

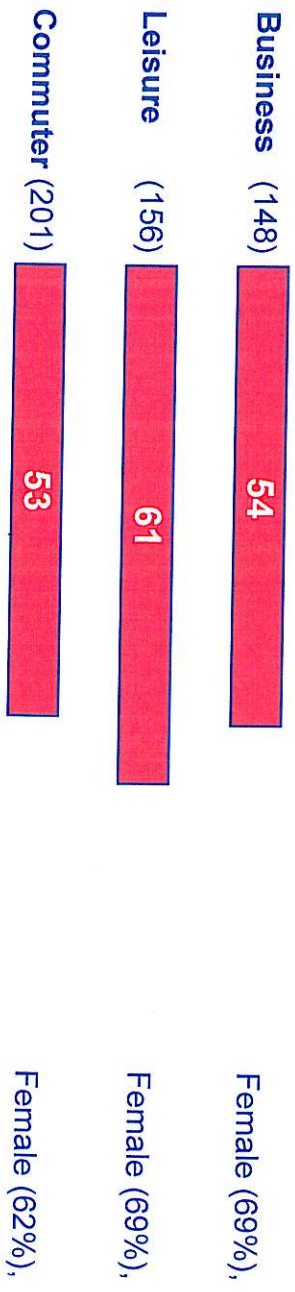
Context Of Experience

Aware Of/Received Compensation

Aware that compensation was available:



Received compensation for late/cancelled trains (all aware compensation available)

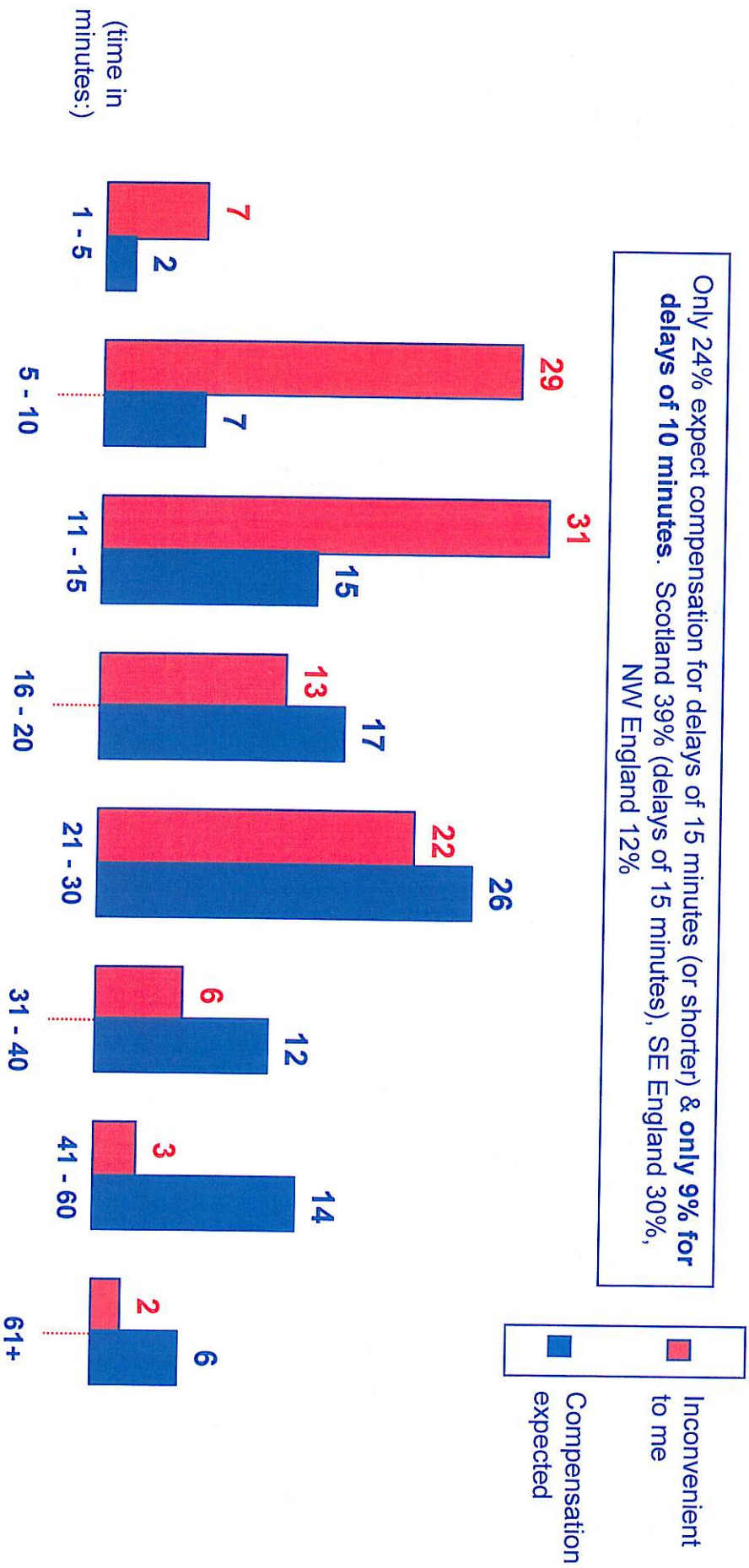


Base: Experienced significant delay/cancellation, as indicated

Context Of Prevailing Attitudes

Delay For Inconvenience/Compensation - Commuters

Only 24% expect compensation for delays of 15 minutes (or shorter) & **only 9% for delays of 10 minutes**. Scotland 39% (delays of 15 minutes), SE England 30%, NW England 12%



Base: Commuters, who have made journey before (614)