### Compensation paid by Train Operating Companies (TOCs): Passenger’s Charter and Delay/Repay 2009/10-2017/18

<table>
<thead>
<tr>
<th>Train Operating Company</th>
<th>Passenger’s Charter Scheme type</th>
<th>2017/18 £k</th>
<th>2016/17 £k</th>
<th>2015/16 £k</th>
<th>2014/15 £k</th>
<th>2013/14 £k</th>
<th>2012/13 £k</th>
<th>2011/12 £k</th>
<th>2010/11 £k</th>
<th>2009/10 £k</th>
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</thead>
<tbody>
<tr>
<td>First Capital Connect</td>
<td>Delay Repay</td>
<td>433£</td>
<td>-----</td>
<td>-----</td>
<td>692£</td>
<td>722£</td>
<td>637£</td>
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<tr>
<td>Govia Thameslink Railway</td>
<td>Delay Repay</td>
<td>4,249£</td>
<td>14,967£</td>
<td>2,233£</td>
<td>584£</td>
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<tr>
<td>CrossCountry</td>
<td>Delay Repay</td>
<td>2,375£</td>
<td>2,479£</td>
<td>1,580£</td>
<td>1,363£</td>
<td>1,212£</td>
<td>1,410£</td>
<td>1,022£</td>
<td>1,319£</td>
<td>990£</td>
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<tr>
<td>East Midlands Trains</td>
<td>Delay Repay</td>
<td>1,131£</td>
<td>2,031£</td>
<td>767£</td>
<td>516£</td>
<td>674£</td>
<td>351£</td>
<td>291£</td>
<td>220£</td>
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<td>London Midland</td>
<td>Delay Repay</td>
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<td>1,018£</td>
<td>588£</td>
<td>432£</td>
<td>409£</td>
<td>385£</td>
<td>173£</td>
<td>309£</td>
<td>268£</td>
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<td>West Midlands Trains</td>
<td>Delay Repay</td>
<td>365£</td>
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<tr>
<td>Southern</td>
<td>Delay Repay</td>
<td>1,003£</td>
<td>1,623£</td>
<td>1,469£</td>
<td>805£</td>
<td>522£</td>
<td>525£</td>
<td>-----</td>
<td>-----</td>
<td>4£</td>
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<tr>
<td>National Express East Coast</td>
<td>Delay Repay</td>
<td>-----</td>
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<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>800£</td>
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<tr>
<td>East Coast</td>
<td>Delay Repay</td>
<td>-----</td>
<td>6,249£</td>
<td>7,654£</td>
<td>6,844£</td>
<td>5,108£</td>
<td>883£</td>
<td>499£</td>
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<tr>
<td>Virgin Trains East Coast</td>
<td>Delay Repay</td>
<td>14,603£</td>
<td>13,739£</td>
<td>10,850£</td>
<td>450£</td>
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<tr>
<td>Southeastern</td>
<td>Delay Repay</td>
<td>2,906£</td>
<td>3,577£</td>
<td>2,270£</td>
<td>1,351£</td>
<td>2,301£</td>
<td>523£</td>
<td>148£</td>
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<tr>
<td>National Express East Anglia</td>
<td>Delay Repay</td>
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<tr>
<td>Greater Anglia</td>
<td>Delay Repay</td>
<td>4,500£</td>
<td>4,719£</td>
<td>2,366£</td>
<td>2,306£</td>
<td>1,400£</td>
<td>1,563£</td>
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<td>120£</td>
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<tr>
<td>Virgin Trains West Coast</td>
<td>Delay Repay</td>
<td>17,366£</td>
<td>13,158£</td>
<td>13,826£</td>
<td>10,387£</td>
<td>6,797£</td>
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<tr>
<td>c2c</td>
<td>Delay Repay</td>
<td>190£</td>
<td>273£</td>
<td>236£</td>
<td>231£</td>
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<tr>
<td>Arriva Trains Wales</td>
<td>Traditional</td>
<td>655£</td>
<td>453£</td>
<td>321£</td>
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</tr>
<tr>
<td>Chiltern Railways</td>
<td>Traditional</td>
<td>537£</td>
<td>353£</td>
<td>237£</td>
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<tr>
<td>Great Western Railway</td>
<td>Traditional</td>
<td>9,900£</td>
<td>6,648£</td>
<td>6,048£</td>
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<tr>
<td>Northern</td>
<td>Delay Repay</td>
<td>567£</td>
<td>326£</td>
<td>173£</td>
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<td>-----</td>
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<tr>
<td>South West Trains</td>
<td>Traditional</td>
<td>17,164£</td>
<td>8,660£</td>
<td>1,003£</td>
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<tr>
<td>South Western Railway</td>
<td>Delay Repay</td>
<td>1,415£</td>
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<tr>
<td>TransPennine Express</td>
<td>Delay Repay</td>
<td>1,637£</td>
<td>1,175£</td>
<td>1,324£</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>Passenger’s Charter</strong></td>
<td><strong>80,710£</strong></td>
<td><strong>73,576£</strong></td>
<td><strong>44,915£</strong></td>
<td><strong>25,623£</strong></td>
<td><strong>22,608£</strong></td>
<td><strong>12,603£</strong></td>
<td><strong>8,021£</strong></td>
<td><strong>3,256£</strong></td>
<td><strong>2,981£</strong></td>
</tr>
</tbody>
</table>

The figures for Delay-Repay TOCs cover compensation for all passengers arising both from: a) claims paid due to delays to journeys; b) other discretionary compensation payments made following complaints of poor service (e.g. the train was dirty, the information screens were not working). They also include compensation paid out on Delay Repay from 15 minutes for the four TOCs that have introduced this scheme: Govia Thameslink Railway, West Midlands Trains and c2c paid £313k, £38k and £3.9k respectively on DR15, while the South Western Railway figure was not available at the time of publication. The figures for TOCs operating the “Traditional” system cover compensation arising from: a) claims for delays to journeys for single, return and weekly season tickets; b) discounts for season tickets valid between 1 month and 1 year (where annual performance is below the trigger level) and discretionary refunds of the value of a day’s or 1/2 day’s travel (“Void Days/Period”); c) discretionary compensation payments.