

MAKE

DELAY

PAY

“Too many rail passengers miss out on compensation for late running trains.

When things go wrong train operators must ensure every eligible passenger knows about Delay Repay and how to claim.

They must also do more to make it easy to claim and automate this process wherever possible.

To make their voice heard passengers must claim every time.”

**Anthony Smith**

Chief executive



## The Make Delay Pay campaign aims to:



Raise *passenger awareness* of compensation for delayed and cancelled train services.



Persuade more rail users to *claim what they are entitled to*.



Ensure train operators streamline the claims process - through *easier online and automated systems*.

Don't miss out  
**#MakeDelayPay**

Overall, only

1 IN 3

passengers **actually claim** the compensation they are entitled to.

Claim rates are lowest for shorter delays with just

18%

of eligible passengers claiming for a delay of **15 minutes or more**.

Claim rates are still poor for longer delays with just

39%

of eligible passengers claiming for a delay of **30 minutes or more**.

# Why don't people claim?

After the frustration and inconvenience of the delay, compensation is waiting for every eligible passenger – so why don't more people claim?



## *I didn't know I could...*

In the first instance passengers need to know they are entitled to claim. Currently, around a third of eligible passengers don't know they can claim. A further third don't even think about making a claim.

Train companies must do more to tell passengers they are entitled to claim compensation.



## *I doubt it's worth bothering...*

Even when passengers know their rights, too many can't be bothered to claim. One third overall feel the amount they will get back doesn't justify the effort required. If the ticket value is less than a fiver, then half don't consider it worth making a claim.

Passengers need to claim more often – it is one of the best ways to make their voices heard.



## *It's too complicated and takes too long...*

A negative past experience has put some passengers off trying to claim again. Others assume it will be complicated, or they don't understand the system.

Train operators need to pay compensation automatically – make it simple and take the hassle out of the process.

# Train operators:

## Tell passengers when they can claim

Delay Repay is the name of the compensation scheme operated by most train companies. There are two forms of Delay Repay - DR30 and DR15.

- DR30: passengers can claim 50 per cent of the cost of a single journey if delayed between 30 and 59 minutes.
- DR15: passengers can claim 25 per cent of the cost of a single journey if delayed between 15 and 30 minutes.
- Passengers can also claim compensation for longer delays - up to the full cost of the ticket.
- Delay Repay also applies to season tickets.

### Passengers eligible for compensation don't realise they can claim

I didn't know I could claim  
DR30 26%  
DR15 39%

I didn't even think about claiming  
DR30 28%  
DR15 38%

"I travel with friends, and one of them knows how to claim the compensation. I don't know how to get it."

"As I wasn't on a booked train (it was anytime return), I don't believe I can claim."

### How do passengers want to find out they can claim?



I want to hear an announcement on the train or at the station 44%



I'd like a claim form handed out on the train or at the station 39%



I want to be notified directly by the train company (email/text) 39%



of delayed passengers entitled to Delay Repay didn't hear any announcement about making a claim

## Passengers:

### Don't miss out - Make Delay Pay

Even passengers who know they can claim can't be bothered. They think it will be too much effort for too little money.

Overall, the proportion of passengers who knew they could claim but **couldn't be bothered**



When the ticket value is **£5 or less** even more passengers couldn't be bothered



Even when a ticket costs **£10 or more** some passengers still couldn't be bothered claiming



## Passengers:

### Don't miss out - Make Delay Pay

"I realise it can be done online, but the compensation on a season ticket isn't worth the bother."

"Money returned is so low it's a waste of my time."

"I can't really be bothered to claim these days. My time is more valuable than the compensation I'm likely to receive."

"Life's too short. When I have made claims in the past, the amount of evidence and wait time required has been irritating."

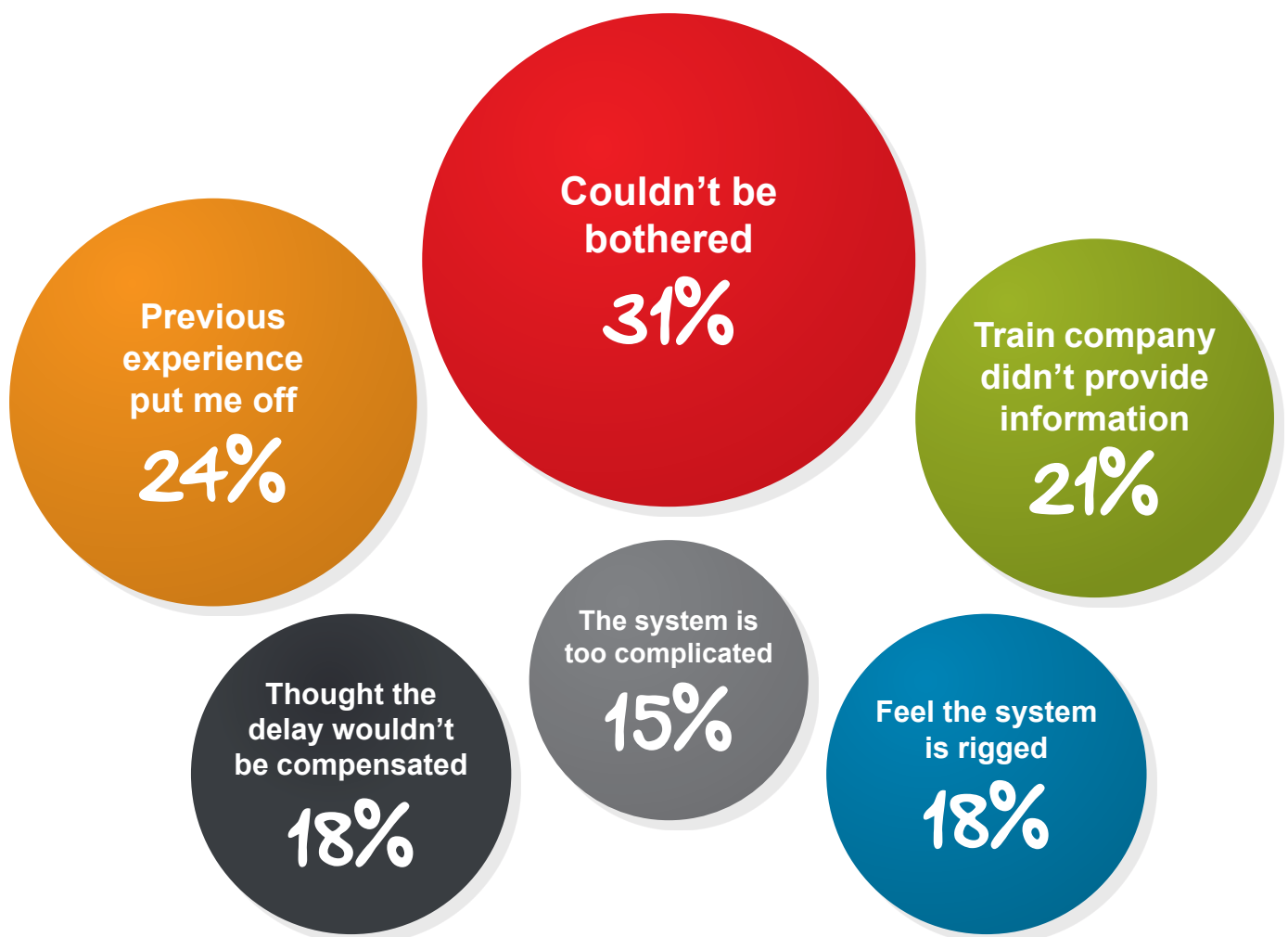


## Train operators:

### Make it simple – make it automated

Too many passengers are put off from claiming Delay Repay because they think it will be complicated and time consuming. Train operators need to make it simple and take the hassle out of the process.

#### Why don't passengers claim compensation?



## Train operators:

### Make it simple – make it automated

The process for making a claim has improved in the last few years. But even passengers who actually make a claim think there is still room for improvement.

Passengers who were satisfied with the **speed of their payment**



Passengers who were satisfied with finding **information about claiming**



## Make it simple – make it automated

"I had to create an account with all my details, then when making a claim I had to fill in those details again, for every claim. Why?"

"Delay Repay web claim. Absurdly primitive web-form. You can't even save your address from one claim to another, everything has to be retyped."

"Online form – easy to complete, and compensation came through fairly quickly."

"Auto Delay Repay is setup so I only have to confirm the claim."

Data within this report is drawn from the following sources:

[Rail delays and compensation. Transport Focus. 2018](#)

[Rail delays and compensation 2018. Department for Transport, 2018](#)

[PIDD-29 research waves 7-10 interim report. Rail Delivery Group, 2018](#)

All quotes are from rail passengers who experienced a delay on a recent journey.

Don't miss out  
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