



Department
for Transport

Rail Delays and Compensation 2020

Moving Britain Ahead

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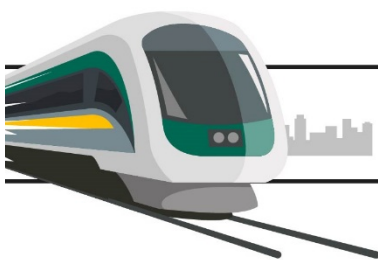
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Key Findings

ELIGIBLE DELAYS



55%

of passengers experienced an eligible delay (↑ 10 points on 2018)

40%

of delays were eligible under the DR15 compensation scheme



60%

of delays were eligible under the DR30 compensation scheme

COMPENSATION CLAIMS



37%

of passengers claimed for their last eligible delay

DR30

46%

of eligible passengers claimed for a 30 minute or longer delay (↑ 7 points on 2018)

DR15

22%

of eligible passengers claimed for a 15-29 minute delay (↑ 4 points on 2018)

CLAIM RESOLUTION AND SATISFACTION



94%

are resolved within the ORR target of four weeks (↑ 6 points on 2018)



77%

of claimants were satisfied with the methods by which they could claim compensation (↑ 7 points on 2018)



51%

of claimants were satisfied with the train company alerting them to their right to claim compensation (↑ 7 points on 2018)



76%

of claims are resolved within two weeks (↑ 9 points on 2018)



67%

of claimants were satisfied with the amount of information provided about how to claim (↑ 7 points on 2018)



24%

of passengers needed to chase their claim, a 5 point improvement from 29% in 2018

NON-CLAIMANTS



25%

of eligible passengers were unaware they could claim for their delay



51%

did not claim because they thought the amount was not worth the effort (↑ 20 points on 2018)

The decision to claim is linked to both the length of the delay and the cost of the ticket. The longer the delay, the more likely passengers were to claim. Likewise, passengers spending more on their ticket were more likely to claim



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Executive summary

The primary way in which rail 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 nine). At the time of the research, the majority of Department for Transport contracted Train Operating Companies (TOCs) offered DR which provided compensation for delays to journeys of 30 minutes or more (DR30), whatever the cause of the delay or cancellation. In addition, many of these TOCs also offered DR15 which provided compensation for delays to journeys of 15 to 29 minutes whatever the cause of the delay or cancellation. Train Operating Companies first began offering DR15 in 2016 and in March 2018, at the time of our last survey on Rail Delays and Compensation a few TOCs had introduced DR15.¹ Of the 27 TOCs operating in the UK, 17 were running this scheme at the time of the 2020 research.

This report provides the findings from research that DfT commissioned Transport Focus to provide to assess the propensity of passengers to claim compensation when they are delayed. The research also explored passengers' awareness of their eligibility to claim compensation; the experiences of rail passengers when claiming compensation; and the reasons why some passengers choose not to claim compensation when they are delayed. Where relevant, comparisons between this year's findings and those from the preceding 2016 and 2018 surveys have been made.

Key findings

The proportion of passengers who are eligible to claim compensation has increased.

- In 2020, 55% of passengers experienced an eligible delay, a 10 point increase since 2018 (45%) and an 18 point increase since 2016 (37%). This reflects the fact that DR15 schemes have been introduced on a growing number of TOCs since 2016.
- Of the most recent eligible delays, 87% were less than one hour long. Forty per cent qualified under the DR15 compensation scheme, an increase of 23 points since 2018. Again, this reflects the increasing number of TOCs offering the DR15 scheme from 2016 to 2020.
- Corresponding with the increase in delays eligible under DR15, 60% experienced a delay which qualified under the DR30 compensation scheme, a decrease of 23 points since 2018.

¹ Whilst the majority of passengers are eligible to compensation under DR, the minority of TOCs 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 nine).

The proportion of passengers claiming compensation for their last eligible delay of 30 minutes or more has increased to 46%.

- The proportion of passengers claiming compensation for a delay of 30 minutes or longer has significantly increased in the past two years by seven points (from 39% in 2018 to 46% in 2020).
- Similarly, the proportion of passengers claiming compensation for a delay of 15-29 minutes has significantly increased in the past two years (from 18% in 2018 to 22% in 2020).
- Passengers continue to be less likely to claim for shorter delays – i.e. they are less likely to claim for a delay that is eligible for compensation under DR15 than for a delay that is eligible under DR30.
- The proportion of passengers claiming compensation of any type (DR15, DR30 or Traditional Charter) increased only slightly by 2 percentage points to 37% over the past two years. This is in line with the finding that passengers are less likely to claim under DR15 than DR30 and the fact that the proportion of passenger journeys eligible under DR15 has increased significantly over the past two years.

Ticket value remains a key reason for not claiming compensation.

- In 2020, 51% did not claim because they thought the amount was not worth the effort. This is a significant 20 point increase from 2018 (31%) and reflects both the lower propensity of passengers to claim under DR15 and the significant increase in the past two years in the number of passenger journeys that are eligible under DR15.
- The number not claiming because the amount wasn't worth the effort in 2020 is higher under DR15 (59%) than under DR30 (44%). This suggests that the higher the value of the ticket/compensation, the more likely passengers are to make a claim. All other reasons for not claiming compensation have shown a downward trend since 2018.
- When looking at specific ticket values, 63% who didn't claim and had spent up to £7.50 on their journey felt it was not worth the effort to claim compensation for this amount, in comparison 56% of those who had spent £7.50 to £19.99 felt it was not worth the effort to claim compensation. Only 24% of those who had spent £20 or more felt that it was not worth the effort of claiming.

Claim resolution has significantly improved compared to previous years.

- Almost all claims (94%) are resolved within the Office for Rail and Road (ORR) target of four weeks (20 working days). This is a six point increase compared to 2018 (88%) and a further six point increase compared to 2016.
- There has been continued improvement in the proportion of claims settled in less than two weeks, with a nine point increase in the past two years to 76% in 2020, which followed a significant increase of 19 points in the two previous years to 67% in 2018.
- Passengers who made a claim were also less likely to need to chase their claim in 2020, with an improvement of five points from 29% in 2018 to 24% in 2020.
- Furthermore, satisfaction with the claims process has continued to improve in the two years to 2020. In 2020 77% were satisfied with the methods by which they could claim compensation (up seven points), 67% were satisfied with the amount of information provided about how to claim (up seven points) and 51% were satisfied

with the train company alerting them to their right to claim compensation (up seven points).

The proportion of passengers making an online claim continues to increase.

- Sixty-nine per cent completed an online claim in 2020, a significant increase of 16 points from 2018 (53%).
- Just 19% made their claim using a paper claim form, a significant decrease of 11 points compared to 2018.
- The preferred method of claiming compensation was via an automatic refund providing the TOC had passengers' details.

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: 21% reported that they were unaware they were eligible for a DR30 claim, while 30% of DR15 eligible passengers reported that they weren't aware they were able to claim compensation.
- Although there is a significant improvement for both claim schemes (from 26% in 2018 to 21% in 2020 for DR30 and from 39% in 2018 to 30% in 2020 for DR15) the proportion who didn't think they could claim remained relatively high.

1. Introduction

The [National Rail Conditions of Travel](#) form the basis of an agreement between the rail operator and the passenger when using the National Rail network. The Conditions set out passengers' rights when travelling by train in the UK. This includes passengers' rights to compensation when experiencing delays or cancellations.

The compensation schemes available include:

Most Train Operating Companies (TOCs) run a scheme known as 'Delay Repay', which compensates rail passengers when they are subject to a qualifying delay. All ticket types are covered by Delay Repay, and passengers can make a claim for delays and cancellations to their rail journey, regardless of the cause of disruption. There are two types of Delay Repay schemes in operation:

Delay Repay 30 (DR30) is offered on the majority of TOCs and entitles passengers to compensation when their journey is delayed by 30 minutes or more. Passengers who are delayed between 30 and 59 minutes are entitled to 50% compensation of their single ticket. Passengers delayed by 60 minutes or more are entitled to 100% compensation of their single ticket.

Delay Repay 15 (DR15) is currently offered on 17 TOCs in addition to DR30. The DR15 scheme entitles passengers to claim compensation for delays of 15 to 29 minutes. Passengers who are delayed by 15 to 29 minutes are entitled to compensation of 25% of the cost of their single ticket.

Automated compensation

Automated "one-click" compensation schemes have been introduced on a number of TOCs in recent years, including on Govia Thameslink Railway, South Western Railway, East Midlands Railway, InterCity West Coast and TransPennine Express. Passengers who sign up to these schemes and are subject to an eligible delay typically receive an electronic message and partially completed claim form from the TOC. Claiming is made very quick and simple: passengers simply need to click to verify the details and to submit the claim.

Other schemes

Whilst most TOCs offer some form of Delay Repay compensation scheme, a small number currently operate their own alternative compensation scheme. These vary between TOCs and compensation varies depending on the length of delay the passenger experiences. Season ticket holders may not be entitled to compensation for individual delays, but instead may receive a discount or compensation if performance falls below a certain threshold. Compensation on these TOCs may not be payable for delays caused by something outside of the control of the TOC.

In 2007, the Delay Repay scheme was introduced and it has been gradually rolled out as train operating company franchises have been re-let.

Delay Repay was introduced following pressure from consumer groups to obtain a fairer deal for passengers experiencing delays by providing compensation when the delay experienced is 30 minutes or more.

In 2016, the DfT announced the Delay Repay scheme would be extended to include delays of 15 to 29 minutes for DfT contracted operators. To date Delay Repay 15 (DR15) has been rolled out to 17 out of the 27 train operating companies that were covered by the survey.

In 2016, 2018 and again in 2020, Transport Focus, working on behalf of the Department for Transport, commissioned Breaking Blue to conduct research to measure the incidence of train delays, the proportion of delayed passengers claiming compensation and satisfaction with the claims process.

In [2018](#), there was a significant increase in the proportion of passengers with an eligible claim under Delay Repay 30 (DR30) – from 35% to 39%. The same survey found that just 18% of eligible passengers claimed under the newer DR15 scheme. This demonstrated that a substantial number of eligible passengers were still not taking up their right to compensation, despite improvements to the claims process.

Since 2018 more train companies have started offering DR15. More have also introduced automated “one-click” compensation schemes.

The 2020 research shows that there has been a statistically significant increase in the proportion of eligible passengers claiming under Delay Repay 30 (DR30) – from 39% in 2018 to 46%. The proportion of eligible passengers claiming under DR15, although considerably lower, also increased significantly – from 18% in 2018 to 22%.

Methodology

Interviewees were screened on the basis of their last eligible delay.

The methodology was consistent with the previous two waves in 2016 and 2018, with data collected via an online quantitative survey. Fieldwork was conducted in March and April 2020, in order to be comparable to the 2016 and 2018 waves.

Respondents were recruited by email invitation from an independent consumer web panel maintained by Dynata.

The main survey was asked of a stratified random sample of 11,656, with targets set by age, gender and region to represent the total population of rail passengers in Great Britain. Of the 11,656 rail passengers, just over 4,000 interviews were achieved with those who had experienced an eligible delay in the previous six months. The achieved sample size for each TOC is outlined in Table 1.1.

Table 1.1: Sample size achieved (unweighted)			
Abellio Greater Anglia (including Stansted Express)	240	London North Eastern Railway (LNER)	215
Avanti West Coast (previously Virgin Trains West Coast)	294	London Overground	103
c2c	112	Merseyrail	40
Caledonian Sleeper	8	Northern	295
Chiltern Railways	46	ScotRail	175
CrossCountry	170	South Western Railway (including Island Line)	295
East Midlands Railway	195	Southeastern	235
Gatwick Express	47	Southern	274
Grand Central	32	TfL Rail	59
Great Northern	190	Thameslink	155
Great Western Railway	280	Transport for Wales	170
Heathrow Express	20	TransPennine Express	174
Hull Trains	16	West Midlands Railway	180
London Northwestern Railway	109	TOTAL	4,129

Data was weighted by age, gender and region interlocked to match the population of rail users (as determined from the National Travel Survey and 2018 Mid-year Population Estimates). Unless otherwise stated all reported figures are weighted.

A short questionnaire was also carried out with around 750 passengers who had not experienced delays to understand their attitudes to current compensation policies and processes.

Where relevant, results are reported by DR30 and DR15 separately.² When 'delayed' or 'eligible' passengers are referred to in this report with no mention of the claim

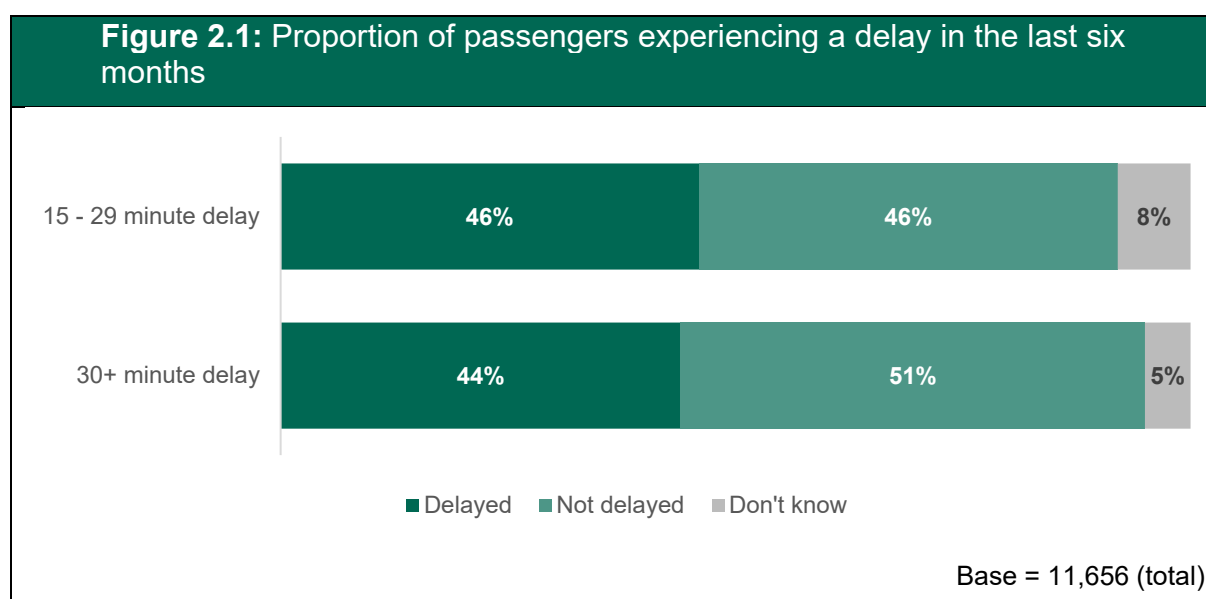
² In 2018, eight TOCs offered DR15 on their network; this has now risen to 17 TOCs in 2020. The 10 TOCs who do not offer DR15 in 2020 are Caledonian Sleeper, Chiltern Railways, CrossCountry, Grand Central, Hull Trains, London North Eastern Railway (LNER), London Overground, Merseyrail, ScotRail and TfL Rail.

scheme, 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 TOCs.

This research asks passengers about delays experienced over the last six months and explores their last delay in detail: it was therefore decided that COVID-19 would not have a significant impact on results.

2. Experiences of delays

Figure 2.1 shows that a similar proportion of passengers experienced a delay lasting between 15 and 29 minutes, and a delay lasting 30 minutes or more.

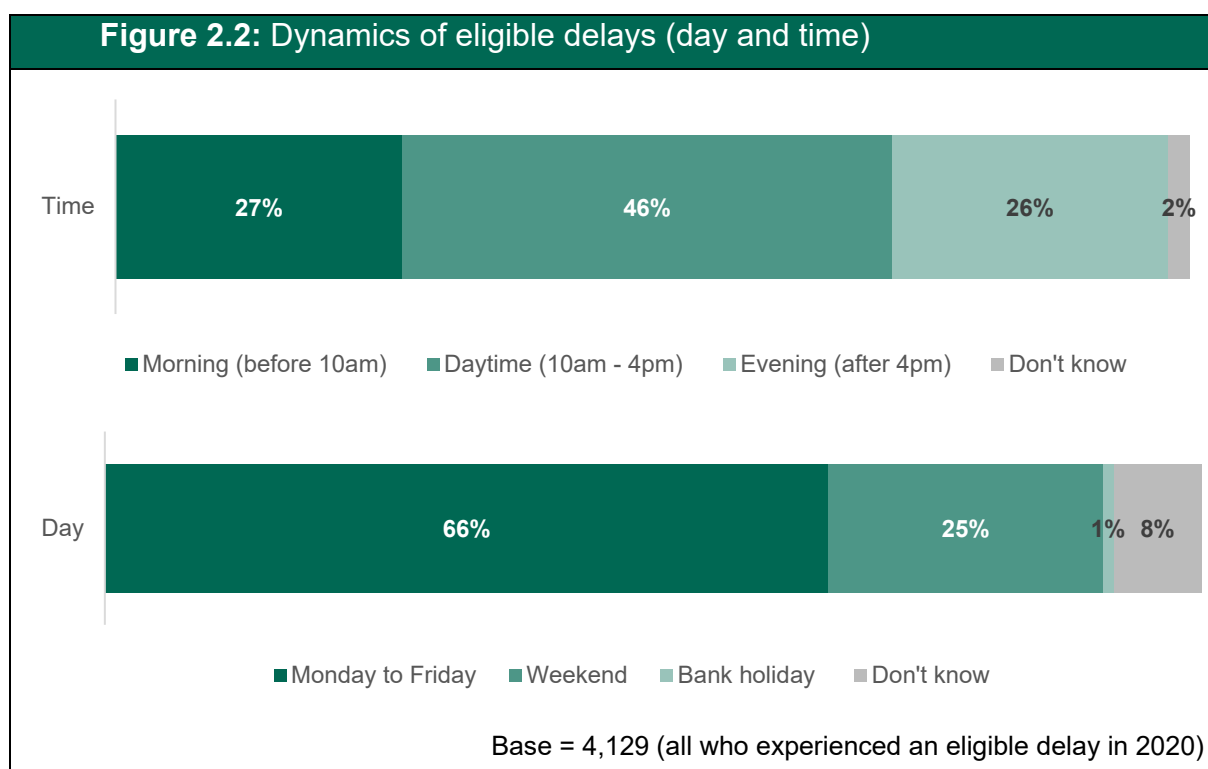


Eighty-seven per cent of passengers reported a delay of one hour or less, compared to 78% in 2018. Forty per cent of passengers reported that their most recent eligible delay for compensation was between 15 and 29 minutes, compared to 17% in 2018. A minority of passengers (13%) experienced a delay lasting one hour or more, down from 19% in 2018.

Sixty-six per cent of passengers reported that their most recent delay took place on a weekday. In comparison, 25% of passengers reported that their most recent delay happened at a weekend. Eight per cent of passengers could not remember on which day their last delay happened.

Figure 2.2 shows the dynamics of the delays experienced. Delays are most likely (46%) to be experienced in the daytime (10am – 4pm). However, the spread of delays throughout the day is fairly even, with 27% happening in the morning (before 10am), and 26% occurring in the evening (after 4pm).

The proportion of delays occurring Monday to Friday is significantly lower compared to 2018 (66% in 2020 vs 72% in 2018). Delays during weekends have significantly increased in 2020 (25%) compared to 2018 (20%). In terms of time of day, morning delays have significantly decreased in 2020 compared to 2018 (27% vs. 31%) but delays in the daytime have significantly increased (46% vs 40%). However, these changes should be set in the context of the 10 point increase in passengers experiencing an eligible delay, from 45% in 2018 to 55% in 2020.



Fifty-four per cent of passengers reported that their most recent delay was while they were travelling for leisure. This is a significant increase from 2018 (54% vs 48%). In comparison, 29% were making a commuter journey and 14% were on company or personal business when they had their most recent eligible delay. Delays on commuting journeys have significantly decreased compared to 2018 (from 34% to 29%).

Fifty-four per cent said that their train had arrived late, a statistically significant increase from 2018 (51%). Twenty-five per cent reported that their train was delayed in leaving the station, also a significant increase from 2018 (22%). Overall, 79% of passengers' most recent delays were due to either late departures or arrivals, a significant increase from 2018 (73%). In comparison, 24% reported that the train that they wanted to travel on was cancelled, a significant decrease from 2018 (27%).

3. Claiming compensation

Forty-six per cent of eligible passengers claimed under the DR30 scheme - a significant increase from the 39% who claimed in 2018 and the 35% who claimed in 2016. The proportion who claimed under the DR15 scheme was much lower with only 22% claiming for their eligible delay, although this is a significant increase from the 18% who claimed under the DR15 scheme in 2018. The proportion eligible to claim compensation under each scheme has

changed with the introduction of DR15 for more TOCs and, overall, the claim rate increased slightly in 2020 (37%) compared to 2018 (35%).

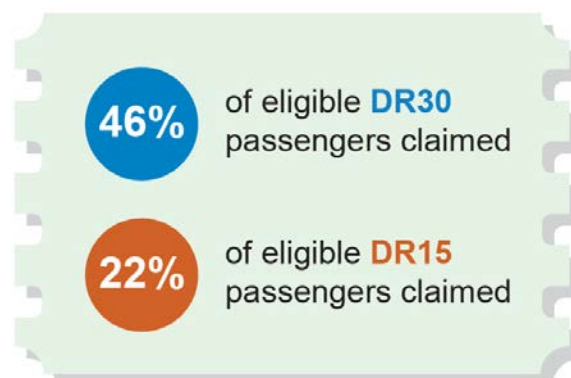


Figure 3.1: Proportion of claims for compensation for passenger's most recent delay

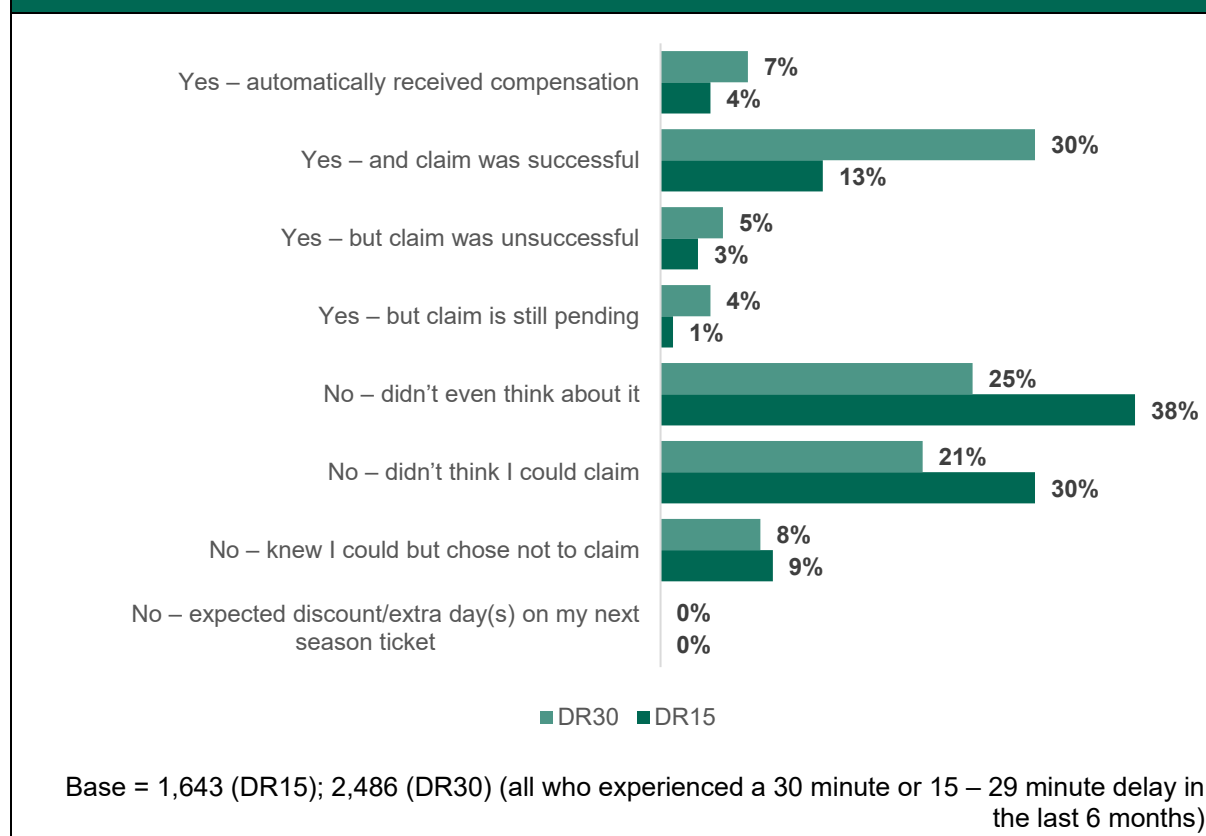


Figure 3.1 shows the proportion of claims by delay scheme. Passengers eligible under DR30 were more likely to report having a successful claim than passengers eligible under DR15. The majority of those eligible but not claiming reported that they didn't think about claiming, or did not think that they could claim. Passengers eligible under DR15 were more likely to say they didn't think about claiming compared to those eligible under DR30. One possible explanation for this is that the DR15 scheme offers lower compensation values compared to DR30. Passengers eligible under DR15 were also more likely to say they didn't think they could claim compared to those eligible under DR30. This may be due to DR15 being a newer scheme that some TOCs have introduced relatively recently, therefore it is likely there is lower awareness of rights to claim for delays of 15-29 minutes.

Figure 3.2 demonstrates how the claim rates for DR30 and DR15 have changed over time. There is a significant increase in the claim rate for both schemes in 2020 compared with the claim rates in 2018.

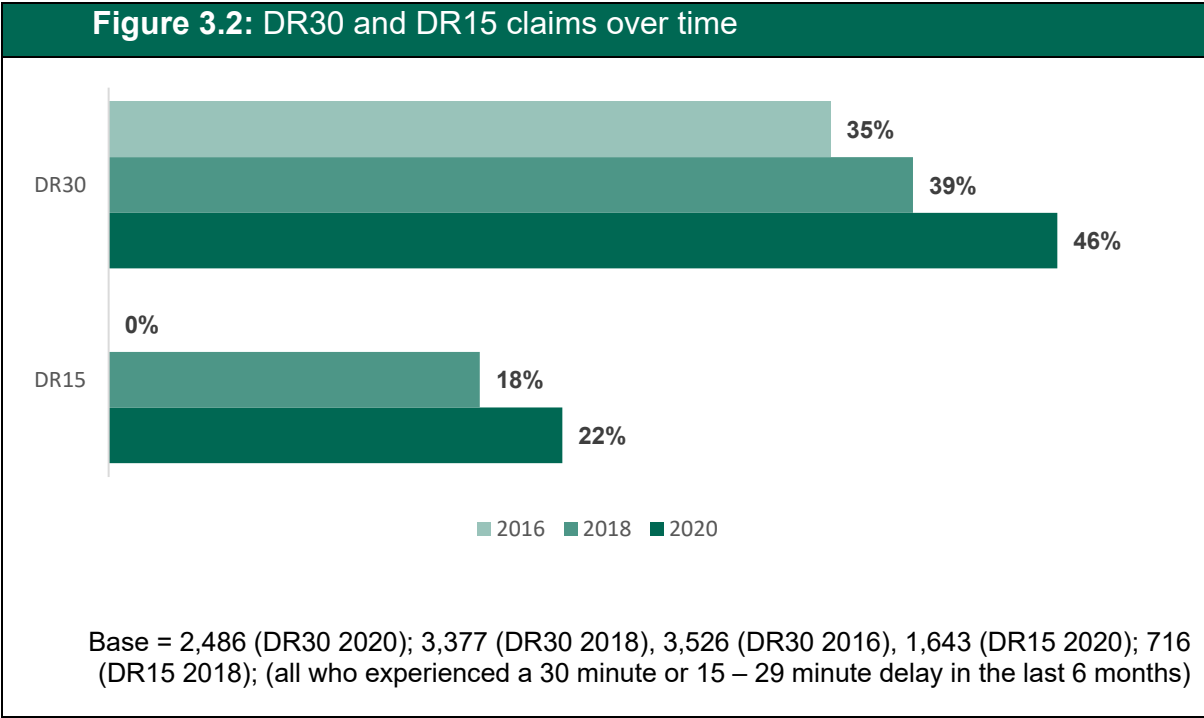


Table 3.1 shows the profile of DR30 claims over time in more detail. The proportion of passengers with a successful claim has improved significantly in 2020: this now stands at 37% of DR30 claims, with significant increases for both for those who automatically received compensation (for example, under an automated “one-click” compensation scheme) and those who claimed successfully. Compared to 2018, in 2020 there has been a significant decrease for those whose claim is still pending, from seven per cent in 2018 to four per cent in 2020. The number who did not think they could claim has also significantly decreased, from 26% in 2018 to 21% in 2020.

Table 3.1: DR30 claims over time				
	2016	2018	2020	+/- 2018
Yes – automatically received compensation	2%	5%	7%	+2
Yes – and claim was successful	23%	22%	30%	+8
Yes – but claim was unsuccessful	4%	5%	5%	=
Yes – but claim is still pending	6%	7%	4%	-3
No – didn't even think about it	34%	28%	25%	-3
No – didn't think I could claim	23%	26%	21%	-5
No – knew I could but chose not to claim	7%	7%	8%	+1
No – expected discount / extra day(s) on my next season ticket	1%	0%	0%	=

Base for DR30 = 2,486 (2020), 3,377 (2018), 3,526 (2016)

Table 3.2 shows the profile of DR15 claims over time in more detail. The trends for DR15 are very similar to those for DR30. The number of passengers with a successful claim has improved in 2020 and now stands at 17%. Compared with 2018, there are significant increases in those who received compensation automatically (from one per cent to four per cent) and those who claimed successfully (from 10% to 13%). The proportion of passengers who knew that they could claim but chose not to has increased significantly (from five per cent to nine per cent). The proportion of passengers who incorrectly believed they could not claim has decreased significantly (from 39% to 30%) but the proportion who did not think about claiming has remained consistent.

Table 3.2: DR15 claims over time			
	2018	2020	+/- 2018
Yes – automatically received compensation	1%	4%	+3
Yes – and claim was successful	10%	13%	+3
Yes – but claim was unsuccessful	3%	3%	=
Yes – but claim is still pending	3%	1%	-2
No – didn't even think about it	38%	38%	=
No – didn't think I could claim	39%	30%	-9
No – knew I could but chose not to claim	5%	9%	+4
No – expected discount / extra day(s) on my next season ticket	1%	0%	-1

Base for DR15 = 1,643 (2020), 716 (2018)

Figure 3.3 shows that the proportion of passengers claiming compensation is strongly correlated with the price of their ticket. Fifty per cent of passengers who paid over £40 for their ticket claimed compensation, whilst 34% of passengers who paid £2 or less claimed compensation.

Figure 3.3: Proportion claiming by cost of journey

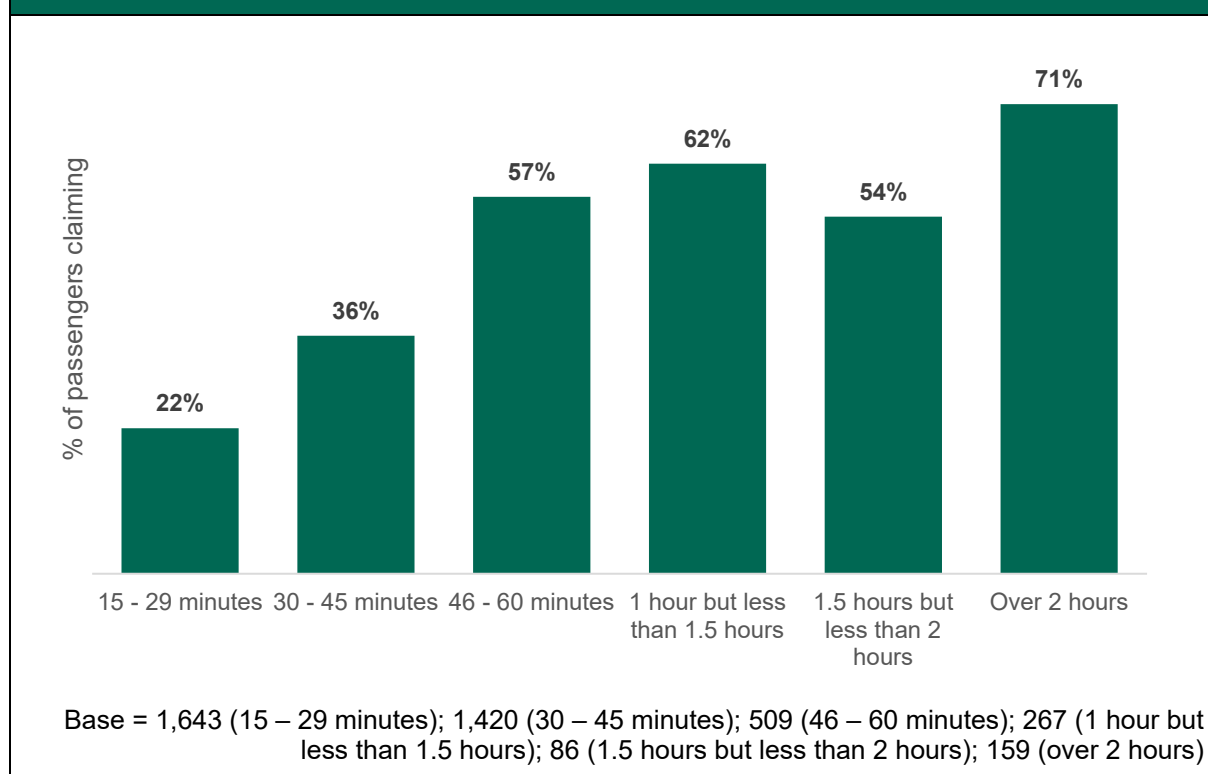


Base = 361 (unknown); 117 (£2 or less); 412 (£2.01 - £5); 689 (£5.01 - £10); 1,320 (£10.01 - £20); 664 (£20.01 - £40); 566 (£40+).

NB: For return and season tickets the cost per journey was estimated.

The longer the delay, the more likely passengers are to claim (see Figure 3.4). At 46+ minutes, the rate of claiming increases considerably. The rate of claiming drops slightly for journeys of 1.5 to two hours, although this is due to a small sample size for passengers delayed by 1.5 to two hours.

Figure 3.4 Proportion claiming by delay length



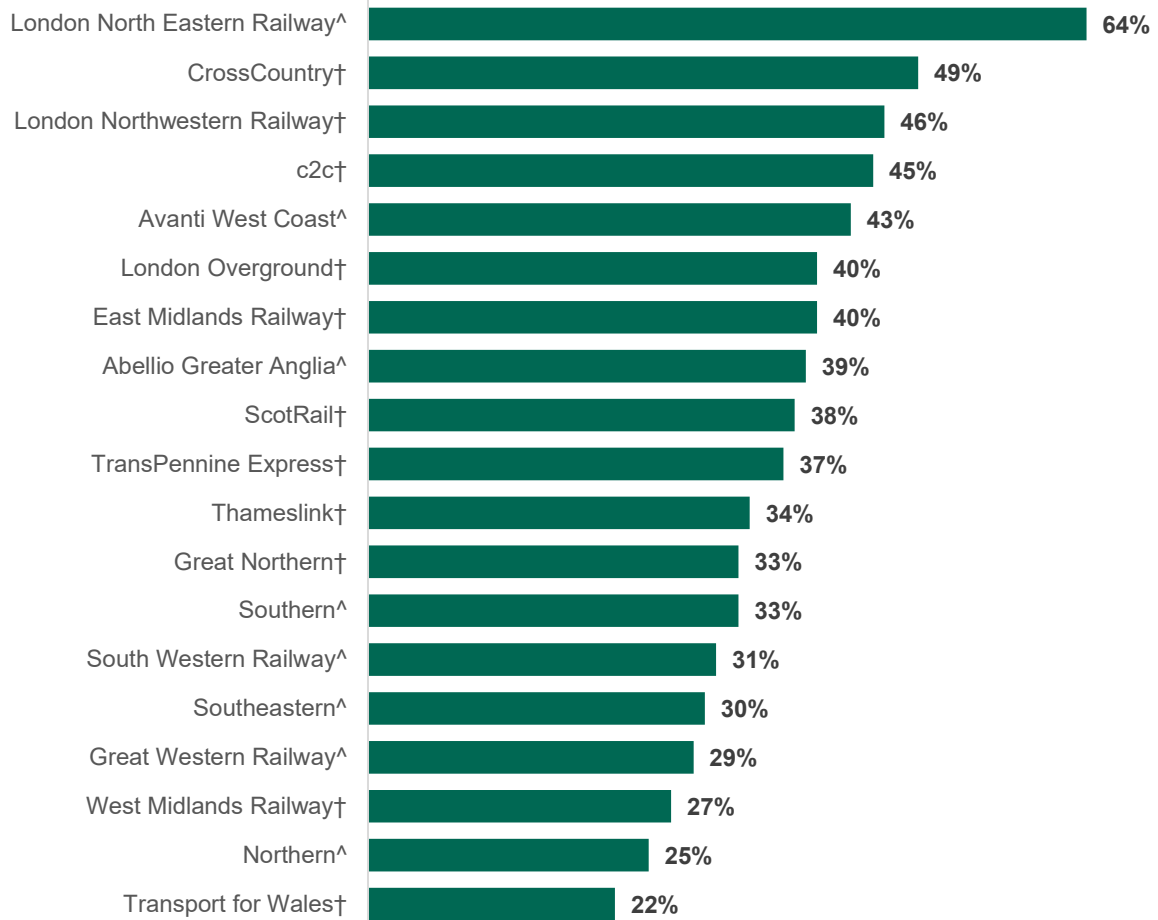
The gender split for claiming compensation is about equal; 37% of female passengers and 36% of male passengers claimed for their most recent eligible delay. For women, this is a significant increase compared to 2018 (31%). For men, there is a significant decrease compared to 2018 (39%).

The age of the passenger and the likelihood to claim was also evenly spread. Passengers aged 25-34 were most likely to claim (43%) and those aged 65+ years were the least likely (31%).

Business passengers (43%) and commuters (42%) were about equal in their propensity to claim. Thirty-three per cent of leisure passengers claimed for their most recent eligible delay.

Claim rate by TOC varies, with the highest proportion of passengers claiming on London North Eastern Railway (64%) and the lowest proportion on Transport for Wales (22%).

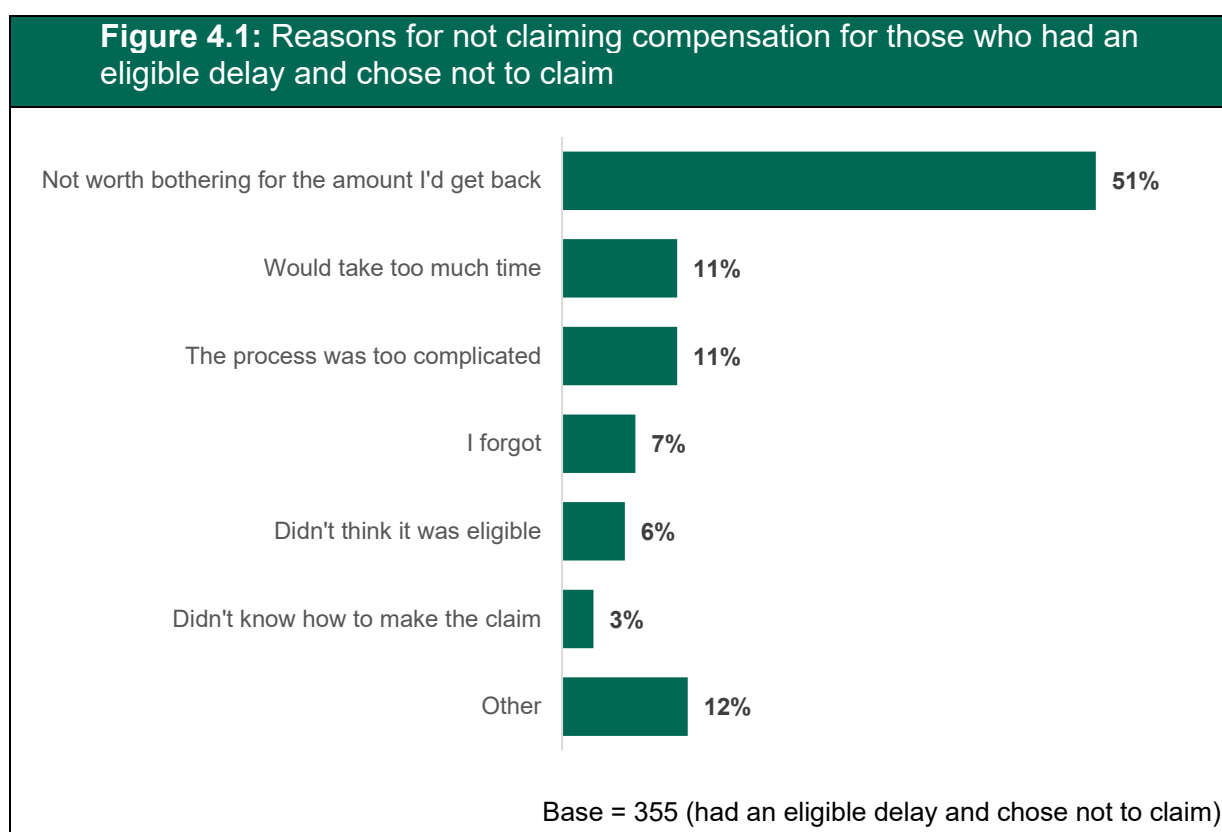
Figure 3.5: Claim rate by TOC for passengers' most recent delay



†100 – 200 interviews; ^200+ interviews
Base = 4,129 (all who experienced an eligible delay in the last 6 months)

4. Why passengers don't claim for compensation

Fifty-one per cent of passengers who did not claim believed it was not worth bothering for the amount they would get back (see Figure 4.1) – which is a significant increase from 2018 (31%). This is likely due to there being a greater proportion of passengers delayed for 15-29 minutes within the sample surveyed in 2020.



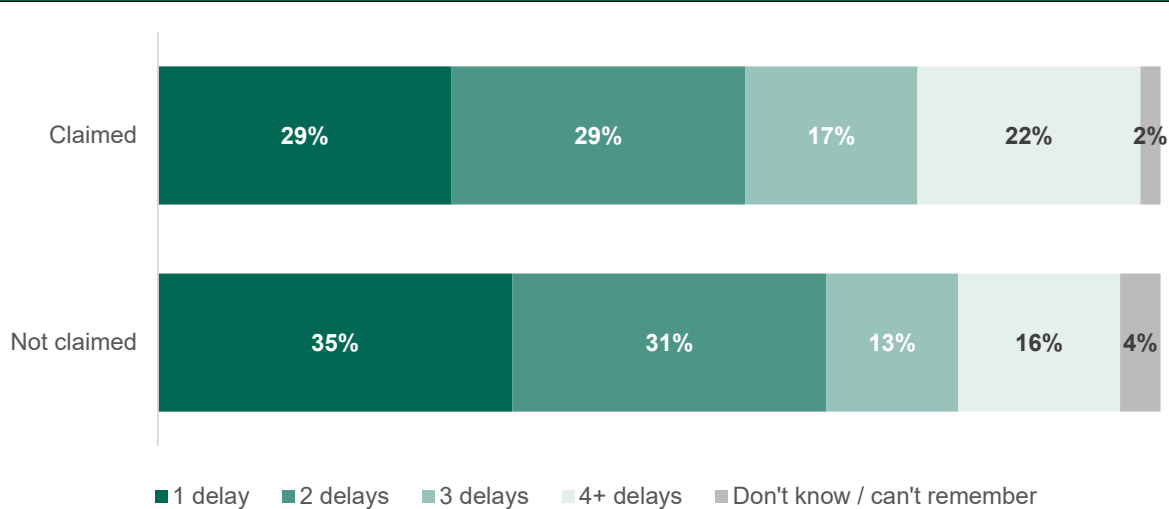
Fifty-nine per cent of passengers eligible for DR15 compensation chose not to claim as they thought it was not worth bothering for the amount they would get back. This is significantly more than was the case for those eligible under DR30 (44%).

The decision to claim is linked to both the length of the delay and the value of the ticket. The longer the delay, the more likely passengers were to claim. Likewise, passengers who had spent more on their ticket were more likely to claim compensation.

If the ticket cost less than £7.50, 63% of those not claiming thought it was not worth bothering for the amount they would get back. This trend decreased as the ticket value increased: with a ticket value of £7.50 - £19.99, 56% felt it was not worth the effort to claim compensation. With a ticket value of £20+, just 24% felt that it was not worth pursuing a claim.

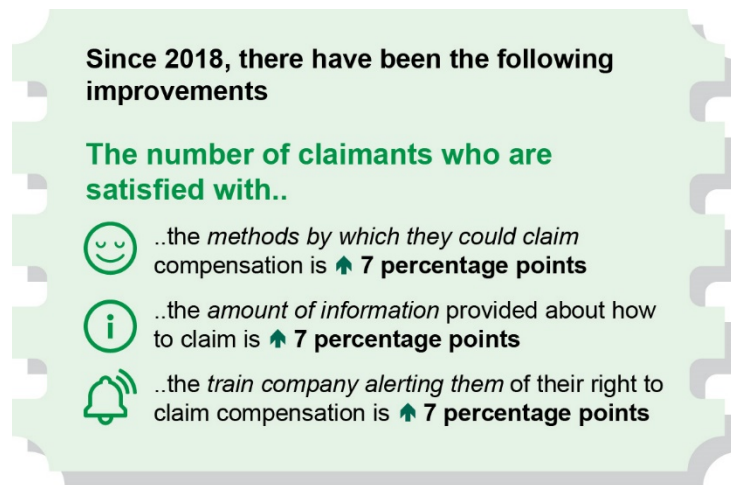
Figure 4.2 suggests that passengers are more likely to claim if they experienced multiple (three or more) delays. Out of the passengers who filed a claim, 29% had experienced just one delay in the last six months, while 22% had experienced four or more delays. On the other hand, 35% of passengers who did not file a claim had experienced just one delay, while only 16% had experienced four or more delays in the same time period.

Figure 4.2: Number of 30+ minute delays experienced for claimants and non-claimants in the last 6 months



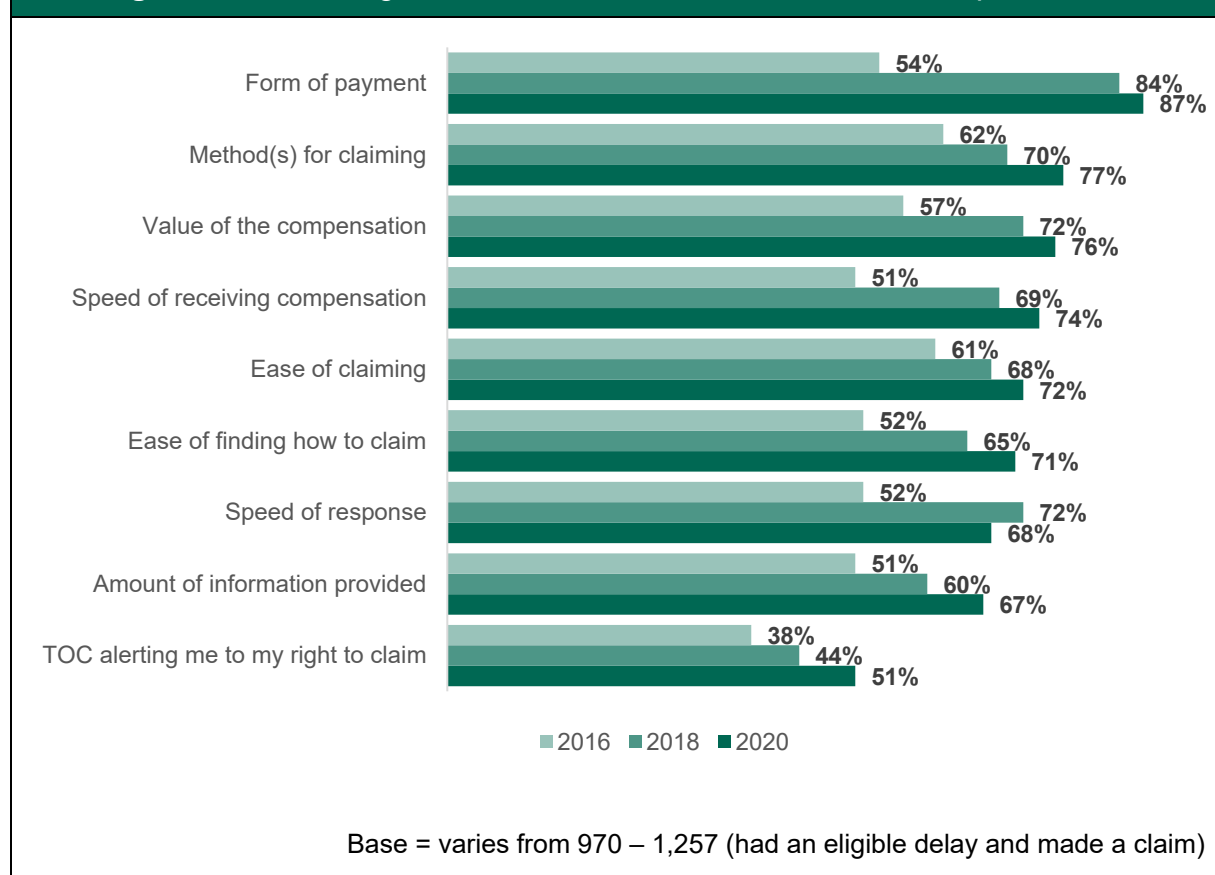
Base = Claimed (1,416); Not claimed (1,886) (passengers delay by 30 minutes or more in the last 6 months)

5. Satisfaction with the claims process



Claimant satisfaction is high across most compensation claim metrics. The top three highest scores are: the form in which they get their compensation (87%), the method by which they could claim (77%) and the value of the compensation they received (76%).

Figure 5.1: Passenger satisfaction with their most recent compensation claim



However, whilst there is a net satisfaction score of 67% or above for almost all metrics, the proportion of passengers reporting satisfaction with “the train company alerting me of my right to claim compensation” remains relatively low – although it has significantly improved since 2018 (51% vs 44%).

Satisfaction with the claims process was relatively static across all journey purposes. Leisure travellers were more likely to be satisfied with the value of the compensation they received compared to business users and commuters. There is a significant difference in satisfaction with the value of the compensation received between commuters and leisure passengers (67% commuters vs 80% leisure). Business and leisure users were significantly more likely to be satisfied with the form in which they received the compensation than commuters (92% business and 88% leisure versus 82% commuters).

While satisfaction has improved across almost all metrics since 2018, satisfaction with the speed of response has decreased significantly (from 72% to 68%). The smallest increase seen between 2018 and 2020 is in relation to the form of payment. However this metric was already high (84% vs 87%), and has the highest score of all satisfaction measures. Since 2016 to 2020, this measure has improved by 33 percentage points, the largest increase across the board.

Table 5.1: Passenger satisfaction with claims the process over time				
	2016	2018	2020	+/- 2018
Form of payment	54%	84%	87%	+3
Method(s) for claiming	62%	70%	77%	+7
Value of the compensation	57%	72%	76%	+4
Speed of receiving compensation	51%	69%	74%	+5
Ease of claiming	61%	68%	72%	+4
Ease of finding out how to claim	52%	65%	71%	+6
Speed of response	52%	72%	68%	-4
Amount of information provided	51%	60%	67%	+7
TOC alerting me to my right claim	38%	44%	51%	+7

Base = varies from 970 – 1,257 (2020); 811 – 1,260 (2018); 1,263 (2016) (had an eligible delay and made a claim)

In 2020, 79% of passengers received an acknowledgement of their claim being processed, a significant increase of four percentage points from 2018. Great Western Railway is the only TOC to have seen a significant improvement, increasing 14 points since 2018. Additionally, since 2018, there have been smaller changes on this measure for the other TOCs shown in Table 5.2.

Table 5.2: Acknowledgement of claim by TOC over time				
	2016	2018	2020	+/- 2018
Abellio Greater Anglia	40%†	73%*	71%*	-2
Avanti West Coast (previously Virgin Trains West Coast)	52%†	81%†	83%†	+2
CrossCountry	33%*	72%*	80%*	+8
East Midlands Railway	-	74%*	77%*	+3
Great Western Railway	26%*	68%*	82%*	+14
London North Eastern Railway (previously Virgin Trains East Coast)	58%†	83%*	83%*	=
Southeastern	44%*	86%*	89%*	+3
Southern	38%*	79%*	80%*	+1
South Western Railway	-	82%*	86%*	+4

Base = varies, TOCs shown where base size is 50+ in 2018 and 2020. *50 to 100 interviews; †100 – 200 interviews; ^200+ interviews

Twenty-four per cent of passengers needed to prompt their TOC for a response for their claim - a significant improvement compared to 2018 (29%). Performance varied by TOC – the proportion of passengers who needed to prompt their TOC was lowest for Southeastern, Avanti West Coast and South Western Railway (14% and 15% respectively) but higher for other TOCs - such as CrossCountry (37%) and Great Western Railway (27%).

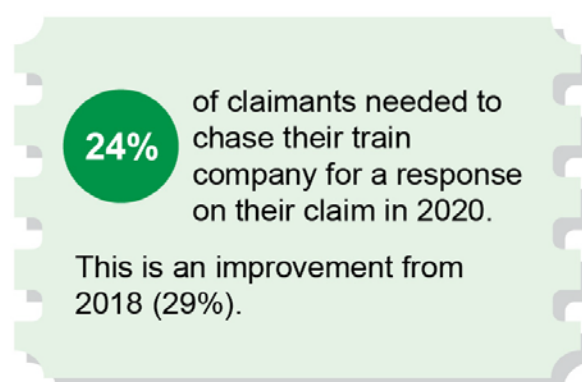


Table 5.3 shows a decreasing need for passengers to chase the train company about their claim in 2020 compared to 2018. The only TOC with a significant improvement is Avanti West Coast (from 29% to 15%). There has been an improvement for the majority of TOCs since 2016.

Table 5.3: Passengers needing to chase their claim by TOC over time				
	2016	2018	2020	+/- 2018
Abellio Greater Anglia	18%†	16%*	20%*	+4
Avanti West Coast (previously Virgin Trains West Coast)	20%†	29%†	15%*	-14
CrossCountry	22%*	42%*	37%*	-5
East Midlands Railway	-	36%*	24%*	-12
Great Western Railway	29%*	38%*	27%*	-11
London North Eastern Railway (previously Virgin Trains East Coast)	28%†	21%†	20%†	-1
Southeastern	21%*	23%*	14%*	-9
Southern	27%*	10%*	18%*	+8
South Western Railway	-	10%*	15%*	+5

Base = varies, TOCs shown where base size is 50+ in 2018 and 2020. *50 to 100 interviews; †100 – 200 interviews; ^200+ interviews

Nearly all (94%) of passengers said their claim was resolved within four weeks (see Figure 5.2). This is in line with the ORR's recommendation for TOCs to resolve compensation claims within 20 working days.

9 percentage point increase in claims being processed within 2 weeks since 2018, and a **28 percentage** point increase since 2016

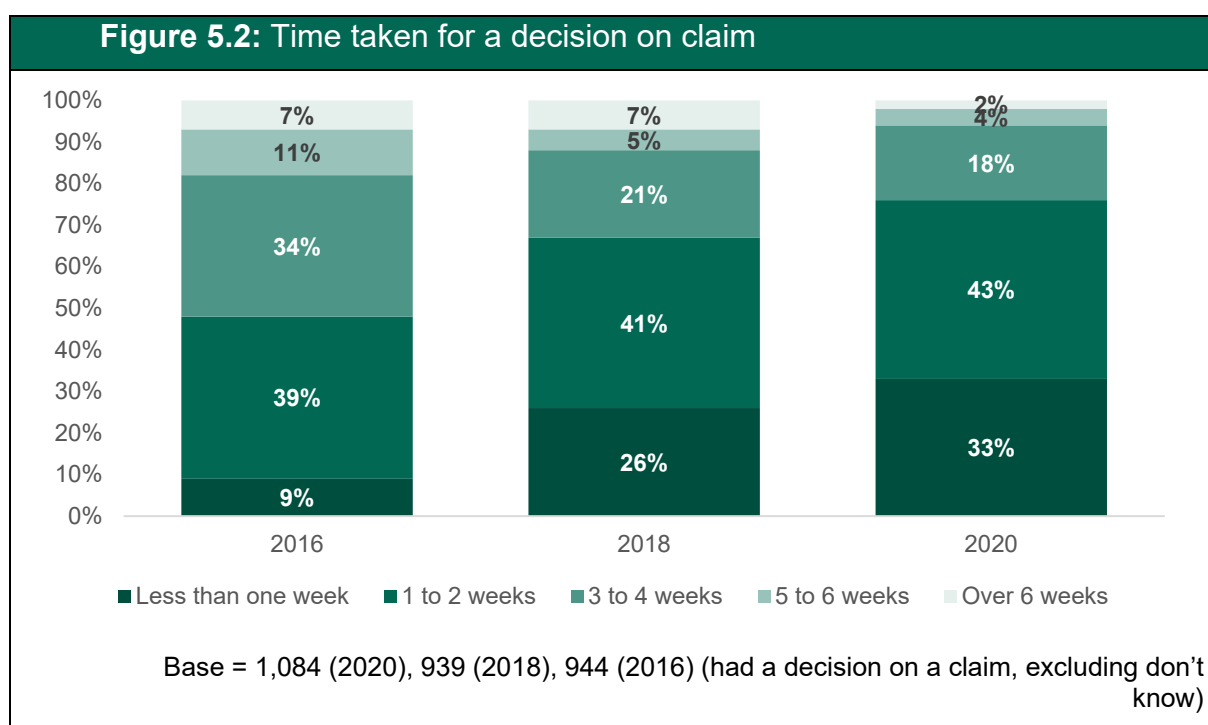


Table 5.4 shows the proportion of claims being resolved within four weeks in 2020 compared to 2018. The only TOC with a significant improvement is Avanti West Coast (from 87% to 96%).

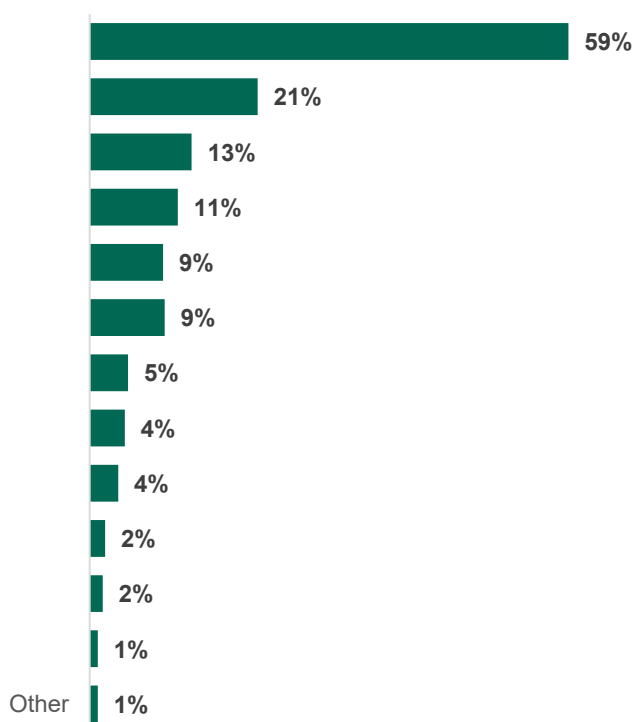
	2018	2020	+/- 2018
Abellio Greater Anglia	99%*	97%*	-2
Avanti West Coast (previously Virgin Trains West Coast)	87%*	96%*	+9
Cross Country		86%*	
East Midlands Railway		96%*	
Great Western Railway	90%*	92%*	+2
London North Eastern Railway (LNER) (previously Virgin Trains East Coast)	89%†	94%*	+5
Northern		90%*	
South Western Railway		99%*	
Southeastern	98%*	98%*	=
Southern	92%*	96%*	+4
TransPennine Express		94%*	

Base = varies, TOCs shown where base size is 50+ in 2018 and 2020. *50 to 100 interviews; †100 – 200 interviews; ^200+ interviews Note 2016 not shown due to low base sizes.

6. Awareness of information about how to claim

Fifty-nine per cent of eligible passengers reported that they already knew the rules about claiming. Being told by train/station staff was the next most common way of finding out they were eligible (21%), followed by looking online (13%) and posters on train or at the station (11%).

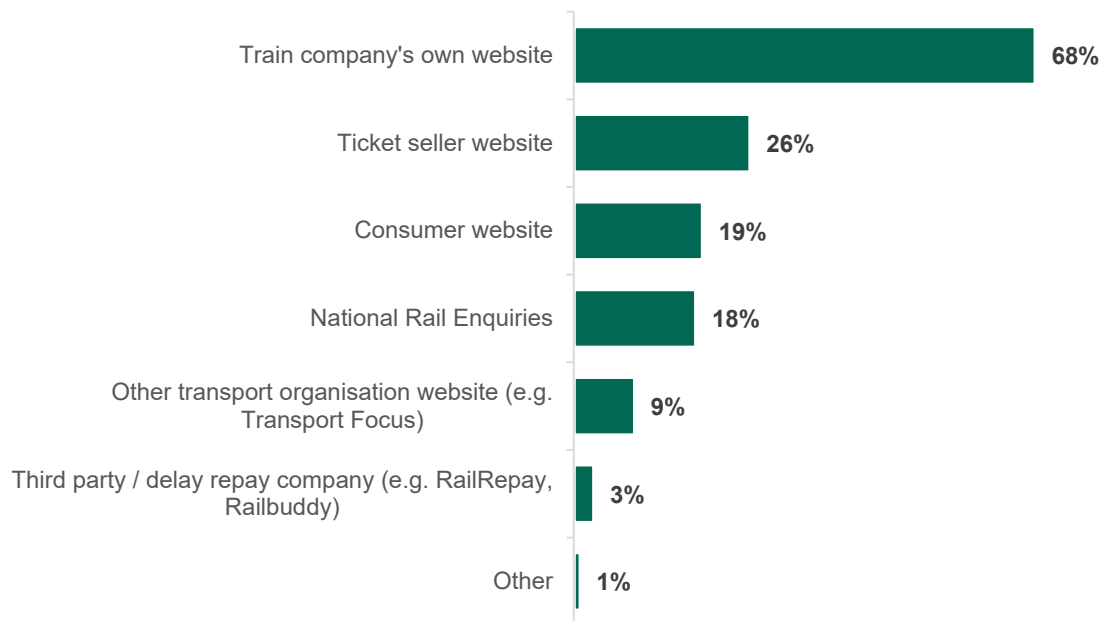
Figure 6.1: Initial source of information about claiming compensation



Base = 1,611 (passengers delayed by 15 – 29 or 30 minutes in the last 6 months and aware they could claim)

Sixty-eight per cent of those who found out that they could claim online did this by looking at the train company's own website.

Figure 6.2: Sources of information about claiming compensation sought online

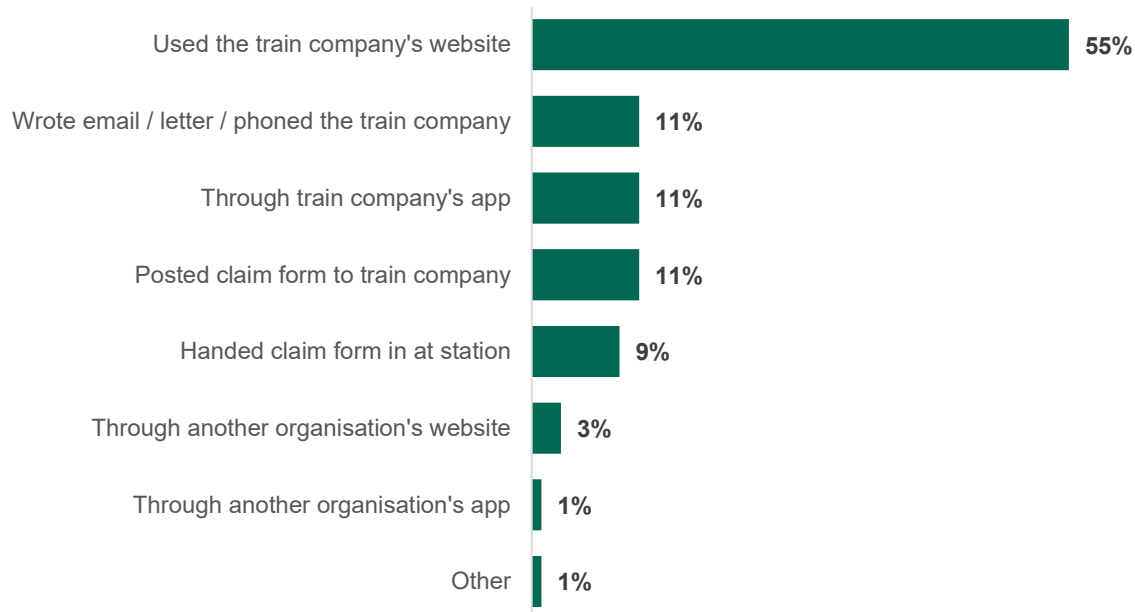


Base = 201 (passengers delayed by 15 – 29 or 30 minutes in the last 6 months and sought information online). NB. Multi-code question

7. Methods of claiming compensation

Figure 7.1 demonstrates that 69% of eligible passengers claim for their compensation online. Of these, 55% claimed via the train company's website, 11% via the train company's app, and a minority claimed through another organisation's website (three per cent) or app (one per cent). Some claims are still made offline, with 11% posting a claim form to the train company, the same proportion writing or phoning the train company, and nine per cent handing a claim form in at the station. Overall, there is a significant increase in the proportion of passengers claiming online compared to 2018, and a significant decrease in those claiming via a form.


Figure 7.1: Method of claiming for compensation



Base = 1,257 (had eligible delay and made a claim in 2020)

Twenty-three per cent of passengers reported that they didn't claim online as they believed it was easier to claim another way. This is a significant decrease from 2018 (35%). Eleven per cent said they found it difficult to claim online, which is similar to 2018 (14%).

The proportion of passengers claiming online is similar regardless of whether the claim was for DR15 or DR30 (69% and 71% respectively). Overall, the proportion of claims online increased significantly between 2018 and 2020.



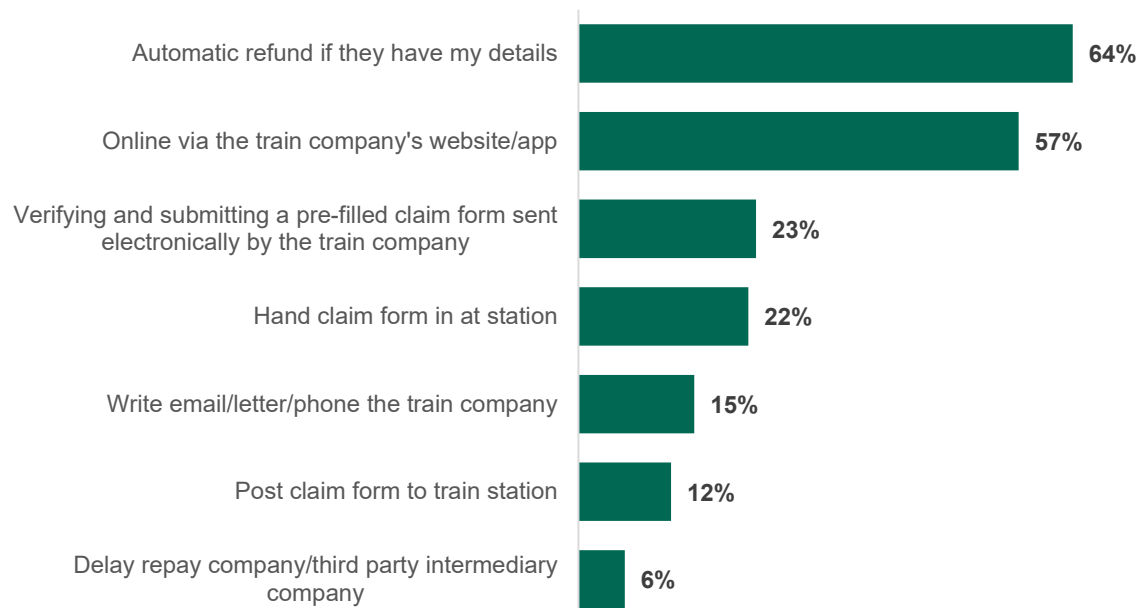
16 percentage point
increase in passengers
claiming online since 2018
(69% vs 53%)

Those aged 16-34 were more likely to use claim forms (25% for those aged 16-24 and 23% for those aged 25-34). However, they were also less likely to already know the rules for claiming, so may have had less awareness of the different ways in which they could claim. Those aged 35-64 were more likely to claim online: for this age group the proportion using claim forms has significantly decreased since 2018. Those aged 64+ were also more likely to use claim forms than claim online, a significant increase compared to 2018 (66% vs 45%).

When asked about the preferred form of compensation, the majority of passengers said they would prefer a refund of money compared to train tickets or a discount. Seventy-three per cent reported they would prefer to receive a refund to their card or bank account, and 10% said they would prefer a cash refund at a station (which includes exchanging a voucher for cash). A minority said they would prefer train tickets or a discount (nine per cent). There is a significant increase in those preferring to receive a refund to their card or bank account this year compared to 2018 (73% vs 69%), and a significant decrease in those preferring a cash refund (10% vs 15%).

Sixty-four per cent said their preferred method of claiming compensation would be an automatic refund if the train company have their details. Fifty-seven per cent reported that they would prefer to claim online via the train company's website or app. Conversely, 31% said that they would prefer to submit a paper form, either by handing it in at the station or posting it to the train company (see Figure 7.2).

Figure 7.2: Passengers' preferred method of claiming compensation



Base = 4,880 (all respondents). NB. Multi-code question

8. Next steps

The 2020 research shows that more passengers are aware of, and are claiming compensation under, both the DR30 and the DR15 claim schemes. Satisfaction with the claims process has continued to improve and almost all passengers receive a decision on their claim within the ORR target of 4 weeks (20 working days).

However, passengers' awareness of DR15 and their propensity to claim compensation for a delay of 15-29 minutes remains significantly lower than that for a delay of 30 minutes or longer. 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.

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'.

9. Appendix: Questionnaire

Hello and thank you for taking an interest in our survey.

We know these are challenging times but we're still keen to understand your views on travel in the last six months, and if you are in a position to complete this important survey we would be grateful. Breaking Blue is conducting the survey on behalf of Transport Focus, the independent passenger watchdog and the Department for Transport; it asks about your travel in the last six months. The views of those completing it will be valued, and the transport industry will pay close attention to what the results say.

If you want to find out more about Transport Focus you can visit <http://www.transportfocus.org.uk>

Breaking Blue is an independent market research company and we abide by the Market Research Society Code of Conduct. We guarantee that all your answers will remain completely confidential, and will be used for research purposes only. No attempt to sell you anything will be made as a result of this exercise.

Breaking Blue's privacy notice explains your rights in more detail, including your right to change your mind if you do not want us to use your information:
<https://www.breakingblueresearch.com/privacy-policy/>

The survey will take around 10 minutes.

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. Something else
4. 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

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 Q2a 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.

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 – show in alphabetical order**

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

Q2a Did you put in a claim for compensation or were you automatically compensated for that particular delayed journey? **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 by 15 minutes or more but less than 30 minutes (i.e. 15-29 minutes) on any train journeys?

Please consider only 'National Rail' journeys. This includes London Overground and TfL Rail, 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 **15-29 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

Q8b

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

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

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

<S6 REMOVED>

CHECK RAIL USER DELAYED / NON-DELAYED QUOTAS HERE

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. Note for project team: the reason only one ‘30 minute delay TOC’ mentioned in S7 is that Q8a has already asked which is most recent delay TOC, whereas Q8b cannot do that because not all 15 to 29 minute delays are eligible.

ASK IF HAD BOTH ‘30+ MINUTES’ AND ‘15 - 29 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.

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

**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. <answer option removed>
10. Other leisure trip
11. Other (specify)

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

ASK IF TRAVELLING ON A SINGLE (Q9 = 1) OR RETURN TICKET (Q9 = 2)

Q9aa Did that <insert ticket type from Q9> ticket cover...? **SINGLE CODE**

1. The whole journey
2. You had split tickets to cover the journey(s)

Q9a In what form was that ticket? **SINGLE CODE**

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

Q9b And who paid for the ticket? **SINGLE CODE**

1. Myself
2. Family member
3. Friend
4. Your employer / work
5. Someone else
6. Prefer not to say

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

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

Q13 What was the cost of your <insert ticket type from Q9> 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. <answer option removed>
10. £10.00 - £14.99
11. £15.00 - £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 do you recall as the cost of your season ticket?

PLEASE TYPE IN AMOUNT £.....

1. 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

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
5. Needed to go from a different station
6. Train overcrowded, could not board
7. <answer option removed>
8. Missed a connecting train
9. <answer option removed>
10. A lack of / poor information which 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 delayed journey? **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 AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1)

Q19 If you did not get compensation automatically would you have claimed for that most recent delay?

1. Yes
2. No
3. Not sure

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. Train/station staff told you
4. Fellow passenger told you
5. Friend/relative/colleague told you
6. Claim form handed out by train/ station staff
7. Asked a member of rail staff
8. Looked on the web
9. <Answer option removed>
10. Electronic notification by train company
11. News/television/press/cinema
13. Through social media (but not train company)
14. Electronic notification by a third party / delay repay company (e.g. RailRepay, RailBuddy)
12. Other (Please specify)

ASK IF AWARE THEY COULD CLAIM (Q18 = 2, 3, 4 OR 7) AND LOOKED ON 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. <answer option removed>
4. A consumer website (e.g. Which?, Moneysupermarket.com)
5. <answer option removed>
7. Other transport organisation's website (e.g. Transport Focus)
8. National Rail Enquiries
9. Third party / delay repay company (e.g. RailRepay, RailBuddy)
6. Other (Please specify)

ASK IF AWARE THEY COULD CLAIM (Q18 = 2, 3, 4 OR 7) AND RECEIVED NOTIFICATION FROM TRAIN COMPANY (Q20 = 10)

Q22a How did the train company notify you? **SINGLE CODE**

1. Text message (SMS)
2. E-mail
3. App alert
4. Social media (e.g. Facebook, Twitter, etc.)
5. <answer option removed>
7. Received a partially completed/pre-filled claim form
6. Other (Please specify)

ASK IF ACTIVELY MADE A CLAIM (Q18 = 2, 3 OR 4). IF CHOSE NOT TO CLAIM (Q18 = 7) GO TO Q33

Q27 How did you apply for compensation? 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 train company's App
8. Through another organisation's website
7. Through another organisation's App
6. Other (Please specify)

ASK IF USING TRAIN COMPANY WEBSITE OR TRAIN COMPANY APP (Q27 = 4 or 5)

Q27a You said you claimed via the train company's <insert 'website' or 'App' from Q27 >, how easy or difficult was it to use? **SINGLE CODE**

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult

ASK IF ACTIVELY MADE A CLAIM ONLINE (Q27 = 4, 5, 8 OR 7)

Q27b Did you use a delay-repay account with the train company to complete a claim form for that delay? **SINGLE CODE**

1. Yes
2. No

ASK IF NOT CLAIMING THROUGH A DEDICATED ACCOUNT (Q27b = 2)

Q27c What is the main reason you didn't claim through that company's dedicated delay-repay account? **SINGLE CODE**

1. Unaware dedicated delay-repay accounts exist
2. The train company I used doesn't have one
3. I don't know whether the train company I used has one
4. The train company I used have one but I never set one up
5. I tried it, but it was not that good
6. Other reason (write in)

ASK IF ACTIVELY MADE A CLAIM (Q18 = 2, 3 OR 4). DO NOT ASK IF CODE 1 AT Q27C

Q27d Do you usually claim via a dedicated delay-repay account with a train company? **SINGLE CODE**

1. Yes
2. No

ASK ALL NOT CLAIMING ONLINE (Q27 = 1, 2 OR 3)

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

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

Q28a To the best you can estimate, how much time did it take to complete your claim for that delay?

PLEASE TYPE IN MINUTES

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

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

1. Yes
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 ACTIVELY 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
3. Don't know/cannot remember

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. <answer option removed>
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:

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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1. The train company alerting me of my right to claim compensation
2. The amount of information provided about how to claim compensation
3. The ease of finding out how to claim compensation
4. The ease of completing the compensation claim process
5. The method(s) by which you could claim compensation (e.g. online/paper/phone/app)
6. The speed with which you received a response
7. The speed you got your compensation **<only show if claim successful code 2 at Q18>**
8. The value of the compensation you received **<only show if claim successful code 2 at Q18>**
9. The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/smartcard) **<only show if claim successful code 2 at Q18>**

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

Q32a Did you make a complaint to any organisation in respect of this claim?

1. Yes
2. No

ASK IF MADE A COMPLAINT (Q32a = 1)

Q32b Who did you complain to? **MULTICODE**

1. The train company you were delayed by
2. The Rail Ombudsman
3. Someone else

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. <answer option removed>
2. <answer option removed>
3. Not worth bothering for the amount I'd get back
4. Would take too much time
5. The process was too complicated
6. Didn't know how to make the claim
7. I forgot
8. <answer option removed>
10. Didn't think it was eligible
9. Other (Please specify)

ASK IF DIDN'T THINK CLAIM WAS ELIGIBLE (Q33 = 10)

Q33a Why did you think it wasn't eligible? **OPEN – WRITE IN**

ASK IF DIDN'T THINK AMOUNT WAS WORTH BOTHERING FOR (Q33 = 3)

Q33b What amount of compensation would you have bothered for? **WRITE IN NUMBER**

ASK IF THOUGHT IT WOULD TAKE TOO MUCH TIME TO CLAIM (Q33 = 4)

Q33c What is the maximum amount of time you would spend making a claim? **WRITE IN NUMBER**

(minutes)

ASK IF THOUGHT THE CLAIMING PROCESS WOULD BE TOO COMPLICATED (Q33 = 5)

Q33d In what key way do you think the process should be simplified? **OPEN – WRITE IN**

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, 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 you could 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. <answer option removed>
6. When renewing your season ticket
7. Notified directly by train company through email / text
8. Notified through the train company's App
11. Notified through the train company's social media feed
10. Through a third party / delay repay company (e.g. RailRepay, RailBuddy)
9. Other (Please specify)

<Q39a and Q39b removed>

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

RANDOMISE ORDER Q41 ANSWER OPTIONS

Q41 What would be your **preferred** way of claiming compensation? **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
7. Verifying and submitting a pre-filled claims form sent electronically by the train company
8. Delay repay company / third party intermediary company (e.g. RailRepay, RailBuddy)
6. Other (Please specify)

RANDOMISE ORDER Q40 ANSWER OPTIONS

Q40 What would be your **preferred** form of compensation? **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