

# Passenger Information during Disruption Northern Local Delivery Plan

Date	26 <sup>th</sup> April 2016
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## Contents

1	Abbreviations and Definitions
2	Background
3	Purpose
4	Scope
5	Aims and Objectives of Northern PIDD Local Delivery Plan
6	Interface with Other organisations and Network Rail
7	Compliance
8	Key Requirements
8.1	General
8.2	Operation
8.2.1	In the Control Room
8.2.2	Mobilisation of Operations and Customer Service response teams
8.2.3	Alterations to train services
8.2.4	Core Message Detail
8.2.5	Customer Advice
8.3	At the Station
8.4	On the Train
8.5	Internet & Social Media

## 1. Abbreviations and Definitions

PIDD	Passenger Information During Disruption
CSL2	Customer Service Level 2
ORR	Office of Rail and Road
ATOC	Association of Train Operating Companies
ACOP	Approved Code of Practice
TOC	Train Operating Company
CIS	Customer Information Screen
LLPA	Long Line Public Address system
NRCC	National Railway Communications Centre
NRES	National Rail Enquires Service
NPRS	National Passenger Rail Survey
Holding Message	Known as the "Initial Message" throughout this document
STSC	Senior Train Service Controller
CSC	Customer Service Controller
DCM	Duty Control Manager

## 2. Background

Feedback from customers consistently tells us that the flow of information about train services that are experiencing disruption is a priority for them and is an area we need to focus on more strongly. Whilst it is recognised the Northern have the responsibility for managing their relationship with their own customers, the interconnected nature of the rail industry dictates that a coordinated approach to the provision of passenger information during major delays/disruption is appropriate and important.

Passenger Information during Disruption (PIDD) aims to help Railway Undertakings address these issues in a broadly consistent manner.

### **3. Purpose**

This document sets out high-level guidance about generic good practice in the provision of information to customers during disruption. It provides all customer service engaged staff for Northern a framework that they can tailor according to local circumstances.

### **4. Scope**

This document and the ACoP for PIDD will apply to all Northern personnel especially those responsible for the delivery of customer services.

### **5. Aims and Objectives of Northern's PIDD Local Delivery Plan**

This document aims to provide a framework for Northern personnel to enable the timely and reassuring provision of correct and consistent information to customers during major disruption and delays so that they can make well informed and educated travel decisions.

In addition to system based solutions of varying types, it is the commitment of Northern's customer facing teams – and crucially those supporting and feeding information to them – that is of absolute importance in the success of Northern's PIDD local delivery plan.

### **6. Interface with other organisations and Network Rail**

Northern and Network Rail have a duty to work closely together and co-operate over all aspects of passenger information, including but not exclusively during periods of disruption.

Information from the site of an incident forms the key initial stage in the information chain. Network Rail takes the lead role at all operational incidents and has procedures setting out their response to such incidents, including how they relate to passenger information.

The ability of Northern to provide consistent and timely information to passengers during disruptive incidents – as detailed in the Local delivery plan – is heavily dependent on the flow of information from Network Rail, particularly in reference to:

- estimates and information from the site of an incident/disruptive event;
- cause of the delay; and
- production of plans for the restoration of services.

Station Facility Owners (SFO) are also required to work with other TOCs and co-operate in the dissemination of information in a non-discriminatory way that looks after passengers' needs regardless of train operator.

### **7. Compliance**

Adherence to this Local Delivery Plan will ensure that PIDD and its principle components are delivered to Northern's customers.

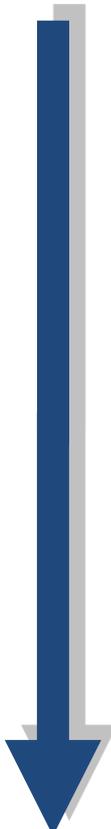
### **8. Key Requirements**

This section breaks down the effect of disruptive incidents and the actions to be taken into functional sections. All are ultimately important in the provision of information to passengers but by breaking them down, functions are able to focus more closely on their own deliverables whilst retaining an understanding of the overall scene.

## 8.1 General

Our customers continue to tell us that accurate and timely information is crucial to their journey experience. Customers need clear and accurate information about anything affecting the normal running of the train service as soon as possible so that they can make informed decisions about how best to continue their journey. By keeping customers informed without them having to ask, they are reassured that we care about them. Northern must make sure that customers are kept well informed in a timely manner, especially when things go wrong or during service disruption.

### Northern levels of disruption or service status –

Disruption	Northern Service Status	Definition	Customer Service Level Status
	Good Service	Service Running Normally	Customer Service Level 1
	Minor Disruption	Incidents that are anticipated to last for more than one hour.  Example: Line Blockage	Customer Service Level 1  Controller's discretion may be used to increase these incidents to Customer Service Level 2 depending on the number of services involved in disruption or the number of customers affected.
	Major Disruption	Any incident that is anticipated or is expected to cause a line blockage. Either for an incident where no estimate for the resumption of service has been provided within an hour or an incident expected to last beyond 2 hours.	Customer Service Level 2 is a mandatory requirement.  During extreme and prolonged incidents with a major customer impact then CSL2 BLACK should be called.

## 8.2 Operations

### 8.2.1 In the Control Room

Northern Control is central to the provision of good passenger information. Information is an integral part of the Control room's primary function, either during periods of perturbation or otherwise, and the following information-critical requirements are important:

## 8.2.2 Mobilisation of Operations and Customer Service response teams

The Control Room is responsible for engaging/mobilising TOC operational/technical resources along with additional customer service response employees to enable customers to be looked after appropriately.

### On-call Response to major disruption

During major service disruption or Customer Service Level 2 or Customer Service Level 2 Black incidents the following on-call managers will be contacted or mobilised by the Northern Duty Control Manager.

#### Gold On-call

## 8.2.3 Alterations to train services

Any alteration to the timetabled train plan should be made available on information systems as quickly as possible. Northern Control manages a number LLPA and CIS information systems, some of which have a variety of limitations.

It is worth noting that 172 of Northern 474 stations have no information systems. For these locations the provision of information via Station employees where provided and via Conductors is critical.

### Contingency Plans

The Head of Control is responsible for ensuring that Northern is represented at the Network Rail joint contingency plan review meetings and that the plans will be reviewed and agreed for all timetable changes at the review.

Network Rail will implement pre-agreed contingency plans and advise Northern of the access available. Where a number of operators are affected, Network Rail will hold a telephone conference to discuss the implementation of the contingency plans, estimates for the length of disruption and the return to planned normal working in accordance with Service recovery arrangements.

### Cause of the disruption

Northern's controls are both co-located in York and Manchester with Network Rail and other TOCs. Network Rail has responsibility for the management of all incidents and the delivery of a prioritised plan. It is agreed that Network Rail will provide details of the incident causation to all affected operators and once agreed, this will provide the information used in the provision of information to customers thus providing one version of the truth through the downstream messaging sent on to station and on board employees.

### Control Room immediate actions

Upon receiving advice of an incident that is likely to affect normal train running, the Control will ensure that this information is shared with Network Rail and that all relevant Controllers are made aware. A flow chart detailing the immediate actions can be located in Appendix A of this document. The process outlined in Appendix B will be followed once CSL2 has been declared.

## 8.2.4 Core Message Detail

When an incident occurs that is anticipated to trigger the implementation of CSL2, an **Initial Message** should be issued by Control within 10 minutes. Initial Messages are designed to give early advice that disruption is occurring and that delays may occur. This will encourage passengers and employees to be alert for further information.

When CSL2 has been triggered the core message will be updated every 20 minutes and will include following information:

### **Internal Information**

The **Core Message** Key pieces of information:

- The Problem- including any infrastructure issues
- The impact on services
- The anticipated length of the disruption
- The advice for customers
- Details of how to gain further information on train running
- Information regarding when the next update will be sent

## **8.2.5 Customer Advice**

### **Alternative Routes and Ticket Validity**

Passengers should be provided with sufficient information to make informed decisions about alternative arrangements during service disruption and should also be aware of what alternative trains/routes their tickets will be accepted on. Should major delays / disruption occur and CSL2 be implemented, Northern Control will provide regular updates (core messages) which will include customer advice including alternative routes available, alternative transport provided and any ticket acceptance agreements with other operators.

### **Ticket Acceptance / Cheapest Ticket**

During disruption, Northern will agree to accept other Train Operating Companies tickets to allow passengers to travel for up to 90 minutes after the declaration of CSL2 without a formal request and will extend this time subject to a formal request and any other incidents affecting train running. If a passenger indicates that they intended to travel on the disrupted route where a cheaper fare applies then the cheaper fare will still apply. This will ensure that passengers do not have to pay a higher ticket price for their ticket on the day of travel because of disruption to the service they would have caught.

When ticket acceptance is agreed between Train Operating Companies, information will be sent out from Control to advise which lines of routes other TOC's tickets will be accepted.

### **Delay Repay**

For services which have been delayed over 30 minutes or where multiple cancellations on a line of route are likely to delay a customer's overall journey by 30 minutes or more, customers should be made aware both through station CIS and ontrain announcements of their right to compensation and referred to the online claim form on the Northern web page .

The Delay Repay scheme states:

- Our Customer Promise provides for compensation to customers who are delayed by 30 minutes or longer on their journey.
- You can claim Delay Repay if one of our trains is late or cancelled and as a result you get to your destination station more than 30 minutes later than scheduled.
- If you wish to make a claim under our delay repay initiative, please retain your travel ticket and complete the delay repay form which is available at [northernrailway.co.uk/delayrepay](http://northernrailway.co.uk/delayrepay)

Leaflets are also available at all stations.

### **Do Not Travel policy**

It is recognised that at times of severe disruption it will be necessary to give passengers and intending passenger's clear warnings about the level or disruption that they may have to face. In extreme circumstances this may require passengers to be advised not to travel.

Advice to passengers not to travel is only issued in the most extreme circumstances.

In the event of a ‘**Do Not Travel**’ message being issued:

Control office: will advise customers via the NRCC and on station information systems where available.

Control office: will advise all Northern employees via the appropriate methods

The on call communications will update the Northern website, social media and arrange for a press update. They will also advise relevant stakeholders sharing information for their own customer channels. The On Call Communications will also be responsible for internal briefings that are not directly related to incident management or operational requirements. Depending on the timing and duration of the incident they will also prepare and distribute travel advice posters to stations.

### **8.3.0 At the Station**

Northern directly operate 477 stations, which range widely in the number of facilities that they offer to the customer. These range from fully staffed locations, complete with full CIS and public address, to isolated rural locations which are equipped with little more than a help point, whilst a number of stations have no information systems at all.

### **8.4.0 On the train**

Northern conductors are supplied with smart phones and are connected to Tyrell Check. Tyrell Check in turn provides our conductors with information messages from Northern Control and the controls of all other TOC's operating within and around the Northern area.

There are journey planning options to assist with onward connections and Rainbow Boards indicating the current running status of each TOC. There is a quick reference display to check the current CSL2 status of other TOC's and all messages can be filtered by route or TOC.

### **8.5.0 Digital and Social Media**

Northern's Social Media team will take the lead in keeping customers informed via our social media channels (Twitter and Facebook).. They operate from 0600-2200 Monday – Saturday and 0800 – 2000 on Sundays. During significant disruption we have the flexibility to operate for longer hours.

In the event of significant disruption, the Communication On Call (or Media Manager during office hours), in conjunction with the Head of Communications will decide whether it is appropriate to replace the promotional messages on the home page of the website with a prominent travel advice message. This change is particularly relevant when disruption is likely to be widespread or prolonged – e.g. bad weather.

KEY

	Completed		On Track		N/A or under review		Not compliant and over due
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Black - Complete White - No submission NA - Not Applicable Red - Issue unresolved Amber - Issue but mitigation in place Green - On track		NORTHERN				
PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments
						LAST UPDATED 06 <sup>th</sup> JULY 2016
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	Mar-17		Jan-17	CURRENTLY Rainbow Boards are now on our landing page to indicate good, medium or poor service disruption. Good services are grouped together. This links to the Northern Journey Check site for more in-depth detail. We do have the option on the web to include a banner on the home page of the website when services are disrupted. We now have control of this. Northern have agreed that new picture templates will be used when CSL2 Black is declared. As from 1 <sup>st</sup> April templates no longer valid on new web page these have been replaced with a new template that removes marketing information and ensures that the focus of the front page is on disruption information. A new app is in development for launch early 2017 and the specification for PIDD recommendation 001 has been included.
PIDD	Recommendations	Delivery	Industry	Northern	TOC	

ref. No.		Group	Deadline		completion date	Comments
PIDD-02	<p>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.</p>	Ops. Council	May-15		Apr-15	<p>LAST UPDATED APRIL 6th 2016</p> <p>Compliant. A new instruction sent to Northern Controllers June 2016 to make sure that information following a service change is communicated first to the Customer Information Controllers in order to make sure this is compliant following recent reviews of information at Leeds station.</p>
PIDD-03	<p>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.</p>	IDG	Mar-17		Mar-17	<p>In order to gain compliance to this Northern has set up a specific project group that will be headed up by Stephen Bond. Next update July 2016. It is currently programmed that all ticketing systems will be compliant with this recommendation by the 12/1/17</p>

PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments LAST UPDATED July 6th <sup>th</sup> 2016
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	Aug-15		Aug-15	Compliant
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	May-15		May-15	Compliant All Northern controllers were briefed on the process and is included in the Customer Information Process Manual
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	May-15		May-15	Compliant This is written in to the Customer Service Controllers role and documented in the Customer Information Process Manual. Last tested in June2016 for Buxton line disruption and changes to Settle Carlisle

PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments LAST UPDATED JULY 06 <sup>th</sup> 2016
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	Mar-17		Aug-16	We are aiming to become the second TOC compliant (both Arriva TOC's and a year earlier than required). Live journey Check page checked in June2016 this service is still not available. Update <u>MUST</u> be provided by July 2016 PIDD Meeting
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	May-15		Apr-15	Compliant This is written in to the Customer Service Controllers role and documented in the Customer Information Process Manual. The manual is being reviewed July 2017 and will be re-published August 18.

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	Oct-14		Apr-15	Compliant This is written in to the Customer Service Controllers role and documented in the Customer Information Process Manual. The manual is being reviewed July 2017 and will be re-published August 18.
PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments LAST UPDATED July 6th 2016
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	Mar-16		Mar-16	COMPLIANT This has been achieved using Journey Check for customers and Tyrell Check for internal colleagues. Both systems allow the user to tailor the information to their specific requirements
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	Dec-15		June- 17	As part of the new franchise Northern is looking at the many suppliers currently in use in order to provide a single Northern system The project has kicked off mid June 2016 and the Station Improvement Board now meets weekly. The TOC completion date is provisional with a few a view to decrease it as the more information from the board is discussed.

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	TBC		June-17	As part of the new franchise Northern is looking at the many suppliers currently in use in order to provide a single Northern system The project has kicked off mid June 2016 and the Station Improvement Board now meets weekly. The TOC completion date is provisional with a few a view to decrease it as the more information from the board is discussed.
PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments LAST UPDATED July 6th 2016
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 should be made available to customers where practically possible.	IDG	Dec-15		Jun-15	Compliant This is written in to the Customer Information Process Manual. The manual is being reviewed July 2017 and will be re-published August 18.

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	Mar-17		Mar-17	Currently being worked on with the PIDD sub/sub group with a view to following the 2-4-6-8 conductor style implementation for stations. New conductor training courses which started March 2016 already include a full PIDD education day and this incorporates PIDD 15. Additional PIDD ambassadors are being introduced at all depots from August 2017 and recruitment is complete with training scheduled for July 2017. Northern are currently learning the functionality of the GSM-R from a customer information viewpoint with a view to using it in a future control structure.
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	Mar-16		Jun-17	Although marked as compliant by ATOC originally because we can switch announcements off this is not the reality of what will happen except for larger stations like Manchester Victoria. Smaller stations are reliant on the announcements often as the only way of delivering information. Northern has questioned whether removing the apology section is actually the correct way forward and whether it really does benefit our customers, instead we would prefer to implement a software change which highlights where repetitive announcements are being played therefore allowing operators to target this with live or manually recorded information. This idea has been floated with ATOC and the ORR and we intend to write this software in to a future ITT to develop a single system.
PIDD ref. No.	Recommendations	Delivery Group	Industry Deadline	Northern	TOC completion date	Comments LAST UPDATED APRIL 20 <sup>th</sup> 2016

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	May-15		May-15	<p><b>Compliant</b></p> <p>This is written in to all Conductor Courses and station courses will follow. Control add Delay repay information to all messages that they feel will possibly reach thresholds and existing conductors are being re-briefed through the existing safety brief and encourage to make announcements on the train.</p> <p>CIS messages reflecting Delay Repay have been added to trigger as required.</p>
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	May-15		May-15	<p><b>Compliant</b></p> <p>Update July 2016 all stations have the forms available to them. Conductor courses are encouraging conductors to carry a specific script to advise customers how to claim online or where to pick up a form. An easy to remember URL has been developed to make it easier for customers to locate.</p> <p><a href="http://www.northernrailway.co.uk/delayrepay">www.northernrailway.co.uk/delayrepay</a></p>
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	Mar-19		Mar-19	

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	Oct-15	Oct-15	Compliant
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	May-15	May-15	Compliant Current reviews of apps and Tyrell Check have taken place. June 2016. New Tyrell Check update commissioned and due to be released July 2017 this will cache all messages sent to the device and is a direct result of reviews and feedback from frontline teams who could not access data when they went out of Network Range. We have also implemented on June 2017 and auto connection to Tyrell for ontrain WIFI and WIFI hot spots recently installed at some stations.
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 minutes. This includes increased usage of “general call” announcements.	Ops. Council	Mar-16	Jun-15	Compliant All conductors briefed on 2468 campaign and written in to all conductor courses and refreshed in July 2017 as part of the next safety brief. 

PIDD-25	Customers should to 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	Mar-17		Mar-17	New conductor training courses which started March 2016 already include a full PIDD education day and this incorporates PIDD 15 Additional PIDD ambassadors are being introduced at all depots from August 2017 and recruitment is complete with training scheduled for July 2017. A new refresher training document for station teams will be delivered September 2017.
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	Mar-18		Mar-18	Retail ticketing team project manager attend PIDD group and is aware
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	Mar-16		Mar-16	Compliant UPDATE July 2016 A new station improvement group was set up mid June 2016 and the improvement to existing CIS systems and new installations is firmly on the addenda.
28.1	all TOCs to advise their number of stations without any real time info (CIS)	IDG	May-15		May-15	Compliant

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	May-15		May-15	Compliant
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	May-15		Mar-15	Compliant
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	May-15		Mar-15	Compliant The quality of our messaging is reviewed every period using a survey monkey internally. Our joint review partner is Virgin for the annual review. <a href="#">Last review for Virgin East Coast January 2016</a>
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	Oct-15		Mar-15	Compliant

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	May-15		Apr-15	<p>Compliant Reviewed as part of the Golden Lion Process in Control every period. As the June 2016 period shows below we are consistently the Number 1 TOC for compliance with 100%</p> <table border="1"> <thead> <tr> <th>Duration Specified</th> </tr> </thead> <tbody> <tr> <td>1</td> </tr> <tr> <td>100.00</td> </tr> <tr> <td>94.44</td> </tr> </tbody> </table> <p>Current position Northern % compliance Industry % compliance</p>	Duration Specified	1	100.00	94.44
Duration Specified										
1										
100.00										
94.44										
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 added into the controller training and competence management process.	NTF-OG	Oct-15		Oct-15	Compliant				
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	May-15	NA						
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	Jun-15		Jun-15	Compliant Last review July 2016				
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	Oct-15		Oct-15	Compliant				

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	Dec-15			Compliant
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	Mar-17		Mar-17	Northern have invested in GSM-R but are waiting on the modifications to be able to use effectively.
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	Jun-15		May-15	Compliant
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	Oct-15		Oct-15	Compliant up to April 2016 We lost compliance with at the start of the new franchise in 2016. We expect to be fully compliant from July 2016 and an easier to update version is being developed. This is expected to be signed off at the July PIDD meeting.

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	May-15	NA		
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	Oct-15		Oct-15	Compliant
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	Dec-15		Dec-15	Compliant

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 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.	NTF	May-15		May-15	Compliant
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	Nov-15		Nov-15	Compliant
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	TBC			

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	Mar-16		Aug-16	Our internal information for improvement works now states what the reason for the works is. This is reflected in station CIS messages, hence the with mitigation result. Some further work is required to include this on the web based product.
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	TBC			Retail ticketing team project manager attend PIDD group and is aware
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	Dec-15		Nov-15	Compliant but noted many other TOC's are not