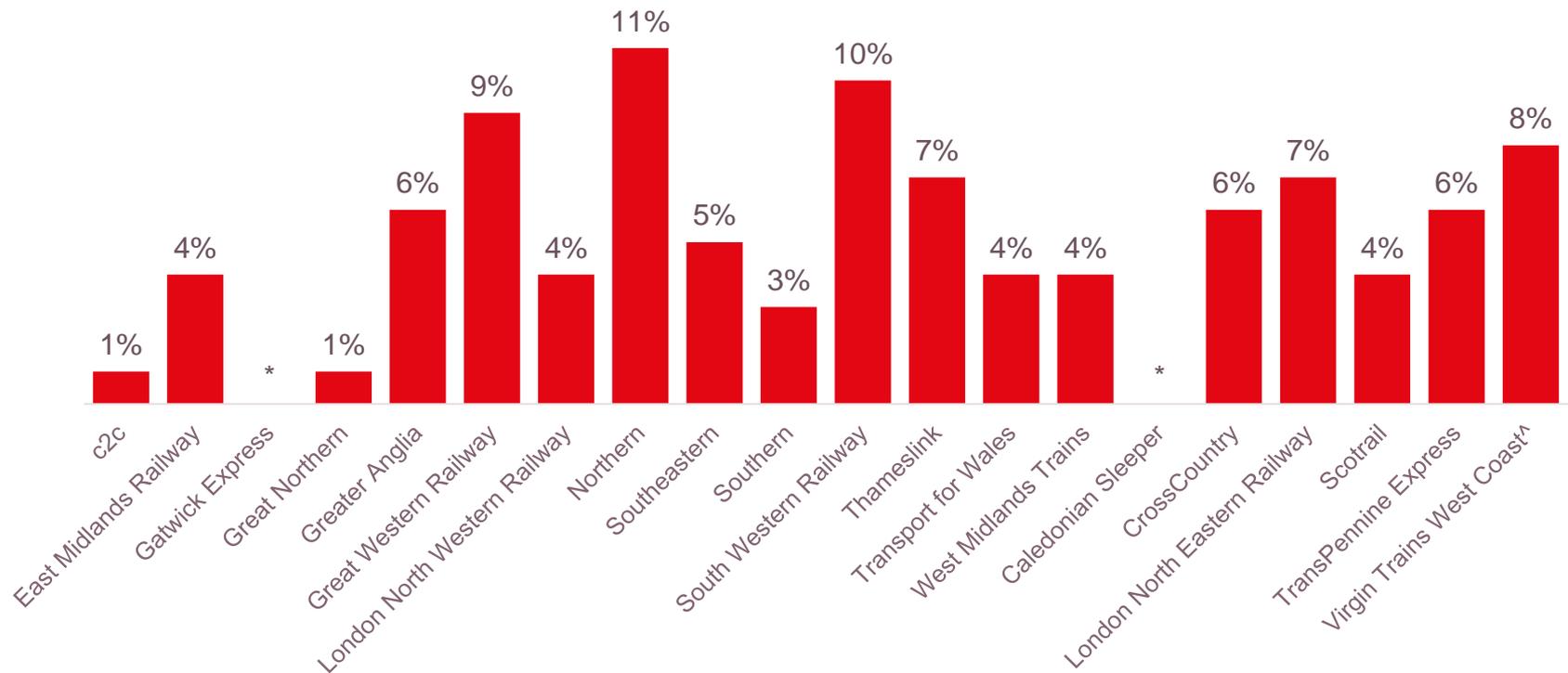
*And which type of ticket were you using when you made this journey?*



Base: 2,089 panellists experiencing a eligible delay in the last six months

# Respondent profile

Please confirm with which operator you most recently experienced a delay to your journey qualifying for Delay Repay compensation?



Base: 2,089 panellists experiencing an eligible delay in the last six months. \* less than 1%. <sup>^</sup>Now Avanti West Coast