



Department
for Transport

Rail Delays and Compensation 2018

Moving Britain Ahead



October 2018

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Executive summary

1. The primary way in which passengers claim for compensation is through the Delay Repay (DR) scheme. Under Delay Repay the proportion of a passenger's ticket they are eligible to reclaim increases the longer the passenger is delayed (see page 8). The majority of Train Operating Companies (TOCs) on Department for Transport franchises currently offer DR which provides compensation for delays to journeys from 30 minutes, whatever the cause of the delay or cancellation. In addition, at the time of carrying out the research, 4 Train Operating Companies (TOCs) offered compensation for delays of 15 to 29 minutes¹.
2. In March 2018, the Department for Transport (DfT) commissioned Transport Focus to carry out research to update the findings of a 2016 study that assessed the propensity of passengers to claim compensation when they are delayed. In addition, the research explored: passengers' awareness of their eligibility to claim compensation; the experiences of rail passengers when claiming for compensation; and the reasons why passengers choose not to claim for compensation when they are delayed. Where relevant, comparisons between this year's findings and the 2016 study have been made.

Key findings

3. **The number of passengers eligible for compensation has increased.** Compared to 2016, the number of passengers experiencing a delay of 30 minutes or longer has increased. The 2018 study found that 41% of passengers had experienced a delay that was eligible for DR30 compensation in the past six months. This is an increase of 4% on the 2016 total.
4. **The number of passengers claiming compensation for their last eligible journey that was delayed for 30 minutes or more has increased to 39%.** When we compare on a like-for-like basis (customers claiming compensation for a delay of 30 minutes or longer), the number of passengers claiming compensation has increased in the past two years (by 4%). However, the 2018 findings show that passengers are less likely to claim for a delay that is eligible for compensation under Delay Repay 15 (DR15) than they are for Delay Repay 30 (DR30). Only 18% of passengers claimed for their most recent delay that was eligible for compensation under DR15.
5. **Ticket price and length of delay have the biggest impact on the decision of passengers to claim for compensation.** Passengers who were aware they were eligible, but failed to claim compensation for their most recent journey, primarily did not claim because it

¹ Whilst the majority of passengers are eligible to compensation under DR, the minority of franchises that have not yet introduced DR set out their compensation arrangements in their Passenger's Charter. Passengers travelling on these TOCs are eligible to compensation of no less than 50% of the ticket price for delays of 60 minutes or more. Some of these TOCs also offer compensation for delays of 30-59 minutes (see page 8).

was not worth the effort for the amount they would get back (31% of passengers). In addition, 46% of passengers failed to claim when travelling on a ticket that cost less than £5 because it was not worth the effort they would get back. This figure nearly halves for passengers paying £5 or more for their journey. In addition, passengers who experience fewer delays are less likely to claim for compensation. 42% of non-claimants who were eligible for a 30 minute or longer delay, had only experienced one eligible delay in the past six months.

6. Claimant satisfaction with the process for applying for compensation has improved dramatically.

The 2018 research demonstrates large increases in the overall satisfaction among claimants with all aspects of the claims process. This includes: the form in which claimants received their compensation (30% increase since 2016); the value of the compensation they received (a 15% increase); the method for applying for compensation (8% increase); the ease of completing the compensation claim form (7% increase); and the amount of information provided about how to claim compensation (9% increase).

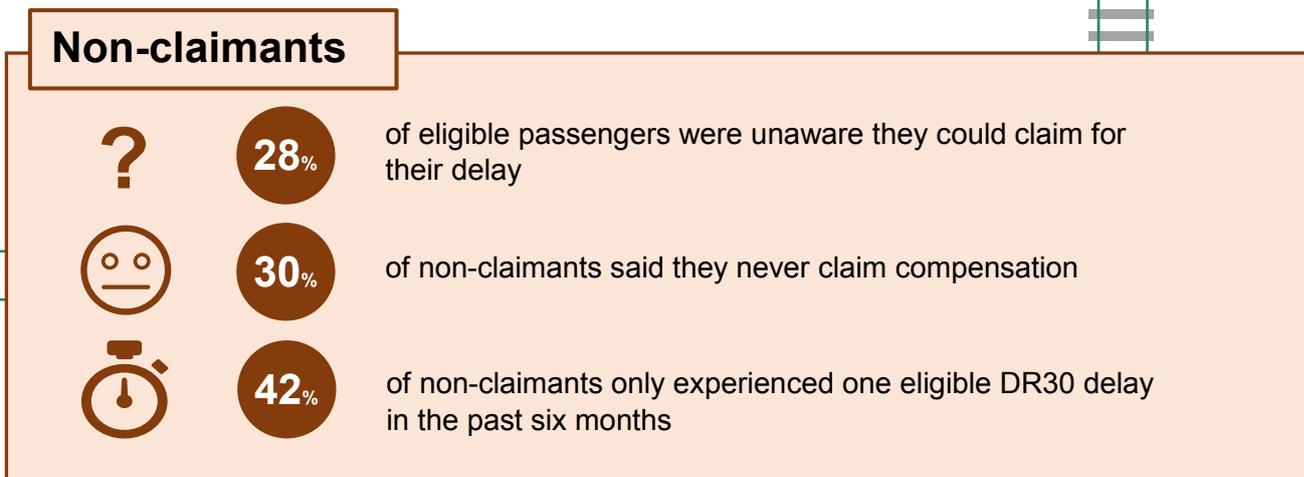
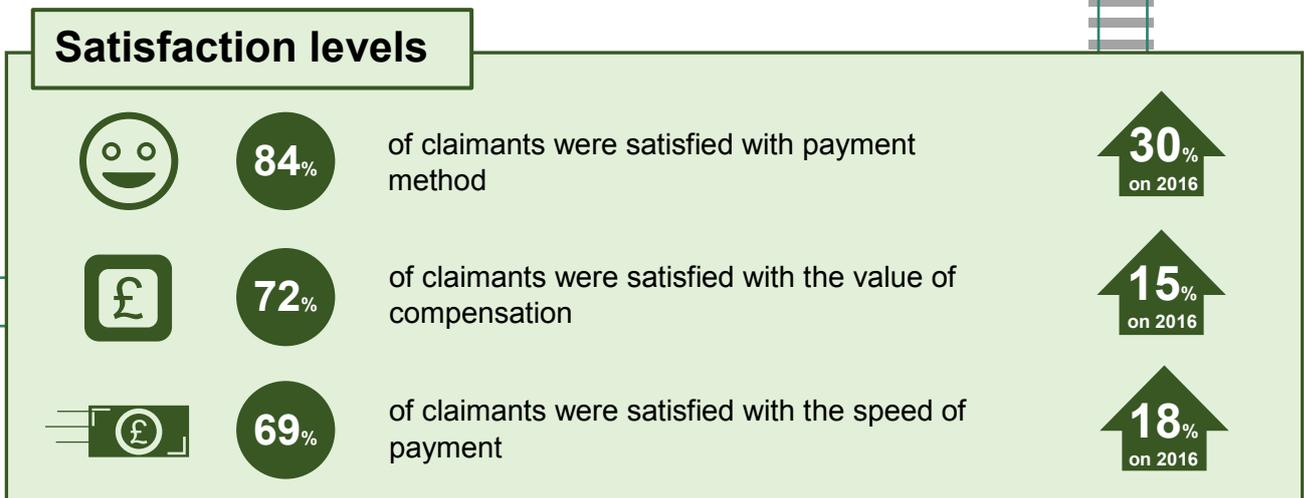
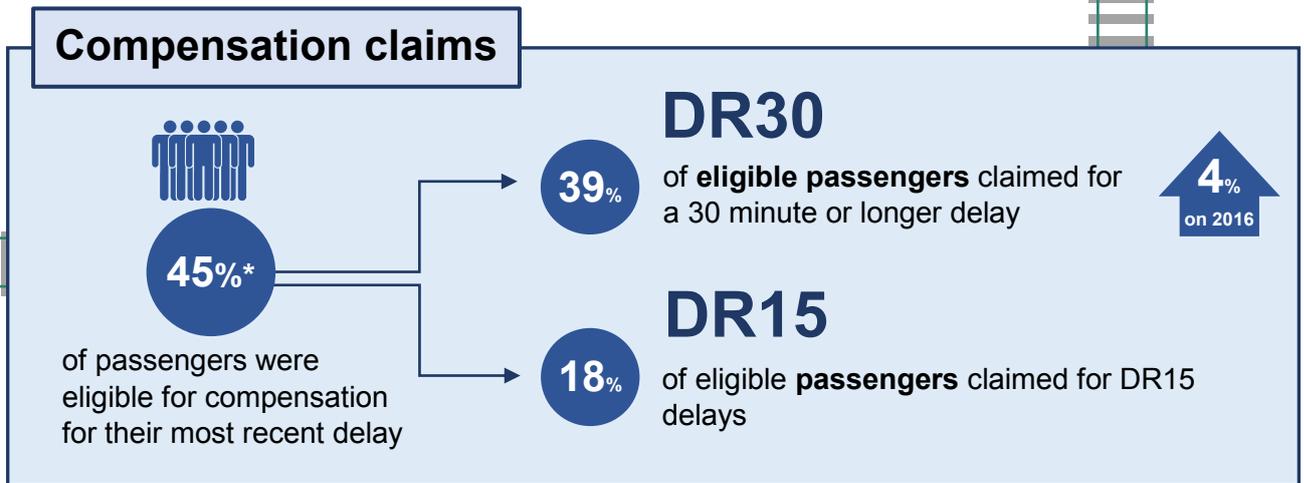
7. The time taken to respond to compensation claims has decreased.

88% of passengers report that they received a decision on their compensation claim within the Office for Rail and Road (ORR) deadline of four weeks (20 working days). This is a 6% increase on the findings from two years ago. More passengers reported that they received a decision on their claim within two weeks (67% of passengers, compared to 48% in 2016). Furthermore, 20% more passengers were satisfied with the speed with which they received a response to their claim when compared to 2016.

8. Lack of awareness about eligibility to claim is higher for those experiencing shorter delays.

Passengers are more likely to be aware that they are eligible to claim for a 30 minute delay than a 15 minute delay: 26% of passengers reported that they were unaware they were eligible for a DR30 claim, while 39% of DR15 eligible passengers weren't aware they were able to claim for compensation. Passengers' awareness of their eligibility to claim remained broadly consistent with 2016.

Key statistics from the research



*Figure has been corrected from original publication (originally 41%)

1. Introduction

- 1.1.** Research by Transport Focus suggests that one of passengers' main priorities is for their train to run on time and it causes them great frustration when disruption occurs². Furthermore, when their journeys are delayed, passengers can be unhappy if they are not clear about how to claim compensation.
- 1.2.** In 2016, the Department for Transport (DfT), in collaboration with the Office of Rail and Road (ORR – the rail regulator) and Transport Focus, conducted research to understand the propensity of rail passengers to claim for compensation when they are delayed. The study also examined the experience of rail passengers who do claim for their delays.
- 1.3.** In the 2016 review of Rail Delays and Compensation³ it was clear that progress had been made by the rail industry to increase the number of passengers claiming for compensation when their journey is delayed. However, it was noted that there were still areas that required improvement.
- 1.4.** Since 2016 the DfT, ORR and Train Operating Companies (TOCs) have implemented a range of initiatives designed to increase passengers' awareness of their right to claim. These initiatives include: awareness campaigns run by the Rail Delivery Group (RDG); regular reviews of progress; TOC initiatives to make the process for claiming easier and simpler; and increased media coverage about compensation claims.
- 1.5.** In March 2018, the DfT commissioned Transport Focus and independent research agency Breaking Blue, to repeat the study to assess the impact of interventions to increase the awareness of passengers claiming compensation when they are delayed. This research provides a robust review of the current situation and offers a comparison to the situation in 2016, highlighting areas of change.
- 1.6.** In particular it explores: passengers' awareness of their eligibility to claim compensation; the numbers of passengers claiming compensation; the experiences of rail passengers when claiming for compensation; and the reasons why passengers choose not to claim for compensation when they are delayed. Where relevant, comparisons between this year's findings and the 2016 study have been made.
- 1.7.** The 2018 research shows that there has been a significant increase in the satisfaction of claimants with the claims process, with more passengers receiving their compensation in a shorter time. Furthermore, the numbers of

² Transport Focus (2017) Rail passengers' priorities for improvement, <http://d3cez36w5wymxi.cloudfront.net/wp-content/uploads/2017/11/23150043/Rail-passenger-priorities-for-improvement-Nov-2017.pdf>

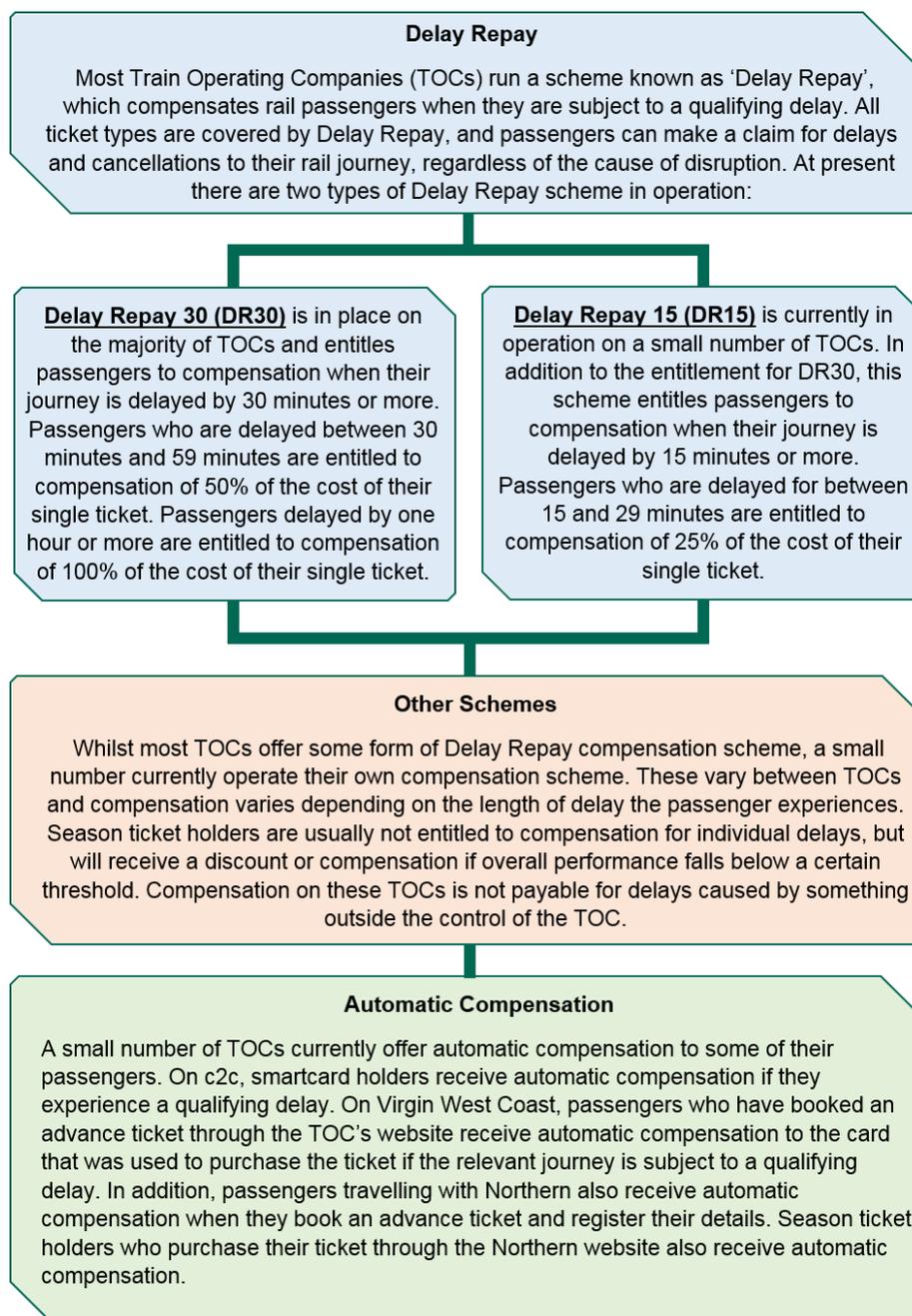
³ Transport Focus (2016) Rail delays and compensation: What passengers want, <http://d3cez36w5wymxi.cloudfront.net/wp-content/uploads/2016/06/16155045/Rail-delays-and-compensation-what-passengers-want-November-2016.pdf>

passengers claiming compensation for their most recent 30 minute or longer delay has increased.

Compensation Schemes

1.8. The National Rail Conditions of Travel⁴ forms the basis of an agreement between rail operators and the passenger when using the rail network. The Conditions set out passengers' rights when travelling by train in Britain. This includes a right to compensation when experiencing qualifying delays.

1.9. The compensation schemes available include:



⁴ National Rail (2018) National rail conditions of travel, <http://www.nationalrail.co.uk/National%20Rail%20Conditions%20of%20Travel.pdf>

Methodology

Eligibility for compensation

- 1.10.** Since the previous 2016 study, a small number of TOCs have implemented DR15 on their network. DR15 is currently available on the following routes: c2c, Gatwick Express, Great Northern, London Northwestern Railway, South Western Railway, Southern, Thameslink, and West Midlands Railway.
- 1.11.** As a result of the introduction of DR15, the threshold for eligibility for the research was reduced to 15 minutes on these TOCs to reflect the eligibility of their passengers to claim for delays of between 15 and 29 minutes. Where ‘delayed’ or ‘eligible’ passengers are referred to in this report it means the passenger was delayed for 15 to 29 minutes on one of the TOCs listed above, or for 30 minutes or more on all other TOCs.
- 1.12.** Interviewees were screened on the basis of their last eligible delay.

The survey

- 1.13.** The primary element of this year’s research was an online quantitative survey that was sent to over 10,000 rail users across Great Britain. Respondents were recruited from an independent consumer web panel, with all fieldwork being conducted in March 2018 to offer comparability to the 2016 study.
- 1.14.** The first phase of research consisted of a stratified random sample survey with targets set by age, gender and region to represent the total population of rail passengers in Great Britain. Nearly 4,000 passengers from our sample of over 10,000 had experienced an eligible delay in the past six months. The sample size for each of the TOCs is outlined in Table 1.1.

Abellio Greater Anglia	237	London Northwestern Railway	55
Arriva Trains Wales	151	London Overground	103
c2c	104	Merseyrail	36
Caledonian Sleeper	7	Northern	207
Chiltern Railways	40	ScotRail	157
CrossCountry	151	South Western Railway	292
East Midlands Trains	178	Southeastern	234
Gatwick Express	49	Southern	321
Grand Central	29	TfL Rail	57
Great Northern	174	Thameslink	139
Great Western Railway	275	TransPennine Express	138
Heathrow Connect	4	Virgin Trains East Coast	339
Heathrow Express	13	Virgin Trains West Coast	293
Hull Trains	26	West Midlands Railway	163
		TOTAL	3,972

- 1.15.** Subsequently, 500 of the non-delayed rail passengers were interviewed about their preferences for compensation schemes.

⁵ Breakdowns for TOCS with a low sample size (less than 100 interviews) are not shown in the report.

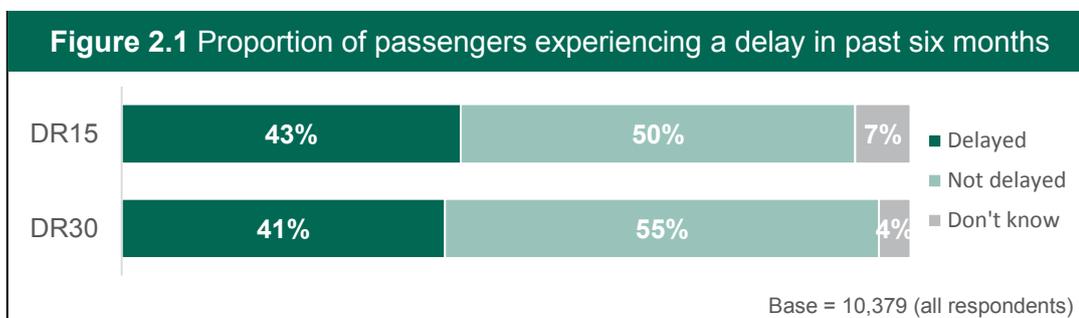
- 1.16.** As with the 2016 study, the research was conducted by independent research agency Breaking Blue, with the questionnaire remaining similar to the 2016 study.

Social Media Review

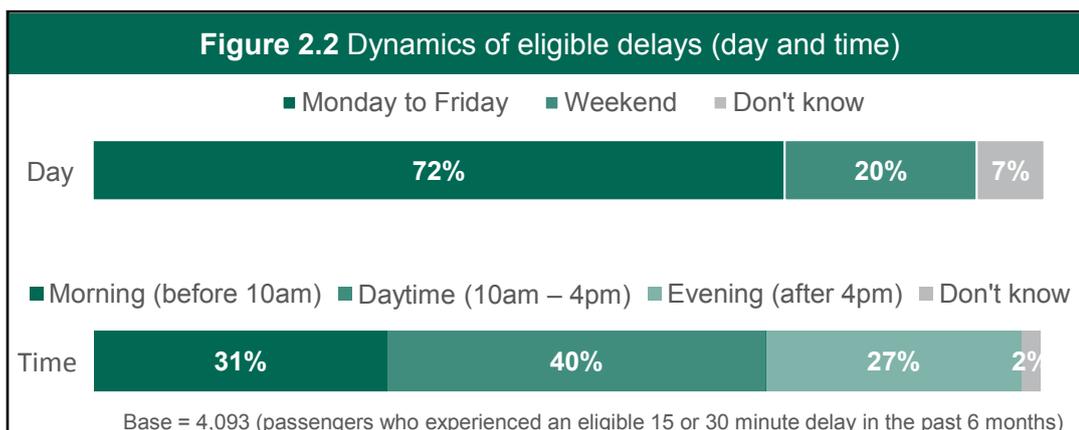
- 1.17.** This year a social media review was also conducted. This involved identifying and assessing online conversations between TOCs and rail passengers. Conversations were found by using relevant hashtags and keywords. Breaking Blue employed specialist software to examine what passengers were saying about Delay Repay across multiple platforms including Twitter, Facebook, Instagram, blogs, forums and other networking sites. This research enabled us to look at how proactive TOCs are with regards to making passengers aware of their rights. Online conversations that were posted during April 2017, July 2017, October 2017, and January – March 2018 were analysed. The public posts of over 27,000 individual users were analysed as part of the research.

2. Experiences of delays

- 2.1.** As shown in Figure 2.1, similar numbers of passengers experienced a delay lasting between 15 and 29 minutes, and a delay over 30 minutes



- 2.2.** 78% of passengers reported a one hour delay or less. 17% of passengers said their most recent eligible delay for compensation lasted between 15 and 29 minutes. Nearly 1 in every 5 passengers (19%) experienced a delay lasting more than one hour.
- 2.3.** 72% of passengers reported that their most recent delay took place on a weekday. This compares to 20% of passengers reporting their most recent delay occurring at a weekend. 7% of passengers couldn't recall on which day their last delay occurred.
- 2.4.** Passengers are most likely to experience a delay during the daytime (10am – 4pm). However, the spread of delays is consistent throughout the day with 27% of delays experienced in the evening (after 4pm) and 31% of passengers experiencing delays before 10am (see Figure 2.2).

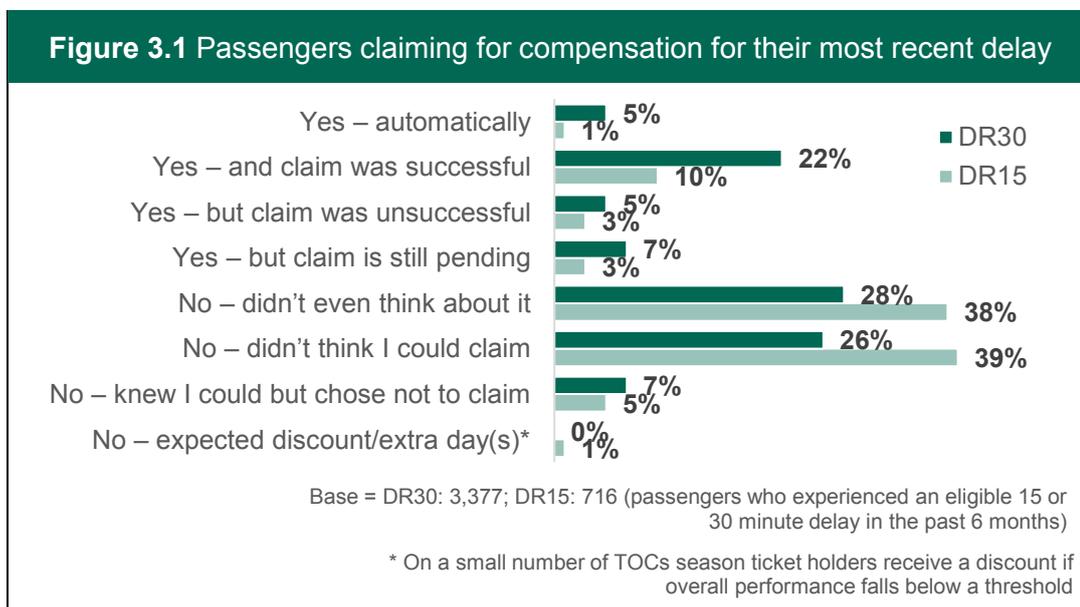


- 2.5.** 48% of passengers said they were making a journey for leisure purposes when they were delayed. This compares with 34% making a commuter journey and 15% travelling for company or personal business.
- 2.6.** 51% of passengers reported that their train arrived late, and 22% said their train was delayed leaving the station. As such, 73% of passengers' most

Rail Delays and Compensation Report 2018

recent delays were caused by late departures or arrivals. Nearly a quarter of passengers (27%) said the train they wanted to catch was cancelled.

3. Claiming Compensation



3.1. Overall, nearly 4 in 10 passengers claimed compensation under the DR30 scheme (39% of passengers).

3.2. As shown in Figure 3.1, the claim rate for DR15 is much lower than for DR30. Only 18% of passengers claimed for an eligible D15 delay, compared to 39% of passengers who claimed for a delay of 30 minutes or longer. This is likely due to the lower amount of compensation available for a 15 minute delay, and a shorter delay causing slightly less inconvenience when compared to DR30.



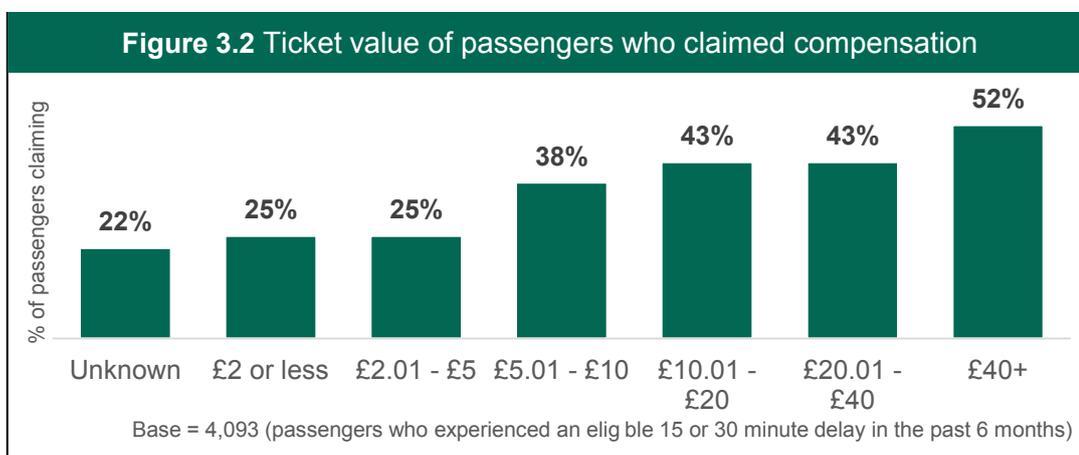
3.3. The table below shows that the spread of passengers experiencing a delay of 30 minutes or longer and claiming compensation has increased slightly since 2016. The numbers of passengers receiving compensation automatically has increased slightly, whilst the number of passengers not thinking about claiming has decreased.

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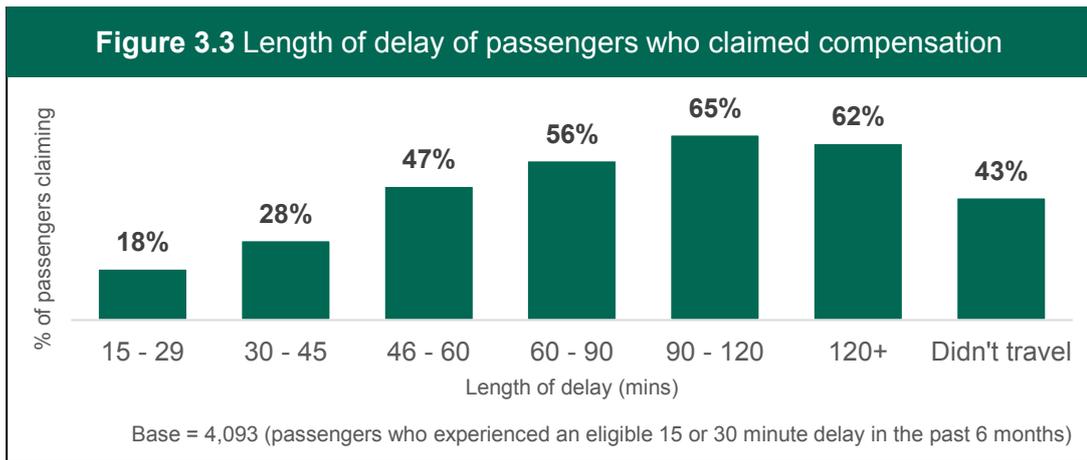
Table 3.1: Passengers claiming for compensation			
	2016	2018	+/-
Yes – automatically received compensation	2%	5%	+3
Yes – and claim was successful	23%	22%	-1
Yes – but claim was unsuccessful	4%	5%	+1
Yes – but claim is still pending	6%	7%	+1
No – didn't even think about it	34%	28%	-6
No – didn't even think I could claim	23%	26%	+3
No – knew I could but chose not to claim	7%	7%	=
No – expected discount/extra(s)	1%	0%	-1

Base: 2018 = 3,377, 2016 = 3,526 (delayed by 30 minutes in last 6 months)

- 3.4.** The proportion of passengers claiming compensation is strongly correlated to the price of their ticket. 52% of passengers who paid over £40 for their ticket claimed compensation. This drops to just 25% of passengers who claimed compensation when the value of their ticket was £5 or less (see Figure 3.2).



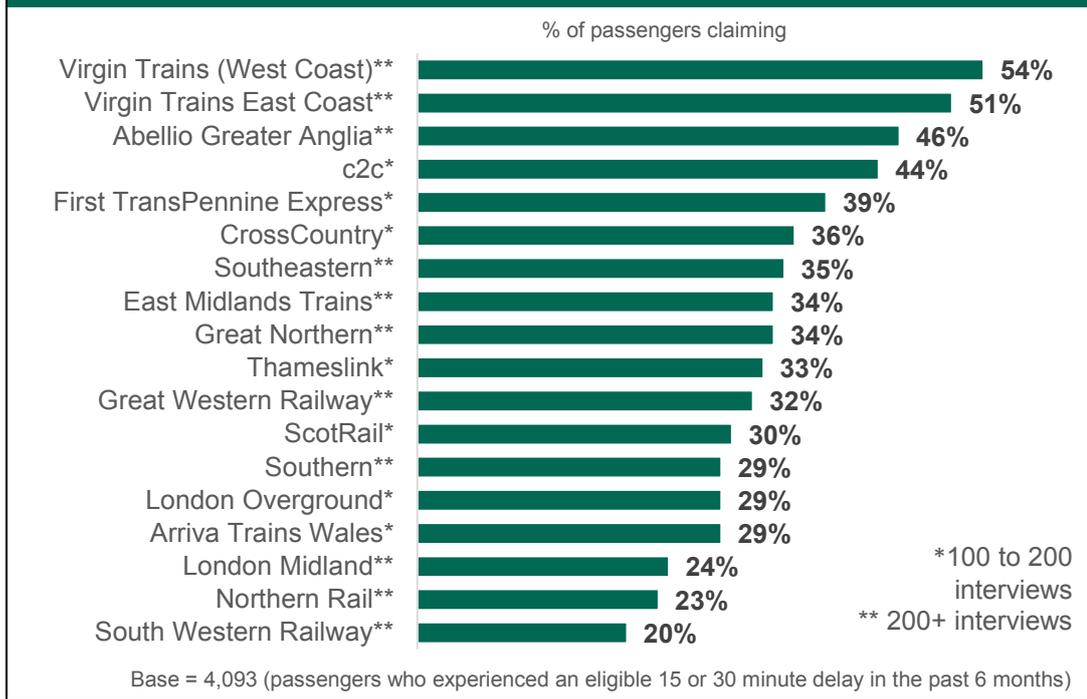
- 3.5.** The tipping point for it being worthwhile to claim compensation is reached when the value of the ticket is over £5. 25% of passengers claimed compensation when the value of their ticket was less than £5. However, 43% of passengers claimed compensation when the value of their ticket was over £5.



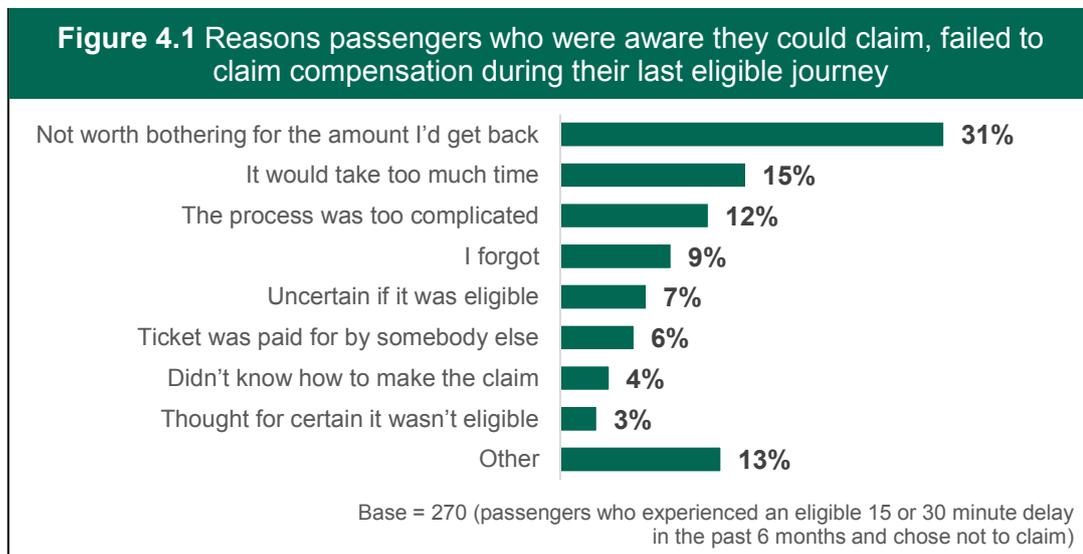
- 3.6.** Figure 3.3 highlights that the longer the delay a passenger experiences, the more likely they are to claim for compensation. The only exception to this, is that the claim rate drops slightly for those passengers delayed by 2 hours or more. This is the result of a small sample size for passengers delayed by 90 and 120 minutes. When the delay a passenger experiences is longer than 45 minutes, the claim rate increases significantly.
- 3.7.** Male passengers are more likely to claim compensation than females. 39% of male passengers claimed compensation for their most recent eligible delay. Only 31% of females claimed compensation for their last eligible delay.
- 3.8.** Older passengers are more likely to claim for compensation when they are delayed. 40% of passengers aged 65 or over claimed for compensation when they were delayed. This compares to just 28% of 16-24 year olds who claimed compensation. Between the ages of 25 and 64, the claim rate is consistent, remaining between 35% and 39% for these age groups.
- 3.9.** Business passengers (43%) are more likely to claim under Delay Repay than commuters or leisure passengers. Only 32% of leisure passengers claimed compensation for their most recent eligible delay, while 38% of commuters claimed.

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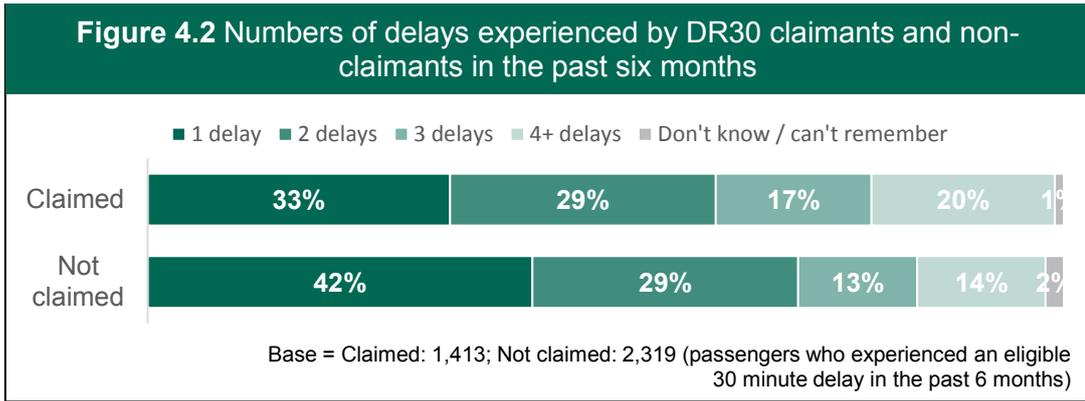
Figure 3.4 Claim rate for all TOCs based on passengers' most recent delay



4. Why passengers don't claim for compensation



- 4.1.** 26% of eligible passengers were unaware they could claim compensation under the DR30 scheme.
- 4.2.** 35% of passengers chose not to claim for their most recent DR30 eligible journey. 28% of passengers didn't even think about claiming, and 7% chose not to claim even though they knew they were eligible to do so. Those eligible to claim under DR15 are more likely to not even think about claiming (38% of passengers), or be unaware that they could claim (39%).
- 4.3.** The decision to claim for compensation is highly correlated to the value of the ticket and the length of delay. Passengers experiencing shorter delays or paying less for their ticket are less likely to claim for compensation. Overall, 31% of passengers decided not to claim because of the amount they would get back (Figure 4.1).
- 4.4.** If the value of a ticket was less than £5, 46% of passengers believed it was not worth the effort to claim compensation for the amount they would get back. However, only 26% of passengers said it was not worth the effort for the amount they would get back when the ticket value was £5 or more.



4.5. Figure 4.2 demonstrates that passengers eligible to claim for a 30 minute or longer delay, are more likely to claim if they have experienced multiple delays. 42% of passengers who didn't claim stated that the delay was the only one they could recall experiencing in the past six months. This compares to 33% of passengers who claimed. Conversely, 20% of passengers who claimed compensation for their most recent eligible delay had experienced four or more delays in the past six months. This compares with 14% of passengers who failed to claim.

5. Satisfaction with the current process

5.1. As highlighted in Figure 5.1, claimant satisfaction is high across most aspects of the compensation claim. 84% of claimants are satisfied with the form in which they received their compensation (e.g. cash, voucher). In addition, 72% of claimants are satisfied with the speed with which they received a response from the TOC, or the value of the compensation they received.

15% more satisfied claimants with the value of compensation since 2106

5.2. However, satisfaction with the train company alerting passengers to their right to claim compensation is lower. Only 44% of claimants were satisfied with this aspect of the claims process.

5.3. However, most train companies have improved their performance since 2016 with improvements seen across most TOCs for: the amount of information provided to passengers about how to claim compensation; the ease of completing the compensation or refund claim form; and the TOCs alerting passengers to their right to claim compensation.

30% more satisfied claimants with their form of compensation since 2016

5.4. Business and leisure passengers are slightly more likely than commuters to be satisfied with the process of claiming compensation.

Figure 5.1 Passenger satisfaction with the compensation claiming process



Table 5.1: Passengers' satisfaction with claims process

	2016	2018	+/-
Form of payment	54%	84%	+30
Speed of response	52%	72%	+20
Value of the compensation	57%	72%	+15
Method(s) for claiming	62%	70%	+8
Speed of receiving compensation	51%	69%	+18
Ease of claiming	61%	68%	+7
Ease of finding out how to claim	52%	65%	+13
Amount of information provided	51%	60%	+9
TOC alerting me to my right to claim	38%	44%	+6

Base = variable (passengers who experienced an eligible 15 or 30 minute delay in the past 6 months and made a claim)

5.5. Table 5.1 outlines that claimants' satisfaction with the claims process has improved greatly since 2016. All aspects have seen increases in satisfaction. Since 2016 there has been an increase in the proportion of passengers who are satisfied with various different aspects of the claims process. These include: the form of payment; the speed of response; the value of compensation; the method for claiming; the speed of receiving compensation; the ease of claiming compensation; the ease of finding out how to claim; the amount of information provided; and the TOC alerting passengers to their right to claim compensation.

5.6. The smallest increases in satisfaction among claimants are in the areas of the TOC alerting passengers to their right to claim, and the methods for claiming compensation.

Table 5.2: Passengers receiving an acknowledgement

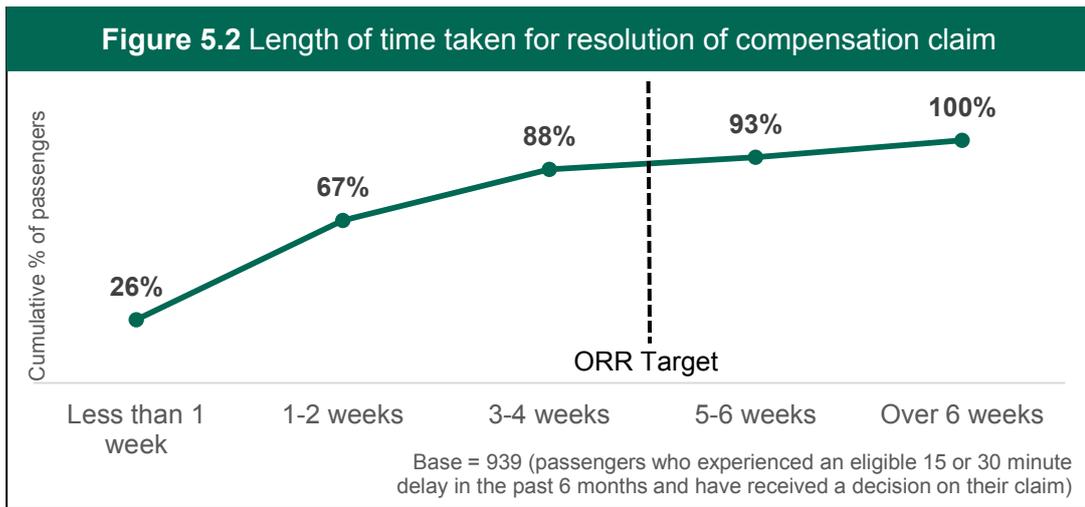
	2016	2018	+/-
Great Western Railway	26%	68%	+42
Southeastern	44%	86%	+42
Southern	38%	79%	+41
CrossCountry	33%	72%	+39
Abellio Greater Anglia	40%	73%	+33
Virgin Trains West Coast	52%	81%	+29
Virgin Trains East Coast	58%	83%	+25

Operators only shown where a base size is over 50 in 2016 and 2018

5.7. In 2018 75% of passengers received an acknowledgement when their claim was being processed. All TOCs have seen large increases in the number of claimants receiving an acknowledgment of their claims. Since 2016, Great Western Railway and Southeastern have increased the numbers of passengers receiving an acknowledgement by 42%. Even the smallest improvement (Virgin Trains East Coast) sees 25% more passengers receiving an acknowledgment of their claim compared to 2 years ago.

5.8. Just under a third of claimants have to prompt the train company for a response on their claim. The need to do this varies greatly by TOC with some companies (such as Southern) only being prompted by 10% of claimants. Other TOCs are prompted by up to 42% of claimants (such as CrossCountry).

32% increase in claims being acknowledged since 2016



5.9. 88% of passengers reported a resolution of their claim within four weeks (Figure 5.2). This is within the ORR recommendation of 20 working days for TOCs to resolve compensation claims.

Table 5.3: Passengers receiving a resolution within four weeks

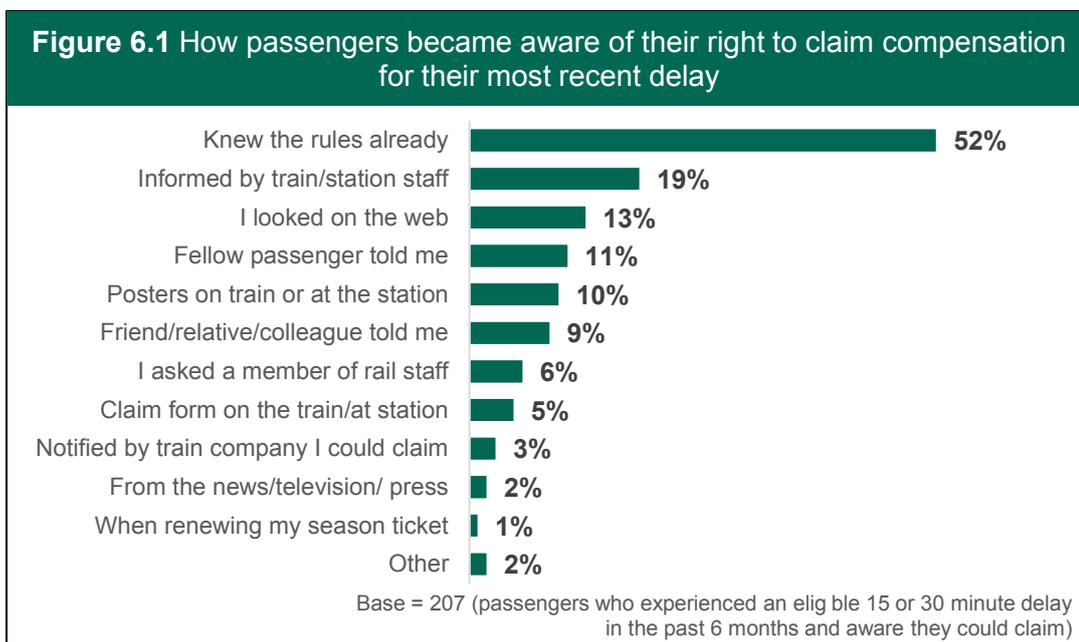
	2016	2018	+/-
Virgin Trains East Coast	61%	83%	+22
Southern	69%	87%	+18
Southeastern	75%	92%	+17
Abellio Greater Anglia	93%	96%	+3
Virgin Trains West Coast	84%	80%	-4
Great Western Railway	92%	87%	-5

Operators only shown where a base size is over 50 in 2016 and 2018

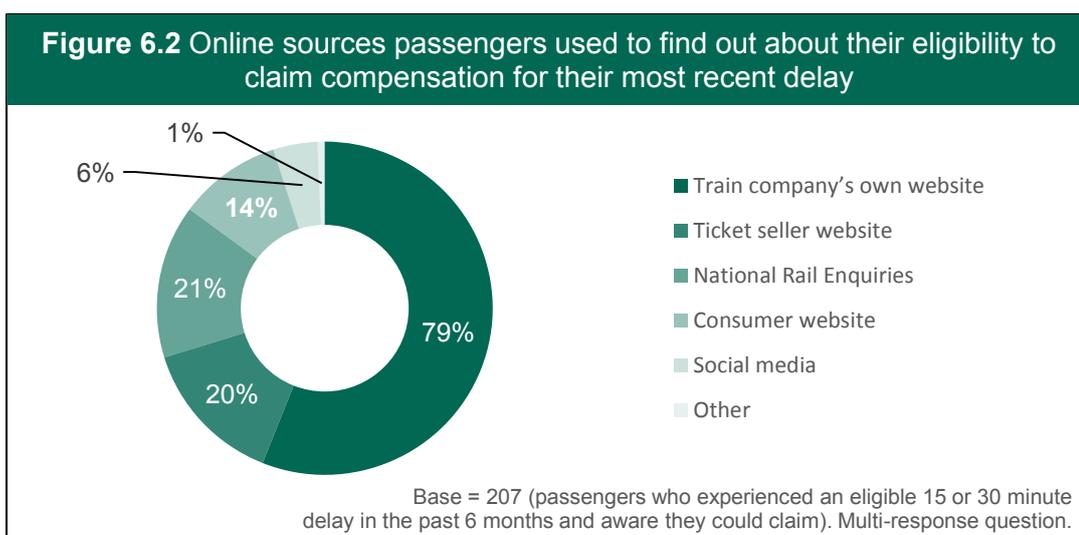
5.10. As shown in table 5.3, the percentage of claimants receiving a resolution of their claim within four weeks has increased on most TOCs since 2016. 22% more claimants on Virgin Trains East Coast reported that they received an acknowledgement from their TOC. There were also large increases in claimants receiving an acknowledgement when travelling on Southern (18% increase), and Southeastern (17% increase).

19% increase in claims being processed within 2 weeks since 2016

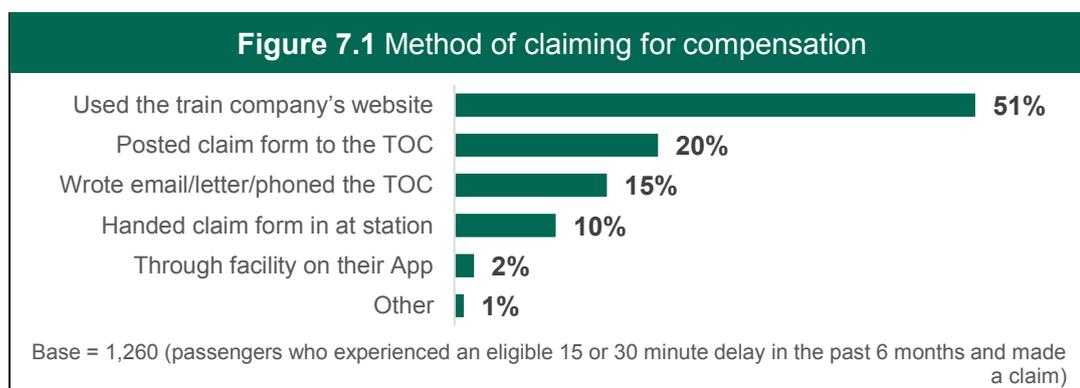
6. Awareness of information about how to claim



- 6.1.** Over half of all passengers who claimed for compensation already knew the rules when they submitted their claim (Figure 6.1). Announcements or information from train/station staff were the main way in which passengers first found out they were eligible to claim for compensation (19% of passengers). This is followed by looking on the internet (13%), and being told by fellow passengers (11%).
- 6.2.** 79% of passengers who found they were able to claim by looking online, did so by visiting the train company's website (Figure 6.2).



7. Methods for claiming compensation

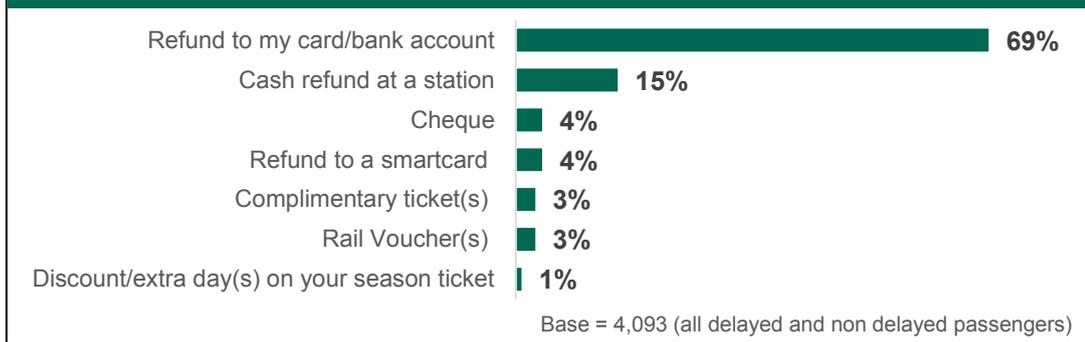


- 7.1.** Figure 7.1 shows that over half (53%) of all passengers now claim compensation online. This is through a combination of using the train company's website (51% of passengers) or through the TOCs' App (2% of passengers). 20% of passengers posted their claim form to the train company, while 15% wrote an email or letter to the train company. A further 10% of passengers claimed by handing a form in at a rail station.
- 7.2.** Just over a third of passengers who decided not to claim online did so because they believed it was easier to claim another way (35% of passengers). A further 17% of passengers weren't aware they could claim online, and 14% of passengers found it difficult to claim online.
- 7.3.** Passengers claiming for compensation under DR15 are more likely to use online forms (60% of passengers) when compared to those claiming under DR30 (52% of passengers).
- 7.4.** Older passengers are much more likely than younger passengers to submit their claim either in person, by post or on the phone.
- 7.5.** The majority of passengers prefer a monetary payment rather than vouchers. 69% of passengers said their preferred form of compensation was a refund to their bank card/account. A further 15% of passengers said they would want cash at a station (including exchanging a voucher for cash). Only 3% of passengers wanted a complimentary ticket, or a rail voucher.
- 7.6.** 67% of passengers said their preferred way of claiming compensation is through online sources (such as TOC websites and Apps). However, nearly a third of passengers said they still preferred to submit a paper claim form at the station (29%).

22% increase in passengers claiming online since 2016

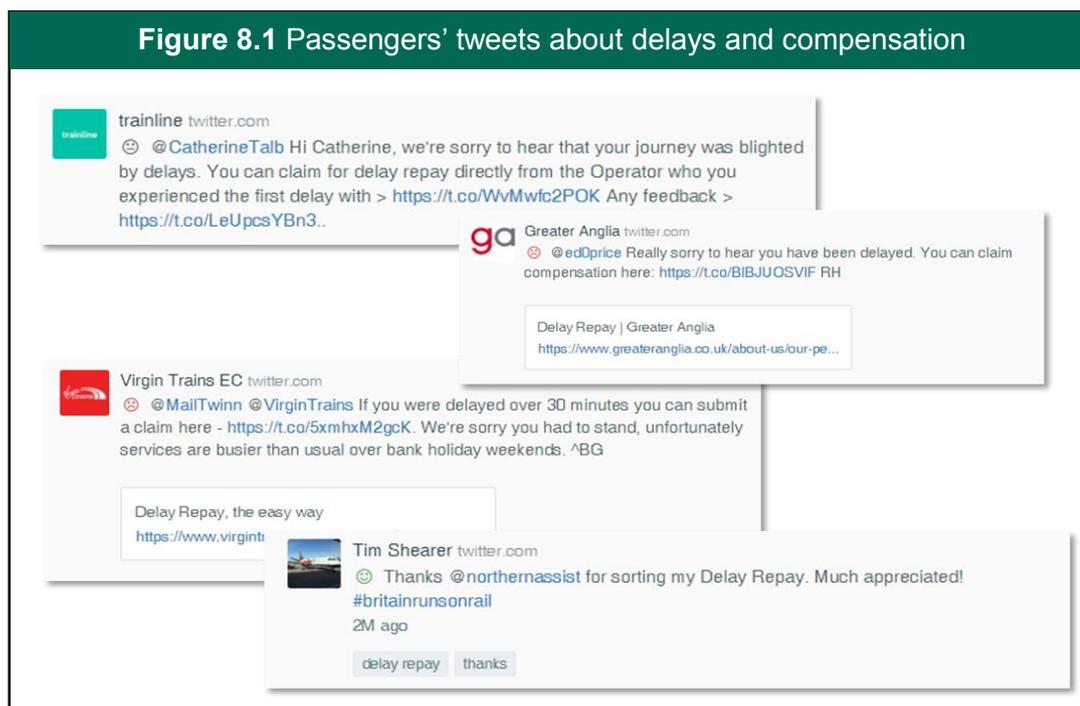
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Figure 7.2 Passengers' preferred form for receiving compensation



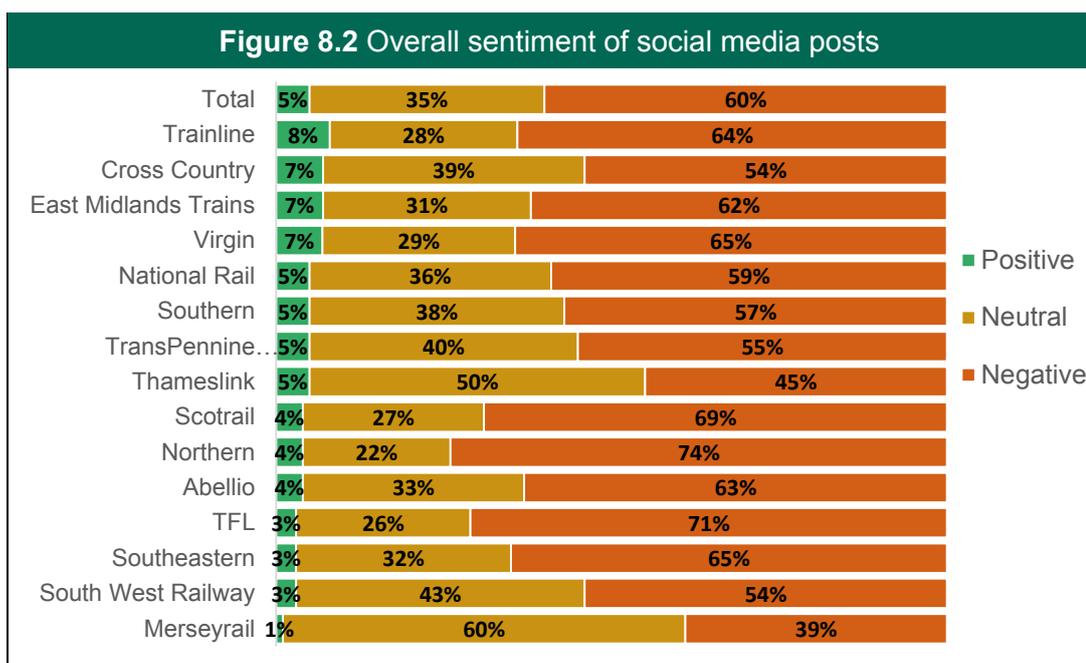
8. Social media review

- 8.1. Social media activity about Delay Repay and compensation peaks around 9am-10am and 6pm-7pm. This broadly follows the periods when passengers are most likely to experience a delay that qualifies for compensation.
- 8.2. Twitter and other micro-blogging sites are the most popular way for passengers to comment on their experience and reach-out to TOCs. Figure 8.1 shows tweets symptomatic of those analysed.



- 8.3. Those talking about rail delays or compensation on social media are significantly more likely to be male. The main demographic of passengers talking about their delay online are males from London.
- 8.4. The proportion of tweets received by TOCs is broadly consistent with the proportion of most recent delays found in our survey. For example, Virgin accounted for 15% of passengers' most recent delays and received 11% of all tweets during the research period.
- 8.5. Conversations on social media in relation to rail delays and compensation are predominantly negative. Only 5% of all conversations were about a positive passenger experience. 60% of conversations were about a negative experience (see Figure 8.2).

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- 8.6.** When passengers do use social media to discuss a positive experience it is usually to express thanks for a good claiming experience.
- 8.7.** Abellio Greater Anglia is the most proactive TOC on Twitter accounting for 72% of all outgoing tweets from all TOCs.

Figure 8.3 Proactivity of TOCs on Twitter (number of tweets)

TOC	Incoming	Outgoing	% of TOC's tweets that are outgoing
Abellio	2,697	1,860	41%
Arriva Trains Wales	876	0	0%
c2c	731	0	0%
Chiltern	419	0	0%
Cross Country	1,202	0	0%
East Midlands	788	24	3%
Great Northern	19	30	61%
Great Western	3,503	0	0%
Heathrow Express	112	28	20%
London Midland	741	0	0%
London Northwestern	280	0	0%
Northern	3,503	103	3%
ScotRail	2,946	84	3%
Southeastern	2,506	0	0%
Southern	5,774	62	1%
South Western	1,600	0	0%
Thameslink	832	0	0%
TransPennine Express	698	1	0%
Virgin	4,417	150	3%
West Midlands	253	0	0%
Total	33,897	2,342	

9. Next Steps

1. The 2018 research shows that more passengers are aware of, and are claiming compensation under DR30. Moreover, satisfaction with the process for claiming compensation has improved dramatically, and more passengers are waiting less time for a decision on their claim.
2. However, passengers' awareness of DR15 and their propensity to claim compensation for a delay of 15-29 minutes is significantly lower than that of a 30 minute or longer delay. In part, this is due to passengers being less likely to claim due to the lower value of a DR15 claim, and the shorter delay to their journey.
3. However, the Department continues to require and encourage TOCs to do more to further boost these figures, and will work with them to make claiming as easy, simple and swift as possible for passengers.
4. As such, as it did in 2018 and 2016, the DfT intends to undertake another iteration of this study in due course to continue to monitor the progress made by the industry in ensuring that passengers are aware of their right to claim compensation when they experience an eligible delay.

10. Appendix: Questionnaire

BREAKING BLUE

Welcome to our survey.

Breaking Blue are conducting this short survey on behalf of Transport Focus, the independent rail passenger watchdog. Transport Focus carries out many surveys of transport users and the transport industry, governments and regulators pay close attention to what the results say. To find out more about Transport Focus visit <http://www.transportfocus.org.uk>

The survey will take around 15 minutes. It is being conducted to the Market Research Society Code of Conduct.

First, we need to ask a few questions about you.

ASK ALL

S1 How old are you? SINGLE CODE

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

ASK ALL

S2 Are you.....? SINGLE CODE

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

ASK ALL

S3a Where do you live? SINGLE CODE

1. England
2. Scotland
3. Wales
4. Somewhere else
5. Prefer not to say

BREAKING BLUE

ASK IF LIVE IN ENGLAND (S3a=1)

S3b In which region of England do you live? SINGLE CODE

1. North East
2. North West
3. Yorkshire and Humberside
4. East Midlands
5. West Midlands
6. East of England
7. London
8. South East
9. South West

ASK ALL

S4 Have you made a journey on any of these in the last 12 months? MULTICODE (EXCEPT CODE 8)

1. Local bus
2. Long distance coach
3. Underground, metro, or tram
4. Train (not Underground nor metro) GO TO S5a
5. Flown within UK
6. Flown internationally
7. Crossed the Channel via ferry or Eurostar
8. None of the above SINGLE CODE

THANK AND CLOSE IF CODE 4 NOT SELECTED

From here all questions are where at least S4 =4.

In this mini section S5a qualifies a 30 minute plus delay. If yes asked Q1a, Q8a and Q2 otherwise they go to whether they had a 15 to 29 min delay at S5b.

S5a In the last six months, have you been delayed 30 minutes or more on any train journeys?

Please consider only 'National Rail' journeys. This includes London Overground, but excludes Eurostar, London Underground (and DLR), any metro or tram services.

Note: if you paid but did not travel because of any of these delays please answer "yes".

SINGLE CODE

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

IF S5a = 1: ASK Q1a, Q8a AND Q2a. IF S5a = 2 OR 3: GO TO S5b.

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BREAKING BLUE

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

If you cannot remember exactly, please give us your best estimate.

1. One
2. Two
3. Three
4. Four or five
5. 6 to 10
6. 11 to 20
7. Over 20
8. Don't remember

Please now think about your most recent delay of 30 minutes or more.

Q8a Which train company were you travelling on? SINGLE CODE

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

BREAKING BLUE

28. West Midlands Railway (previously London Midland)
29. Other
30. Don't Know/cannot remember

Q2a Did you put in a claim for compensation or a refund, or were you automatically compensated for that delay? SINGLE CODE

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

This mini section asks about 15 – 29 minute delays. Again S5b qualifies whether a delay, if yes they are asked Q1b and Q8b otherwise they skip to general questions about delays at S6.

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?

Please consider only 'National Rail' journeys. This includes London Overground, but excludes Eurostar, London Underground (and DLR), any metro or tram services.

Note: if you paid but did not travel because of any of these delays please answer "yes".

SINGLE CODE

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

IF S5b = 1: ASK Q1b AND Q8b. IF S5b = 2 OR 3: GO TO S6.

Q1b How many of these 15 minute but less than 30 minute delays have you had in the last six months? SINGLE CODE

If you cannot remember exactly, please give us your best estimate.

1. One
2. Two
3. Three
4. Four or five
5. 6 to 10
6. 11 to 20
7. Over 20
8. Don't remember

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BREAKING BLUE

Q8b

IF Q1b = 1 SHOW: On which train company were you travelling on when delayed by **between 15 and 29 minutes** in the last six months? **SINGLE CODE**

IF Q1b = 2 to 8 SHOW: On which train companies were you travelling on when delayed by **between 15 and 29 minutes** in the last six months? **MULTICODE**

1. Abellio Greater Anglia (including Stansted Express)
2. Arriva Trains Wales
3. c2c (DR 15 QUALIFYING TOC)
4. Caledonian Sleeper
5. Chiltern Railways
6. CrossCountry
7. East Midlands Trains
8. Gatwick Express (DR 15 QUALIFYING TOC)
9. Grand Central
10. Great Northern (DR 15 QUALIFYING TOC)
11. Great Western Railway
12. Heathrow Connect
13. Heathrow Express
14. Hull Trains
15. London Northwestern Railway (previously London Midland) (DR 15 QUALIFYING TOC)
16. London Overground
17. Merseyrail
18. Northern
19. ScotRail
20. South Western Railway (previously South West Trains; including Island Line) (DR 15 QUALIFYING TOC)
21. Southeastern
22. Southern (DR 15 QUALIFYING TOC)
23. TfL Rail
24. Thameslink (DR 15 QUALIFYING TOC)
25. TransPennine Express
26. Virgin Trains East Coast
27. Virgin Trains (West Coast)
28. West Midlands Railway (previously London Midland) (DR 15 QUALIFYING TOC)
29. Other
30. Don't Know/cannot remember

BREAKING BLUE

Back to all who travel by train (S4 = 4) whether delayed or not.

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

SINGLE CODE PER ROW

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

RANDOMISE ORDER

1=Entitled 2=Not entitled 3=Not sure

- a. Your train with seat reservation is cancelled; you have to stand on the next train
- b. The advertised buffet car/trolley isn't available
- c. You get the next train 10 minutes after the cancelled train
- d. The weather is bad and no trains are running
- e. Your train has been 10 minutes late four consecutive days
- f. Your train is shown as running late, you decide not to travel
- g. Part or all of your journey is on a rail-replacement bus

500 NOT DELAYED IN LAST SIX MONTHS (S5a= 2 OR 3 AND S5b= 2 OR 3) OR THOSE WHO CODE OTHER / DON'T KNOW TOC ARE ASKED THE FINAL SECTION: Q31, Q24, Q39a, Q39b, Q41 AND Q40.

(S5a = 1 AND S5b = 2 OR 3 AND Q8a NOT = 29 or 30) [30 mins plus only delays]

(S5a = 2 OR 3 AND S5b = 1 AND Q8B = QUALIFYING TOC) [15 to 29 mins only delays]

(Q8a = NOT 29 or 30 AND Q8b = QUALIFYING TOC) [Both 15 to 29 mins AND 30 mins plus delays]

Intro to S7 – the way the 'most recent eligible delay' (MRED) is chosen.

ASK IF HAD BOTH '30+ MINUTES' AND '15 BUT LESS THAN 30 MINUTE' DELAY(S) (S5a = 1 AND S5b = 1 AND HAD A 15 TO 29 MIN DELAY ON DR 15 QUALIFYING TOC)

PROGRAMME LIST QUALIFYING DELAYS AND TOCS FOR SELECTION – IF MORE THAN ONE QUALIFYING 15 BUT LESS THAN 30 MINUTE DELAY, LIST EACH DELAY + TOC SEPARATELY IN S7

S7 We are interested in the following delays you have mentioned:

- Your delay of 30 minutes or more on <INSERT TOC FROM Q8a>
- Your 15 but less than 30 minutes delays on <INSERT TOC FROM Q8b>
- Your 15 but less than 30 minutes delays on <INSERT TOC FROM Q8b>
- Etc.

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BREAKING BLUE

Which of these is the most recent delay? **SINGLE CODE – SELECT FROM ABOVE LIST**

FROM HERE ON PLEASE ONLY THINK ABOUT THIS MOST RECENT DELAYED JOURNEY: <<REPEAT THE SELECTED DELAY – LENGTH OF TIME AND TOC>>

T1 to Q33 inclusive asked on MRED (note this in questionnaire order).

T1 In not more than 100 words, please tell us a little bit about your most recent delay? **OPEN – WRITE IN**

Add word counter.

Q4 On which day did that delay occur? **SINGLE CODE**

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

Q5 What time did you start that journey? **SINGLE CODE**

1. Morning (before 10am)
2. Daytime (10am – 4pm)
3. Evening (after 4pm)
4. Don't know/ cannot remember

Q6 What was the main reason for making that journey? **SINGLE CODE**

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

BREAKING BLUE

Q9 What kind of ticket were you using for that journey? **SINGLE CODE**

1. Single
2. Return
3. One day travelcard
4. Season ticket
5. Other (Please specify)
6. Don't know/cannot remember

Q9a How was that ticket held? **SINGLE CODE**

1. It was a paper ticket
2. On a smartcard
3. Contactless payment on debit/credit card
4. Ticket on your mobile phone
5. Other (Please specify)
6. Don't know/cannot remember

ASK IF TRAVELLING ON A SINGLE TICKET (Q9 = 1)

Q10 What type of single ticket was it? **SINGLE CODE**

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

ASK IF TRAVELLING ON A RETURN TICKET (Q9 = 2)

Q11 What type of return ticket was it? **SINGLE CODE**

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

ASK IF TRAVELLING ON A SEASON TICKET (Q9 = 4)

Q12 Was type of season ticket was it? **SINGLE CODE**

1. Weekly
2. Monthly
3. Annual
4. Other period

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BREAKING BLUE

ASK IF NOT TRAVELLING ON A SEASON TICKET (Q9 = 1, 2, 3, 5, OR 6)

Q13 What was the cost of your ticket? SINGLE CODE

If you cannot remember exactly, please give us your best estimate.

1. Up to £2.50
2. £2.50 - £4.99
3. £5.00 - £9.99
4. £10.00 - £24.99
5. £25.00 - £49.99
6. £50.00 - £74.99
7. £75.00 - £99.99
8. £100.00 and over.
9. Don't know/cannot remember

ASK IF Q9 = 4

Q14 What was the cost of your season ticket?

SINGLE CODE

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

ASK IF MOST RECENT DELAY WAS 30 OR MORE MINUTES (AT S7)

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

If you cannot remember exactly, please give us your best estimate.

1. 15 to 29 minutes DO NOT SHOW – AUTOFILL IF DELAY WAS LESS THAN 30 MINUTES
2. 30 to 45 minutes
3. 46 to 60 minutes
4. 1 hour but less than 1½ hours
5. 1½ hours but less than 2 hours
6. Over 2 hours
7. Chose not to travel because of expected delay

BREAKING BLUE

Q16 In what way(s) were you delayed? MULTICODE

Please select all that apply

1. Train left the station late
2. Train arrived late
3. Train I wanted to catch was cancelled
4. Train was diverted via a different route
5. Needed to go from a different station
6. Train overcrowded, could not board
7. Took too long to buy/collect tickets
8. First train late; missed connecting train
9. Crowded in station, couldn't reach train in time
10. Lack of/poor information caused a delay to my journey
11. Other (Please specify)

Note Q18 is the key claim rate question

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

1. Yes – automatically received compensation
2. Yes – and claim was successful
3. Yes – but claim was unsuccessful
4. Yes – but claim is still pending
5. No – didn't even think about it
6. No – didn't think I could claim
7. No – knew I could but chose not to claim
8. No – expected discount/extra day(s) on my next season ticket SHOW ONLY IF Q9 = 4

ASK IF AWARE THEY COULD CLAIM (Q18 = 2, 3, 4 OR 7). OTHERWISE GO TO Q31

Please select all that apply

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

1. Knew the rules already
2. Posters on train or at the station
3. Announcement/informed by train/station staff
4. Fellow passenger told me
5. Friend/relative/colleague told me
6. Claim form was handed out on the train/at station
7. I asked a member of rail staff
8. I looked on the web
9. When renewing my season ticket
10. Notified by train company I could claim
11. From the news/television/ press

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BREAKING BLUE

12. Other (Please specify)

ASK IF LOOKED ON THE WEB (Q20 = 8)

Q21 Which websites did you visit? MULTICODE

Select all that apply

1. Train company's own website
2. Ticket seller website (e.g. Trainline)
3. National Rail Enquiries
4. Consumer website (e.g. Which? Moneysupermarket.com)
5. Social media (e.g. Facebook, Twitter)
6. Other (Please specify)

ASK IF RECEIVED NOTIFICATION FROM TRAIN COMPANY (Q20 = 10)

Q22 How did you receive the notification that you could claim from the train company? SINGLE CODE

1. Text message (SMS)
2. E-mail
3. App alert
4. Social media (e.g. Facebook, Twitter, etc.)
5. Letter/through the post
6. Other (Please specify)

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4). IF CHOSE NOT TO CLAIM (Q18 = 7) GO TO Q32

Q27 How did you apply for compensation/refund? SINGLE CODE

1. Posted claim form to train company
2. Handed claim form in at station
3. Wrote email/letter/phoned the train company
4. Used the train company's website
5. Through facility on their App
6. Other (Please specify)

ASK ALL NOT CLAIMING THROUGH WEB SITE (Q27 = 1, 2 OR 3)

T2 Please can you explain why you didn't go online to claim? OPEN – WRITE IN

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)

Q28 Did you get an acknowledgement after making your claim? SINGLE CODE

1. Yes

BREAKING BLUE

2. No
3. Cannot remember

ASK IF RECEIVED A DECISION ON CLAIM (Q18 = 2 OR 3)

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

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

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)

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

1. Yes
2. No

ASK IF CLAIM WAS SUCCESSFUL (Q18 = 2)

Q28b What form(s) of compensation did you receive? MULTICODE

Select all that apply

1. Rail Voucher(s)
2. Complimentary ticket(s)
3. Refund to your card/bank account
4. Refund to a smartcard
5. Cash refund at a station (includes exchanging a voucher for cash)
6. Cheque
7. Discount/extra day(s) on your season ticket
8. Other (Please specify)

ASK IF CLAIM WAS UNSUCCESSFUL (Q18 = 3)

Q28c When your claim was refused, did the train company:

SINGLE CODE PER ROW

Rows:

- a. Notify you
- b. Explain why they refused it

Columns:

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BREAKING BLUE

1. Yes
2. No
3. Don't recall

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4). RANDOMISE ORDER OF STATEMENTS

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

SHOW FIVE POINT SCALE FROM VERY SATISFIED TO VERY DISSATISFIED, PLUS DON'T KNOW

1=Very satisfied	2=Fairly satisfied	3=Neither satisfied nor dissatisfied	4=Fairly dissatisfied	5=Very dissatisfied	6=Don't know
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- a. The train company alerting me to my right to claim compensation
- b. The amount of information provided about how to claim compensation
- c. The ease of finding out how to claim compensation
- d. The ease of completing the compensation/refund claim process
- e. The method(s) by which you were able to claim compensation/a refund (e.g. online/paper/phone/app)
- f. The speed with which you received a response
- g. The speed with which you received your compensation/refund <only show if claim successful code 2 at Q18>
- h. The value of the compensation you received <only show if claim successful code 2 at Q18>
- i. The form in which you received the compensation (e.g. cash, voucher, refund to bank account/card/smartcard) <only show if claim successful code 2 at Q18>

ASK IF CHOSE NOT TO CLAIM (Q18 = 7)

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

1. Uncertain if it was eligible
2. Thought for certain it wasn't eligible
3. Not worth bothering for the amount I'd get back
4. It would take too much time
5. The process was too complicated
6. Didn't know how to make the claim
7. I forgot
8. Ticket was paid for by somebody else
9. Other (Please specify)

BREAKING BLUE

Questions from here onwards put to all delayed passengers and 500 closures after S6 ('non-delayed' or 'delayed but TOC unknown')

ASK IF MADE A JOURNEY BY TRAIN (S4=4) QUOTA OF 500 NON-DELAYED PASSENGERS FOR THIS SECTION [Q31, Q24, Q39A, Q39B, Q41, Q40]

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

1. Always look to claim
2. Usually claim
3. Sometimes claim
4. Rarely claim
5. Never claim

RANDOMISE ORDER OF Q24 ANSWER OPTIONS

Q24 What are the best ways to let you know about your right to claim compensation when a delay is eligible? CODE 2 OPTIONS

Please select your first and second choices

1. Posters/advertisements on train or at the station
2. Announcement/information provided by train or station staff
3. Claim form handed out on the train or at the station
4. Show it prominently on train company website/Twitter
5. Show it prominently on another website (e.g. National Rail) (please specify web site)
6. When renewing my season ticket
7. Notified directly by train company (email/text)
8. Notified through the train company's App
9. Other (Please specify)

ROTATE Q39a and Q39b

And finally, we would like your general views about compensation when trains are delayed.

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

TIME BOX IN 5 MINUTE STEPS UP TO 55 MINS, THEN 1 hour, 1 hour 15 mins, 15 hour 30 mins, 1 hour 45 mins and 2 hours.

Q39b After what amount of delay do you think one should be able to claim a 100% refund?

TIME BOX IN 5 MINUTE STEPS UP TO 55 MINS, THEN 1 hour, 1 hour 15 mins, 15 hour 30 mins, 1 hour 45 mins and 2 hours.

BREAKING BLUE

RANDOMISE ORDER Q41 ANSWER OPTIONS

Q41 What would be your preferred way claiming compensation or a refund? CODE 2 OPTIONS

Please select your first and second choices

1. Post claim form to train company
2. Hand claim form in at station
3. Write email/letter/phone the train company
4. Online via the train company's website/app
5. Automatic refund if they have my details
6. Other (Please specify)

RANDOMISE ORDER Q40 ANSWER OPTIONS

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

1. Rail Voucher(s)
2. Complimentary ticket(s)
3. Refund to my card/bank account
4. Refund to a smartcard
5. Cash refund at a station (includes exchanging a voucher for cash)
6. Cheque
7. Discount/extra day(s) on your season ticket
8. Other (Please specify)

Thank you very much for completing this survey.

The findings from this research will be published later this year. All responses are anonymised and no personal information will be included in the report.

For details of Transport Focus's work on behalf of passengers visit: www.transportfocus.org.uk or follow on Twitter: #TransportFocus