

# Passenger Information During Disruption. Local Delivery Plan

June 2022, Issue 4



# Document control.

<b>Version:</b>
Issue 4, June 2022
<b>Changes to this version:</b>
This version is an updated plan produced for Arriva Rail London who will operate the London Overground on behalf of Transport for London.

# Contents.

<b>1. Introduction</b> .....	4
<b>2. Our approach</b> .....	5
In control .....	7
At our stations .....	9
On our trains.....	11
<b>3. More Information</b> .....	12
<b>4. How we measure</b> .....	14

# Introduction.

**We aim to maintain high levels of customer satisfaction with the information we provide during service disruption.**

This document provides an overview of the arrangements that Arriva Rail London (ARL) has in place to deliver information to customers during service disruption and a summary of the ongoing workstreams to improve our customers' experience during disruption.

Our arrangements are designed to comply with the current version of the Rail Delivery Group (RDG) Approved Code of Practice for Passenger Information During Disruption (PIDD ACOP) to the extent applicable to a Metro railway. Cross-reference to the key requirements of the PIDD ACOP is made in Appendix B and to the rail industry action plan in Appendix C.

ARL reviews these arrangements on an annual basis or whenever an update to the PIDD ACOP is published.

We have developed 10 key principles which provide a high-level view of our approach to managing service disruption. Our current principles are shown in the diagram below.

1. We will keep customers informed of the 'Problem', 'Impact' and 'Advice'	6. We will reassure customers with regular announcements on stations and trains
2. We will provide a disruption warning in all locations where our customers need them	7. We will consider the impact of disruption on our older and disabled customers
3. We will make alternative route information readily available as early as possible	8. We will act to avoid long waiting times on platforms when no trains are available
4. We will ensure that electronic information sources are accurate and up to date	9. We will provide an impartial service to all customers, regardless of their travel choice
5. We will be visible, available and happy to provide assistance to customers	10. We will try to reduce the inconvenience caused to customers during disruption

**Figure 1.** Our 10 key principles for effectively managing service disruption

## Our approach.

The arrangements within this document apply whenever CSL2 (Customer Service Level 2) has been declared. Our thresholds for declaring CSL2 are based on our delay matrix, which has been agreed with Transport for London (TfL) and uses the line statuses that are common with other TfL modes. These line statuses and an explanation of their meaning is shown in the table below.

Line status & definition	Criteria (these can vary by line of route)
<b>Good service</b> Trains are running normally	
<b>Minor delays</b> Trains are running but with short delays	<ul style="list-style-type: none"> <li>• A train is at a stand for more than 10-15 minutes</li> <li>• A train is running more than 15 minutes late</li> <li>• A train is cancelled or terminated short of its destination</li> <li>• One or more trains are not calling at a station on a line of route</li> </ul>
<b>Severe delays</b> Trains are running but with longer delays. Overcrowding and short notice changes are likely	<ul style="list-style-type: none"> <li>• A train is at a stand for more than 20-30 minutes</li> <li>• A train is running more than 30 minutes late</li> <li>• Multiple trains in one direction are cancelled or terminated short of its destination</li> <li>• There is a gap in service of around twice the line frequency</li> </ul>
<b>Part-suspended</b> Trains are running but not to all stations. Overcrowding and short notice changes are likely	<ul style="list-style-type: none"> <li>• Network Rail has closed part of a line of route to all train movements for at least 15 minutes</li> <li>• The part of the line is expected to remain closed for at least 30 minutes</li> </ul>
<b>Suspended</b> Trains are not running.	<ul style="list-style-type: none"> <li>• Network Rail has closed all of a line of route to all train movements for at least 15 minutes</li> <li>• The line is expected to remain closed for at least 30 minutes</li> </ul>
<b>Do Not Travel</b>	<ul style="list-style-type: none"> <li>• If our network experiences extreme circumstances that restrict our ability to operate our service. This will only be implemented following authorisation from an on-call Director</li> </ul>

# In control.

In our 24 hour Operational Centre the Control team are led by the Duty Control Manager is responsible for declaring CSL2 and leading the response to service disruption, which includes all communication requirements.

Disruption warning	Holding message	Core message
<ul style="list-style-type: none"> <li>• First warning sent at start of incident if there is time</li> </ul>	<ul style="list-style-type: none"> <li>• Sent within 10 minutes of incident with all available information</li> </ul>	<ul style="list-style-type: none"> <li>• Regular message updated every 20 minutes</li> </ul>

Our core method of communication is through various systems which provide frontline staff and managers, other Train Operating Companies, Transport for London, National Rail Enquiries and external media groups. Transport for London and National Rail Enquiries use this information to broadcast information via their communications channels as in the 'More Information' section on page 8.

The communications model is composed of three elements.

Problem	Impact	Advice
<ul style="list-style-type: none"> <li>• Reason for delay</li> <li>• Location</li> </ul>	<ul style="list-style-type: none"> <li>• Current line status</li> <li>• Impact on journey</li> <li>• Likely duration</li> </ul>	<ul style="list-style-type: none"> <li>• General advice</li> <li>• Alternative routes</li> </ul>

## Describing the problem

When describing the problem, we use industry-agreed reasons (as prescribed by the industry's Information Development Group) to ensure that common language is used across the industry and provide locations using customer-friendly terminology (i.e., station names rather than railway locations). However, this may not be possible when using particular systems with restricted functionality or when providing information to third parties who may use their own language to describe delays.

## Describing the impact

When describing the impact, we seek to use simple terminology to ensure that customers can make an informed decision regarding their journey. We will always provide an estimate of the expected duration of disruption, unless circumstances or available information prevent us from doing so.

### Providing advice to customers

We have tailored our customer and staff advice to suit each of the line statuses in our delay matrix. Our current general guidelines on providing customer advice are shown in the table below.

Delay status	Advice
Good service	Travel as planned
Minor Delays	Expect slightly longer journey times
CSL2 statuses	Consider using alternative routes
Do not travel	Arrival at their destination cannot be guaranteed. Avoid all non-essential travel

### Customer Information Systems

Our Control team are responsible for maintaining the accuracy of customer information systems (CIS) whenever cancellations and alterations are necessary or whenever delays to trains become known. However, there are times when our Control teams can become overwhelmed by the large number of cancellations and alterations which occur during service disruption, preventing us from displaying accurate individual train information to customers. If information integrity becomes poor for any reason, we may choose to overwrite train timetable information with an information message and/or replace real-time information with the standard timetable.

Where an emergency timetable has been authorised under the industry's Day A for Day B process (for example, extreme weather conditions such as heavy snow). Control is responsible for checking that amendments to the train plan have been downloaded correctly from Network Rail overnight. This is carried out as part of the standard CIS checks undertaken every day, with any errors corrected using Darwin workstation and/or CIS systems.

### Public Announcements

Control are responsible for the general announcements at stations every 5-10 minutes during disruption mentioning the problem, impact and advice. the station staff will be responsible for any local announcements made.

## Contingency Plans

We have a flexible approach to ticket acceptance and will provide it to any operator who requests it during service disruption. As part of our membership of the joint industry ticket acceptance arrangement, Control is responsible for monitoring incoming messages from members of the scheme and conveying National Rail ticket acceptance information to our staff.

We have operational contingency plans, forming part of our Control Manual on the company intranet, which are designed to reduce the inconvenience caused to customers during disruption. Our key contingency plans are as follows:

- Operational contingency plans - Individual plans for each of our lines of route, agreed with Network Rail and/or other train operators; these provide clear guidance to our Control team regarding the services we can operate when access to infrastructure is restricted
- Stranded trains procedure – This procedure provides guidance to our Control team regarding the process to be adopted if a train is stranded as well as information for the support teams who may be asked to attend the incident
- Defective on-train equipment procedure – These plans provide guidance on managing defects to equipment on our fleet
- Incident response procedure – These plans provide guidance on how to respond to various types of incidents which may affect our network, helping to minimise disruption
- Key route strategy – These plans, which include emergency timetables, provide clarity regarding the services we will operate during extreme weather conditions when access to infrastructure may be limited

The decision to implement these contingency plans is taken by Control in conjunction with the relevant Network Rail Control.

Control will also implement the On-Call Procedure contacting the relevant parties to inform them of the disruption.



## At our stations.

Our stations are staffed every day from 15 minutes before the first train until 15 minutes after the last train. Staff are visible, available to provide assistance to customers during disruption as we know that customers value the opportunity to speak to a human being when things go wrong.

We aim to provide a disruption warning across all locations at the station to ensure that customers can make an informed choice regarding their journey. We employ the following methods at our stations to provide an initial warning to our customers:

- Electronic service update boards (eSUB) – We provide the status of each of our lines to London Underground’s Control Centre (LUCC) who update the London-wide service update board systems for websites, stations and third-party users.
- Manual service update boards (SUB) – We provide whiteboards at stations which are regularly updated with route level line status information
- Posters – Our suite of disruption posters provides a clear warning to customers. We encourage our staff to display a disruption warning poster, information poster and alternative route poster in a visible location at the entrance to each station.
- Our frontline staff at stations have access to tools (for example, mobile devices) which provide information from Control as well as access to the wider sources of information in the public domain. Network Rail is responsible for the communication of real-time information to our Drivers during the course of the journey.
- We also broadcast messages via the public-address systems where such equipment is available and encourage our staff on the ground to supplement these with tailored local information where possible. These should follow the Core Message Communications Model as shown below.

Next train delay	Holding message	Core message
<ul style="list-style-type: none"> <li>• Local PA at stations for delays over 10 minutes.</li> <li>• Immediately and then every 5-10 minutes until train arrival</li> </ul>	<ul style="list-style-type: none"> <li>• Local PA at stations given at first sign of problem</li> <li>• Immediately and then every 5-10 minutes until train arrival or CSL2 is declared</li> </ul>	<ul style="list-style-type: none"> <li>• Local PA at given if CSL2 is declared</li> <li>• Every 5-10 minutes until CSL2 cleared</li> </ul>

Within our Station Management Team, we are committed to ensuring that our Station Delivery Managers are on the network to support our frontline teams and lead on our response to managing service disruption on the ground during these busy periods.

Our Revenue Protection Team can also be withdrawn from their duties if required to support our frontline staff and customers.

We will seek to deploy our Customer Action Team to assist front line staff with delivery of information and advice to customers. This consists of fully trained and locally inducted volunteer staff from management and administrative roles who can go to specified locations during disruption short notice.

If a line of route is suspended and no trains are expected to run, we encourage our staff to close off platforms or prevent access to the compulsory ticket area beyond ticket barriers. Some of our stations are equipped with permanent tensile barrier equipment and all our stations have 'Disruption Kits' with barrier tape and loud hailers for our staff to use for this purpose.

## On our trains.

Our trains are operated in 'Driver Only Operation' (DOO) mode, so we do not routinely deploy staff within the passenger accommodation on board our trains. However, we do have mobile Revenue Security Officers who are equipped with smart devices to assist with any queries on board.

In a situation where a train has been stranded, our Control team may decide to send a support team to the train, depending on the circumstances, to support the Driver and to provide assistance to customers on board.

Drivers are trained and encouraged to supplement the automated announcements to keep customers updated and to provide reassurance, shown below is the model they use.

Train at a stand	Terminating short	Journey resumes
<ul style="list-style-type: none"> <li>• Within 30 seconds if possible then every 2–5 minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Within 2 minutes of decision</li> <li>• On arrival at interchanges and final destination</li> </ul>	<ul style="list-style-type: none"> <li>• Within 2 minutes of the train moving</li> <li>• On arrival from interchanges</li> </ul>

## More information.

### Information on disruption

ARL does not operate a customer website, telephone enquiry service, alerting facilities or social media for the London Overground network but we provide information to both Transport for London and National Rail Enquiries for inclusion in the following information services:

### Transport for London

- Customer Services Team – **0343 222 1234**, 08:00-20:00 seven days a week.
- Customer website and mobile site; journey planner; service update boards (live line statuses); e-mail updates.
- **@TfL** Twitter channel
- Download the TfL Go App

### National Rail Enquiries

- Customer website, mobile site and mobile app; journey planner; live departure boards
- Alerts can be set up via this link  
[https://www.nationalrail.co.uk/times\\_fares/208333.aspx](https://www.nationalrail.co.uk/times_fares/208333.aspx)

### Alternative Routes

Alternative Route Map can be found on the link below. Station staff will also be on hand at your station to help advise you on alternative routes.

[https://www.nationalrail.co.uk/static/documents/content/routemaps/LO\\_NLL\\_alt\\_routes.pdf](https://www.nationalrail.co.uk/static/documents/content/routemaps/LO_NLL_alt_routes.pdf)

### Ticket Acceptance

Our alternative route plans are linked to the rail industry's joint ticket acceptance agreement, which provides automatic ticket acceptance for National Rail ticket holders on all National Rail TOCs and London Underground services for a minimum period of 90 minutes on delivery of a CSL2 Core Message via our customer information system. Ticket acceptance is currently arranged by telephone for Docklands Light Railway, London Trams and London Buses.

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 for the journey they undertake. London is well-served by alternative bus and rail routes, but in the following circumstances we may arrange alternative transport:

- Cancellation of the last trains on any line of route
- Suspension of services at Carpenders Park where a rail replacement bus shuttle service can be operated to and from Bushey to connect with West Midlands Trains and London Buses services. This is subject to the availability of local transportation.
- Suspension of services for more than 3 hours between Willesden Junction and Shepherd's Bush or between Watford Junction and Harrow & Wealdstone This is subject to the availability of local transportation.
- Suspension of services for more than 3 hours between Southbury and Cheshunt

Our customer care policies are designed to reduce the inconvenience caused to customers during disruption. Our key policies are as follows:

- Cheapest ticket policy – We aim to ensure that customers purchasing National Rail tickets are not penalised by being charged more for their tickets during service disruption than they would expect to pay if services were running normally.
- Compensation policy – We aim to ensure that customers can receive compensation when they are delayed for reasons within our control by 30 minutes or more on London Overground or arrive at their National Rail destination over 60 minutes late on a through journey.

### Passenger Assistance

We ensure that staff are available at stations to assist our older and disabled customers if they pre-book assistance and/or identify themselves to our staff on arrival at the station (turn up and go). During service disruption, this assistance can include the following:

- Changing platforms during short notice platform changes
- Providing accessible alternative transport if alternative routes are inaccessible

If they have pre-booked assistance they would need to contact TfL by calling **0343 222 2000** ([TfL call charges](#)) Open 08:00–20:00 every day (except Christmas Day) or they can turn up at the station and a member of staff will assist with alternative arrangements.

## How we measure.

Our Passenger Information During Disruption Document is reviewed annually by all relevant parties.

Communication Controllers are responsible for undertaking an annual review of our communication systems to ensure that the information and data contained within them remains up to date. This review includes:

- Reviewing address books to ensure that all necessary recipients are included
- Reviewing the content of pre-templated messages to ensure that all information remains accurate and up to date

As a Concessionaire, operating the London Overground network on behalf of TfL, ARL is subject to an independent customer satisfaction regime which measures and monitors the perceptions of our customers. Along with the insights we receive from our customers via the TfL Customer Contact team, we intend to use these together to track the satisfaction of our customers and determine any future actions to improve our performance.

We review messaging compliance, meaning that we check when our messages have been sent and what they stated is factual and helpful.

As a business we also gain feedback from our frontline team so that we can continuously improve the way that we work.

### **Customer Satisfaction Survey (CSS)**

TfL commissions an independent survey of customer satisfaction every quarter across all its modes, including London Overground. As part of the Customer Satisfaction Survey (CSS), customers are asked a direct question regarding information during disruption on stations and trains, rating their level of satisfaction on a scale from 0 to 10 where 10 represents extreme satisfaction and 0 represents extreme dissatisfaction. A mean (average) score is calculated out of 100 for the network as a whole.

We use the following CSS measures to track our performance:

- Information provision (station) – This provides the average level of satisfaction with information at stations
- Information provision (train) – This provides the average level of satisfaction with information at trains

### **Customer feedback**

TfL Customer Contact team collates complaints we receive regarding the provision of information. Each quarter, we review the customer feedback we receive to understand how our customers feel about the information we provide during disruption and determine our key focus areas for the next quarter.

### **Performance data**

Each period, we review the severity of disruption using the Cancellation and Significant Lateness (CaSL) figures, which give us a good understanding of the impact of any given period's disruption on our customers and ways to which we can improve the customer journey.

CaSL is defined as the percentage of passenger trains which are cancelled in part or full, or which arrive at their final destinations 30 or more minutes later than the time shown in the public timetable.

© 2022 Arriva Rail London Ltd.  
The use of copyright on this material is to protect the interests of Arriva Rail London and prevent unauthorised use.

Copying or sale of this document or use as part of a training scheme for commercial advantage is not permitted without the express permission of Arriva Rail London.