Rail Delays and Compensation 2023: Technical report

November 2023

OGL

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Introduction

Rail Delays and Compensation is a tracking study conducted every two years (although the current wave was delayed a year due to the pandemic). The Department for Transport and Transport Focus commissioned the independent research agency 2CV to conduct the 2023 wave. The research objectives were to:

a) Measure the incidence of delays experienced by surveyed passengers when travelling by train

b) Measure the proportion of eligible passengers claiming compensation

c) Measure passengers' satisfaction with claims processes

d) Understand why passengers with eligible delays don't claim compensation

e) Provide information at TOC level where possible (defined as achieving a sample of 100 responses or more)

f) Look at attitudes to claiming compensation amongst delayed and non-delayed passengers

This research forms part of a series of surveys also conducted in 2016[1], 2018[2] and 2020[3]. The methodology has been kept consistent to examine the trend in claim rate. This document details the data collection and weighting process used for the 2023 wave of the Delays and Compensation research.

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[1] Rail Delays and Compensation 2016 summary report. Available at: www.transportfocus.org.uk/publication/rail-delays-compensation/

[2] Rail Delays and Compensation 2018 written report. Available at: www.gov.uk/government/publications/rail-delays-and-compensation-2018

[3] Rail Delays and Compensation 2020 written report. Available at: www.gov.uk/government/publications/rail-delays-and-compensation-2020

Data collection

The data obtained was collected via an online quantitative survey sent to members of large consumer research agencies' panels. The panels used are those maintained by Dynata, Prodege and CINT. Digital fingerprinting was used to ensure that members of more than one panel could only take the survey a single time.

There were four elements to the online fieldwork:

1.   Screening to identify rail passengers (defined as using rail at least once in the past twelve months). There were 10,028 respondents who had used rail in the last 12 months.

2.   The 10,028 rail passengers were then asked whether they had experienced any delayed journey in the last six months, including details about the length of delay and the TOC(s) on which they were delayed. This was to determine whether any delays they had experienced were eligible for compensation. Of the 10,028 rail passengers, 4,744 passengers had experienced a delay eligible for compensation.

3.   These 4,744 eligibly delayed passengers were asked a full suite of questions about their most recent eligible delay. They were also asked a shorter set of questions on their general attitudes to claiming delay compensation.

4.   In addition, these questions on general attitudes to claiming were also asked to 788 passengers who had not experienced an eligible delay. This was done to provide a comparative view of delayed and non-delayed passengers' attitudes (Section 9 of the full research report).

Questionnaires were completed between 20th March and 3rd April – consistent with the fieldwork periods across all previous waves of the research.

Target setting - population estimates

Target setting is done to determine the profile of rail users (who used rail in last 12 months) across age group, gender, and region, i.e., the person profile of rail users. As discussed in the 'Fieldwork methodology' section below, this determines the profile of survey invites issued. Detailed below is the process for determining the person profile targets.

Data from the National Travel Survey[4] (NTS) and the most recent Office for National Statistics mid-year 2021 population estimates[5] were used to model the population of rail users by age, gender and region into 132 cells based on the following dimensions (interlocked).

Gender – Female, Male

Age – 16-24, 25-34, 35-44, 45-54, 55-64, 65 and over

Great Britain Region/Nation – North East, North West, Yorkshire and the Humber, East Midlands, West Midlands, East, London, South East, South West, Wales, Scotland.

The initial stage was to establish a population count for each cell (age vs gender vs region interlocked) using the ONS mid-year population estimates. The proportion of the population in each region using rail at least once per year was then estimated for 2019 using the NTS. These numbers were multiplied to give an estimated rail users count for each cell accounting for variation in rail usage by region, assuming pre-pandemic levels of rail use.

NTS data was then used to calculate ratios between rail usage in each age/gender band and overall rail usage. The estimated count of rail users from the previous stage was multiplied by these ratios to give an estimated rail user count for each of the 132 cells accounting for differences by region, age and gender. These cell numbers were then calibrated so that the total of all the cells matched the overall total of rail passengers.

The final stage was to estimate 2022 rail users for each cell using the ORR passenger usage by region trend between 2019 and 2022 to scale usage up or down. This used data from the ORR's Regional Rail Usage 2021/22[6] which was the latest information available at the time of the research.

It is possible that the trend in rail usage between 2019 and 2022 is not uniform across all demographic groups (as is the case for bus travel where concessionary fares provide a reliable proxy for older passengers). However, trend data for rail usage is not available by demographic group and the NTS sample is not large enough to model it reliably. Therefore, we have had to assume that variations in rail usage by age and gender within each region are consistent with pre-pandemic patterns.

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[4] The National Travel Survey is a household survey designed to monitor long-term trends in personal travel and to inform the development of policy. It is the primary source of data on personal travel patterns by residents of England within Great Britain. See more at: www.gov.uk/government/collections/national-travel-survey-statistics

[5] Available from: www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2021

[6] The ORR's Regional Rail Usage is an annual statistical release containing information on passenger journeys within and between Scotland, Wales and the regions of England. Available from: www.dataportal.orr.gov.uk/media/2178/regional-rail-usage-apr-2021-mar-2022.pdf

Tables 1 and 2 summarise the targets by age, gender and region.

Table 1: Target sample mix by age and gender

	16-34	35-54	55+
Male	16%	17%	15%
Female	17%	19%	16%

Table 2: Target sample mix by region/nation

Region/Nation	%
North East	4%
North West	12%
Yorkshire and the Humber	9%
East Midlands	7%
West Midlands	7%
East	10%
London	15%
South East	16%
South West	9%
Wales	4%
Scotland	7%

Fieldwork methodology

Invitations to participate in the survey were sent in batches to best match the rail user quota targets in the 132 demographic cells. The survey invitations provided only basic links and information that was non-leading to avoid bias in the recruitment process. The process was continuously managed to get as close as possible to the quota targets whilst avoiding large numbers of participants being screened-out due to their quota cells already being full. The main questionnaire directly followed on from the screener questions as a single survey, although participants were able to suspend the questionnaire at any stage and return to complete it later.

Different demographic groups had different response rates to their survey invitations. Therefore, in some instances it was necessary to increase or decrease the number of invitations being sent relative to the proportion of the targets in the 132 cells. Releasing the sample in batches facilitated this and avoided any bias due to the survey only being completed by "quick responders".

At the individual participant level, consumer panels use routing technology to assign surveys to participants. Based upon the information known about the panellists from the provider's answers to profiling questions, the provider compiles a list of potential survey targets. Panellists may also be asked additional screening questions within the system to ensure they meet the project criteria. As far as possible panellists are then allocated randomly to a survey, although priority may be given to a survey which is behind schedule.

Qualification for the main survey

To qualify for the main survey as a delayed passenger, respondents had to have experienced a delay eligible for compensation within the past six months. The definition of an eligible delay is updated each wave of the research to reflect the compensation schemes in place for each TOC.

Eligibility was based on a combination of the length of the delay and the compensation scheme of the TOC on which the delay occurred. This is detailed in Table 3 below. Delays of 30 minutes or more were eligible for compensation on all operators except Grand Central, and delays of 15-to-29 minutes were only eligible on operators who have adopted the Delay Repay 15 scheme. Delays of 60 minutes or more were eligible on Grand Central.

Table 3: Summary of delay compensation schemes by TOC

Train Operator	Delay compensation scheme	Automatic compensation
Avanti West Coast	DR15	Automated one-click compensation scheme in place
c2c	DR15	Automatic compensation on some tickets (c2c Smartcards only).
Caledonian Sleeper	DR30	
Chiltern Railways	DR15	
CrossCountry	DR30	
East Midlands Railway	DR15	Automated one-click compensation scheme in place
Gatwick Express	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
Grand Central	Delays of 60 minutes or more	
Great Northern	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
Great Western Railway	DR15	Automated one-click compensation scheme in place for on Smartcard tickets and Advance tickets purchased from GWR website with passenger registered
Greater Anglia	DR15	
Heathrow Express	DR15	
Hull Trains	DR30	
London North Eastern Railway	DR30	Automated one-click compensation scheme in place
London North Western	DR15	
London Overground	Non-fault delays of 30 minutes or more (excluding delays that are outside the TOC's control).	
Lumo	DR30	

Merseyrail	Delays of 30 minutes or more for journeys entirely on the Merseyrail Northern or Wirral line.	
Northern	DR15	Automated one-click compensation scheme in place
ScotRail	DR30	
South Western Railway (including Island Line)	DR15	Automated one-click compensation scheme in place for season tickets purchased on Smartcard from SWR website and Advance tickets purchased from SWR website with registered details
Southeastern	DR15	Automated one-click compensation scheme in place for season tickets purchased on Smartcard from Southeastern website and Advance tickets purchased from Southeaster website with registered details
Southern	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
The Elizabeth Line	Compensation for delays of 30 minutes or more (excluding delays that are outside of the TOC's control).	
Thameslink	DR15	Automated one-click compensation scheme in place for Smartcard tickets only
TfW Rail	DR15	
TransPennine Express	DR15	Automated one-click compensation scheme in place
West Midlands Trains	DR15	

Participants were asked to identify whether they had experienced a delay of 30 minutes or more (Question S7a), or 15-to-29 minutes (S8a) in the last six months. For a delay of 30 minutes or more they were asked the most recent TOC they had experienced a delay on (S7c) and this delay was included in the 'pool' of eligible delays. For delays of 15-29 minutes in the last six months they were asked to identify which TOC(s) they had been travelling on (S8c). Delays of 15-29 minutes which were made on TOCs eligible for compensation were added to the 'pool' of eligible delays experienced by the rail-using respondent. Those who could not recall which TOC they were delayed on were not asked about their claims experience.

For each respondent who had one or more eligible delays, they were then asked from their 'pool' of eligible delays (latest S7c and all eligible S8c delays) which was their most recent eligible delay. If they had experienced only one eligible delay in the last six months, then this was taken as the most recent eligible delay. The main questionnaire then asked about this most recent eligible delay.

To avoid complicated conditional questioning, all those delayed by 30 minutes or more on Grand Central were surveyed, and then the (non-eligible delays) between 30 and 59 minutes were removed from the main questionnaire response dataset.

The shorter survey was asked of a random sample of 788 from the 5,248 rail users who had not had an eligible delay. This survey element concentrated on how they would prefer to be informed about eligibility for compensation to understand their attitudes to current compensation policies and practice.

The remaining survey participants were screened out from further participation. All respondents were thanked for participating at the point they completed their pathway through survey options.

Handling of delays caused solely by industrial action

For the 2023 research, a new answer code of 'the train didn't run because of strike/industrial action' was introduced to Q16 ("In what way(s) were you delayed?"). This code was added to mitigate for anticipated passenger confusion between Delay Repay compensation and refunds[7] - the latter were outside the scope of this research. It was reasoned that passengers who only answered this code at Q16 (a total of 227 passengers; five per cent of the original delayed passenger sample) were not eligible for Delay Repay since passengers cannot claim Delay Repay on services that are removed from the timetable with notice due to industrial action[8]. These 227 passengers were therefore removed from the sample. The further five percent who answered both this code and one of the other codes at Q16 were left in the eligible delays' dataset.

Data quality

To ensure the quality of fieldwork respondents, individual responses were removed from the dataset if they failed one or more of the following checks:

1.   Completing a CAPTCHA (located at the start of the screener)

2.   Completing a sentence (check question located at the end of the screener)

3.   Recalling which TOC they had travelled on when delayed

4.   Giving the same age and gender answers at the start and end of the questionnaire

In addition, open ended questions were checked to make sure they made sense. If not, these responses were removed. There were also additional logic checks built into the script to ensure participants could not continue if they tried to submit an illogical answer. The project team checked the link to ensure that the programmed logic was operating correctly prior to the survey going live.

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[7] Throughout the period of industrial action affecting fieldwork, many TOCs invited season ticket holders to use Delay Repay mechanisms as a way of claiming money back if they chose not to travel on strike days. These refund claims, even though administered by Delay Repay systems, are not claims for delay compensation and are therefore outside the scope of this study.

[8] In this instance, passengers are instead entitled to a full refund if they choose not to travel under the 2022 National Rail Conditions of Travel (available from: www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/. Removing these passenger's responses reduced the likelihood of refunds infiltrating a sample designed to capture delays and therefore helped maintain comparability with previous waves - a key requirement of this research.

Achieved mix of rail passengers in the sample

Tables 4 and 5 summarise the achieved mix of 'all rail passengers' in the sample by age, gender and region (and show how these compare to the original targets).

Table 4: Achieved mix of rail passengers in the sample by age and gender (with targets shown in brackets)

	16-34 achieved % vs. target	35-54 achieved % vs. target	55+ achieved % vs. target
Male	13% (16%)	17% (17%)	14% (15%)
Female	14% (17%)	23% (19%)	19% (16%)

Table 5: Achieved mix of rail passengers in the sample by region/nation (with targets shown in brackets)

Region/Nation	Achieved % vs. target
North East	5% (4%)
North West	11% (12%)
Yorkshire and the Humber	9% (9%)
East Midlands	7% (7%)
West Midlands	7% (7%)
East	11% (10%)
London	14% (15%)
South East	16% (16%)
South West	8% (9%)
Wales	4% (4%)
Scotland	8% (7%)

Weighting

Once fieldwork was complete and the data had been cleaned, the final distribution of rail users was reviewed to determine how close this was to the target profile proportions by gender, age, and Great Britain region in each of the 132 interlocking demographic cells. The weighting was applied at the 'all passengers' level since there is no data on the profile of delayed passengers and thus it is not possible to construct a target profile at this level.

The weighting approach was based on the ratio between the proportion of estimated rail passengers modelled from the target profile and the proportion of responses achieved in each of the 132 cells. Weights ranged from 0.53 to 2.27, although only one of the 132 cells had a weighting of more than 2.00 and only another 14 had weights of more than 1.50 and less than 2.00. The weighting only reduced the effective sample size from 4,744 to 4,427 for passengers with an eligible delay.

Participants who answered 'Other' or 'Prefer not to say' to at least one of the demographic questions were retained in the sample and given a weight of one, meaning that they each only count as one case in the dataset and effectively were not weighted.

There was no weighting applied to the data by the mix of passengers delayed on each TOC because there is no data available to form the basis of such as weighting. The data published by the industry on delay minutes or number of claims was considered but is not suitable since it shows the number of claims per TOC, not the number of persons claiming. The risk of using the number of delays or claims per TOC is the potential over-representation of commuters within the sample, since they may experience many short-duration delays compared to the overall mix of passengers.

Availability of Delay Repay 15 and impact on claim rates

The eligibility for compensation has changed over the periods during which this research has been conducted (2023, 2020, 2018 and 2016). As a result, the population of all delayed passengers has also changed over time. As more TOCs adopted Delay Repay 15 schemes, an increasing proportion of eligible delays were shorter and entitled to less compensation. There was some evidence that in the 2018 and 2020 research this was slowing the growth in the proportion of delayed passengers claiming.

However, this has not significantly impacted the 2023 results because by 2020 there was almost universal applicability of the Delay Repay 15 scheme. Only one further TOC switched to Delay Repay 15 between 2020 and 2023. The research report continues to show data for both 15-29 and 30+ minute delays so the trends can be fully understood.

Question and routing changes since 2020

Table 6: Summary of question and routing changes since 2020. Does not include changes to answer options.

Question number (2020 shown in brackets if different)	Question	Change since 2020
S5	How often do you travel by train (excluding London Underground, DLR, metro or tram)?	New question
QACHECK	This question has been placed in the survey just to check again you are not a robot. So, to continue, please type the last two words of the sentence below into the box provided.	New QA question. All failing to complete sentence are closed
Q12b (Q9b)	And who paid for the ticket?	Base changed from ASK ALL WITH QUALIFYING DELAY to ASK ALL BUYING A TICKET OR LOADING ONE TO A SMARTCARD (Q12A = 1-4, OR 98) OR DK FORMAT (Q12A = 97
Q12c	How was the ticket paid for?	New question
Q12d	Where did buy your ticket for this trip?	New question
Q23-1 to Q23-4	We would like you to consider the information you looked at during this claims process. How would you rate each of the following:	New question (expands on single attribute in previous Q32 battery)
(Q27d)	Do you usually claim via a dedicated delay-repay account with a train company?	Deleted
Q26b (Q33a)	Why didn't you think you could claim?	Base changed to include ASK IF DIDN'T THINK CLAIM WAS ELIGIBLE (Q18 = 6) OR in addition to MAIN REASON DECIDED NOT TO CLAIM WAS DIDN'T THINK IT WAS ELIGIBLE (Q26A = 6)
Q26c	Did the train company let you know that your delay was eligible for compensation?	New question
(Q27d)	Do you usually claim via a dedicated delay-repay account with a train company?	Deleted
Q31	What form(s) of compensation did you receive?	Base changed from ASK IF CLAIM WAS UNSUCCESSFUL (Q18 = 3) to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
(Q28b)	Did the train company notify you about the outcome of your claim?	Deleted
Q32	During the claim, did you need to appeal any compensation decision by the Train Company?	New question
(Q28c)	How easy or difficult did you find that appeals process? New question	Deleted
Q35a (Q32a)	Did you make a complaint to any organisation in respect of this claim?	Base changed to include AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1) in addition to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q35b (Q32b)	Who did you complain to?	Change to Q35a means that base changed to include AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1) in addition to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)

Q36-6 (Q32-7)	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? - The speed you got your compensation	Base changed to include AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1) in addition to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q36-7 (Q32-8)	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? - The value of the compensation you received	Base changed to include AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1) in addition to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q36-8 (Q32-9)	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? - The form in which you got your compensation	Base changed to include AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1) in addition to ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q41 (Q33b)	What amount of compensation for being delayed on a train do you consider it worth claiming for?	Base changed from ASK IF DIDN'T THINK AMOUNT WAS WORTH BOTHERING FOR (Q33 = 3) to ASK IF DON'T ALWAYS CLAIM (Q40 = 2-5)
(Q33c)	What is the maximum amount of time you would spend making a claim?	Deleted
Q45 (Q33d)	In what key way do you think the process should be simplified or improved?	Base changed from ASK IF THOUGHT THE CLAIMING PROCESS WOULD BE TOO COMPLICATED (Q33 = 5) to ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q50	Which of these best describes your ethnic group?	New question
Q51	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	New question
Q52	Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?	New question
Q53	Which of the following categories best describe(s) your condition(s) or illness(es)?	New question
Q54	Do you make payments / purchase things online using home internet or your smartphone?	New question
AgeGenQA	Please select your age & gender from the options below.	New QA question. Participants whose answer does not match screener are failed

Questionnaire

SCREENER (1 MIN)

START TIMER: SCREENER

INTRODUCTION

SCREEN 1
2CV are a leading, independent market research agency. We are conducting this survey on behalf of Transport Focus, the independent passenger watchdog to ask about travel you have made in the last six months. The survey's results are also paid close attention by the transport industry and the Department for Transport. It typically takes around 10 to 15 minutes to complete.

SCREEN 2
2CV abides by UK Data Protection law, GDPR and the Market Research Society code of conduct. In addition to the survey's questions, 2CV collects IP Address and Device ID to conduct the survey and treats these confidentially. 2CV will not use this, nor any survey data it collects to identify individual participants.

2CV report on results in aggregate format only. 2CV will be passing over to Transport Focus anonymised individual survey responses. Transport Focus may make available these individual anonymised survey responses to organisations such as Department for Transport who have an interest in the survey. Three months after the final date for participation in the survey (July 2023) 2CV will delete any personalised information it collected, retaining only the anonymised responses.

Further detail on the way 2CV handles data can be found in their Privacy Policy: www.2cv.com/privacy-policy/, and further detail on the way Transport Focus handles data can be found in their privacy policy: https://www.transportfocus.org.uk/about/transparency-and-accountability/privacy-policy/

Prior to completing this survey, you must provide your consent to the processing of your Personal Data in accordance with the above.

☐ I agree and consent to all of the above.
☐ I do not agree. CLOSED

SHOW ALL
reCAPTCHA

ASK ALL
GENDER   Are you...?
GENDER, SINGLE CODE

2	Female	CONTINUE
1	Male	CONTINUE
98	Identify another way <open textbox>	CONTINUE
96	Prefer not to say	CONTINUE

ASK ALL
AGE   And how old were you on your last birthday?
Please select one answer
AGE SINGLE CODE

DAGE		
99	UNDER 16	CLOSE
1	16-17	
2	18-24	
3	25-34	
4	35-44	
5	45-54	
6	55-64	
7	65+	

DAGEGEN

MALES			FEMALES			SD/REF		
1	16-24	Gen=1, Age=1, 2	7	16-24	Gen=2, Age=1, 2	13	16-24	Gen = 3 or 4, Age=1, 2
2	25-34	Gen=1, Age=3	8	25-34	Gen=2, Age=3	14	25-34	Gen = 3 or 4, Age=3
3	35-44	Gen=1, Age=4	9	35-44	Gen=2, Age=4	15	35-44	Gen = 3 or 4, Age=4
4	45-54	Gen=1, Age=5	10	45-54	Gen=2, Age=5	16	45-54	Gen = 3 or 4, Age=5
5	55-64	Gen=1, Age=6	11	55-64	Gen=2, Age=6	17	55-64	Gen = 3 or 4, Age=6
6	65+	Gen=1, Age=7	12	65+	Gen=2, Age=7	18	65+	Gen = 3 or 4, Age=7

check Age/Gender quota

ASK ALL
REGION   Which of the following areas do you live in? Please select one answer.
SINGLE CODE
UK COUNTRY MAP

1	Scotland	NORTH
2	North East England	
3	North West England	
4	Yorkshire	
5	Wales	MIDLANDS
6	East Midlands	
7	West Midlands	
8	East of England	
9	South West	SOUTH
10	South East	
11	Greater London	
12	Northern Ireland	CLOSE

check region quota

dREGION

1	North	Region = 1, 2, 3, 4
2	Midlands	region = 5, 6, 7, 8
3	south	region = 9, 10, 11

END TIMER: SCREENER

QUALIFICATION (3 MINS)

START TIMER: Qualification

ASK ALL
S4   Have you made a journey on any of these within England, Scotland or Wales in the last 12 months?
Please select all that apply.
MULTICODE

1	Local bus
2	Long distance coach
3	Underground, metro, light rail or tram
4	Train (includes London Overground and the Elizabeth Line)
5	Domestic flights (flown within UK)
99	None of the above ANCHOR, EXCLUSIVE

THANK AND CLOSE IF CODE 4 NOT SELECTED

ASK ALL TRAVELLING BY TRAIN (S4=4).
S5.   How often do you travel by train (excluding London Underground, DLR, metro or tram)?
         Please select one answer.
SINGLE CODE

1	5 or more days a week
2	3 or 4 times a week
3	Once or twice a week
4	2 to 3 times a month
5	Monthly
6	A few times a year
7	Yearly or less often
97	Don't Know/cannot remember

ASK ALL TRAVELLING BY TRAIN (S4=4).
S7a   (S5a)
In the last six months, have you been delayed 30 minutes or more on any train journeys within England, Scotland or Wales?

Please consider only 'National Rail' journeys. This includes London Overground and the Elizabeth Line (previously known as TfL Rail), but excludes Eurostar, London Underground (and DLR), any metro or tram services.

Please exclude any occasions where you chose not to travel by train due to a delay' or other disruption such as industrial action/strikes.
SINGLE CODE

1	Yes
2	No GO TO S8A
97	Don't know/cannot remember GO TO S8A

ASK IF DELAYED BY 30 MINUTES OR MORE (S7A=1)
S7b (Q1a)
How many 30 minutes or more delays have you had in the last six months?
Please select one answer. If you cannot remember exactly, please give us your best estimate.
SINGLE CODE

1	One
2	Two
3	Three
4	Four or five
5	6 to 10
6	11 to 20
7	Over 20
97	Don't know/cannot remember

ASK IF DELAYED BY 30 MINUTES OR MORE (S7A=1)
S7c   (Q8a)
Please now think about your most recent delay of 30 minutes or more.
Which train company were you travelling on?
Please select one answer.
SINGLE CODE – SHOW IN ALPHABETICAL ORDER

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

dS7C_SIZE
SINGLE CODE

1	SMALL	S7C = 3, 4, 8, 9, 13, 14, 18 or 19	Used later when prioritising Quota Group
2	NOT SMALL	S7C ≠ 3, 4, 8, 9, 13, 14, 18 OR 19	

ASK IF DELAYED BY 30 MINUTES OR MORE (S7A=1)
S7d   (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
97	Don't know/cannot remember

ASK ALL TRAVELLING BY TRAIN (S4=4).
S8a   (S5b)
In the last six months, have you been delayed by 15-29 minutes) on any train journeys within England, Scotland or Wales?

Please consider only 'National Rail' journeys. This includes London Overground and the Elizabeth Line (previously known as TfL Rail), but excludes Eurostar, London Underground (and DLR), any metro or tram services.

Please exclude any occasions where you chose not to travel by train due to a delay' or other disruption such as industrial action/strikes.
SINGLE CODE

1	Yes
2	No GO TO HQ2
97	Don't know/cannot remember GO TO HQ2

ASK IF DELAYED BY 15-29 MINUTES (S8A=1).
S8b   (Q1b)
How many of these 15–29-minute delays have you had in the last six months?
Please select one answer. If you cannot remember exactly, please give us your best estimate.
SINGLE CODE

1	One
2	Two
3	Three
4	Four or five
5	6 to 10
6	11 to 20
7	Over 20
97	Don't know/cannot remember

ASK IF DELAYED BY 15-29 MINUTES (S8A=1).
S8c   (Q8b)
IF S8B = 1 SHOW: On which train company were you travelling on when delayed by between 15-29 minutes in the last six months?
Please select one answer.
SINGLE CODE – SHOW IN ALPHABETICAL ORDER

S8c   (Q8b)
IF S8B = 2 to 7 or 97 SHOW: On which train companies were you travelling on when delayed by between 15-29 minutes in the last six months?
Please select all that apply.
MULTIPLE CODE – SHOW IN ALPHABETICAL ORDER – VALIDATE NUMBER ALLOWED TO CODE FROM S8B

1	Avanti West Coast	QUALFIES	
2	c2c	QUALFIES	
3	Caledonian Sleeper		SMALL
4	Chiltern Railways	QUALFIES	SMALL
5	CrossCountry		
6	East Midlands	QUALFIES	
7	Elizabeth Line (previously known as TfL Rail)		
8	Gatwick Express	QUALFIES	SMALL
9	Grand Central		SMALL
10	Great Northern	QUALFIES	
11	Great Western Railway	QUALFIES	
12	Greater Anglia (including Stansted Express)	QUALFIES	
13	Heathrow Express	QUALFIES	SMALL
14	Hull Trains		SMALL
15	LNER		
16	London Northwestern Railway	QUALFIES	
17	London Overground		
18	Lumo		SMALL
19	Merseyrail		SMALL
20	Northern	QUALFIES	
21	ScotRail		
22	South Western Railway (including Island Line)	QUALFIES	
23	Southeastern	QUALFIES	
24	Southern	QUALFIES	
25	Thameslink	QUALFIES	
26	TransPennine Express	QUALFIES	
27	Transport for Wales Rail (TfW)	QUALFIES	
28	West Midlands Railway	QUALFIES	
97	Don't Know/cannot remember		

dS8C_SIZE
SINGLE CODE

1	SMALL	S8C = ANY 3, 4, 8, 9, 13, 14, 18 OR 19	Used later when prioritising Quota Group
2	NOT SMALL	S8C ≠ ANY 3, 4, 8, 9, 13, 14, 18 OR 19	

HIDDEN QUESTION: ALL WITH 15-29 MINUTE DELAY (S8A=1)
HQ1 = 15-29 minutes qualifying TOCs
SINGLE CODE

1	Eligible DR15	One 15 to 29 min only delay – qualifying TOC	S8C = ANY ONE OF 1 , 2, 4, 6, 8, 10-13, 16, 20, 22-28
2	Eligible DR15	Multiple 15 to 29 min only delays – qualifying TOC	S8C = MORE THAN ONE OF 1 , 2, 4, 6, 8, 10-13, 16, 20, 22-28
3	None eligible	15 to 29 mins only delays – non-qualifying TOCs only	S8C = NOT 1 , 2, 4, 6, 8, 10-13, 16, 20, 22-28
4	Don't know	Don't Know/cannot remember	S8C = 97 ONLY

HIDDEN QUESTION: ALL RESPONDENTS
HQ2 = Eligible delay status
SINGLE CODE

1	Only 30 mins plus delays	(S7C=1 TO 28 AND S8a 2 OR 97) OR (S7C=1 TO 28 AND HQ1 = 3 OR 4)
2	Only 15 to 29 mins delays	S7A = 2 OR 97 AND HQ1 = 1 OR 2) OR (S7C = 97 AND HQ1 = 1 OR 2)
3	Both 15 to 29 mins AND 30 mins plus delays	S7C = 1 TO 28 AND HQ1 = 1 OR 2)
4	No eligible delays	(S7A = 2 OR 97 AND S8a 2 OR 97) OR (S7A = 2 OR 97 AND HQ1 = 3 OR 4) OR (S7C = 97 AND HQ1 = 3 OR 4)

HIDDEN QUESTION: ALL RESPONDENTS
HQ3 = Prioritisation for small sample TOCs – ONLY TO BE TURNED ON IF NEEDED
SINGLE CODE

1	Multiple 15 to 29 min only delays – and one is a small sample TOC	HQ1 = 2 AND DS8C_SIZE = 1 (SMALL)
2	Both 15 to 29 mins AND 30 mins plus delays and 15 to 29 min delay is a small sample TOC	HQ2 = 3 AND DS8C_SIZE = 1 (SMALL)
3	Both 15 to 29 mins AND 30 mins plus delays and 30+ min delay is a small sample TOC	HQ2 = 3 AND DS7C_SIZE = 1 (SMALL) AND NOT DS8C_SIZE = 1

dQUALIFY

1	ELGIBLE DELAY	HQ2 = 1 – 3	Check Quotas	N=5,000
2	NOT DELAYED OR NO ELGIBLE DELAY	HQ2 = 4		N=750

ASK IF HAD BOTH '30+ MINUTES' AND '15 - 29 MINUTE' DELAY(S) (HQ2= 3) OR MORE THAN ONE
QUALIFYING '15 - 29 MINUTE' DELAY (HQ1 = 2)
LIST EACH DELAY + TOC SEPARATELY IN S9.
S9   (S7)
We are interested in the following delays you have mentioned:
Your delay of 30 minutes or more on <INSERT TOC FROM S7C>
Your 15-29 minute delays on <INSERT TOC FROM S8C>
Your 15-29 minute delays on <INSERT TOC FROM S8C>
Etc.

Which of these is the most recent delay?
Please select one answer.
SINGLE CODE

1	Your delay of 30 minutes or more on <INSERT TOC FROM S7C>
2	Your 15–29-minute delays on <INSERT TOC FROM S8C>
3	Your 15–29-minute delays on <INSERT TOC FROM S8C>
4	Etc.

DUMMIES HQ4 & HQ5 BELOW USED TO PIPE IN TEXT IN FUTURE QUESTIONS IN REGARD TO LENGTH OF DELAY ALONG WITH TRAIN COMPANY.

HIDDEN QUESTION: ALL WITH ELIGIBLE DELAY (HQ2 = 1-3)

HQ4   Length of delay to pipe into main questionnaire.
IF HQ2 = 1 THEN PIPE "Your delay of 30 minutes or more"
IF HQ2 = 2 THEN PIPE "Your delay of 15-29 minutes"
IF HQ2 = 3 AND S9 = 1 THEN PIPE "Your delay of 30 minutes or more"
IF HQ2 = 3 AND S9 = NOT 1 THEN PIPE "Your delay of 15-29 minutes"

SINGLE CODE

1	Your delay of 30 minutes or more
2	Your delay of 15-29 minutes

HIDDEN QUESTION: ALL WITH ELIGIBLE DELAY (HQ2 = 1-3)
HQ5   Train company to be piped into the main questionnaire.
IF HQ2 = 1 THEN PIPE TOC FROM S7C (ONLY 30 MINS PLUS DELAYS)
IF HQ2 = 2 AND HQ1 = 1 THEN PIPE QUALIFYING TOC FROM S8C (ONLY ONE 15-29 MINS DELAY OR ONLY ONEQUALIFIED OF MULTIPLE SELETED)
IF HQ2 = 2 AND HQ1 = 2 THEN PIPE TOC CORRESPONDING TO ANSWER AT S9 (MUTIPLE 15-29 MINS DELAYS)
IF HQ2 = 3 THEN PIPE TOC CORRESPONDING TO ANSWER AT S9 (BOTH 15 TO 29 MINS AND 30 MINS PLUS DELAYS)

SINGLE CODE

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

ASK ALL
QACHECK   This question has been placed in the survey just to check again you are not a robot.
So, to continue, please type the last two words of the sentence below into the box provided.

Mary brushes her teeth twice a day

OPEN – WRITE IN

dQACHECK

1	PASS	CORRECT WORDS TYPED	
2	FAIL	WRONG WORDS TYPED	QA Fail: CLOSE. DO NOT COUNT TO QUOTA

END TIMER: QUALIFICATION

MOST RECENT DELAY (5 MINS)

START TIMER: MOST RECENT DELAY

IF DQUALIFY = 2 (NOT DELAYED OR NO ELIGIBLE DELAY) SKIP TO Q40

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
From here on please only think about this most recent delayed journey: <<PIPE THE SELECTED DELAY –
LENGTH OF TIME FROM HQ4>> ON <<TOC FROM HQ5>>

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q4   On which day did that delay occur?
Please select one answer.
SINGLE CODE

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

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q5   What time did you start that journey?
Please select one answer.
SINGLE CODE

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

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q6   What was the main reason for making that journey?
Please select one answer.
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 or leisure break
8	A day out
9	Other leisure trip
98	Other (Please specify)

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q8   (Q9)   What kind of ticket were you using for that journey?
Please select one answer.
SINGLE CODE

1	Single
2	Return
3	One day travelcard
4	Weekly season ticket (including weekly or longer Travelcard on Oyster)
5	Monthly season ticket (including weekly or longer Travelcard on Oyster)
6	Annual season ticket (including weekly or longer Travelcard on Oyster)
7	Flexi-season ticket
8	Pay as you go (e.g. tap in/tap out using a mobile phone, bank card, or smartcard)
98	Other (please specify)

ASK IF TRAVELLING ON A SINGLE (Q8 = 1) OR RETURN TICKET (Q8 = 2)
Q9 (Q9aa) Did that <insert ticket type from Q8> ticket cover…?
SINGLE CODE

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

ASK IF TRAVELLING ON A SINGLE TICKET (Q8 = 1)
Q10   What type of single ticket was it?
Please select one answer.
SINGLE CODE

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

ASK IF TRAVELLING ON A RETURN TICKET (Q8 = 2)
Q11   What type of return ticket was it?
Please select one answer.
SINGLE CODE

1	Anytime return or day return
2	Off peak or super off-peak return
97	Don't know/cannot remember

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q12a   (Q9a) What was the ticket format?
Please select one answer.
SINGLE CODE

1	Orange cardboard ticket
2	Ticket printed at home
3	Ticket as a barcode/QR code on smartphone
4	Ticket on a smartcard (plastic card that holds ticket details electronically)
5	Contactless debit / credit card
6	Contactless mobile payment (e.g. Apple Pay, Google Pay)
7	Contactless pre-paid card (e.g. Oyster)
98	Other (please specify) ANCHOR
97	Don't know/cannot remember ANCHOR

IF ANSWER 5, 6 OR 7 AT Q12a (CONTACTLESS) GO TO Q13, OTHERWISE CONTINUE

ASK ALL BUYING A TICKET OR LOADING ONE TO A SMARTCARD (Q12A = 1-4, OR 98) OR DK (Q12A = 97)

Q12b   (Q9b)

And who paid for the ticket?

Please select one answer.

SINGLE CODE

1	Myself
2	Family member
3	Friend
4	Your employer / work
98	Someone else (please specify)
96	Prefer not to say

ASK IF PAID FOR TICKET THEMSELVES (Q12b = 1)

Q12c   How was the ticket paid for?

Please select one answer.

SINGLE CODE, RANDOM ORDER

1	Cash
2	Debit card
3	Credit card
4	Contactless mobile payment (e.g. Apple Pay, Google Pay)
5	National Rail Travel Vouchers
98	Other (please specify) ANCHOR
97	Don't know/cannot remember ANCHOR

ASK IF PAID FOR TICKET THEMSELVES (Q12b = 1)

Q12d   Where did buy your ticket for this trip?

Please select one answer.

SINGLE CODE, DO NOT RANDOMISE

1	On the train company app
2	On the Passenger Assist app
3	On another app
4	On train company website
5	On another website (e.g trainline.com)
6	At the station from a member of staff
7	At the station via a ticket machine
8	On the train
9	Over the telephone
10	Through your work / corporate travel agency
98	Other ANCHOR
99	None of these ANCHOR
97	Don't know/cannot remember ANCHOR

ASK IF NOT TRAVELLING ON A SEASON TICKET (Q8 = 1, 2, 3, 8 OR 98)
Q13   What was the cost of your <insert ticket type from Q8> ticket?
Please select one answer. If you cannot remember exactly, please give us your best estimate.
SINGLE CODE

1	Up to £2.50
2	£2.50 - £4.99
3	£5.00 - £9.99
4	£10.00 - £14.99
5	£15.00 - £24.99
6	£25.00 - £49.99
7	£50.00 - £74.99
8	£75.00 - £99.99
9	£100.00 and over.
97	Don't know/cannot remember

ASK IF TRAVELLING ON A SEASON TICKET (Q8 = 4, 5, 6 OR 7)
Q14   What is the cost of your season ticket?
If you cannot remember exactly, please give us your best estimate.
PLEASE TYPE IN AMOUNT £…….
MAX NUMERIC ENTRY – 6 DIGITS MAX. ALLOW 2 DECIMAL PLACES. OFFER DK OPTION.

97.   Don't know/cannot remember

ASK IF MOST RECENT DELAY WAS 30 OR MORE MINUTES (HQ4=1)
Q15   How long was the delay you experienced on that occasion?
Please select one answer. If you cannot remember exactly, please give us your best estimate.
SINGLE CODE

1	15 to 29 minutes DO NOT SHOW – AUTOFILL IF DELAY WAS LESS THAN 30 MINUTES (HQ4=2)
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	I didn't reach my intended destination by train (e.g. I had to go to a different station)
8	I abandoned the journey

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q16   In what way(s) were you delayed?
Please select all that apply.
MULTIPLE CODE, RANDOM ORDER

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	Missed a connecting train
8	A lack of / poor information which caused a delay to my journey
9	Train didn't run because of strike/industrial action
98	Other (please specify) ANCHOR
97	Don't know/cannot remember ANCHOR, EXCLUSIVE

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q18   Did you claim/receive compensation or a refund for that particular delayed journey?
Please select one answer.
SINGLE CODE

1		Yes – automatically received compensation	
2		Yes – and claim was successful	go to Q20A
3		Yes – but claim was unsuccessful	go to Q20A
4		Yes – but claim is still pending	go to Q20A
5		No – didn't even think about it	go to Q26c
6		No – didn't think I could claim	go to Q26B
7		No – knew I could but chose not to claim	go to Q20A
8	SHOW ONLY IF Q8 = 4,5 or 6	No – expected discount/extra day(s) on my next season ticket	go to Q40

IF Q18 = 2, 3, 4 OR 7 GO TO Q20A (MAKING THE CLAIM)
IF Q18 = 5 GO TO Q26C
IF Q18 = 8 GO TO Q40 (ATTITUDES TOWARDS CLAIMING)
IF Q18 = 6 GO TO Q26B (WHY DIDN'T YOU THINK CLAIM WAS ELIGIBLE?)

DROUTE

1	ELIGIBLE DELAY AND CLAIMED	DQUALIFY = 1 AND Q18 = 1-4
2	ELIGIBLE DELAY AND NOT CLAIMED	DQUALIFY = 1 AND Q18 = 5-8
3	NO DELAY OR NO ELIGIBLE DELAY	DQUALIFY = 2

ASK IF AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1), THEN GO TO Q31
Q19.   If you did not get compensation automatically would you have claimed for that most recent delay?
SINGLE CODE

1	Yes
2	No
3	Not sure

END TIMER: MOST RECENT DELAY

MAKING THE CLAIM (3 MINS)

STAR TIMER: MAKING THE CLAIM

ASK IF AWARE THEY COULD CLAIM (Q18 = 2, 3, 4 OR 7)
Q20a   (Q20)   How did you find out you could claim for that delay?
Please select all that apply
MULTIPLE CODE. random order.

1	Knew the rules already
2	Posters on train or at the station
3	Train/station staff told you
4	Fellow passenger / friend / relative told you
5	Claim form handed out by train/ station staff
6	Asked a member of rail staff
7	Looked on the web
8	Electronic notification by train company
9	Electronic notification from ticket retailer (e.g. Trainline)
98	Other (Please specify) ANCHOR

ASK IF LOOKED ON WEB (Q20A = 7)
Q20b   (Q21)   Which websites/app did you visit?
Please select all that apply
MULTIPLE CODE, RANDOM ORDER.

1	Train company's own website/app
2	Ticket seller website/app (e.g. Trainline)
3	A consumer website (e.g. Which?, Moneysupermarket.com)
4	Other transport organisation's website (e.g. Transport Focus)
5	National Rail Enquiries
6	Third party / delay repay company (e.g. RailRepay, RailBuddy)
98	Other (Please specify) ANCHOR

ASK IF RECEIVED NOTIFICATION FROM TRAIN COMPANY (Q20A = 8)
Q21   (Q22a) You said the train company notified you that you could claim, how did they do that?
Please select one answer.
SINGLE CODE

1	Text message (SMS)
2	E-mail
3	App alert
4	Social media (e.g. Facebook, Twitter, etc.)
98	Other (Please specify) ANCHOR

IF CHOSE NOT TO CLAIM (Q18 = 7) GO TO Q23.
IF MADE A CLAIM (Q18 = 2, 3 OR 4) CONTINUE

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q22a   (Q27)   How did you apply for compensation?
Please select one answer.
SINGLE CODE, DO NOT RANDOMISE

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
6	Through another organisation's website
7	Through another organisation's app
8	Filled in and returned the partially completed/pre-filled claim form
98	Other (Please specify)

ASK ALL NOT CLAIMING ONLINE (Q22A = 1, 2 OR 3)
Q22b   (T2)   Please can you explain why you didn't go online to claim?
Please type in your answer below.
OPEN – WRITE IN

USE TEXT ENCOURAGER

ASK IF AWARE THEY COULD CLAIM (Q18 = 2, 3, 4 OR 7).
Q23   We would like you to consider the information you looked at during this claims process. How would you rate each of the following:
Please select one answer per row.
RANDOMISE ORDER OF STATEMENTS
SHOW FIVE POINT SCALE FROM VERY GOOD TO VERY POOR, PLUS N/A

1=Very good	2=Fairly good	3=Neither good nor poor	4=Fairly poor	5=Very poor	6=Didn't look for this information	7= Don't know

1	The information on whether your delay was eligible for compensation
2	Being clear about the amount of compensation you were entitled to
3	How to go about making a claim for compensation
4	Being available in a format that was accessible for you

IF CHOSE NOT TO CLAIM (Q18 = 7) GO TO Q26A.
IF MADE A CLAIM (Q18 = 2, 3 OR 4) CONTINUE

ASK IF USING TRAIN COMPANY WEBSITE OR TRAIN COMPANY APP to claim (Q22A = 4 or 5)
Q24   (Q27a) You said you claimed via the train company's <insert 'website' or 'App' from Q22A> how easy or difficult was it to use?
Please select one answer.
 SINGLE CODE

1	Very easy
2	Fairly easy
3	Neither easy nor difficult
4	Fairly difficult
5	Very difficult

ASK IF USING TRAIN COMPANY/THIRD PARTY WEBSITE OR TRAIN COMPANY APP TO CLAIM (Q22a = 4-7)
Q25a   (Q27b) When claiming, did you use or set up a delay-repay account with the train company to complete a claim form for that delay?
Please select one answer.
SINGLE CODE

1	Yes – set one up for that claim
2	Yes – had already set one up
3	No

ASK IF NOT CLAIMING THROUGH A DELAY REPAY ACCOUNT (Q25A = 3)
Q25b   (Q27c) What is the main reason you didn't claim through that train company's delay-repay account?
Please select one answer.
SINGLE CODE, RANDOM ORDER.

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
98	Other (Please specify) ANCHOR

IF MADE A CLAIM (Q18 = 2, 3 OR 4) GO TO Q27

ASK IF CHOSE NOT TO CLAIM (Q18 = 7)
Q26a (Q33) What was the main reason you decided not to claim for this delay?
Please select one answer.
SINGLE CODE, RANDOM ORDER.

1	Not worth bothering for the amount I'd get back
2	Would take too much time
3	The process was too complicated
4	Didn't know how to make the claim
5	I forgot
6	Didn't think it was eligible
98	Other (Please specify) anchor

ASK IF DIDN'T THINK CLAIM WAS ELIGIBLE (Q18 = 6 OR Q26A = 6) THEN GO TO Q40
Q26b   (Q33a) Why didn't you think you could claim?
Please type in your answer below.
OPEN – WRITE IN

USE TEXT ENCOURAGER.

ASK IF DIDN'T THINK ABOUT OR DIDN'T THINK COULD CLAIM (Q18 = 5 OR 6) THEN GO TO Q40
Q26c.   Did the train company let you know that your delay was eligible for compensation?
SINGLE CODE

1	Yes
2	No
3	Not sure / cannot remember

END TIMER: MAKING THE CLAIM

THE CLAIMS EXPERIENCE (3 MINS)

START TIMER: THE CLAIMS EXPERIENCE

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q27 (Q28a) To the best you can estimate, how much time did it take to complete your claim for that delay?
PLEASE TYPE IN MINUTES …….
MAX NUMERIC TIME LIMIT ENTRY – 999

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4)
Q28   Did you get an acknowledgement after making your claim?
SINGLE CODE

1	Yes
2	No
97	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?
Please select one answer.
SINGLE CODE

1	Within 2 or 3 days
2	More than 3 days but within a week
3	1 to 2 weeks
4	3 to 4 weeks
5	5 to 6 weeks
6	Over 6 weeks
97	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
97	Cannot remember

ASK IF CLAIM WAS SUCCESSFUL OR AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1 OR 2)
Q31   (Q28b) What form(s) of compensation did you receive?
Please select all that apply.
MULTIPLE CODE, RANDOM ORDER.

1	Rail Voucher(s)
2	Complimentary ticket(s)
3	Refund to my 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	Refund to my credit card
9	Refund to another account (e.g. PayPal, Amazon etc).
10	Donation to charity
98	Other (Please specify) anchor

ASK IF MADE A CLAIM (Q18 = 1, 2, 3 OR 4)
Q32   (Q28c) Did the train company notify you about the outcome of your claim?
SINGLE CODE

1	Yes
2	No
97	Cannot remember

ASK IF CLAIM WAS UNSUCCESSFUL (Q18 = 3)
Q33 (Q28c)   When your claim was refused, did the train company explain why they refused it?
Please select all that apply.
MULTIPLE CODE

1	Yes – explained why they refused it
2	Yes – told me about their appeals process
3	No EXCLUSIVE
97	Cannot remember EXCLUSIVE

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4) OR AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1)
Q34a   During the claim, did you need to appeal any compensation decision by <PIPE TOC FROM HQ5>?
SINGLE CODE

1	Yes
2	No
97	Cannot remember

ASK IF APPEAL MADE (Q34A = 1)
Q34b   How easy or difficult did you find that appeals process?
Please select one answer.
SINGLE CODE

1	Very easy
2	Fairly easy
3	Neither easy nor difficult
4	Fairly difficult
5	Very difficult
97	Don't know/cannot remember

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4) OR AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1)
Q35a   (Q32a) Did you make a complaint to any organisation in respect of this claim?
SINGLE CODE

1	Yes
2	No

ASK IF MADE A COMPLAINT (Q35a = 1)
Q35b   (Q32b) Who did you complain to?
Please select all that apply.
MULTIPLE CODE

1	The train company you were delayed by
2	The Rail Ombudsman
98	Someone else (Please specify)

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4) OR AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1)
Q36   (Q32) How satisfied or dissatisfied were you with each of the following aspects of your compensation claim?
Please select one answer per row
RANDOMISE ORDER OF STATEMENTS
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

If Q18 = 1 ONLY ASK STATEMENTS 6, 7 AND 8 (SPEED, VALUE AND FORM)
If Q18 = 2 ASK ALL STATEMENTS
If Q18 = 3 OR 4 ONLY ASK STATEMENTS 1 TO 5

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

END TIMER: THE CLAIMS EXPERIENCE

ATTITUDES TO CLAIMING (2 MINS)

START TIMER: ATTITUDES

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
And finally, we would like your general views about compensation when trains are delayed.

Q40   (Q31) When a train delay is long enough to be eligible for compensation, what is your attitude to claiming?
Please select one answer.
SINGLE CODE

1	Always claim
2	Usually claim
3	Sometimes claim
4	Rarely claim
5	Never claim
6	I don't know enough about claiming to say

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q41   (Q33b) What is the minimum amount of compensation for being delayed on a train do you consider it worth claiming for?
Please select one answer.
SINGLE CODE

1	Up to £2.50
2	£2.50 - £4.99
3	£5.00 - £9.99
4	£10.00 - £14.99
5	£15.00 - £24.99
6	£25.00 - £49.99
7	£50.00 - £74.99
8	£75.00 - £99.99
9	£100.00 and over.

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
 Q42   (Q24) What are the best ways to let you know you could claim compensation when a delay is eligible?
Please select your first and second choices.
MULTIPLE CODE – TWO CODES REQUIRED. RANDOM ORDER.

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	When renewing your season ticket
6	Notified directly by train company through email / text
7	Notified through the train company's App
8	Notified through the train company's social media feed
9	Through a third party / delay repay company (e.g. RailRepay, RailBuddy)
98	Other (Please specify) anchor

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q43   (Q41) What would be your preferred way of claiming compensation?
Please select your first and second choices.
MULTIPLE CODE – MAX TWO ALLOWED. RANDOM ORDER.

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	Verifying and submitting a pre-filled claim form sent to me electronically by the train company
7	Delay repay company / third party intermediary company (e.g. RailRepay, RailBuddy)
98	Other (Please specify) anchor

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q44   (Q40) What would be your preferred form of compensation?
Please select one answer.
SINGLE CODE. RANDOM ORDER.

1	Rail Voucher(s)
2	Complimentary ticket(s)
3	Refund to my 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	Refund to my credit card
9	Refund to another account (e.g. PayPal, Amazon etc).
10	Option to donate it to charity
98	Other (Please specify) anchor

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q45   (Q33d) In what key way do you think the process should be simplified or improved?
Please type in your answer below.
OPEN – WRITE IN

USE TEXT ENCOURAGER.

END TIMER: ATTITUDES

FURTHER DEMOGRAPHICS (2 MINS)

START TIMER: DEMOGRAPHICS

ETHNINFO, SHOW ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
In this final section, we would like to ask some further questions about you, to understand if different people have different experiences of rail delays and compensation. These are ethnicity, disability and if disabled, the applying category of illness/condition, and making purchases online. Some of these questions are categorised as 'sensitive data'.

Each question has the option to 'Prefer not to say' and responses will be used in accordance with the data handling as outlined in the Introduction and the privacy policies provided.

Please confirm how you wish to proceed:
☐ I agree and consent to all of the above.
☐ I do not agree. CLOSE BUT COUNT AS COMPLETE – SKIP TO AGE/GEN QA

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q50   Which of these best describes your ethnic group?
Please select one answer.
SINGLE CODE

White SHOW HEADER TEXT	
1	English
2	Northern Irish
3	Scottish
4	Welsh
5	Irish
6	Gypsy or Irish Traveller
7	Any other White background
Mixed/Multiple Ethnic Groups SHOW HEADER TEXT	
8	White and Black Caribbean
9	White and Black African
10	White and Asian
11	Any other Mixed background
Asian/Asian British SHOW HEADER TEXT	
12	Indian
13	Pakistani
14	Bangladeshi
15	Chinese
16	Any other Asian background
Black / African / Caribbean / Black British SHOW HEADER TEXT	
17	African
18	Caribbean
19	Any other Black / African / Caribbean background
Other ethnic group SHOW HEADER TEXT	
20	Arab
98	Any other ethnic group
96	Prefer not to say

DETHNICITY

1	WHITE	ETHNICITY=1-7
2	ETHNIC GROUP	ETHNICITY=8-20,98
3	PREFER NOT TO SAY	ETHNICITY=96

dETHNICITY2

1	ASIAN	ETHNICITY=12-16
2	BLACK	ETHNICITY=17-19
3	MIXED/OTHER	ETHNICITY=8-11, 20, 98
4	WHITE	ETHNICITY=1-7
99	PREFER NOT TO SAY	ETHNICITY=96

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q51.   Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
Please select one answer.
SINGLE CODE

1	No
2	Yes
96	Prefer not to say

ASK ALL WITH PHYSICAL OR MENTAL HEALTH CONDITIONS OR ILLNESS (Q51=2)
Q52.   Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?
Please select one answer.
SINGLE CODE

1	Yes, a lot
2	Yes, a little
3	Not at all
96	Prefer not to say

ASK ALL WITH PHYSICAL OR MENTAL HEALTH CONDITIONS OR ILLNESS (Q51=2)
Q53.   Which of the following categories best describe(s) your condition(s) or illness(es)?
Please select all that apply.
MULTIPLE CODE, RANDOM ORDER

1	Vision (e.g. blindness or partial sight)
2	Hearing (e.g. deafness or partial hearing)
3	Mobility (e.g. only able to walk short distances or difficulty climbing stairs)
4	Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)
5	Learning or understanding or concentrating
6	Memory
7	Mental Health
8	Stamina or breathing or fatigue
9	Socially or behaviourally (e.g. Autism, ADHD or Asperger's)
98	Other ANCHOR
96	Prefer not to say ANCHOR, EXCLUSIVE
97	Don't know/ not sure ANCHOR, EXCLUSIVE

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 750 NON-DELAYED PASSENGERS
Q54.   Do you make payments / purchase things online using home internet or your smartphone?
Please select one answer.
SINGLE CODE

1	Yes, I use both home internet and smartphone to make payments/purchase things
2	Yes, I use home internet only to make payments/purchase things
3	Yes, I use a smartphone only to make payments/purchase things
4	No - I do not use either to make payments online
96	Prefer not to say ANCHOR, EXCLUSIVE

END TIMER: DEMOGRAPHICS

FINAL QA (1 MIN for this and next section)

START TIMER: FINAL QA

ASK IF DAGEGEN=1 to 12
AgeGenQA   Please select your age & gender from the options below.
SINGLE CODE

1	Male aged 16-24	7	Female aged 16-24
2	Male aged 25-34	8	Female aged 25-34
3	Male aged 35-44	9	Female aged 35-44
4	Male aged 45-54	10	Female aged 45-54
5	Male aged 55-64	11	Female aged 55-64
6	Male aged 65+	12	Female aged 65+

HAGEGENQA

1	PASS	MATCHES CODE AT DAGEGEN	
2	FAIL	DOES NOT MATCH AT DAGEGEN:	CLOSE QA FAIL

SURVEY SAT QUESTIONS ARE ASKED ON ALL PANEL SAMPLED SURVEYS

END TIMER: FINAL QA

CLOSE & SURVEY SAT

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 us on Twitter: #TransportFocus

Please click the next button to answer 3 final questions on your survey experience.

NQSAT1.   Did you have any technical issues whilst doing this survey?

1	Yes
2	No

ASK IF NQSAT1=1
NQSAT2.
We're sorry to hear that. What technical issues did you have whilst doing this survey?
This will help us improve our survey experience for others. OPEN

NQSAT3. Overall, how would you rate the survey you have just taken?

0	1	2	3	4	5	6	7	8	9	10
Very Poor										Excellent

NQSAT3A.
Finally, Which one word best describes your experience of this survey?
OPEN

END OF SURVEY.