

MQP-00092

Chiltern Railways Passenger Information During Disruption ("PIDD") Local Plan

Review Date: 01.10.2023

Synopsis

This document outlines the arrangements that Chiltern Railways has in place to deliver information to customers during service disruption as well as details of ongoing workstreams that will further improve information provided to our customers.

Authorisation

Owned by
Martin Howard
Customer Services Officer

Authorised
by
Eleni Jordan
Commercial & Customer Strategy Director

Published by
HSQE Team
Unit 1, Tramway Industrial Estate
Banbury
Oxfordshire
OX16 5TR

Contents

A	Administration	3
B	Requirements	4
1	Purpose & Scope.....	4
2	People.....	4
C	Procedure.....	5
1	Introduction.....	5
2	Our Key Principles of Information Flow and Deliverance	6
3	Operations - In the Control Room.....	7
4	Customer Service.....	12
5	At the Stations.....	15
6	On The Train.....	17
7	After the Journey.....	18
8	Internet, Social Media and Telephone	19
9	2021 Workstream Review	20
	Appendix A: References and Definitions	31
	References.....	31
	Definitions.....	31

A Administration

Version & Revisions This document is issued as part of the Company IMS which provides a central directory of instructions & guidance across the company.

Version	Date	Comments
Version 4	April 2021	Minor amendments and updates following ORR review.
Version 3	October 2016	Minor amends and update of ATOC PIDD Table following Peer TOC (TPE) review.

Contents approved by CRCL Procedures Group on 02.09.2019

This document will be reviewed at a frequency no greater than two yearly.

References N/A

Implementation Procedures detailed in this document are current.

Definitions Appendix A

Superseded documents CQP-013 Chiltern Railways PIDD Local Plan with a review date of September 2019.

B Requirements

1 Purpose & Scope

1.1 General Purpose

- 1.1.1 This document outlines the arrangements that Chiltern Railways has in place to deliver information to customers during service disruption as well as details of ongoing workstreams that will further improve information provided to our customers.

1.2 Scope

- 1.2.1 This procedure is applicable to all departments and personnel names within the document.

1.3 Related Documents

- ATOC Approved Code of Practice – Provision of Customer Information
- OQD-002 Chiltern Railways General Contingency Plan
- OSP -00084 - Seasonal Preparedness Plan

2 People

2.1 Responsibilities

- 2.1.1 The Commercial & Customer Strategy Director holds overall responsibility for the deliverance of customer information on the company website and in printed form at stations, while the Operations Director holds overall responsibility for publishing real-time disruption information to the Station Customer Information systems and associated linked industry systems.
- 2.1.2 The Head of Strategic Partnerships & Affiliates is responsible for updating this document annually or more frequently if required to ensure that it is compliant with the PIDD ACOP.

C Procedure

1 Introduction

- 1.1 Chiltern Railways' vision is; "To be the best railway, loved by everyone: our customers, our people and our stakeholders. We seize opportunities that secure our long term future as the mobility partner of choice."
Communicating effectively with our customers, particularly during times of service disruption, is an important factor in achieving this vision. The Local Plan considers the challenges that we operate a Mainline and Commuter service and the differing needs for both services.
- 1.2 Our aims are to run services and they should be punctual, thus reducing the amount of disruption and subsequent information required during these periods. Punctuality is measured through the industry CP6 cancellations, time to 1, time to 3 and time 15 performance measures. These record the number of services that are cancelled and those that have arrived within the punctuality thresholds of their published arrival time within our timetable.
- 1.3 To deliver robust and reliable information we have aligned our principles with the ATOC Approved Code of Practice – Provision of Customer Information (PIDD ACOP) October 2016. This defines high-level guidelines about generic good practice in the provision of information to customers during disruption. It is intended to provide individual operators and Network Rail with a framework that they can tailor according to local circumstances. This is so passengers are given the information they need to plan their journeys both in advance and on the day, particularly during times of service disruption.
- 1.4 To exceed the standards PIDD ACOP, we have developed local strategies through innovation and responding to the feedback we receive from our customers. We have various channels for feedback and this information leads into our processes for improving our methods to meet the needs of our customers. We have looked beyond the industry to take the best practice from other leaders in communications and information delivery. We have also commissioned a leading UK university to review our entire customer information deliverance and make recommendations to enhance our customer service proposition.

2 Our Key Principles of Information Flow and Deliverance

2.1 This section outlines how Chiltern Railways will deliver information to our customers during disruption.

2.2 Service Distribution Thresholds

2.2.1 We have service status thresholds to deliver how our trains are running against the public timetable. The service status thresholds and CSL2 (Customer Service Level two) are based on the extent and number of trains of delayed:

Green	<p>Service running normally</p> <p>No more than 5 trains delayed by more than 10 minutes through the same delay cause.</p> <p>OR</p> <p>No more than 10 trains delayed through any cause</p> <p>Customer Service Level 1</p>
Yellow	<p>Minor delays</p> <p>Out of course running, customer journeys being disrupted with short notice alterations and multiple delays of up to 30 minutes, not expected to last more than one hour.</p> <p>OR</p> <p>Towards the end of major service disruption where the service is beginning to return to normal.</p> <p>Customer Service Level 1</p>
Red	<p>Major delays/disruption</p> <p>Major service disruption, likely to substantially affect the service for more than 1 hour. Multiple delays in excess of 30 minutes and multiple cancellations. Alternative transport, ticket acceptance, on-call response and management response maybe required.</p> <p>Customer Service Level 2 – Automatic Ticket Acceptance</p>
Black	<p>DO NOT TRAVEL</p> <p>Chiltern Railways cannot provide ANY service or the service is severely disrupted with delays in excess of 2 hours</p> <p>Customer Service Level 2 – Automatic Ticket Acceptance</p>

2.3 Customer Service Level 2

2.3.1 CSL stands for Customer Service Level. It is the Customer Service response to the level of train performance we are delivering. Our base staffing levels will be aligned to deliver customer service level one. We understand that during CSL2 we will need to offer greater support to our control centre, contact centres and our stations. This document outlines how we deliver this, thus enabling greater output of information to keep our customers informed at times when our trains are not as per the timetabled times.

2.3.2 Monitoring train performance is completed at the Integrated Control Centre. The Service Information Controller will monitor and communicate the service level based on the thresholds detailed in section 2.2.1.

2.4 Training of the end-to-end PIDD Process

2.4.1 To train and keep our teams informed to deliver the highest level of information, we have produced documents that are briefed and given to all frontline staff. An information manual acts as a guideline for frontline staff. It includes:

- Guidance on finding out about how the train service is running;
- Advice on measures to be taken during disruption to help customers; and
- A summary of how compliance with the ATOC Approved Code of Practice – Provision of Customer Information (Issue 2) (PIDD ACoP) will be monitored.

2.4.2 A range of guidance leaflets have been produced covering specific subjects such as:

- Android Smartphone Guide
- Using Live Departure Board
- Understanding Your Role During Disruption - A Guide for Frontline Staff



3 Operations - In the Control Room

3.1 Holding and Core messages

- 3.1.1 Our Service Information Controllers based in Banbury are responsible for the issuing of holding messages.
- 3.1.2 Our Tyrell IO address books will be reviewed every three months to ensure that all stakeholders are receiving up to date train running information. This is actioned by the Control Centre Manager.
- 3.1.3 Holding messages are expected to be issued within 10 minutes of the control centre becoming aware of trains coming to a stand or an incident occurring which is likely to breach the CSL2 threshold.
- 3.1.4 This will include:
 - PROBLEM - What's happened
 - IMPACT - What it means for the service
 - ADVICE - What we tell our passengers to do instead
- 3.1.5 During the incident, Control will send an update HOLDING MESSAGE when things change or on average every 20 minutes if nothing changes. This is known as a 'CORE MESSAGE'. This is will be the most up to date information available, therefore there shouldn't be any need for frontline staff to ring Control for anything but essential information.
- 3.1.6 Where no estimate for the duration of an incident is known Control will include an estimate based on previous similar incidents.

Example

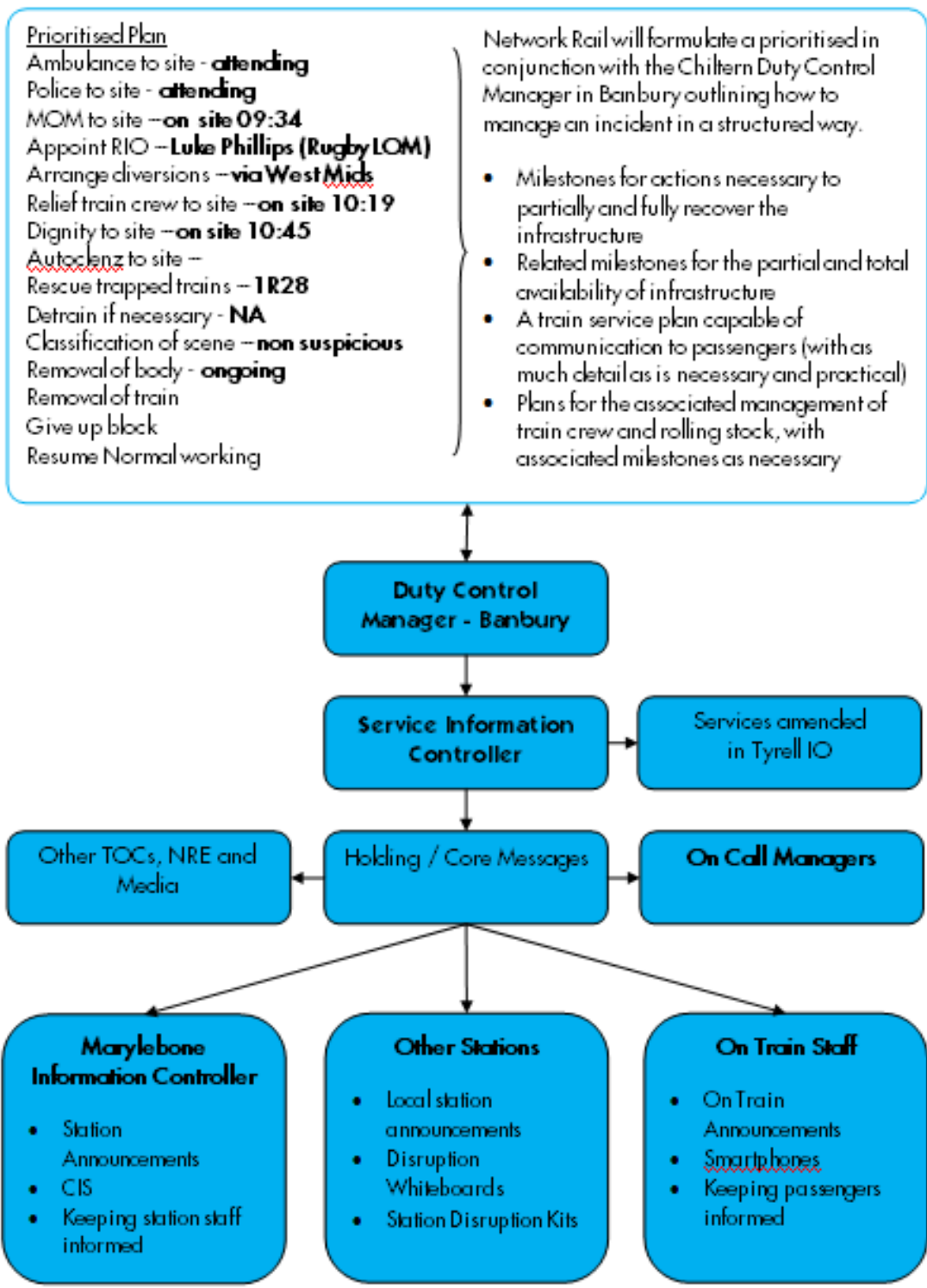
On 28 March, a Freightliner service, failed at Fenny Compton with a possible broken brake pipe. Ticket acceptance was granted on Avanti West Coast and London Northwestern Railway services between Birmingham and London.

Problem: Failed freight train between Banbury and Leamington Spa.

Impact: All Chiltern Railways services between London and Birmingham subject to short notice delays, alterations & cancellations possible until at least 1100.

Advice for Passengers: Chiltern Railways tickets will be accepted on Avanti West Coast and London Northwestern Railway services between Birmingham New Street & Euston.

3.2 Information Flows During Disruption



3.3 On Call Management Support

3.3.1 The on call structure has a personal on call for each function within the business. We have a two-tier on call structure, which is able to provide additional support and guidance to all departments of the business including the Control centre and customer service department.

3.3.2 Customer Action Teams

3.3.3 The Customer Action Team are volunteers who help us deliver outstanding customer service during times of disruption including:

- Severe service disruption
- Engineering works overruns
- Incidents at stations
- Winter weather treatment
- Power failures

3.3.4 Their role is to:

- Provide an extra pair of hands and a friendly face
- Offer customers advice on alternative travel arrangements
- Answer requests and queries
- Provide reassurance to customers
- Give one-on-one assistance to particular customers
- Provide a Chiltern Railways presence
- Support colleagues in times of disruption
- Make or arrange for announcements to be made
- Distribute refreshments (when possible)

3.3.5 The volunteers available are reviewed frequently to ensure we have the appropriate number available and appropriate skill set. The Customer Action Team volunteers are called out by the Customer Services Stations On Call Manager when required.

3.4 Alterations to the Train Service

3.4.1 Our Duty Control Managers are responsible for managing alterations to train services, in liaison with the relevant Network Rail Control and signalling centres and London Underground.

3.4.2 Our Service Information Controllers are responsible for the physical input of alterations to train services into industry systems. Alterations are input within 10 minutes of a decision being made. The system feeds off our data sources for information that is displayed on our station customer information screens, website and staff mobile devices.

3.5 Contingency Plans

3.5.1 Chiltern Railways General Contingency Plan (OQD-002) outlines how we will manage service disruption. It will be used as general guidance to all rail professionals as an aid to the safe and punctual running of Chiltern Railways services.

- 3.5.2 Operational staff will expect the contingencies contained in the above document to be used however, the Duty Control Manager will confirm the contingency to be used in each case.

3.6 Day A to B Process

- 3.6.1 The A to B process is when changes are made to a timetable to commence from the following day service for a given period of time. The full day A to B process is documented within our seasonal preparedness plan.
- 3.6.2 A severe weather timetable has been developed to allow for significant snowfall. Once uploaded into Network Rail's systems, this timetable can be implemented on Day A for Day B.
- 3.6.3 The severe weather timetables makes various assumptions including the potential for a minor reduction in asset availability (reduced rolling stock availability and coupling avoided outside of Depot confines), the withdrawal of some services to minimise the use of certain parts of the railway infrastructure and the amendment of calling patterns where appropriate.

3.7 Activating an Emergency Timetable

- 3.7.1 In the event that the severe weather timetable is to be run, it is the responsibility of the Level 3 on-call to ensure that the timetable is uploaded. The timetable will have already been bid to Network Rail and so the process for this is as follows:
- 3.7.2 Weekend: DCM to contact Network Rail Route Control Manager ("RCM"), London North Western Route – Central, Rugby Rail Operating Centre to advise of the decision and request upload. RCM will inform the on-call member of the NR Train Planning Team.
- 3.7.3 Weekday: DCM (or designated other) to contact Network Rail Route Control Manager by telephone. They will contact a member of the NR STP Team at Milton Keynes.
- 3.7.4 It is the responsibility of the Level 3 on-call to ensure that LUL are informed of any decision to switch to an emergency timetable. This should be reported to Hammersmith Control, who in turn will report it to the Network Operations Centre.
- 3.7.5 Once implemented on day A, our control team will check amendments to the timetable to ensure the file has been uploaded into industry systems.

3.8 Cause of Disruption

- 3.8.1 We aim to ensure that the provision of information to customers and frontline customer service teams is consistent across the industry and presents one version of the truth. Chiltern Railways uses the industry agreed terminology for communicating delays as agreed by the industry's Information Development Group (IDG).
- 3.8.2 Our Service Information Controllers are responsible for communicating the reasons for disruption, both in industry systems and to our frontline staff and industry partners.

4 Customer Service

4.1 Alternative routes and ticket Validity

- 4.1.1 We have signed a reciprocal automatic ticket acceptance agreement with Great Western Railway, London Northwestern Railway/West Midlands Railway and Avanti West Coast. If Chiltern declares CSL2, and the other three TOCs are not already in CSL2, then Chiltern passengers will automatically be able to use their tickets to reach their destination using the other TOCs. As customers may have parked in differing locations during CSL2, the agreement will stay in place for customers to make the same return journey if required although CSL2 may not still be in place.
- 4.1.2 Note: CrossCountry are not participating in the Automatic Ticket Acceptance arrangement. Ticket acceptance will be obtained if required by obtaining authority from their Duty Control Manager.
- 4.1.3 Operators will accept tickets to destinations via all reasonable routes:

Great Western Railway		
Disrupted Operator	Routes Disrupted	Acceptance
Chiltern Railways	Banbury – London Marylebone Oxford - London Marylebone	Banbury – Oxford – Reading – London Paddington

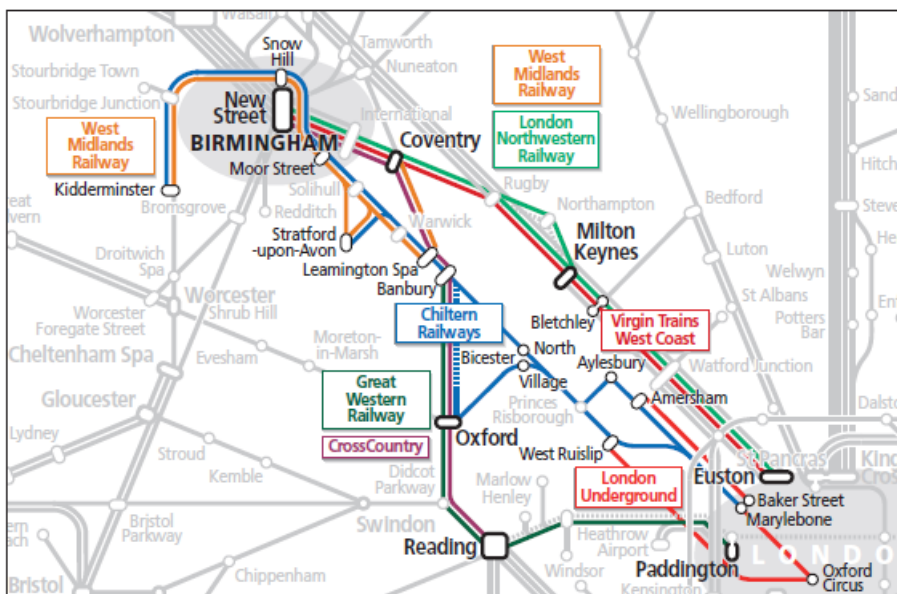
London Northwestern Railway / West Midlands Railway		
Disrupted Operator	Routes Disrupted	Acceptance
Chiltern Railways	Kidderminster – Birmingham Snow Hill/Moor Street	Kidderminster – Birmingham Snow Hill/Moor Street
	Birmingham Snow Hill/Moor Street – Leamington Spa	Birmingham Snow Hill/Moor Street – Leamington Spa

	Stratford Upon Avon - Leamington Spa	Whitlocks End/Shirley – Birmingham Moor Street/Snow Hill
	Aylesbury Vale Parkway – London Marylebone via Amersham	Bletchley/Milton Keynes Central – London Euston
	Leamington Spa/Warwick Parkway – London Marylebone	Coventry – London Euston
	Birmingham Snow Hill/Moor Street – London Marylebone	Birmingham New Street – London Euston
	Leamington Spa/Warwick Parkway – London Marylebone	Birmingham International/Coventry – London Euston

Avanti West Coast		
Disrupted Operator	Routes Disrupted	Acceptance
Chiltern Railways	Birmingham Snow Hill/Moor Street – London Marylebone	Birmingham New Street – London Euston
	Leamington Spa/Warwick Parkway – London Marylebone	Birmingham International/Coventry – London Euston

- 4.1.4 National Rail has developed a series of alternative route maps to act as a guide for customers during disruption. The routes shown are for advice only, and do not indicate that tickets issued for use only with a specific train operator will be accepted on any alternative routes during disruption.

Chiltern route	Alternative route	Operator
Aylesbury Vale Parkway - Marylebone via Amersham	Aylesbury - Princes Risborough - Marylebone Amersham - Baker Street / Marylebone Milton Keynes Central / Bletchley / Tring - Euston	Chiltern London Underground Metropolitan and Bakerloo lines London Northwestern Railway
Kidderminster - Birmingham	Kidderminster - Birmingham	West Midlands Railway
Banbury - Birmingham Moor Street / Snow Hill	Banbury - Birmingham New Street	CrossCountry
Marylebone - Birmingham	Euston - Birmingham New Street	Virgin Trains / London Northwestern Railway
Marylebone - Banbury	Paddington - Reading - Banbury	Great Western Railway / CrossCountry
Oxford - Bicester Village - Marylebone	Bicester North - Marylebone Bicester North - Banbury - Oxford - Reading - Paddington	Chiltern Chiltern / CrossCountry / Great Western Railway
Leamington - Stratford	Leamington - Moor Street - Shirley - Stratford	West Midlands Railway / Chiltern
Bicester North - Marylebone	Bicester Village - Reading - Paddington	Chiltern / CrossCountry / Great Western Railway
West Ruislip / South Ruislip - Marylebone	West Ruislip / South Ruislip - Oxford Circus - Marylebone	London Underground Central and Bakerloo lines



4.1.5 The maps are available on the National Rail website:

4.1.6 http://www.nationalrail.co.uk/stations_destinations/46655.aspx .

4.2 Do Not Travel and Cheapest Ticket Policies

4.2.1 In exceptional circumstances such as a terrorist attack, major operating incident, exceptional weather and fire we may advise customers not to travel (Black Service). Note: During the global health emergency arising from the Covid-19 pandemic (2020 / 2021), it is likely that there will be an increase in the number of occasions in which Do Not Travel messages will be issued due to difficulties that may arise with Social Distancing and capacity of train services.

4.2.2 This policy will be initiated and cascaded to Control from Director Level.

4.2.3 If a decision is taken to issue a Do Not Travel warning the Service Information Controller will:

- Immediately issue a message to staff and update the website using Tyrell
- Notify the Marketing On Call Manager and Commercial Director via telephone
- Inform alternative transport suppliers that their services will be required to at least the end of the day and make them aware of arrangements for the following day(s) if deemed necessary.
- Our policy is that customers should not be forced to pay more to travel by train because of disruption, when buying a National Rail ticket, than would otherwise have been the case. We will offer refunds to customers with valid National Rail tickets who are forced to pay more through no fault of their own. This does not apply to Oyster users as the Oyster Conditions of Use on National Rail Services states that, during service disruption, customers will be charged the fare appropriate for the services and zones actually used.

4.3 Other TOCs Passengers

- 4.3.1 We have signed a reciprocal automatic ticket acceptance agreement with Great Western Railway, London Northwestern Railway/West Midlands Railway and Avanti West Coast. If any of the aforementioned TOCs declares CSL2 then the others will accept their customers on reasonable alternatives as outlined above.
- 4.3.2 Customers may make return journeys on a Chiltern Railways services using tickets issued by other TOCs long after the disruption is over. For example, a customer that normally travels from Tring to Euston might drive to Wendover and use a Chiltern service to London.
- 4.3.3 In such cases customers may complete the return journey even if ticket acceptance arrangements have expired.

5 At the Stations

5.1 Understanding our responsibilities during service disruption

- 5.1.1 Our aim is to ensure that station staff have access to information to enable customers to be to be kept abreast of the situation with the developments detailed as an evolving story. This is completed by improving the technology and communications infrastructure available.
- 5.1.2 Each of our ticket office windows is connected to the internet and has a dedicated PC separate from the ticket machine. Staff have access to the National Rail Enquiries and TfL websites and Live Departure Boards Staff Version. Tyrell messages are received by e-mail and a public CIS display replicator is also available in all ticket offices.
- 5.1.3 A guide has been produced for frontline staff, including station staff, outlining their role during disruption:



5.2 Customer Information Screens

- 5.2.1 If the integrity of information becomes poor, our Control teams may choose to overwrite train timetable information with a Core Message. Train running information is communicated by local station staff.

5.3 Announcements

- 5.3.1 Most station announcements are made automatically and are triggered by the CIS system. Our staff are briefed to make manual announcements during disruption to offer a more "personal approach". This is defined in the leaflet displayed above.

5.4 Station facilities

- 5.4.1 Station facilities (including ticket office opening hours and live departure boards) are available on our website:

<https://www.chilternrailways.co.uk/routes-and-destinations>

5.5 Station Help Points

- 5.5.1 Every station that we manage has at least one Help Point, most stations have more than one. At larger stations signage shows the location of Help Points. At the majority of our stations the Help Points are Yellow boxes located on station platforms in areas of high footfall. At Bicester Village, Islip and Oxford Parkway, the Help Points have 'Assistance' and 'Emergency' buttons. At other stations the Help Points have advice on emergency situations.
- 5.5.2 Help Point calls will normally be answered by fully trained staff at National Rail Enquiries. Staff will be aware of the originating station when answering a call, have full access to live train running (and disruption information) and have the ability to appropriately escalate calls that are unusual or require more urgent assistance (such as from

our Control Team). Most station announcements are made automatically and are triggered by the CIS system. Our staff are briefed to make manual announcements during disruption to offer a more "personal approach". This is defined in the leaflet displayed above.

- 5.5.3 Normally Help Point calls should be answered in less than 30 seconds. There may be occasions (such as during major disruption) when calls may take longer to answer. Should customers require the urgent assistance of the emergency services, they should call '999' from their mobile telephone.

6 On The Train

6.1 Information flow and information sharing

- 6.1.1 All on train staff, station security officers, dispatchers and platform hosts have smartphones. The phones all provide mobile access to the National Rail Enquiries and TfL websites and Live Departure boards (Mobile Staff Version). All the smartphones are equipped with TyrellCheck Mobile for receiving Tyrell messages from Control.
- 6.1.2 Network Rail are responsible for the communication of real-time information to our drivers during the course of the journey. On services north of Banbury we encourage our drivers and Train Managers to communicate with each other and share information.

6.2 Announcements

- 6.2.1 Our on train staff are encouraged to make manual announcements to keep customers updated and provide re-assurance. The trains that form our Mainline Silver services have recently been upgraded to allow automated announcements, so all of our trains now have a mixture of auto and manual announcements. Our guidance material details the aim to make announcements within two minutes of the train being stationary.
- 6.2.2 The majority of our services that operate south of Banbury are operated by a driver only (with no other staff on board). This means that customers are unlikely to see staff in this geographical area and drivers will generally make announcements to customers using on-board systems from the front of the train. The flow of information to train drivers is usually made through the Controlling Signaller, so there will occasionally be slight delays in the provision of firm information, depending on the cause of the delay and the extent of the disruption.

6.3 Face to face service

- 6.3.1 Extra reassurance is given where on-train teams are able to walk through the train and talk to passengers in person. Where this is possible, passengers do appreciate it.

7 After the Journey

7.1 Lost Property

- 7.1.1 Should customers lose personal possessions while travelling with us, they should report the loss via our website or using a LostProperty Form available from any staffed station:

<https://www.chilternrailways.co.uk/lost-property-online-form>

- 7.1.2 All on train staff, station security officers, dispatchers and platform hosts have smartphones. The phones all provide mobile access to the National Rail Enquiries and TfL websites and Live Departure boards (Mobile Staff Version). All the smartphones are equipped with TyrellCheck Mobile for receiving Tyrell messages from Control.

7.2 Onward Travel Information

- 7.2.1 Every station has a poster, generally located outside the main entrance, detailing onward travel options available (other than by train).
- 7.2.2 At Marylebone station, detailed information is available from the staffed Customer Information Point regarding detailed 'Alternative Route' travel information. At Wembley Stadium station, specific information is displayed detailing alternative routes to Marylebone, should circumstances dictate that our services cannot be used.

7.3 Correspondence and Feedback

- 7.3.1 Should customers be delayed by 30 minutes or more, they are encouraged to apply for Delay Compensation in line with the scheme detailed in our Passenger's Charter. The quickest and easiest way to submit a claim is via our website. Further information is available online at: <https://www.chilternrailways.co.uk/compensation>
- 7.3.2 Customers wishing to provide feedback may do so via the 'Contact Us' section of our website. In addition, Meet the Manager sessions are held regularly at principal stations and live Q&A sessions are regularly held on Twitter. Every station has a poster, generally located outside the main entrance, detailing onward travel options available (other than by train).

Should customers lose personal possessions while travelling with us, they should report the loss via our website or using a Lost Property Form available from any staffed station:

8 Internet, Social Media and Telephone

8.1 Website

8.1.1 Our website provides:

- Journey Planner
- Live Departure Boards
- 'How's My Train Running' disruption information
- 'Changes to Train Times' details of upcoming engineering works
- JourneyCheck Alerts, provided by Nexus Alpha, to notify passengers of disruption via email and SMS.

8.2 Telephone

8.2.1 Information by telephone is available to customers via our Customer Relations Team or via our Passenger Help Points (PHPs) at stations, answered by the NRE Help Point Contact Centre. See 5.5 above.

8.2.2 Regardless of where the calls are answered, all staff has access to Holding and Core Message information

8.3 Social Media

8.3.1 Use is made of social media, in particular Twitter and Facebook Messenger, to provide real time train running and other service information on demand. We plan to add Whatsapp functionality during 2021.

8.4 PIDD Compliance Monitoring

8.4.1 A Key Activities Processes and Controls – PIDD Compliance summary exists to document procedures and ensure compliance with the PIDD ACOP. This document is reviewed every period by the Customer Information Delivery Group to ensure that Chiltern Railways is compliant with the PIDD ACOP.

8.4.2 Chiltern Railways will conduct annual reviews to ensure that the company is compliant with the PIDD ACOP.

8.5 Reviewing Incidents

- 8.5.1 The Approved Code of Practice - Provision of Customer Information, also known as the PIDD ACOP, requires that we conduct regular reviews to monitor the effectiveness of the information flow from Control to frontline staff when CSL2 is declared. We will conduct a minimum of one CSL2 review every three months and one in depth review annually of a CSL2 incident through an independent party (usually another Train Operating Company) to feedback on the incident and deliver recommendations.

8.6 Review of Technology and Devices

- 8.6.1 An annual review will take place to review our technology including our apps and devices used by our frontline teams. This will assess the technology against the aspirations for a first class delivery of information. Mitigations will be detailed against any areas that are not met.

8.7 Live Information Review

- 8.7.1 To track other information during disruption, the On Call Marketing Manager tracks set information from other key sources. As well as viewing internal Chiltern information to ensure that the information is correct and relevant, the below are checked and reviewed via customer information delivery group.

9 2021 Workstream Review

9.1 In the past, a number of projects have been delivered which have improved the communications with our customers. This investment has seen the introduction in technology and people to deliver a measured improvement in passenger information during disruption.

9.2 Projects delivered:

- Following collaboration with Aston University and the Rail Safety and Standards Board, a training game and package has been rolled out to appropriate staff to help ensure a continuous improvement in the experience of our customers during times of disruption.
- Marylebone new way of working to enable a more fluid approach for the deployment of staff during disruption
- New customer relations system to gather feedback on customer information to drive improvements
- In early 2021 we upgraded the Customer Information System software to deliver a more versatile approach for information at stations during disruption.
- Website and mobile app upgraded to include easy access banner facility to display prominent information when disruption is planned or occurring.

9.3 2016/2021 Workstream Plan

PIDD Annual Plan

PIDD Area	Action	Detail	Target Completion
Overall Process	Aston University collaboration.	Review of communications, disruption management and PIDD with subsequent recommendations.	Completed
	Implementation of ATOC recommendations	ATOC recommendations to improve overall PIDD position and consistency across the industry.	Ongoing
Technology	Introduction of Tablets at Marylebone.	Tablets to be introduced at Marylebone for front line staff to use to receive information and disseminate.	Completed
	Customer Information Systems	Consider further software enhancements that will help further improve the deliver of automated disruption data and information at stations	Mostly Completed with further enhancements later in 2021.
	WIFI upgrade on all trains	Upgrade all trains to have free WIFI and enable customers to access information.	Completed
	GPS Positioning of trains	Report Live train positions to industry systems to improve quality of train running information during disruption and when running over non-Network Rail infrastructure (eg metropolitan Line)	Completed
Best Practice	Station disruption kits	Disruption boxes to be available at stations to have tools available to all staff for managing disruption at that location.	Ongoing development
	Disruption Leaflets	Disruption leaflets to be reviewed in line with current best practice from other TOCs.	Completed
	Review of apology posters post disruption	Review of when, what and where for our post disruption apology posters.	Jun-2021

Requirement in the PIDD ACOP	Cross reference to Chiltern Local Plan
General	
Service Disruption Thresholds & Customer Service Level 2	Section 6
The end-to-end PIDD process involving Network Rail/other suppliers should be clearly determined.	Section 9.1
Operations	
In the Control Room	Section 7
Issue of a Holding Message	Section 7
Mobilisation of Operations /CS response teams	Section 7.3/4
Alterations to train services	Section 7.5
Contingency plans	Section 7.6
Cause of the disruption	Section 7.7
Control Room immediate actions	Section 7.2
Customer Service	
Holding/Core Messages	Section 7.1
Alternative Routes and Ticket Validity	Section 8.1
Cheapest Ticket and Do Not Travel policies	Section 8.2
Other Railway Undertakings' passengers	Section 7.1
At the Station	
Grouping Stations Together	We do not group stations together for information.
Customer Information Screens (CIS)	Section 9.3
On the Train	
Information Flow	Section 10
Sharing Information	Section 10
Announcements	Section 10.2
Face-to-face customer service	Section 10.3
Internet, Social Media and Telephone	Section 11
Learning for the Future	
PIDD – Focused Incident Reviews	Section 11.5

9.4 Industry Recommendations

9.4.1 The following table details the rail industry action plan to improve the provision of passenger information during disruption (PIDD. It was developed through collaborative working between train operators and Network Rail. Below is our progress and timeline against the recommendations

PIDD-01	So that customers get the right level of information when there is disruption, the industry needs to specify good practice in the area of prominent warnings on websites (which cover local and multi-route disruptions) for incorporation into the “Good Practice Guide for providing Information to Customers” and TOCs then need to deliver the changes to desktop and mobile websites and Smartphone apps.	IDG
PIDD-02	To make sure that the most accurate timetable is reflected in real time customer information systems (that are powered by Darwin, of which there are over 450), TOCs need to make sure they have the right level of resource available, to provide a high proportion of known amendments, and strive to ensure that all known amendments, for changes made on the day, are communicated in a timely fashion into Darwin e.g., before the train is due to depart its origin station, or within 5 minutes of being cancelled once it has started its journey.	Ops. Council
PIDD-03	To minimise the chances of customers being offered incorrect journeys, and purchasing tickets for trains that will not run when there is disruption, the industry is committed to increase the number of suppliers who integrate the Darwin Timetable feed into their real time journey planners - and ticket issuing systems that offer journey planning functionality – in real time, with TOC channels being a high priority. This is to make sure that customers receive up-to-date information and are not offered cancelled trains in journey results – and therefore cannot book onto trains that will not run.	IDG
PIDD-04	For longer term disruptions (like Dawlish when the line collapsed during the storms in early 2014), the industry should develop and adopt a process for getting passenger information into downstream systems at the earliest, practical opportunity and for the duration of the disruption.	NTF-OG
PIDD-05	The Day A for B process needs to be formally communicated by Network Rail Operations to all Train Planning, Operations and Information departments so that all parties are aware of the timescales they need to work to in order for the process to be fully implemented.	NTF-OG

PIDD-06	The industry needs to develop a Day A for B checking process, within the TOC controls and NRCC, to make sure that, when the Day A for B process has been implemented, spots checks are made to give confidence that changes have been uploaded correctly to the timetable system and passed into all downstream information systems.	IDG
PIDD-07	To make sure that customers are aware of any disruptions that may affect the journey they are planning to take, all TOCs should integrate the National Rail Enquiries Disruption feed into the various parts of their website where customers can access journey information – this will include the ticket sales parts of their websites (and other relevant digital channels) as specified in the “Good Practice Guide for providing Information to Customers”.	CIS-DB
PIDD-08	Each TOC will implement a process whereby someone is sense-checking their own website - and other major websites which contain information about their trains - at a frequency appropriate to the level of disruption to make sure that what the customer sees makes sense and that the information being provided is consistent.	IDG
PIDD-11	To make sure information received about disruption is shared with all required parties, all TOCs should implement a process to make sure that the NRCC and other TOCs addresses are contained within the address books of their messaging systems, and that they are added to the correct recipient groups when sending information about disruption.	Ops. Council
PIDD-12	To make sure that staff and customers receive the information they require during disruption, the industry should develop a more streamlined and versatile method of providing the right information to the right people at the right time, based on staff and customer requirements..	CIS-DB
PIDD-13A	In order to make sure that communications to customers about disruptions are more meaningful and consistent, the list of revised reasons should be implemented within TOC messaging systems for onward dissemination to downstream free-text services (websites, alerts, social media etc.),	IDG
PIDD-13B	In order to make sure that communications to customers about disruptions are more meaningful and consistent, the list of revised reasons should be implemented in Darwin and downstream systems that take its real time train running information for dissemination to downstream customer information systems (station CIS, train PIS etc.)	IDG
PIDD-14	So that customers are better able to understand what is happening on the ground, and therefore make decisions about their travel plans, the evolving / changing story of the incident	IDG

should be made available to customers where practically possible.

PIDD-15	To increase customers' trust in the information they are being told when there is disruption; manual announcements should be made during disruption (at stations and on trains) alongside the current automated ones where the facility exists. For DOO trains, PIDD-39 (modifications to make remote announcement to passengers on the train via GSM-R) will need to be live to make this fully available.	NTF-OG
PIDD-16	The industry needs to reconfigure the current suite of automated announcements (both on stations and on trains) to remove the apology where repeated automated announcements would be broadcast.	NTF-OG
PIDD-17	When a journey is delayed to the extent that compensation is payable, (in line with the Compensation Toolkit) operators should make reasonable effort to ensure information is available which makes it clear that passengers can make a claim.	IDG
PIDD-18	Claim forms for compensation should be made easily available to passengers – on trains and on stations, where practical, and on all TOC websites (easily accessible, downloadable forms).	IDG
PIDD-19	So that customers are aware of disruptions, the industry needs to develop and implement a method of tying a customer's journey to the ticket they have purchased (where their journey and personal data is known) – in order to provide tailored information (e.g. emails/texts on delays/cancellations and invitations to claim compensation).	CB
PIDD-20	So that customers have visibility of information sources, to help them avoid the problem in the first place, the industry should promote the services that are currently available for customers to check for delays before they travel – for example Real Time Journey Alerts/ Smart Phone Apps – for example, on TOC timetable literature and on websites – and as part of PIDD-12 commit to review the current suite of services to make sure that they are fit for purpose.	CIS-DB
PIDD-23	All TOCs need to review the apps & devices made available to staff to ensure that they're fit for purpose (i.e. does the device have the right functionality and right level of mobile coverage for the location that the staff member works in?) for providing customers with accurate information and TOCs will write into their Local Plans to review on an ongoing basis.	Ops. Council
PIDD-24	The industry will update its processes to make sure that they include the requirement for staff to make announcements when the train comes to a stop between stations within 2	Ops. Council

minutes. This includes increased usage of "general call" announcements.

PIDD-25	Customers should not be forced to pay more because of disruption. In the eventuality that they are forced to pay more, 'no quibble' refunds should be provided.	CB
PIDD-26	Temporary fares that are put in place as mitigation for major disruption should be made readily available to customers to purchase in all ticket issuing systems. Those systems that do not have the ability to do this should be upgraded to make this possible.	CB
PIDD-28	To establish what might be done to improve the information at unstaffed stations, where there is currently no real time information provision (circa 500 stations), work needs to be done to identify solutions powered by Darwin, so that TOCs are aware what is available to them so that they can build the costs into future plans	CIS-DB
PIDD-28.1	All TOCs to advise their number of stations without any real time info (CIS)	IDG
PIDD-29	Ongoing quantitative research should be commissioned to measure the improvement in the quality of information during disruption for all train companies and that the results are published.	Ops. Council
PIDD-30	In order to facilitate the work required in PIDD-31/32, work needs to be done to develop a measure of Core Message quality.	IDG
PIDD-31	TOCs should monitor the quality of their own output for CSL2 incidents, and at least once annually should carry out an in-depth review of at least one CSL2 incident. This review should be carried out by an independent party (such as another TOC) and focus on customer impact including information and other customer service.	Ops. Council
PIDD-32	The industry should develop a standard for measuring Core Message quality, and each TOC should have its Core Messages audited against this standard by an independent party (such as another TOC) at least once annually.	Ops. Council
PIDD-33	Where practically possible, an estimate for how long the disruption will last should be provided. Where no estimate is available, the industry should agree the form of messaging to be used until a reasonable estimate can be given to customers.	NTF-OG
PIDD-34	Additional coaching should be provided for staff responsible for the production of Prioritised Plans (where there is a need) so that the plans are produced more quickly and are fit for purpose including in respect of duration and impact – and	NTF-OG

	added into the controller training and competence management process.	
PIDD-35	Network Rail needs to report the level of adherence to the production of Prioritised Plans by Control in order for compliance to be measured.	NTF-OG
PIDD-36	All TOCs should review the contents of their local Plans and CSL2 threshold definitions against the content of the new ACoP to ensure they are fit for purpose.	Ops. Council
PIDD-37	So that customers who use Social Media to contact a TOC about disruption are not ignored, all TOCs need to review how they service the information needs of these customers throughout the period they are running trains.	IDG
PIDD-38	So that customers receive consistent information about multi-TOC disruptions across all channels, industry-wide Social Media good practice for providing information needs to be captured and shared, whilst also taking into account individual TOC business needs.	CIS-DB
PIDD-39	So that TOCs can make manual announcements to customers on trains, including DOO operated services, the work previously done to ensure the GSM-R modifications are made, which will allow TOC controllers to make remote announcements to the train, will be delivered subject to costs.	NTF-OG
PIDD-40	All TOCs need to review their local Plans to ensure that they are reflective of the type of service they are running e.g. commuter / long distance / metro.	Ops. Council
PIDD-41	To increase transparency and accountability, TOCs should publish what they are doing under their local Plan issued under the ACoP, together with the ACoP itself and an annual progress report.	Ops. Council
PIDD-42	The Network Rail "Guidance Note for Control, Response and Station Staff: Information During Disruption" document should be published on the Network Rail website and an annual progress report provided.	NTF-OG
PIDD-43	The PIDD ACoP and the Network Rail "Guidance Note for Control, Response and Station Staff: Information During Disruption" should cross-reference each other.	NTF-OG
PIDD-44	TOCs and Network Rail should hold periodic cross-industry reviews of local plans in order to make sure they are up-to-date and also to share good practice. This should also include test events to make sure that the information dissemination processes are kept up-to-date and fit for purpose.	NTF-OG
PIDD-45	To help trigger the right cultural response this action plan will be circulated to all TOC and Network Rail Route MDs in order	NTF

for them to provide the right level of focus on PIDD within their businesses. This will promote high level leadership for the local delivery of the action plan.

PIDD-46	So that the industry can respond effectively to engineering overruns, contingency plans should be in place and TOCs and Network Rail should ensure that planning, control and passenger information functions are staffed appropriately when engineering work is taking place, including on the day before services are due to resume – which might include Christmas Day and Boxing Day.	NTF-OG
PIDD-47	So that accurate information can be provided to customers when short-notice timetable changes are necessary, the industry will actively explore options that would enhance its ability to, at any time of year, upload alternative timetables into Darwin on the day.	OPSG
PIDD-48	So that customers have access to the full details of their journey when there are engineering works, textual descriptions should explain what is being done and why.	OPSG
PIDD-49	TOCs and third party retailers should ensure that throughout the journey-selection and purchase process it is clear that the journey returned is not the normal one (examples include if there's a bus journey, if it's taking longer than normal; if the train's diverted from normal route; if the journey's to a different station than usual or if there's a reduced or significantly amended timetable etc.).	OPSG
PIDD-50	The industry needs to change the way it communicates suicides on the railway. Instead of the current phrase "person being hit by a train", a change will be made to take account of the recent Transport Focus and Samaritans research. The Industry have agreed to adopt the new phrase "emergency services dealing with an incident", to communicate suicide incidents on the rail network.	IDG

Appendix A: References and Definitions

References

None

Definitions

ACOP	Approved Code of Practice
CSL2	Customer Service Level 2
NRPS	National Rail Passenger Survey
PIDD	Passenger Information during Disruption