

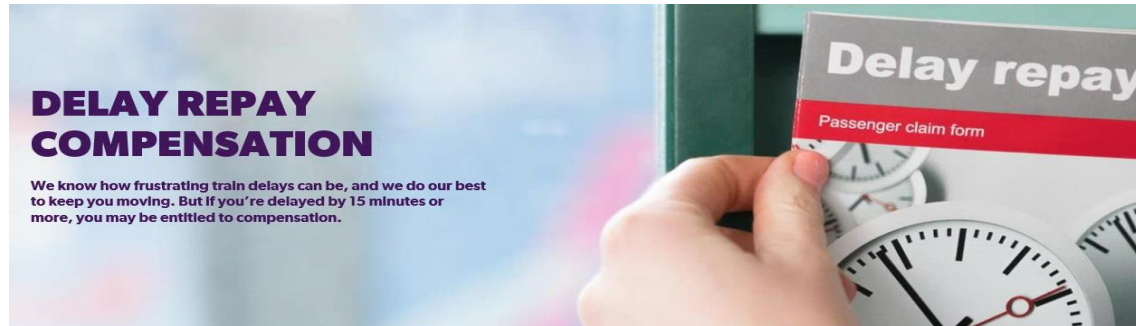


BRITAIN'S "DELAY REPAY": GENEROUS, SIMPLE AND QUICK

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WHAT IS “DELAY REPAY”

Refund of *part* or *all* of your train fare if you arrive late – because your train was delayed or it was cancelled and you took a later train

But it is not “compensation”

Very different to EU 261/2004 for air travel

Only rail travel (franchised operators)

KEY FEATURES

❑ GENEROUS

- ❑ Repayment for short delays
- ❑ Full repayment if arrive an hour late
- ❑ No force majeure 'get out' clauses – paid regardless of cause
 - ❑ But you must have bought ticket before delay was known
- ❑ Does not prevent claiming for other costs (e.g. taxi, hotel)

❑ SIMPLE (Mostly!)

- ❑ Easy to understand
- ❑ Works on trust – just prove you had a train ticket
 - ❑ Do not need to prove that you were on the train you claim but it is fraud (criminal offence) if you were not

❑ QUICK

- ❑ Easy to claim – 5 minutes – and can be automatically paid
- ❑ Payment received in bank/card – often within just a few days

DELAY REPAY THRESHOLDS

Delay Mins	Delay Repay	Grand Central (O/A)	Eurostar	Air Travel
15-29	25% Single	N/A	N/A	N/A
30-59	50% Single	N/A	N/A	N/A
60-119	100% Single	50% Single*	25% Single*	N/A
120-179	100% Return	75% Single*	50% Single*	N/A
180+	100% Return	100% Single*	75% Single* if vouchers	€250*

O/A = Open Access.

* = payment can be refused if force majeure and other operational issues

DELAY REPAY FOR SEASON TICKETS

Use same percentage and threshold as for a one-off journey (previous slide) but divide the season ticket price to get the journey price.

This formula also allows refunds to be automatically offered

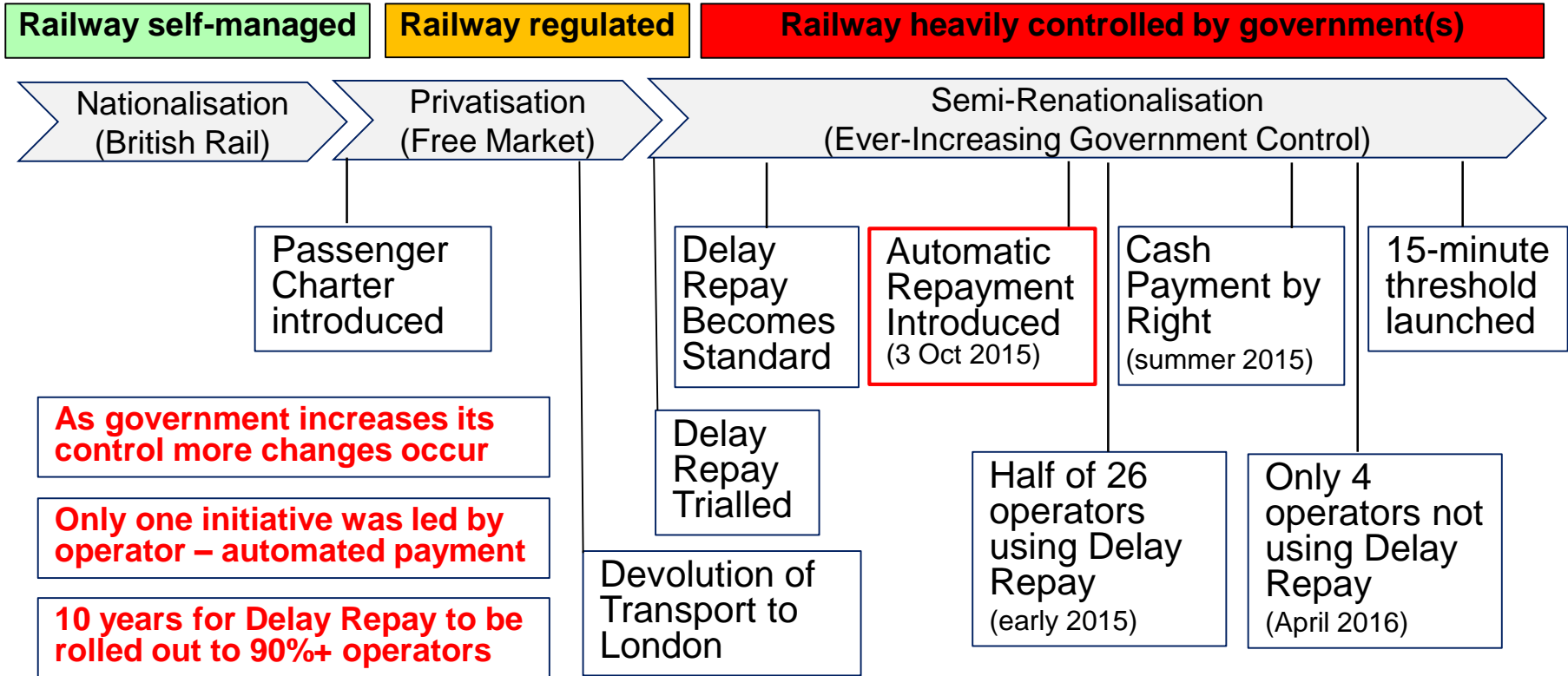
Length	Season ticket price divisor
Annual	464 journeys (232 days – assumes work 46.4 x 5-day weeks)
6 months	240 journeys (120 days – assumes work 24 x 5-day weeks)
3 months	120 journeys (60 days – assumes work 12 x 5-day weeks)
1 month	40 journeys (20 days – assumes work 4 x 5-day weeks)
1 week	10 journeys (5 days – a 5-day week)

E.g. Delayed 35 minutes going home on 29 March. Annual Season: £4,640
Cost is £10 per journey. $50\% \times £10 = \text{£5 repaid}$

INTERNATIONAL COMPARISONS

Country	Repayment Terms	Information from BBC news article in late 2016
Northern Ireland (Translink)	Same thresholds and percentages as Britain (starting at 30 minutes) but different number of days assumed for season tickets (1/400 th of an annual ticket rather than 1/464 th in Britain). Some causes are exempt (e.g. security alerts, bad weather)	
Rep. Ireland (IE)	50% of single fare in vouchers or 25% in cash if 60-120 minutes; 100% of single fare in vouchers or 50% in cash if > 20 minutes	
Netherlands (NS)	Refunds passengers if they arrive at their final destination with a delay of 30 minutes or more – only if above minimum value	
Italy (TI)	25% of single fare if 30-119 minutes; 50% if 120+ mins	
Germany (DB)	25% of single fare if the train arrives at destination station 60 minutes late or more, and 50% for delays of 120 minutes plus	

DELAY REPAY TIMELINE



CLAIMING DELAY REPAY

❑ HOW

- ❑ Submit online or by post / Some operators have automatic system

❑ INFORMATION NEEDED

- ❑ Origin and destination stations
- ❑ Date/time when train was scheduled to depart and arrive
- ❑ Time when the train arrived (later train if cancelled)
 - ❑ Number of minutes delayed – this determines % repay
- ❑ Ticket price paid
 - ❑ Used to calculate payment based on % above

❑ PROOF

- ❑ Upload scan of ticket to website (or post tickets)
 - ❑ Beware: many manned stations in Britain have ticket barriers and these may 'swallow' the ticket. Not all ticket machines give a receipt – photograph your ticket before exiting

SIMPLE: FED-UP COMMUTER PROVES IT!

❑ **COMMUTER REGULARLY DELAYED**

- ❑ In 2014 Tom Burridge tweeted a photo of all his Delay Repay vouchers laid on a table
- ❑ He made headlines in national newspapers

❑ **64 successful claims**

- ❑ **Min £5.30**
- ❑ **Max £25**
- ❑ **Total £1,090 repaid**
- ❑ **Annual season ticket cost £5,750**
- ❑ **19% back**
 - ❑ **Typically 5% discount renewing season ticket on former Passenger Charter system**



REAL-LIFE CLAIM EXAMPLES

- ❑ IN SPRING 2018 JERRY ALDERSON, RAILFUTURE, MADE THREE CLAIMS
 - ❑ All on Cambridge – London route with GTR – pay after 15 mins delay
 - 18 March – outward journey
 - Overhead wires came down prior to starting journey (but had already booked journey) so train diverted onto slower route
 - Arrived 16 minutes late; driver announced claims possible
 - Received 25% of half of return ticket; paid as online voucher
 - 29 March – return journey
 - Arrived on Eurostar from Brussels at 20:06. Train to Cambridge at 20:14 arriving 21:05 cancelled; travelled on 20:44 instead; arrived at 21:40 (delayed by level crossing incident) – was 35 mins late
 - 8 April – outward journey
 - Passenger had suspected heart attack during journey
 - Train made unplanned stop *en route*; paramedics called and passenger taken to hospital; train delayed by 50 minutes
 - Received 50% of half of return ticket; paid into bank account

COMPLETING DELAY REPAY FORM

REAL-LIFE EXAMPLE OF COMPLETING FORM ON GTR WEBSITE

Great Northern Welcome back, Jerry

*Required fields

Type of ticket
★ Return journey

Cost of ticket (e.g. 10.95)
★ £ 24.75

Ticket number

5-digit number
★ 67088

Ticket number
★ 4781825023

Upload a scanned copy/photo of your ticket

JA-2018-03-18-2-Train-from-Cambridge-to-Kings-Cross.pdf

Uploaded

Reason for claim
★ Train cancelled

Length of delay
★ 30-59 minutes

Please supply further information (max 250 characters)

If the train you intended to catch was cancelled, we will check the next available train you could have taken unless you provide further information

Arrived on Eurostar at 20:06 for 20:14 at King's Cross to Cambridge but train cancelled. Took 20:44 instead. Train delayed en route (level crossing incident at Waterbeach) and arrived at Cambridge around 21:40. Should have been at Cambridge at 21:05.

Departing
★ London Kings Cross

Arriving
★ Cambridge

Via
Changing at

Date of journey
Thu 29 Mar

Timetabled departure time
20 14

Timetabled arrival time
21 05

Off-Peak Return Outward Coupon 1 of 2

Valid for one journey from
Cambridge North From 18-Mch-18
To London Terminals Until 18-Mch-18

This ticket can only be used at certain times.
for details ask staff or go to nationalrail.co.uk/5J
Adult Standard Class
with Network Railcard
Refundable and exchangeable for a fee

£24.75 X 67088 781-8250-23-02 90
2301-170318A

NOT VALID FOR TRAVEL

Description	Amount
TICKET	£24.75 X

Date	Time	Number
17-MCH-18	23:02	67088

Issuing office
CAMBRIDGE NORTH
Vat Res no.

RECEIPT

Had to register on the website, but had done this previously. Took less than five minutes to claim

Ticket number is shown on the ticket and on some receipts

Price is shown on the ticket and on receipt

AUTOMATIC DELAY REPAY

- ❑ INNOVATION OF BRITAIN'S RAILWAY
 - ❑ Automation helps to reduce back-office administration costs



AUTOMATIC DELAY REPAY

- ❑ **“PUSH” TECHNOLOGY TELLS PASSENGER THEY MAY BE DUE PAYMENT**
 - ❑ **Railway IT system determines that a train the passenger is likely to have travelled on arrived late – because they:**
 - ❑ **Have a smart card and touched in around the time of delayed train**
 - ❑ **Have registered a particular outward/return journey each weekday**
 - ❑ **Have a ticket for a specific train**
 - ❑ **Passenger is required to acknowledge that they really were delayed**
 - ❑ **Choose how they would like to receive payment on mobile app**
 - ❑ **Entire process is automated – no human involvement by train operator**



GTR passenger touches in at origin station when arriving (system assumes they will take the first train after arriving) and touch out when leaving destination station (it assumes they will do so promptly). If it can work out which train they used it can see if they are due a repayment. If so, it sends an email or alert on the app.



DELAY REPAY: TOO GOOD TO BE TRUE?

❑ PRINCIPLE

- ❑ Good – hard to criticise

❑ IMPLEMENTATION

- ❑ In Britain lots of issues because of fragmented rail system
 - ❑ Cost of paying Delay Repay is factored into a franchise's premium or subsidy – cannot change rules without agreement
 - ❑ Ultimately the government is paying Delay Repay money
 - ❑ Government signs contract with an individual operator that is 'frozen' until contract is renewed (e.g. 7-10 years later)
 - ❑ Franchise start/end dates not synchronised. Difficult to renegotiate so different schemes operate concurrently
- ❑ In countries with a single operator (or with an enforced single repay system) it ought to work really well

DELAY REPAY ISSUES

- ❑ **LACK OF NATIONAL WEBSITE/APP PORTAL FOR CLAIMING**
 - ❑ Why should a passenger have to know which operator to contact?
 - ❑ Some websites have only their stations as starting and end points
 - ❑ If booked via a non-operator third-party need to claim via them
 - ❑ Railfuture has lobbied industry / government / regulator for a portal
- ❑ **PASSENGERS DON'T KNOW IF THEIR TRAIN WAS SUFFICIENTLY LATE**
 - ❑ Do not know the rules for the train operator (see next slide)
 - ❑ Train drivers / managers sometimes announce that it can be claimed
 - ❑ Much better than airlines – they rarely mention ability to claim
- ❑ **ARRIVAL TIME DISPUTE**
 - ❑ Rail industry might not accurately record when train arrived - track circuits may record time train approached station
- ❑ **REGULAR SHORT DELAYS NOT COVERED**
 - ❑ Get nothing for many short delays - but other ways of claiming

DELAY REPAY INCONSISTENCIES

CAMBRIDGE LONDON

Cambridge



King's
Cross

Liverpool
Street

15+ MINS

30+ MINS

SOUTHEND LONDON

Southend
Victoria

Southend
Central



Liverpool
Street

Fenchurch
Street

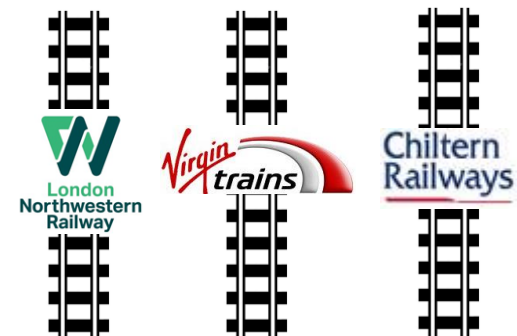
30+ MINS

15+ MINS
+ EXTRAS

BIRMINGHAM LONDON

Birmingham
New Street

Birmingham
Moor Street



Euston

Euston

Marylebone

15+ MINS

30+ MINS

30+ MINS
Force Maj

BRITAIN'S FRAGMENTED RAILWAY

FRANCHISED / CONCESSION OPERATORS

DELAY REPAY SCHEME IN OPERATION (No Force Majeure)

15-MINUTE DELAY REPAY

Thameslink
Great Northern

GX
GATWICK EXPRESS

West Midlands
Railway

SOUTHERN

W
London
Northwestern
Railway

South Western
Railway

CROSS
country



EXTRA PAYMENT

c2c

CALEDONIAN
SLEEPER

southeastern.

greateranglia

ARRIVA
Trains Wales
Trenau Arriva Cymru

northern

Virgin
trains

Virgin
trains
east coast

TRANSPENNINE
EXPRESS

ScotRail
SCOTLAND'S RAILWAY

EAST MIDLANDS
TRAINS

OPEN ACCESS

CROSS BORDER

EUROSTAR™

GB OPEN ACCESS

First
Hull Trains
welcoming you on board

GRAND CENTRAL

DEVOLVED

Merseyrail

OVERGROUND TFL-RAIL

LEGACY
Chiltern GWR

FRAUD AND “AMBULANCE CHASERS”

- ❑ **GOVERNMENT AND OPERATORS FEARED FRAUDULENT CLAIMS**
 - ❑ Independent websites such as realtimetrains.co.uk provide details of all trains in Britain – useful to get scheduled and actual arrival time
 - ❑ Despite fraud being easy, no evidence that it is a major problem
- ❑ **OPERATORS TRY TO PREVENT “AMBULANCE CHASERS”**
 - ❑ Airlines sometimes refuse claims – companies such as FairPlane in UK offer “no win no fee” services and take a percentage of payment
 - ❑ Unnecessary with Delay Repay since no force majeure ‘get outs’
 - ❑ Operators will not process claims from third parties or those initiated using their app. Affected passenger must make claim themselves using operator’s website/app
 - ❑ Delay Repay Sniper will find trains that were delayed and encourage passengers to make a claim
 - ❑ Charges a monthly fee to send a list of delayed trains



ADOPTING DELAY REPAY ELSEWHERE

- ❑ **OTHER EU COUNTRIES HAVE SIMILAR SCHEMES**
 - ❑ Probably not as well publicised as in Britain
 - ❑ May be exemptions for force majeure etc.
 - ❑ Britain is ahead of others on innovation e.g. automatic payments
 - ❑ Should percentages, thresholds and rules be harmonised across EU?
- ❑ **DELAY REPAY SYSTEM IS SIMPLE AND QUICK**
 - ❑ But do not make the mistakes that Britain suffers from
 - ❑ Need a unified railway from passenger's perspective
- ❑ **DOESN'T NEED TO BE GENEROUS – JUST FAIR**
 - ❑ In Britain, Railfuture suggested ability for passengers entitled to a payment to be able to donate it to good railway causes, such as reducing suicide – ultimately reducing delays. Greater Anglia agreed!

THANK YOU

Campaigning for better services over a bigger railway in Britain

www.railfuture.org.uk

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