

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

Train Operating Company	Passenger's Charter Scheme type	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10
		£k	£k	£k	£k	£k	£k	£k	£k	£k
First Capital Connect	Delay Repay	-----	-----	-----	339 <sup>1</sup>	692	722	637	-----	-----
Govia Thameslink Railway	Delay Repay	4,249 <sup>2</sup>	14,967 <sup>3</sup>	2,233	584 <sup>4</sup>	-----	-----	-----	-----	-----
CrossCountry	Delay Repay	2,375	2,479	1,580	1,363	1,212	1,410	1,022	1,319	990
East Midlands Trains	Delay Repay	1,131	2,031	767	516	674	351	291	220	324
London Midland	Delay Repay	1,150 <sup>5</sup>	1,018	588	432	409	385	173	309	268
West Midlands Trains	Delay Repay	365 <sup>6</sup>	-----	-----	-----	-----	-----	-----	-----	-----
Southern	Delay Repay	-----	-----	1,093 <sup>7</sup>	1,623	1,469	805	522	525	4 <sup>8</sup>
National Express East Coast	Delay Repay	-----	-----	-----	-----	-----	-----	-----	-----	806 <sup>9</sup>
East Coast	Delay Repay	-----	-----	-----	6,249 <sup>10</sup>	7,654	6,844	5,108	883	499 <sup>11</sup>
Virgin Trains East Coast	Delay Repay	14,603	13,739	10,850	450 <sup>12</sup>	-----	-----	-----	-----	-----
Southeastern	Delay Repay	2,906	3,577	2,270	1,351	2,301	523	148 <sup>13</sup>	-----	-----
National Express East Anglia	Delay Repay	-----	-----	-----	-----	-----	-----	----- <sup>14</sup>	-----	-----
Greater Anglia	Delay Repay	4,500	4,719	2,366	2,306	1,400	1,563	120 <sup>15</sup>	-----	-----
Virgin Trains West Coast	Delay Repay	17,366	13,158	13,826	10,387	6,797 <sup>16</sup>	-----	-----	-----	-----
c2c	Delay Repay	190	273	236	23 <sup>17</sup>	-----	-----	-----	-----	-----
Arriva Trains Wales	Traditional	655	453	321	-----	-----	-----	-----	-----	-----
Chiltern Railways	Traditional	537	353	237	-----	-----	-----	-----	-----	-----
Great Western Railway	Traditional	9,900	6,648	6,048	-----	-----	-----	-----	-----	-----
Northern	Delay Repay	567	326 <sup>18</sup>	173	-----	-----	-----	-----	-----	-----
South West Trains	Traditional	17,164 <sup>19</sup>	8,660	1,003	-----	-----	-----	-----	-----	-----
South Western Railway	Delay Repay	1,415 <sup>20</sup>	-----	-----	-----	-----	-----	-----	-----	-----
TransPennine Express	Delay Repay	1,637	1,175 <sup>21</sup>	1,324	-----	-----	-----	-----	-----	-----
	<b>Total</b>	<b>80,710</b>	<b>73,576</b>	<b>44,915</b>	<b>25,623</b>	<b>22,608</b>	<b>12,603</b>	<b>8,021</b>	<b>3,256</b>	<b>2,981</b>

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 £813k, £36k and £0.8k 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.

1. First Capital Connect to 13/09/14	12. Virgin Trains East Coast from 1/03/15
2. Govia Thameslink Railway paid in addition to this £2,181k to Southern season ticket holders for the extraordinary disruption suffered in 2016.	13. Delay/Repay introduced on Southeastern from 1/07/11
3. Govia Thameslink Railway paid in addition to this £11,972k to Southern season ticket holders for the extraordinary disruption suffered in 2016.	14. National Express East Anglia to 4/02/12
4. Govia Thameslink Railway from 14/09/14. Includes Southern from 26/07/15.	15. Abellio Greater Anglia from 5/02/12
5. London Midland to 9 December 2017	16. Delay/Repay introduced on Virgin Trains West Coast from 1/04/13
6. West Midlands Trains from 10 December 2017	17. Delay/Repay introduced on c2c from 9/11/14
7. Southern to 25/07/15	18. Delay/Repay introduced on Northern from 1/04/16
8. Delay/Repay introduced on Southern from 20/09/09	19. South West Trains to 19 August 2017
9. National Express East Coast from 1/04/09-17/10/09. No figure available for 18/10/09-14/11/09.	20. South Western Railway from 20 August 2017. Delay/Repay introduced 04/9/17.
10. East Coast to 28/02/15	21. Delay/Repay introduced on TPE from 1/04/16
11. East Coast from 15/11/09-31/03/10	