



Department
for Transport

Rail Delays and Compensation 2020

Research Summary

Background

This summary presents findings from the biennial rail delays and compensation survey. The survey measures passengers' propensity to claim for compensation when they experience an eligible delay. It also examines passengers' satisfaction with the claims process and what might encourage more passengers to claim. This is the third in a series of surveys conducted by Transport Focus and Breaking Blue on behalf of the Department for Transport, repeating research carried out in [2016](#) and [2018](#).

The full report can be found at:

<https://www.gov.uk/government/publications/rail-delays-and-compensation-2020>

More details can be found on the Transport Focus website.

Method

Over 11,000 rail users across Great Britain were surveyed by independent research agency, Breaking Blue on behalf of the Department for Transport. Respondents were recruited using a stratified random sampling approach, with targets set by age, gender and region to represent the total population of rail passengers in Great Britain.

Just over 4,000 passengers from our sample had experienced an eligible delay in the past six months. Additionally, 750 of the non-delayed passengers were interviewed about their preferences for compensation schemes.

Policy Background

Since 2018, more train operating companies (TOCs) have started offering Delay Repay 15 (DR15). There have also been further developments in payment of compensation with an increase in automated one-click compensation schemes.

A number of compensation schemes operate in the UK. Depending on which TOC passengers travel with, the primary means through which they can claim compensation is Delay Repay (DR). DR15 compensates passengers for a delay of 15-29 minutes, while passengers are eligible for DR30 when they are delayed by 30 minutes or longer.

1. The compensation claim rate has increased



All Passengers

+/-
2018



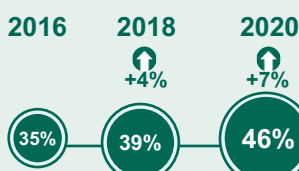
% of all passengers who were eligible to claim

+10%

% of eligible passengers who claimed for a delay

+2%

Delay Repay 30 (DR30)



of passengers claimed for an eligible delay of 30 minutes or longer

Delay Repay 15 (DR15)

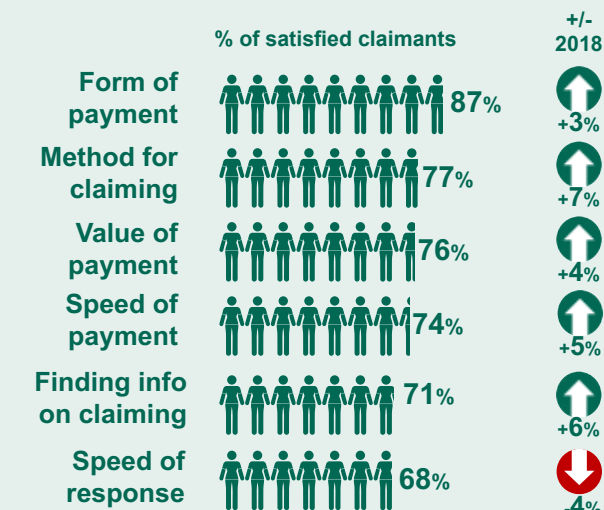


of passengers claimed for an eligible delay of 15-29 minutes

The proportion of passengers who claimed compensation (DR30 or DR15) for their most recent eligible delay has slightly increased in the past two years (by 2%). The introduction of DR15 on more TOCs is likely to have caused a smaller increase in the overall claim rate. The claim rate increased for both passengers who were eligible to claim for DR30 and DR15, which suggests that passenger awareness of their compensation rights increased.

However, passengers continue to be less likely to claim for a delay that is eligible for compensation under DR15 than they are for a 30 minute or longer delay. This is likely due to the lower amount of compensation available for a 15-minute delay, and a shorter delay to their journey.

2. Satisfaction with the claims process has improved

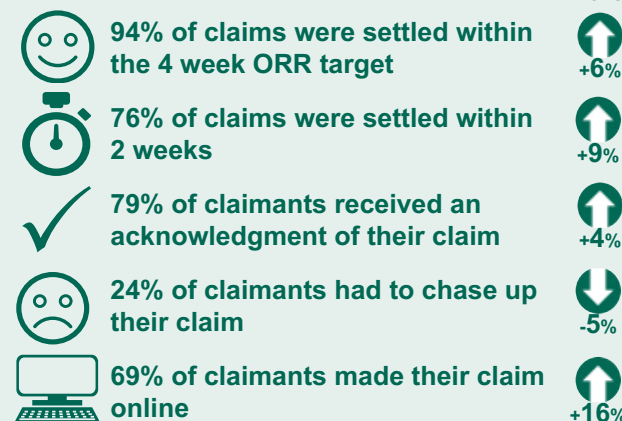


Satisfaction is high across most aspects of the claims process, especially the form of payment and the method for claiming compensation. Leisure passengers and those eligible under DR30 are more likely to be satisfied with the value of compensation, whereas business passengers and those eligible under DR15 are more likely to be satisfied with the form in which they received compensation.

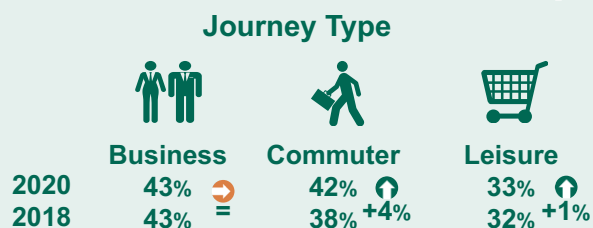
3. Claim resolution has significantly improved



Almost all passengers received a decision on their claim within the ORR target of four weeks (20 working days), and three in four received a decision within two weeks. There has also been a significant improvement in the number of passengers receiving an acknowledgement and not having to chase their claim. More passengers continue to go online to claim for compensation. Over a half (59%) of those eligible for compensation already knew the rules about claiming.

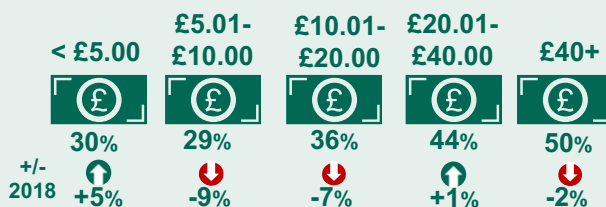


4. Journey purpose



Journey type has an impact on passengers' propensity to claim for compensation. As in 2018, commuters and business passengers are significantly more likely to claim than leisure passengers. Those travelling for leisure are more likely to think they can't claim.

5. Ticket value



The proportion of passengers claiming compensation strongly correlated with the price of their ticket and goes up considerably when the ticket value is over £10.00. Significantly more passengers eligible for DR15 chose not to claim as they thought it was not worth bothering for the value of any refund.

6. Cost of journey impacts on the decision to claim



- 25% of eligible passengers were unaware they could claim for their delay
- 32% of non-claimants said they never claim compensation
- 51% of non-claimants said the compensation was not worth the effort of claiming
- 62% of non-claimants only experienced one eligible DR30 delay in the past six months

The value of compensation and number of delays are most likely to impact on the decision to claim. Non-claimants are more likely to have only experienced a single eligible DR30 delay in the past six months. They are also more likely to say they never claim for compensation. Although passengers' awareness of their eligibility to claim has increased, 30% of DR15 eligible passengers weren't aware they were able to claim for compensation and 38% didn't think about claiming.