

Train operators see delay compensation claims increase by nearly a fifth

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Statistics have been released by the Office of Rail and Road that reveal there were 6.3 million delay compensation claims closed by train operators in 2019-20. This is an increase of 17.6 per cent compared to the previous year.

Overall, 98.6 per cent of delay compensation claims were closed within 20 working days, which is 3.2 per cent higher than in 2018-19.

The fact sheet says: "At the end of 2018-19, and throughout 2019-20, a number of train operators moved to the Delay Repay 15 (DR15) compensation scheme.

"The switch to DR15 means the threshold to claim compensation is lower (15 minutes), whereas previously it was 30 minutes in most cases, therefore more passengers were eligible to claim delay compensation."

Office for Rail and Road train punctuality statistics show that nationally 98.4% of recorded station stops were arrived at early or within 15 minutes after the scheduled arrival time in 2019-20.

Click [here](#) for full details of the report, and a list of the train operators that saw the largest increase in claims.

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