

Compensation paid by Train Operating Companies: Passenger's Charter & Delay/Repay

Train Company	Description of Information	2011/12 (thousands)
London Midland	Passenger's Charter/Delay Repay	173
CrossCountry	Passenger's Charter	286
	Delay Repay	736
Southern	Passenger's Charter/Delay Repay	522
East Midlands Trains	Passenger's Charter/Delay Repay	291
East Coast	Passenger's Charter	808
	Delay Repay	5,828
First Capital Connect	Passenger's Charter/Delay Repay	637
Southeastern*	Passenger's Charter/Delay Repay	148
National Express East Anglia**	Passenger's Charter/Delay Repay	Not Available
Greater Anglia***	Delay Repay	120

Notes

*Delay Repay introduced on Southeastern from 1/7/11

**to 4/2/12

***From 5/2/12