Rail Delays and Compensation 2025: Technical report

Contents

Foreword

Rail Delays and Compensation is a tracking survey conducted every two years (although the 2022 wave was pushed back a year to 2023 due to the pandemic). The methodology remains consistent over time; online interviews with rail passengers with targets for the number of interviews set by age, gender and region to ensure a representative sample.

The reports of the previous waves of the research are available here:

Rail Delays and Compensation 2016

Rail Delays and Compensation 2018

Rail Delays and Compensation 2020

Rail Delays and Compensation 2023

Interviews are undertaken with a sample of delayed passengers and take up to 15 minutes depending on whether they claimed compensation or not. Entitlement to compensation and claim behaviour varies by length of delay, so we report overall results and separate numbers for 15–29-minute delays and 30+ minute delays. Key results (claim rates and satisfaction with the claims process) are also reported by ethnic category and whether the participant has an illness or health condition which might make navigating the claims system difficult.

The questionnaire has been revised in 2025, reflecting changes in the industry such as the introduction of tickets with QR codes. Additional questions have also been introduced about the method of claiming (manual, using a 1-click system or automatically receiving compensation) allowing more detailed reporting of the results. Table 6 lists these changes in full.

The research objectives are to:

a)   Measure the incidence of delays experienced by 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 train company level where possible (defined as achieving a sample of 100 responses or more)

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

This document details the data collection and weighting process used for the 2025 Delays and Compensation research.

Technical report

Data collection

The data obtained was collected via an online quantitative survey sent to members of three large consumer research agencies' panels. The panels used are those maintained by Dynata, Prodege and CINT (the same three panels as the 2023 research). 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 for rail passengers (defined as using rail at least once in past twelve months). There were 11,107 participants who had used rail in the last 12 months.

2. The 11,107 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 train companies on which they were delayed. This was to determine whether any delays they had experienced were eligible for compensation and hence inclusion in the main survey. Of the 11,107 rail passengers, 4,775 passengers had experienced a delay eligible for compensation.

3. These 4,775 eligibly delayed passengers completed the main questionnaire to ask more about their most recent eligible delay, whether they claimed compensation, and satisfaction with the handling of that claim. They were also asked a shorter set of questions on their general attitudes to claiming compensation for delays.

4. In addition to the 4,775 eligibly delayed passengers, 500 non-delayed rail passengers completed a short section of the questionnaire about their attitudes to current compensation policies and practice.

Questionnaires were completed between 13th and 25th March 2025 – 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 (i.e. those who used rail in last 12 months) by age group, gender, and region. By setting targets for the number of interviews we can ensure the survey participants are representative of the population of rail users. This section details the process for determining these targets.

The target setting uses two main data sources (both of which are current to mid-2023):

1. The National Travel Survey (NTS) 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. See more at: https://www.gov.uk/government/collections/national-travel-survey-statistics

2. The National mid-year population estimates for the UK and its constituent countries, by age and sex form the official population estimates of the UK, providing timely data between censuses. The mid-year estimates for England and Wales are produced by the Office for National Statistics (ONS), for Scotland by National Records of Scotland (NRS) and for Northern Ireland by the Northern Ireland Statistics and Research Agency (NISRA). More information can be found at https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2023

Data from these two sources 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 National mid-year population estimates. The proportion of the population in each region using rail at least once per year was then estimated 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. This calculation was done separately for males and females.

NTS data was then used to calculate ratios between rail usage in each age band and overall rail usage, again separately for males and females. 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.

Neither the Scottish nor Welsh Government statistical agencies produce data on the proportion of the population using rail at least once per year. Therefore, the estimate on the proportion of the population using rail at least once per year in Scotland and Wales has been taken by using the last result from the NTS (2012), adjusted by the national change in rail usage between 2012 and 2023. Variations in rail usage by age and gender within Scotland and Wales are assumed to be the same as those for England.

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%	14%
Female	18%	18%	16%

Table 2: Target sample mix by region/nation

Region/Nation	%
North East	3%
North West	11%
Yorkshire and the Humber	8%
East Midlands	6%
West Midlands	9%
East	10%
London	17%
South East	16%
South West	8%
Wales	5%
Scotland	8%

Fieldwork methodology

Invitations to participate in the survey were sent in batches to best match the rail user targets in the 132 demographic cells. The survey invitations provided only basic links and information about the survey which was non-leading to avoid bias in the recruitment process. The process was continuously managed to get as close as possible to the targets whilst avoiding large numbers of participants being screened out due to their targets already having been met.

Different demographic groups have different response rates to survey invitations. Therefore, in some instances it was necessary to increase or decrease the number of invitations being sent to those in different rail user target groups compared to the proportion each group accounts for in the sample. Releasing the sample in batches facilitated this and avoided any bias due to the survey only being completed by "quick responders". For example, if the sample were biased towards respondents not in employment and able to complete the sample during working hours the proportion of delays on commuting or business travel would be under-reported.

At the individual participant level, consumer panels use routing technology to assign surveys to participants. Based upon the information known about the panellists from previous answers to profiling questions, the provider compiles a list of potential survey targets. As far as possible, panellists are then allocated randomly to a survey, although priority may be given to a survey which is behind schedule, or which has a low incidence rate (i.e. not many panellists qualify for it).

The most frequent error caused by this process is respondents qualifying for surveys they are actually ineligible for, by inaccurately answering the screener section of a survey. We have endeavoured to minimise this through the wording of the questions (for example by asking "Have you made a journey on any of these transport modes within England, Scotland or Wales in the last 12 months?" rather than "Have you made a journey by rail within England, Scotland or Wales in the last 12 months?

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.

Qualification for the main survey

To qualify for the main survey as a delayed passenger, participants 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 regimes in place for each train company.

Eligibility for compensation is based on a combination of the length of the delay and the compensation regime of the train company on which the delay occurred. The compensation regime is normally agreed between the train company and the DfT at the commencement of the franchise or contract. In simple terms, this means the same length of delay may or may not be eligible for compensation because of the variations between TOC's. For example, a passenger delayed by 15 minutes when travelling between Reading and Paddington would be eligible for compensation if they were travelling on Great Western Railway, but not on the Elizabeth Line.

The current eligibility for compensation is detailed in Table 3 below; there have been no changes since the 2023 research. Delays of 30 minutes or more are eligible for compensation on all train companies except Grand Central, while delays of 15-to-29 minutes are only eligible on operators who have adopted the Delay Repay 15 regime (DR15). Only delays of 60 minutes or more are eligible on Grand Central.

Table 3: Summary of delay compensation schemes by TOC

Train Operator	Delay compensation scheme	Automatic or 1-click compensation
Avanti West Coast	DR15	1-click compensation scheme on Advance tickets purchased from AWC with registered details
c2c	DR15	Automatic compensation on some tickets (c2c Smartcards only)

Caledonian Sleeper	DR30	
Chiltern Railways	DR15	1-click compensation on Advance tickets purchased from Chiltern's website with registered details
CrossCountry	DR30	
East Midlands Railway	DR15	1-click compensation scheme on Advance tickets purchased from EMR with registered details
Govia Thameslink Railway (Gatwick Express, Great Northern, Southern Railway)	DR15	1-click compensation scheme in place for Smartcard tickets only
Grand Central	Delays of 60 minutes or more	
Great Western Railway	DR15	1-click compensation scheme in place for on Smartcard tickets and Advance tickets purchased from GWR website with registered details
Greater Anglia	DR15	
Heathrow Express	DR15	
Hull Trains	DR30	
London North Eastern Railway	DR30	1-click compensation scheme on Advance tickets purchased from LNER website, with registered details
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	1-click compensation scheme on Advance tickets purchased from Northern website, with registered details
ScotRail	DR30	
South Western Railway (including Island Line)	DR15	1-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
The Elizabeth Line	Compensation for delays of 30	

	minutes or more (excluding delays that are outside of the TOC's control).	
TfW Rail	DR15	
TransPennine Express	DR15	Automated one-click compensation scheme on Advance tickets purchased from TPE with registered details
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. Participants experiencing one or more delays of 30 minutes or more were asked the most recent train company 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 train company they had been travelling on (S8c). Delays of 15-29 minutes which were made on train companies where this length of delay was eligible for compensation were added to the 'pool' of eligible delays experienced by the participant.

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

Participants who could not recall whether they had been delayed in the six-month period, or on which train company they were delayed, or which was their most recent delay were also not eligible to continue with the main questionnaire.

Grand Central is now the only train company on which delays of between 30 and 59 minutes are not eligible for compensation. 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 for non-delays passengers was asked of a random sample of 500 participants drawn from the approximately 6,000 who had not had an eligible delay. This survey element concentrated on how they would prefer to be informed about their attitudes to current compensation policies and practice.

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

Handling of delays caused solely by industrial action

Throughout the industrial action during the 2023 fieldwork period, many train companies 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.

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?"). It was reasoned that passengers who only answered this code at Q16 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. These participants were therefore removed from the sample of passengers eligibly delayed.

The same approach was continued for the 2025 research, and 38 participants were removed from the data set. The further three percent (159 participants) who answered both this code and one of the other codes at Q16 were left in the eligible delays' data set.

Data quality

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

1. Completing a CAPTCHA (located at the start of the screener, not asked of participants with a visual impairment), a means to validating the response is from a human respondent.

2. Completing a question involving matching two coloured squares. located at the end of the screener, not asked of participants with a visual impairment). This is to ensure that the response is from a human respondent.

3. Being able to recall how they claimed for compensation

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

There were also additional logic checks built into the script to ensure participants could not submit an illogical answer. For example, at the question asking whether the respondents were notified about their eligibility to claim for the delay, the answer option "Message from the ticket retailer (e.g. Trainline)" could only be selected if they had previously answered that they purchased the tickets from a ticket retailer such as Ticketline. The project team checked the link to ensure that the programmed logic was operating correctly prior to the survey going live.

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	15% (16%)	14% (17%)	16% (14%)
Female	19% (18%)	17% (18%)	18% (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	3% (3%)
North West	11% (11%)
Yorkshire and the Humber	8% (8%)
East Midlands	7% (6%)
West Midlands	9% (9%)
East	11% (10%)
London	16% (17%)
South East	15% (16%)
South West	8% (8%)
Wales	4% (5%)
Scotland	8% (8%)

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 targets by gender, age, and region in each of the 132 interlocking demographic cells. Any differences in the sample mix from the population were then corrected by weighting the data.

The weighting was applied at the all-rail 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 data published by the industry on delay minutes or number of Delay Repay claims was considered as the basis of a weighting plan but is not suitable since it shows the number of claims per train company, not the number of persons claiming. The risk of using the number of delays or claims per train company 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.

The weighting approach was based on the ratio between the proportion of estimated rail passengers modelled from the target profile and the proportion of participants in each of the 132 cells. Weights ranged from 0.57 to 1.97, which is a slight improvement over the previous wave when the range was 0.53 to 2.27. This wave none of 132 cells had a weighting of more than 2.00 (compared to one in 2023) and only another ten had weights of between 1.50 and 2.00 (14 in 2023).

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.

Availability of Delay Repay 15 and impact on claim rates

The eligibility for compensation has changed over the period during which this series of surveys has been conducted (in general it has become available for shorter delays). As a

result, the population of delayed passengers eligible to claim and claim behaviour has also changed over time.

As more train companies adopted DR15 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 that this was slowing the growth in the proportion of delayed passengers claiming since passengers are less likely to claim for shorter delays.

However, this did not significantly impact the 2023 results because only one further TOC switched to DR15 between 2020 and 2023. That continues to be case this wave, since none of the train companies have changed their compensation regime since 2023. Nevertheless, the research report continues to show data for both 15-29 and 30+ minute delays so that trends can be fully understood.

Question and routing changes since 2023

Table 6: Summary of question and routing changes since 2023. Does not include minor changes to question wording or answer options.

Question number (2023 shown in brackets if different)	Question	Change since 2023
DISABILITY	To begin, please advise if you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	New question located at start of survey so quality control questions which are difficult for participants with visual impairments are skipped. Replaced former Q51 and Q53.
Q52	Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?	Moved from end of survey to directly after new DISABILITY question.
(S7d)	Did you put in a claim for compensation or were you automatically compensated for that particular delayed journey?	Question deleted. This was a previous quality question based on whether participants gave the same answer here as at Q18. Now replaced by using the age/gender questions as a quality control.
Q1	Approximately how long is this journey normally (when there are no delays)?	New question.
Q9	Did you travel on a split ticket for all or part of this journey? Further information on split ticketing to be included as hover over on question text - Split ticketing is when you use more than 1 ticket to make a journey. The journey is broken into sections, with a separate ticket for each part, even if you stay in the same train. For instance, you use a ticket from Station A to Station B and a ticket for Station B to Station C. Station A is your origin and your ultimate destination is Station C but you are using two tickets with an intermediary station to get there.	New wording with much more detailed explanation of split ticketing.
Q10	What type of single ticket was it?	New prompt added. **IF Q9=1** Please answer for all the split tickets you used.
Q11	What type of return ticket was it?	New prompt added. **IF Q9=1** Please answer for all the split tickets you used.
Q12	What was the ticket format?	Answers revised including new answer "Printed ticket with a QR code from a ticket office, ticket machine, mobile station or station/train staff".
Q12b	And who paid for the ticket?	Now asked of all participants regardless of ticket format.
Q2	In not more than 100 words, please tell us a little bit about this delay.	Question moved until after qualification of participants as having an eligible delay.
Q18a	How did you automatically receive compensation?	New question.
Q18b (Q22b)	How did you apply for compensation?	Question moved, answers revised to reflect distinction between 1-click and automatic compensation.
Q18c	Did you contact more than one organisation to make your claim?	New question.

Q19	If you had not received compensation **[IF HQ6=1** "through a scheme where you were contacted electronically e.g. via email, to check details and clicked to submit", **IF HQ6=2** "automatically without seeing or submitting a claim form" would you have claimed for this delay?	Question wording revised to reflect distinction between 1-click and automatic compensation.
Q19a	Apart from your delay - did you contact the train company about anything else to do with your journey, after travelling e.g. to complain, ask a question, share praise or about something to do with your ticket?	New question.
Q19ab	Which of the following did you contact the train company about…?	New question.
Q19b	Was this the first time you have claimed for a delay?	New question.
Q23_5	We would like you to consider the information you looked at during this claims process. How would you rate each of the following…*The clarity of the explanation about why my claim was refused and how to appeal.*	New attribute added.
Q25a	When claiming, did you use or set up a delay-repay account with the train company to complete a claim form for that delay?	Further information on delay repay account included as hover over on question text – "A delay repay account is set up with the train company you are claiming from. Your personal details are stored within the account to make it quicker and easier to submit claims." No longer asked of those claiming via a third-party (non-train company) web site.
Q26a	What was the main reason you decided not to claim for this delay?	New answer code added "Couldn't access journey history due to TFL cyber security incident between September and December 2024".
Q29	How long did it take to get a decision on your claim? If you have not received a decision, please fill in how it is has been since you made the claim.	Additionally asked of 1-click claimants Also additionally asked of participants who have not yet had a decision on the claim, and question wording revised to reflect this.
Q30	Did you need to chase the train company about your claim	Additionally asked of 1-click claimants.
Q30a	Why did you need to chase the train company about your claim?	New question.
Q31	What form(s) of compensation did you were you offered?	Wording changed to ask about what forms of compensation were offered.
Q32	Did the train company notify you about the outcome of your claim?	Additionally asked of 1-click claimants.
Q34a	During the claim, did you need to appeal any compensation decision by **<PIPE TOC FROM HQ5>?**	Additionally asked of 1-click claimants.
Q35a	Did you make a complaint to any organisation in respect of this claim?	Additionally asked of those making a claim via 1-click or receiving compensation automatically.
Q35b	Who did you complain to?	Additionally asked of 1-click claimants or receiving compensation automatically.
Q36_1	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The train company alerting you of your right to claim compensation*	Additionally asked of 1-click claimants or receiving compensation automatically.
Q36_2	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The ease of finding out how to claim compensation*	Additionally asked of 1-click claimants.

Q36_3	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The ease of completing the compensation claim process*	Additionally asked of 1-click claimants.
Q36_4	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The method(s) by which you could claim compensation (e.g. online/paper/ phone/app)?*	Additionally asked of 1-click claimants.
Q36_5	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The speed with which you received a response*	Additionally asked of 1-click claimants or receiving compensation automatically.
Q36_9	How satisfied or dissatisfied were you with each of the following aspects of your compensation claim? *The fairness of the appeals process*	New attribute added.
Q40a	Why do you only claim for some delays?	New question.
Q43	What would be your preferred way of claiming compensation?	New answer set.
Q43a	And how quickly would you expect to receive the following after claiming compensation…?	New question.
(Q51)	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	Deleted (replaced by new DISABILITY question).
(Q53)	Which of the following categories best describe(s) your condition(s) or illness(es)?	Deleted (replaced by new DISABILITY question).

Questionnaire

	SCREENER	

ASK ALL

DISABILITY. To begin, please advise if you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

We ask this to ensure that our sample is representative and to make the survey experience better for you.

Please select from the following options. You can select prefer not to say.

MULTICODE, RANDOMISE

99	I do not have a disability/health issue	ANCHOR EXCLUSIVE
1	Mobility impairment	
2	Visual impairment	LOGIC TO BE BASED ON THIS CODE
3	Hearing impairment	
4	Learning difficulty	
5	Mental health condition	
6	Serious long-term illness	
7	Age-related mobility difficulties	
8	Respiratory problems	
9	Neuro diverse condition	
98	Other issue lasting or expected to last for 12 months or more?	ANCHOR
96	Prefer not to say	ANCHOR EXCLUSIVE

ASK ALL WITH PHYSICAL OR MENTAL HEALTH CONDITIONS, OR ILLNESS (DISABILITY ≠ 99 OR ≠ 96)

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 IF DISABILITY ≠ 2

reCAPTCHA

ASK ALL
GENDER   Are you…?
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 move the dial or type in the centre.
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

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

	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) Add hover over text on 'London Overground' – Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver 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	2-3 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   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, 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.
        Add hover over text on 'London Overground' – Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver Line.

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   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   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	
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 Add hover over text – Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver Line.	
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 ALL TRAVELLING BY TRAIN (S4=4).

S8a   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 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.
Add hover over text on 'London Overground' – Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver Line.

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   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   **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   **IF S8B = 2 to 7 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		
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 Add hover over text– Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver Line.		
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=500

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   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.

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 ELIGABLE 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 ONE QUALIFIED OF MULTIPLE SELECTED)
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
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 Add hover over text – Soon to be The Lioness Line, The Mildmay Line, The Windrush Line and The Weaver Line.
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 IF DISABILITY ≠ 2:

QACHECK   This question has been placed in the survey deliberately to check you're paying attention and not a robot! So, to continue, please select the 2 matching **<<PIPE COLOUR SELECTED>>** squares below. **<<PIPE SQUARE SELECTED>>**

SINGLE CODE

1	Red	5	Green _2
2	Blue	6	Yellow_2
3	Yellow	7	Blue_2
4	Green	8	Red_2
		9	Black

dQACHECK

1	Pass	Correct codes selected	
2	Fail	Wrong codes selected.	**QA FAIL: CLOSE. DO NOT COUNT TO QUOTA**

MOST RECENT DELAY

IF DQUALIFY = 2 (NOT DELAYED OR NO ELGIBLE 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>>**

Q1.   Approximately how long is this journey normally (when there are no delays)? **SINGLE CODE**
Please select one answer.

1	15 minutes or less
2	16-30 minutes
3	31-59 minutes
4	1-2 hours
5	2-3 hours
6	More than 3 hours
97	Don't know/cannot remember

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q4   On which day did this 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 this 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 this journey?
      Please select one answer.

SINGLE CODE

1	Commuting to/from work
2	Commuting to/from education
3	On company business (including 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   What kind of ticket or tickets were you using for this journey?
      Please select one answer.

SINGLE CODE

1	Single(s)
2	Return(s)
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   Did you travel on a **split ticket** for all or part of this journey?
      Further information on split ticketing to be included as hover over on question text - Split ticketing is
      when you use more than 1 ticket to make a journey. The journey is broken into sections, with a separate
      ticket for each part, even if you stay in the same train. For instance, you use a ticket from Station A to
      Station B and a ticket for Station B to Station C. Station A is your origin and your ultimate destination is
      Station C but you are using two tickets with an intermediary station to get there.
      Please select one answer.

SINGLE CODE

1	Yes – I had a split ticket
2	No – I had one single or return ticket
97	Don't know/cannot remember

ASK IF TRAVELLING ON A SINGLE TICKET (Q8 = 1)

Q10   What type of single ticket was it? **IF Q9=1** Please answer for all the split tickets you used.
Please select all that apply. MULTIPLE 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? **IF Q9=1** Please answer for all the split tickets you used.

Please select all that apply. **MULTIPLE 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   What was the ticket format?

        Please select one answer.

SINGLE CODE, RANDOMISE GROUPS (GROUP 1, 8, 2 & 3 AND 4, 5, 6 & 7)

1	Orange cardboard ticket with a magnetic strip
2	A barcode/QR code printed at home
3	A barcode/QR code on your smartphone (e.g. in an email, App or digital wallet)
4	A smartcard where you have bought a ticket and loaded it on
5	No physical ticket - tapped in with contactless debit / credit card
6	No physical ticket - tapped in with contactless mobile payment (e.g. Apple Pay, Google Pay)
7	A smartcard with Pay as you Go, where the fare is taken after the journey (e.g. Oyster)
8	Printed ticket with a QR code from a ticket office, ticket machine, mobile station or station/train staff
98	Other (please specify) **ANCHOR**
97	Don't know/cannot remember **ANCHOR**

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)

Q12b   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**

Q12d Where did you buy your ticket for this trip?
Please select one answer.
SINGLE CODE, DO NOT RANDOMISE

1	On the train company app
3	On another app (e.g. trainline)
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?
IF Q9=1 If using a split ticket please select the combined cost of those tickets
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

We are now going to ask you some questions about the delay you experienced on this journey.

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3)
Q2   In not more than 100 words, please tell us a little bit about this delay.
Please type in your answer below.

OPEN – WRITE IN

USE TEXT ENCOURAGER.

ASK IF MOST RECENT DELAY WAS 30 OR MORE MINUTES (HQ4=1)

Q15   How long was the delay you experienced on this 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 where I boarded late
2	Train arrived at the destination station 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 **CLOSE IF ONLY ANSWERING CODE 9**
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	**GO TO Q18A**
2	Yes – and claim was successful	**GO TO Q18B**
3	Yes – but claim was unsuccessful	**GO TO Q18B**
4	Yes – but claim is still pending	**GO TO Q18B**
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	No – expected discount/extra day(s) on my next season ticket **<ONLY SHOW IF Q8=4,5,6>**	**GO TO Q40**

ASK IF AUTOMATICALLY RECEIVED COMPENSATION (Q18 = 1)

Q18a   How did you automatically receive compensation?
       Please select one answer.

SINGLE CODE

1	I received compensation through a scheme where I was contacted electronically e.g. via email, to check details then clicked to submit
2	I received compensation automatically without seeing or submitting a claim form
3	Some other way **ASK Q18b**
97	Don't know/cannot remember

ASK IF MADE A CLAIM (Q18 = 2, 3 OR 4) OR REPLYING SOME OTHER WAY AT Q18A

Q18b   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	I received compensation through a scheme where I was contacted electronically e.g. via email, to check details then clicked to submit
9	I received compensation automatically without seeing or submitting a claim form
98	Other (Please specify) **ANCHOR**
97	Don't know/cannot remember **ANCHOR, EXCLUSIVE**

HIDDEN QUESTION

HQ6   Method of claiming?
        SINGLE CODE

1	1-click	Q18a=1 or Q18b=8
2	Automatic compensation	Q18a=2 or Q18b=9
3	Manual claim	Q18b=1 to 7 or 98
97	Don't know/cannot remember **CLOSE**	Q18a=97 or Q18b=97

ASK IF MANUALLY CLAIMING OR 1-CLICK (HQ6=3 OR 1) AND Q18B ≠2

Q18c   Did you contact more than one organisation to make your claim?
        Please select all that apply

MULTIPLE CODE

1	I only contacted the train company to make my claim **EXCLUSIVE**
2	I originally approached a train company, but they said I had to claim from a different train company
3	I contacted the website / app (e.g. trainline) I bought the ticket from, as well as the train company I claimed from **SHOW IF Q12D = 3, 5 OR 10**
4	I needed to contact my bank to get details of the journey so I could claim **SHOW IF Q12A = 5**
5	I needed to contact TfL to get details of the journey so I could claim **SHOW IF Q12A = 5-7**
98	Other (please specify) **ANCHOR**
97	Don't know/cannot remember **ANCHOR, EXCLUSIVE**

ASK IF AUTOMATICALLY RECEIVED COMPENSATION OR 1-CLICK (HQ6 = 1 OR 2)

Q19.   If you had not received compensation [**IF HQ6=1** "through a scheme where you were contacted electronically e.g. via email, to check details and clicked to submit", **IF HQ6=2** "automatically without seeing or submitting a claim form" would you have claimed for this delay?

SINGLE CODE

1	Yes
2	No
3	Not sure

ASK ALL CLAIMING (HQ6 = 1,2,3)

Q19a   Apart from your delay - did you contact the train company about anything else to do with your journey, after travelling e.g. to complain, ask a question, share praise or about something to do with your ticket?

SINGLE CODE

1	Yes
2	No

ASK IF CONTACTING TOC ABOUT ANYTHING ELSE (Q19A=1)

Q19ab Which of the following did you contact the train company about...?

Please select all that apply. MULTIPLE CODE

1	To complain
2	To ask a question
3	To share praise
4	I had a query about my ticket
5	Lost property
98	Other (please specify) ANCHOR
97	Don't know/cannot remember

DROUTE

1	ELIGIBLE DELAY AND CLAIMED	DQUALIFY = 1 AND HQ6 = 1-3
2	ELIGIBLE DELAY AND NOT CLAIMED	DQUALIFY = 1 AND Q18 = 5-8
3	NO DELAY OR NO ELIGIBLE DELAY	DQUALIFY = 2

MAKING THE CLAIM

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK OR AUTOMATICALLY RECEIVED COMPENSATION (HQ6 = 1 OR 2 OR 3)

Q19b   Was this the first time you have claimed for a delay?

SINGLE CODE

1	Yes
2	No

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK OR AUTOMATICALLY RECEIVED COMPENSATION (HQ6 = 1 OR 2 OR 3) OR IF AWARE THEY COULD CLAIM (Q18 = 7)

Q20a   Thinking about this journey specifically – did any of the following alert you to your right to claim compensation for your delay?

Please select all that apply

MULTIPLE CODE. RANDOM ORDER.

1	Tannoy announcement on the train
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	Message from the train company AUTOCODE IF HQ6=1 OR 2
9	Message from the ticket retailer (e.g. Trainline) ONLY SHOW IF Q12d = 3 OR 5
98	Other (Please specify) ANCHOR
99	None of the above ANCHOR, EXCLUSIVE

ASK IF LOOKED ON WEB (Q20A = 7)
Q20b   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   How did the train company message you?
         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**

ASK ALL NOT CLAIMING ONLINE (Q18B = 1, 2 OR 3)
Q22b   Please can you explain why you didn't go online to claim?
         Please type in your answer below.

OPEN – WRITE IN

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK OR AUTOMATICALLY RECEIVED COMPENSATION (HQ6 = 1 OR 2 OR 3) OR IF AWARE THEY COULD CLAIM (Q18 = 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 **Don't ask if automatically claiming (HQ6=2)**
2	Being clear about the amount of compensation you were entitled to
3	How to go about making a claim for compensation **Don't ask if automatically claiming (HQ6=2)**
4	Being available in a format that was accessible for you
5	The clarity of the explanation about why my claim was refused and how to appeal **<only show if claim unsuccessful code 3 at Q18>**

IF 1-CLICK (HQ6 = 1) GO TO Q27
IF AUTOMATICALLY CLAMING (HQ6 = 2) GO TO Q34A
IF MANUALLY CLAIMING (HQ6 = 3) CONTINUE
IF CHOSE NOT TO CLAIM (Q18 = 7) GO TO Q26A

ASK IF USING TRAIN COMPANY WEBSITE OR TRAIN COMPANY APP TO CLAIM (Q18B = 4 OR 5)

Q24   You said you claimed via the train company's **<insert 'website' or 'App' from Q18B>** 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 WEBSITE OR TRAIN COMPANY APP TO CLAIM (Q18B = 4 OR 5)

Q25a When claiming, did you use or set up a delay-repay account with the train company to complete a claim form for that delay?

Further information on delay repay account to be included as hover over on question text – A delay repay account is set up with the train company you are claiming from. Your personal details are stored within the account to make it quicker and easier to submit claims.

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 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 MANUALLY CLAIMING (HQ6 = 3) GO TO Q27

ASK IF CHOSE NOT TO CLAIM (Q18 = 7) THEN GO TO Q40 UNLESS CODE 6 IN WHICH CASE ASK Q26B

Q26a 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
7	Couldn't access journey history due to TFL cyber security incident between September and December 2024 **Only show if ticket was contactless (Q12A = 5-7)**
98	Other (Please specify) **ANCHOR**

ASK IF DIDN'T THINK CLAIM WAS ELIGIBLE (Q18 = 6 OR Q26A = 6)

Q26b Why didn't you think you could claim?

Please type in your answer below.

OPEN – WRITE IN

ASK IF DIDN'T THINK ABOUT IT OR THINK YOU COULD CLAIM (Q18 = 5 OR 6 OR Q26A=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

THE CLAIMS EXPERIENCE

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

Q27 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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

Q28   Did you get an acknowledgement after making your claim?

SINGLE CODE

1	Yes
2	No
97	Cannot remember

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

Q29   How long did it take to get a decision on your claim? If you have not received a decision, please fill in how it is has been since you made the 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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

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

SINGLE CODE

1	Yes
2	No
97	Cannot remember

ASK IF CHASING TOC (Q30=1)

Q30a Why did you need to chase the train company about your claim?
       Please type in your answer below.

OPEN – WRITE IN

ASK IF MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

Q31   What form(s) of compensation were you offered when you made your claim?
       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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

Q32   **IF HQ6=3**: Did the train company notify you about the outcome of your claim?
       IF HQ6=1: Did the train company let you know if your claim was successful or unsuccessful?

SINGLE CODE

1	Yes
2	No
97	Cannot remember

ASK IF CLAIM WAS UNSUCCESSFUL (Q18 = 3)

Q33   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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK (HQ6=1 OR 3)

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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK OR AUTOMATICALLY RECEIVED COMPENSATION (HQ6 = 1 OR 2 OR 3)
Q35a 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 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 MANUALLY CLAIMING OR CLAIMING VIA 1-CLICK OR AUTOMATICALLY RECEIVED COMPENSATION (HQ6 = 1 OR 2 OR 3)
Q36   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

1	The train company alerting you of your right to claim compensation
2	The ease of finding out how to claim compensation **Don't ask if automatically claiming (HQ6=2)**
3	The ease of completing the compensation claim process **Don't ask if automatically claiming (HQ6=2)**
4	The method(s) by which you could claim compensation (e.g. online/paper/phone/app) **Don't ask if automatically claiming (HQ6=2)**
5	The speed with which you received a response
6	The speed you got your compensation **Don't show if claim still pending or unsuccessful (Q18 = 3 OR 4)**
7	The value of the compensation you received **Don't show if claim still pending or unsuccessful (Q18 = 3 OR 4)**
8	The form in which you got your compensation (e.g. cash, voucher, refund to bank account/card/smartcard) **Don't show if claim still pending or unsuccessful (Q18 = 3 OR 4)**
9	The fairness of the appeals process **Show if appeal made (Q34A=1)**

ATTITUDES TO CLAIMING

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 500 NON-DELAYED PASSENGERS

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

Q40   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 IF SOMETIMES CLAIMING (Q40 = 3)

Q40a Why do you only claim for some delays?
Please type in your answer below.

OPEN – WRITE IN

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 500 NON-DELAYED PASSENGERS

Q41   What 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 500 NON-DELAYED PASSENGERS

Q42   What are the **best ways to let you know you could claim compensation** when a delay is eligible?
Please select your top 2 choices.

MULTIPLE CODE – TWO CODES REQUIRED. RANDOM ORDER.

1	Posters/advertisements on train or at the station
2	Announcement/information provided by 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)
10	Tannoy announcement on train
98	Other (Please specify) **ANCHOR**

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 500 NON-DELAYED PASSENGERS

Q43　What would be your **preferred way of claiming compensation**?
　　　Please select your top 2 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	Through the train company's website
5	Through the train company's app
6	Through another organisation's website
7	Through another organisation's app
8	Through a scheme where I am contacted electronically e.g. via email, to check details then click to submit
9	Receive compensation automatically without seeing or submitting a claim form
10	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 500 NON-DELAYED PASSENGERS

Q43a　　And how quickly <u>would you expect</u> to receive the following after claiming compensation…?
　　　Please select one answer.

SINGLE CODE PER ROW

		Within 24 hours	Within 2 or 3 days	Within a week	Within 1 to 2 weeks	Within 3 to 4 weeks	In over 4 weeks	Don't know / unsure
1	An acknowledgement of your claim	1	2	3	4	5	6	97
2	A decision on your claim	1	2	3	4	5	6	97
3	Receiving compensation	1	2	3	4	5	6	97

ASK ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 500 NON-DELAYED PASSENGERS

Q44　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 500 NON-DELAYED PASSENGERS

Q45　In what key way do you think the process should be simplified or improved?
　　　Please type in your answer below.

OPEN – WRITE IN

FURTHER DEMOGRAPHICS

ETHNINFO, SHOW ALL WITH QUALIFYING DELAY (HQ2 = 1-3) AND 500 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 500 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 500 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

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