



Arriva Trains Wales
**Passenger Information
During Disruption**
Local Plan

Contents

1. Status	1
2. Statement of commitment	1
3. Objectives	1
4. Document structure	1
5. Key requirements	1
5.1 General	1
5.1.1 Service Disruption Thresholds and Customer Service Level 2 (CSL2)	
5.1.2 The end-to-end PIDD process	
5.2 Operations	3
5.2.1 In the Control room	
5.2.2 Issue of a Holding Message	
5.2.3 Mobilisation of Operations and Customer Service response teams	
5.2.4 Alterations to train service	
5.2.5 Contingency plans	
5.2.6 Cause of the disruption	
5.2.7 Control room immediate actions	
5.2.8 Control room information flows	
5.2.9 Holding/ core messages	
5.2.10 Providing an estimate for Normal service to resume	
5.2.11 Alternative routes and Ticket Acceptance	
5.2.12 Do Not Travel policy	
5.2.13 Other TOCs' customers	
5.2.14 Post-Disruption ticket acceptance	
5.3 At the station	11
5.3.1 Grouping stations together	
5.3.2 Customer Information Screens (CIS)	
5.3.4 Stations Made Easy Knowledgebase	
5.3.5 Station Information points	
5.4 On the train	12
5.4.1 Information flow	
5.4.2 Sharing information	
5.4.3 Announcements	
5.5 Internet, social media and telephone	13
5.6 Sense checking of information	13
5.7 Learning for the future – PIDD focused incident reviews	13
5.8 Continuous Improvement	14
6. 2016 Results	15
7. 2017 Timeline	16
8. Glossary	17
9. 49 point PIDD plan	18

1. Status

This is the 5th issue of Arriva Trains Wales' PIDD Local Plan and a review will be carried out annually.

2. Statement of commitment

This Local Plan demonstrates ATW's commitment to providing accurate and timely Passenger Information During Disruption. ATW and Network Rail have in place a locally agreed joint PIDD manual which comprehensively addresses the responsibilities of each agency during disruption whilst remaining focussed on the co-operation needed to deliver results for our customers.

3. Objectives

We will achieve our aim of providing customers with timely and accurate information during times of service disruption by:

1. Putting in place plans with Network Rail that comply with the relevant ACoP(s) through ATW's PIDD manual.
2. Training our team members to distribute this information to customers and to provide both them and customers with the information infrastructure to support these aims.
3. Monitoring customer comment feedback, National Passenger Survey results and Arriva's own customer surveys to understand from customers how we can improve this element of service. Our Executive team will review PIDD statistics on a four-weekly basis.
4. Finally, we will ensure that this customer results information is fed into our business plans and a cycle of continuous improvement is enacted with respect to our PIDD processes and delivery.

4. Document Structure

This document is structured in line with the PIDD ACoP (Passenger Information During Disruption Approved Code of Practice) to ensure compliance across all areas of ATW's business.

5. Key Requirements

5.1 General

5.1.1 Service Disruption Thresholds & Customer Service Level 2 (CSL2)

ATW has an agreed set of service disruption thresholds outlined in our PIDD manual and shown below.

ATW has in place a robust and comprehensive CSL2 policy, which is activated when thresholds are triggered as defined in our PIDD manual. This includes the appointment of a CSL2 manager and appointment of a Lead Information Controller (LIC) within the Wales Rail Operating Centre (WROC).

A review process led by a senior manager is also in place following CSL2 incidents to aid our commitment to continuous improvement in information provision and customer service.

In addition to this, we also carry out customer feedback surveys following major disruptive events, which provide an important and valued customer perspective.

ATW SERVICE STATUS DEFINITIONS	ATW Valley Routes	ATW Mainline Routes
Green	<p>Steady state operation Trains running within 0-5 minutes late (i.e. within PPM).</p>	<p>Steady state operation Trains running within 0-5 minutes late (i.e. within PPM).</p>
Yellow	<p>Minor delays/ possible service revisions Multiple trains running between 5 and 15 minutes late A Yellow service status can include line blockages if they are fairly straightforward (e.g. buses replacing trains between Rhoose and Bridgend on the VoG).</p> <p>CSL2 may be required under certain circumstances where there is severe localised disruption.</p>	<p>Minor delays/ possible service revisions Multiple trains running between 5 and 30 minutes late. A Yellow service status can include line blockages if they are fairly straightforward (e.g. buses replacing trains between Shotton & Bidston).</p> <p>CSL2 may be required under certain circumstances where there is severe localised disruption.</p>
Red	<p>Major service disruption Multiple trains running at greater than 15 minutes late and / or one of the routes between Barry Town / Penarth & Caerphilly / Pontypridd are blocked,</p> <p>This is the threshold at which CSL2 should be invoked regardless of the nature of the disruption,</p>	<p>Major service disruption Multiple trains running at greater than 30 minutes late and / or one of the main routes are blocked.</p> <p>This is the threshold at which CSL2 should be invoked regardless of the nature of the disruption</p>
Black	<p>Service on certain routes suspended with NO replacement road transport Customers are advised not to travel via the ATW Do Not Travel Policy. Senior management is involved in the decision making process.</p> <p>CSL2 activation required.</p>	<p>Service on certain routes suspended with NO replacement road transport Customers are advised not to travel via the ATW Do Not Travel Policy. Senior management is involved in the decision making process.</p> <p>CSL2 activation required.</p>

5.1.2 The end-to-end PIDD process

The PIDD process has been briefed to all relevant staff within the organisation, with detailed, role-specific tasks contained in the joint ATW and Network Rail PIDD Manual. This includes the production of jointly agreed prioritised plans, activation of CSL2 where necessary, and the use of the Tyrell system to page out holding/ core messages to operational team members and managers.

ATW is committed to the comprehensive training of its employees, thus ensuring that all team members are thoroughly briefed on the requirements of PIDD. This includes the following (this list should not be considered exhaustive);

- Development days for all customer facing team members
- A customer service handbook
- A Disruption Handbook
- Tyrell messaging training
- Prioritised planning

5.2 Operations

5.2.1 In the Control Centre

Network Rail and ATW work together jointly to provide assessments of infrastructure, unit, and customer related incidents, with the relevant agency taking the lead on this where necessary.

Both Network Rail and ATW are responsible for production of prioritised plans which are made in compliance with Rail Delivery Group Good Practice Guidance. Ownership of these plans rests with the Route Control Manager (NR) and/or Incident Controller (NR) and/ or the Duty Control Manager (ATW). These plans are circulated via pre-defined channels as outlined in our joint PIDD manual.

Estimates for the resumption of normal services are provided in a timely manner by the lead agency when the situation has been fully appraised. From this site information, decisions are made in the Control centre regarding invoking PIDD and CSL2 procedures and what contingency arrangements will be activated.

5.2.2 Issuing of a prioritised plan and Holding Message

Information regarding an incident is passed through the relevant NR and ATW chains of command. Responsibility for issuing a prioritised plan with clear timescales along with details of additional staff mobilisation lies with the Duty Control Manager. Prioritised Plan recipients include but are not limited to:

- ATW Control team members
- ATW on-call managers
- ATW Exec team members
- ATW Stations

Prioritised plans are used as the basis for ATW's core messaging Site updates are fed via the Duty Control Manager and disseminated through the relevant channels through prioritised plan updates.

A holding message may be sent by the Customer information controller. This is used as a 'heads up' by Arriva Trains Wales response teams to indicate that they may be required to respond to the incident, should the incident develop.

5.2.3 Implementing CSL2 and Mobilisation of management response teams

ATW has a long-standing On-Call structure which can be invoked by the Duty Control Manager 24 hours a day/365 days a year during any service disruption. CSL2 Managers are part of this On-Call structure, and are used to provide enhanced support and communication to stations across the network in times of major disruption.

ATW also has a dedicated incident care team whose members are spread across key locations on our network.

The Duty Control Manager additionally takes responsibility for mobilising the relevant first line on-call managers – who are TOLO trained – to the site of incident.

Should an incident develop into one that triggers a CSL2 (Customer service Level 2) response, the responsibility for ensuring these messages are communicated remains with the Customer Support Controller. Core messages will be sent upon new information being received by the Arriva Trains Wales Control team. Where no new information is expected from site, a steady state will be declared and messages will include an expected time of the next update. All route disruption messages will follow a set format that is:

- What is the Problem
- Where is the problem
- How this problem affects Customers
- Advice to Customers.

Both Holding & Core messages will be sent to all required recipients within the railway industry that provide information services. This information is also visible through Arriva Trains Wales website and Journey Check page.

5.2.4 Alterations to train services

Alterations to train services are automatically fed to the Tyrell IO system administrator, or alternatively manual changes can be made via the LICC software. ATW has a dedicated Information Controller responsible for making the relevant changes to the CIS so that customers on stations fitted with CIS receive accurate, high quality, timely information.

The Tyrell system is set up to pass these alterations directly into DARWIN, thus ensuring correct information is available via NRES, Journey Planners and other third party applications. A quarterly audit of the Tyrell Address book will be conducted by the Customer Information Manager.

Alteration messages should be input into the Tyrell system within 10 minutes of a decision to alter the booked calling pattern of a service with a target of 90% of all altered services being communicated through this channel.

Where delays and alterations have triggered the threshold at which compensation is paid, messages from the ATW control centre will advise how customers can get further information on making a claim.

5.2.5 Contingency plans

ATW has an agreed replacement timetable plan (Day A for B) for Cardiff Valleys Routes, which can be used during severe or on-going service disruption. We also have in place several locally tailored contingency plans which are briefed to all relevant operational and customer service team members in the company.

Responsibility for invoking the 'A for B' plan lies with the Operations and Safety Director. Outside of normal office hours the On-Call senior manager and On-Call Director will make this decision.

ATW has an agreed sense checking process to ensure amendments to the published timetable are correct in all downstream operational and retailing systems following a decision to implement our Day A for B plan.

5.2.6 Cause of the disruption

ATW has an agreed template messaging format - in line with industry best practice - to ensure consistency of information provision to both train crew (who will provide this information to customers) and customers direct (via Journey Check and NRES). All causes of disruption are disseminated via Tyrell, which uses only the Rail Delivery Group approved reason list.

Customer Support Controllers are given the necessary tools to promote the evolving story of disruptive incidents, using pictures from site as a visualisation aid.

5.2.7 Control Room immediate actions

Depending on the level of disruption, ATW have the following documents tailored to our route available;

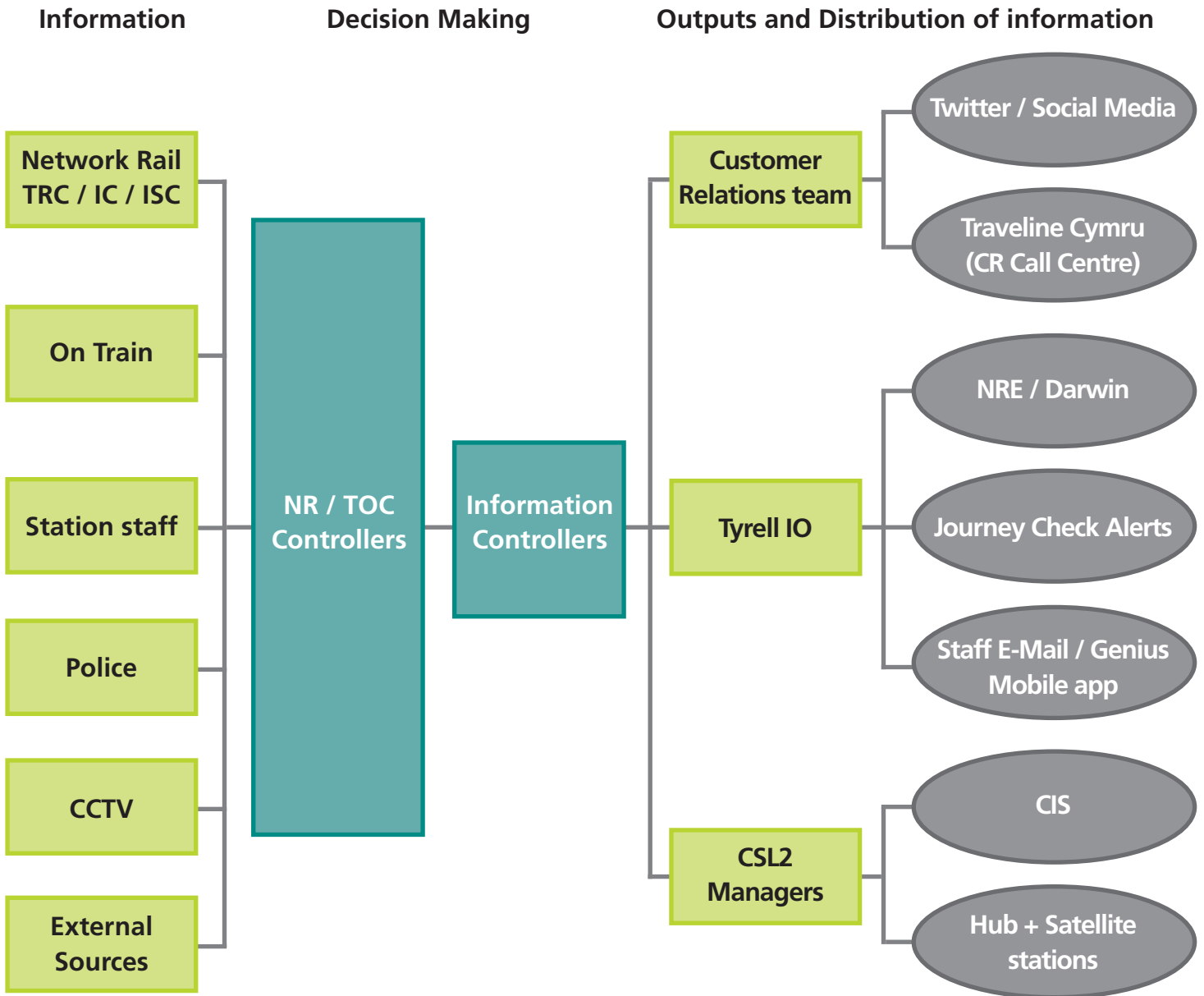
- Locally tailored contingency plans
- Day A for B
- Speed restriction resilience plans
- Closure of UK airspace plans
- Major Incident Plan
- Stranded Train Policy
- PIDD Manual
- CIS Process Manual
- Do Not Travel Policy
- On-Call procedure

These documents provide guidance on incident management and information provision (both during steady state operation and disruption).

5.2.8 Control room flow of information during disruption

During disruption the flow of information is crucial to managing incidents and ensuring our team members and customers are kept informed. Below is the model that currently operates within the Wales Rail Operating Centre control office.

Information flows during disruption



5.2.9 Providing an estimate for Normal service to resume

In order to give customers more accurate and useful information, we will avoid using the phrase 'until further notice' when reporting how long delays will last for.. Below is a table of how long we should estimate delays to be likely for. Should the estimate for normal working change, then this can be updated in subsequent messages.

N.B Normal working is defined as trains running within PPM, not the closure of an incident

Incident Category	Incident	Time normal service estimated to resume
Signal / Track defect	Axle Counter failure (On Stop)	Estimate for staff on site +3hrs
	Axle counter failure (talking past signals)	Estimate for staff on site +1hr 30mins
	Track Circuit Failure (On Stop)	Estimate for staff on site +3hrs
	Track Circuit Failure (talking past signals)	Estimate for staff on site +1hr 30mins
	Track defect (On Stop)	Estimate for staff in site +4hrs
	Track defect (cautioned)	Estimate for staff on site +1hr 30 mins
	Snapped signal wire	Estimate for staff on site +1hr 30 mins
Train failures / Engineering works	Broken down freight train	4hrs
	Broken down passenger train	2hrs
	Engineering works over-run	NR estimate for normal working + 2hrs
Weather	Flooding (line open at Caution)	3hrs
	Flooding (line closed)	Time of follow up inspection + 2hrs
	Heat related speed restrictions	Until 1800 each day applicable (or longer if this is confirmed)
	Blanket Speed restrictions	Until the time stated on the NR notification
External	Fatality	Estimate for staff on site + 3hrs
	Trespassers	Estimate for staff on site + 2hrs
	Animals on the line (not struck)	Estimate for staff on site + 1hr
	Animals on the line (struck)	Estimate for staff on site +2hrs
	Bridge strike (dispensated bridge)	Estimate for staff on site +1hr
	Bridge strike (non dispensated bridge)	Estimate for staff on site +2hrs
Other	Congestion (Valleys only)	2hrs
	Problems getting units out of a depot	2hrs

5.2.10 Alternative routes and Ticket Acceptance

The ATW network has limited options for alternative routes, and where they are available they are frequently operated by other TOCs. Pre-arranged agreements are in place with other relevant train operators for use of these alternative routes by customers. Methods of communicating use of these routes to our customers are outlined in our PIDD manual.

These arrangements will be communicated to customers via station team members and also through our website and NRES.

See below for our current alternative route arrangements;

Route Blocked	Alternative Route	TOCs Requiring Agreement
Chester – Manchester	Crewe	 
Chester – Crewe	Warrington	
Chester – Shrewsbury	Crewe	
Shrewsbury – Wolverhampton	Crewe	 London Midland  
Wolverhampton - Birmingham Intl	Other TOCS	 London Midland  
Crewe – Shrewsbury	Chester / Wolverhampton	 London Midland  
Crewe – Manchester	Warrington / Stoke	 London Midland   
Shrewsbury – Newport	Birmingham	 London Midland  
Severn Tunnel Jn – Cheltenham	Bristol Parkway	 

Arriva Trains Wales maintains good working relationships with local transport providers which has enabled us to agree for rail tickets to be accepted on these local services during service disruption. Agreement to implement ticket acceptance is sought by the Customer Support Controller on an as and when needed basis, and communicated through the prioritised plan and core message structure.

Ticket acceptance with local operators is available on the following routes.

South Wales (Including Valleys)

Route	Operator	Service Numbers	Frequency
Cardiff – Penarth & Barry Island	Cardiff Bus	92, 93, 94, 95, 95a, 95b	Every 10 mins
Cardiff – Radyr (Via Danescourt)	Cardiff Bus	61, 62, 63, 64, 65, 66	Every 10 mins
Cardiff – Radyr (via Llandaf)	Cardiff Bus	13, 24, 25, 52	Every 10 mins
Cardiff – Lisvane & Thornhill	Cardiff Bus	8, 9, 9a, 27, 28, 28a, 28b, 95	Every 5 mins
Cardiff – Coryton	Cardiff Bus	21, 23, 24, 25, 27, 28, 28a, 28b	Every 5 mins
Cardiff – Cardiff Bay	Cardiff Bus	Baycar	Every 5 mins
Cardiff – Bridgend (via Barry)	New Adventure Travel	303, 304	Hourly
Cardiff – Newport	Cardiff Bus / Newport Transport	30, X30	Every 10 mins
Cardiff – Caerphilly	Stagecoach South Wales	A, B, 26	Every 15 mins
Cardiff – Pontypridd	Stagecoach South Wales	132, T4, X4	Every 7 mins
Caerphilly – Bargoed	Stagecoach South Wales	50	Every 20 mins
Bargoed – Rhymney	Stagecoach South Wales	2, 3	Every 20 mins
Pontypridd – Treherbert	Stagecoach South Wales	120, 122, 124, 130, 132	Every 10 mins
Pontypridd – Aberdare	Stagecoach South Wales	60, 60A	Every 15 mins
Pontypridd - Merthyr	Stagecoach South Wales	78, 79, 81, T4, X4	Every 15 mins
Newport – Abergavenny (via Cwmbran)	Stagecoach South Wales	X3, X24	Every 10 mins
	Newport Transport	29b	Every 30 mins
Newport – Chepstow	Newport Transport	73	Hourly
	Newport Transport	74	Every 70 mins
	New Adventure Travel	74	2 Hourly
Newport – Ebbw Vale	New Adventure Travel	R1, R2, R3	Every 30 mins
	Stagecoach South Wales	R1, 56, 151, X15, X18	Every 10 mins

Information on these services including timetables and route maps can be found on the following websites:

www.cardiffbus.co.uk

www.stagecoachbus.com

www.natgroup.co.uk

www.newportbus.co.uk

www.traveline.info

Mid / North Wales & West Midlands

Route	Operator	Service Numbers	Frequency
Birmingham – Wolverhampton	West Mids Metro	MM1	Every 8 mins
Wolverhampton – Shrewsbury	Arriva Bus (Midlands)	81, 88, 88a, 88b, 96, 891, 892, X5	Every 30 mins
Gobowen – Wrexham	Arriva Bus (Midlands)	2, 2a, 2c	Hourly
Shrewsbury – Whitchurch	Arriva Bus (Midlands)	511	Hourly
Crewe – Chester	Arriva Bus (North West)	84	Hourly
Chester – Wrexham	Arriva Bus (North Wales)	Sapphire	Every 10 mins
Chester – Rhyl	Arriva Bus (North Wales)	11, 11a	Every 30 mins
Rhyl – Llandudno	Arriva Bus (North Wales)	12,	Every 30 mins
Llandudno – Bangor	Arriva Bus (North Wales)	X5, X55	Every 30 mins
Bangor – Holyhead	Arriva Bus (North Wales)	4A, 44A, X4	Every 30 mins
Blaenau Ffestiniog – Llandudno	Express Motors	X1	Infrequent
Machynlleth – Aberystwyth	Lloyds Coaches	X28	Hourly
Machynlleth - Tywyn	Lloyds Coaches	X29	Hourly
Machynlleth – Newtown	Lloyds Coaches	X85	2 Hourly

Information on these services including timetables and route maps can be found on the following websites:

www.lloydscoaches.com
www.arrivabus.co.uk
www.expressmotors.co.uk
www.nxbus.co.uk
www.traveline.info

5.2.11 Do Not travel and cheapest ticket policies

We have in place a Do Not Travel Policy which can be initiated through the Control Centre Management team during office hours or through an on-call manager outside of these times.

We also employ a cheapest ticket policy. Customers will not be forced to pay more for a ticket with different travel restrictions on as a result of disruption (This applies to un-planned disruption only)

5.2.12 Other TOCs' customers

As part of our agreements for alternative routes we will offer carriage to the customers of other TOCs over ATW's routes and also have agreements in place for other TOCs to carry our customers should it become necessary.

We would always accept other TOCs' passengers on our service should it become necessary.

5.2.13 Post-Disruption ticket acceptance

ATW realises that post-disruption, there remains a need to show discretion at continuing ticket acceptance agreements. Customers who may have amended their journey plans earlier in the day and travel from an alternative station may want to return to that station.

ATW will agree to ensure these customers tickets are honoured in the same way as during disruption.

5.2.14 Longer term disruptions

ATW has a process whereby disruption expected to last up to 3 days will be managed entirely by the control team. For disruptions lasting longer than 3 days, ATW's train planning team will bid under STP (Short term planning) or VSTP (Very short term planning) agreements with Network Rail. This will ensure the most up to date information is available to customers through journey planning tools. Once a planned date for re-opening of any closed route is provided to us, we will ensure amended train / bus plans are available to customers through all journey planning tools right up to the estimated date of re-opening.

5.3 At the station

All station team members are briefed on CSL2 arrangements and their role in providing timely information to customers during disruption. All information is disseminated to the stations from Control. This is supported by a personal issue customer service handbook and the disruption handbook.

Where delays have triggered the ATW compensation thresholds, station team members will make reasonable efforts to inform customers where information can be found. Compensation claim forms will be made readily available at stations, from conductors and additionally, can be downloaded from the Arriva Trains Wales website.

5.3.1 Grouping stations together

During CSL2, responsibility for ensuring stations not directly affected by a given incident are kept up to date rests with the CSL2 manager.

5.3.2 Customer Information Screens (CIS)

CIS Screens are installed at all ATW managed stations. ATW employs a dedicated team member to operate the CIS from the Control room. Additionally there are local CIS controls at major stations across the network where bespoke messages or alterations can be made by the station team members.

During disruption, non-essential messages, such as those about engineering work, are removed from the CIS to allow for focussed, service related information to be provided to customers.

ATW has the ability to publish announcements at some unstaffed stations using Text To Speech technology. This task is also devolved to the duty CIS Controller.

5.3.3 Station facilities, lost property & Onward travel information

All stations have on display a poster outlining facilities available at that location. These information posters also contain information about local amenities for onward travel such as nearest local taxis and bus station location. Posters also contain information on how to contact us in the event of assistance being required (Accessibility requirements) and Lost Property on Arriva Trains Wales Trains and Stations

Disruption messages also contain a link to the Arriva Trains Wales station information page.

5.3.4 Stations Made Easy Knowledgebase

A role exists within the Arriva Trains Wales marketing team that is responsible for ensuring all stations made easy information is kept up to date.

5.3.5 Station Information points

Help points are provided at a number of Arriva Trains Wales stations. These help points are supplemented with signage informing customers of their location and intended use. Help point operation is checked on a regular basis by our station environment teams. Help points are answered by the information systems controller based in the Arriva Trains Wales control office between the hours of 06:00 – 22:00 Monday – Saturday and 09:00 – 21:00 on a Sunday. Outside of these times, the calls are answered by the Duty Control Manager who is also situated in the Arriva Trains Wales control office. All staff who answer the calls are competent at providing information and assistance for customers as required. *Help points t stations on the Cambrian Line (between Welshpool – Aberystwyth and Machynlleth – Pwllheli are answered by National Rail Enquiries 24 hours a day.

Where help points are answered by Arriva Trains Wales control staff, we aim to answer all calls within 5 seconds of call connection and calls will be answered in a professional, courteous manner. Nuisance calls will be immediately terminated. In an emergency, the call answerer will pass on all information to the Duty Control Manager and Network Rail train running controller, and where required, emergency services arranged to attend.

5.4 On the Train

ATW has in place a Customer Service Guide, endorsed by our Customer Services Director and briefed to Conductors/ Guards as part of their training. Conductors/ Guards are given a personal issue of this Guide.

This Guide “complements the commitment made to our customers, detailed within the Passengers Charter and within the Franchise Agreement”.

Where delays trigger the ATW Compensation threshold, On train team members will proactively inform customers through PA announcements, customers eligibility to make claims. This will be supplemented with written publications to be distributed on board.

5.4.1 Information flow

ATW Conductors/ Guards are provided with mobile phones which are linked to the Tyrell messaging system to ensure that train crew can pass accurate and timely information to customers at all times. These phones are capable of accessing the internet and are also programmed with all the relevant numbers in the Control room. The phones are also equipped with Genius mobile where team members can pull information relevant to the route on which they are working, provide alternative journey plans for customers whose journeys have been disrupted and view other TOC’s disruption messages at key customer interchange stations

All Conductors/ Guards have been briefed on their duties during disruption and this is supported by a personal issue customer service handbook and disruption handbook.

5.4.2 Sharing information

When trains have been brought to a stand by an infrastructure or unit problem the Guard and Driver will communicate via the in-cab telephones or by face-to-face communication.

5.4.3 Announcements

Customer information is provided via the on-train PA system at regular intervals and the quality of this is also monitored during Conductor/ Guard routine assessments.

5.5 Internet, social media and telephone

Arriva Trains Wales has Journey Check, Journey Check Mobile, Journey Check Alerts, and Rainbow Boards installed on our company website which are fed directly from our Tyrell messaging system. These systems are used (in addition to industry systems like TRUST) by our Customer Relations team ensuring they have up to date information when talking to customers on the phone.

This information is also disseminated to National Rail Enquiries who provide customers with information about our services.

Calls made to Control by the general public (on stations) come through to the CIS and CCTV Controllers who both have access to the relevant real time information systems to provide accurate, up-to-date information to callers.

Information controllers will use social media to inform decision makers of situations arising on a real-time basis.

5.6 Real-Time sense checking of information

Arriva Trains Wales has in place a process that provides sense checking of information available both from Arriva Trans Wales public information tools and those provided by 3rd parties. Monitored sources include:

- Journey Check
- Arriva Trains Wales Website
- National Rail Enquiries Website
- Social Media
- Local / National Media
- Tyrell Messaging from the ATW Control Office

5.7 Learning for the future – PIDD Focused Incident reviews

Network Rail and ATW hold joint and separate SPIRs (Significant Performance Incident Reviews) to assess how the disruption was handled – team members involvement is largely dependent on who was present and the nature of the incident, although Control and Performance are represented consistently. Each SPIR has a specific focus on PIDD where information provision is reviewed and improvements suggested.

The output from SPIRs are monitored and tracked by the Directors and senior managers at the regular 4-weekly performance meeting. This meeting also reviews the PIDD statistics where key KPIs are considered and action taken as required.

In addition to these operational reviews, we also review all CSL2 incidents - both from a Control Room and Station team perspective - and keep a key action tracker. We are developing these reviews by adding customer feedback on specific incidents using surveys. Survey results are reviewed year on year to monitor trends and learn from customer feedback of changes implemented to our working practices.

As part of ATW's commitment to continuous improvement in passenger information we also monitor results via customer comments, NPS, and passenger forums.

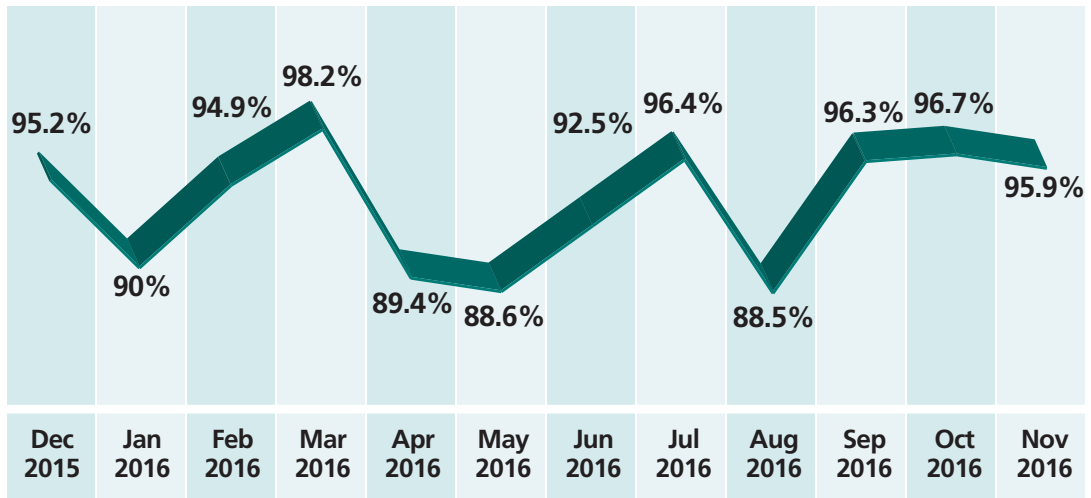
The Quality of CSL2 core messages is also monitored through the introduction of a review of message quality. Within this process, the compliance of prioritised plan issuing is also monitored.

5.8 Continuous Improvement

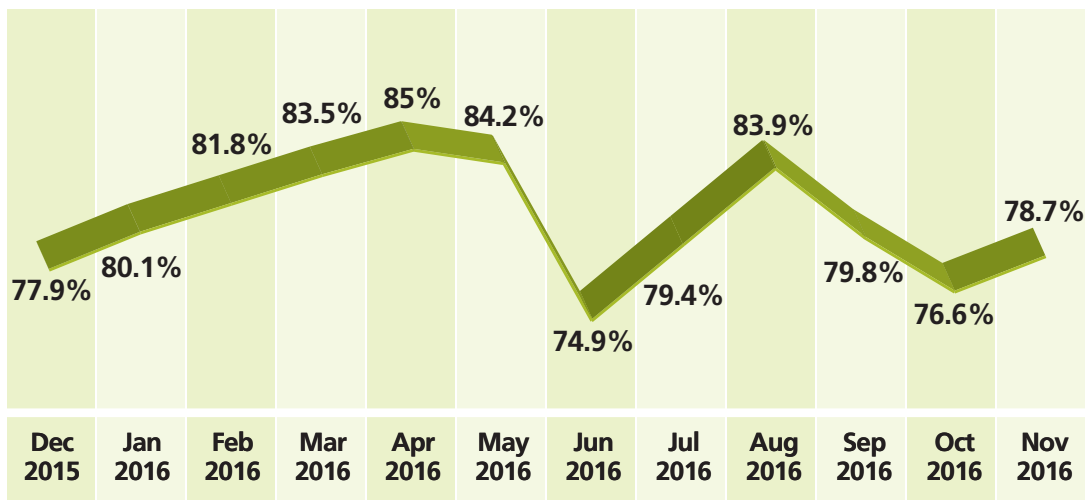
Arriva Trains Wales is committed to delivering the Industry recommendations set out by the National Task Force. Progress against these recommendations can be viewed in Appendix 9 of this document.

6. 2016 Results

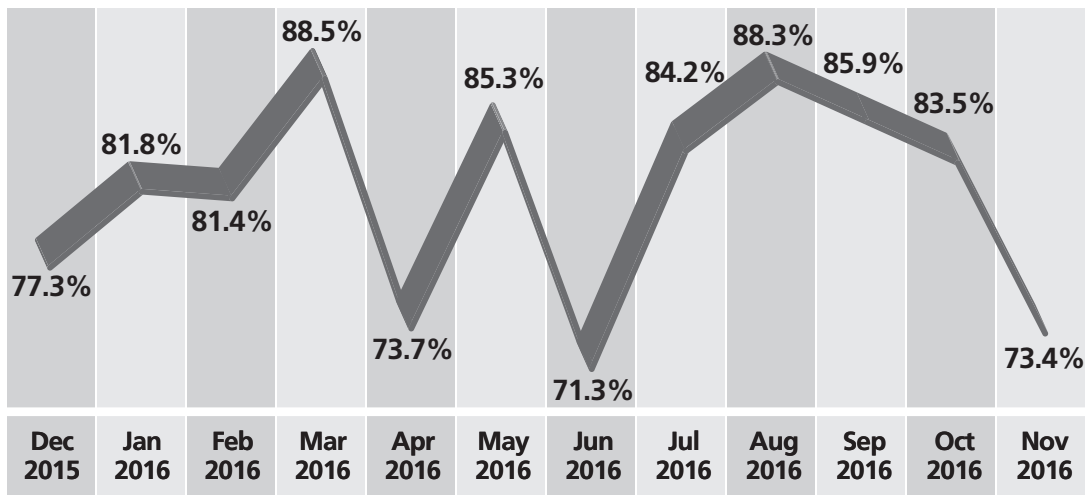
CSL2 messages updated within 20 mins



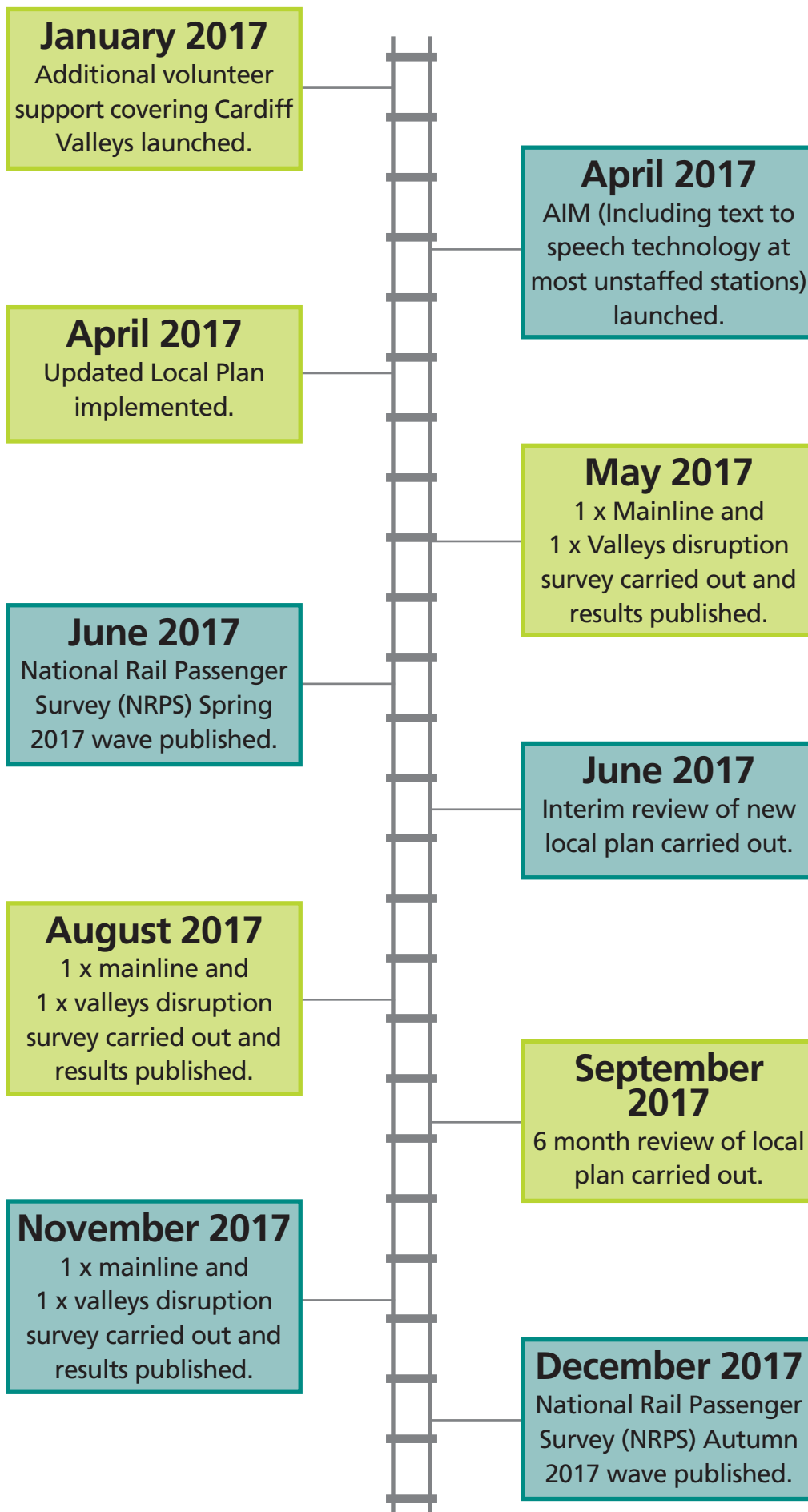
Part cancellation reporting



Full cancellation reporting



7. 2017 Timeline



8. Glossary

ACoP	Approved Code of Practise: A document providing guidance to train operators on good practise for information provision during disruption. Control of this document is held by the Rail Delivery Group
CP5	Control Period 5: A period (April 2014 – March 2019) set by the ORR & Network Rail for the delivery of projects & improvements
CSL2	Customer Service Level 2: Declared by a train operator at times of disruption. ATW's response includes additional management staff 'on the ground', Core messaging at intervals of 20 minutes (unless Steady state declared) and in some circumstances, relocation of twitter to the control centre
Darwin	National Rail Enquiries Virtual Customer Information Screen. All Train operators CIS systems are now linked to Darwin meaning information is consistent
NRES	National Rail Enquiries Service: This includes the National Rail Enquiries Call Centre, National Rail Enquiries Social Media and National Rail Enquiries website
NTF	National Task Force: A group made up of representatives of Train Operators tasked with implementing changes in all areas of service delivery
RDG	Rail Delivery Group: An independent body overseeing improvements to services
TOC	Train Operating Company: The operator of train services
TOLO	Train Operator Liaison Officer: Someone who takes responsibility on site during major incidents and liaises with all external agencies (Network Rail, Emergency Services)
Tyrell	The mass messaging system used by most train operators

9. 49 point PIDD plan

Passenger Information During Disruption - Industry Recommendations

This document sets out a rail industry action plan to improve the provision of passenger information during disruption (PIDD) over the course of CP5. It was developed through the work of TOC and NR representatives on relevant existing industry groups, with input from Passenger Focus: following discussion with ORR, it was agreed by RDG and NTF in January 2015.






Some of the actions in the plan are for individual organisations to take forward; others depend on collective activity by the industry. Each of the actions is assigned to one of six industry groups whose role is to promote implementation by a specified date.






The intention is that the plan be taken forward on a “reasonable endeavours” basis. Due recognition will need to be given to the fact that implementation in some cases is subject to commercial appraisal, and that factors unanticipated at the time of writing the plan may reasonably require reconsideration of the detail aimed at improving customers’ experience.







Not all recommendations will be relevant to all TOCs – and there will be reasonable justification for this. It is anticipated that each train operator will take those recommendations relevant to their operation and write them into their local delivery plans, which form part of their licence obligation.






The dates for delivering each recommendation in the plan are industry-wide completion dates. The expectation, and ambition, is that earlier progress will be made wherever possible - with some TOCs completing their actions early.








Progress against the plan will be managed through the PIDD Programme Progress Board (which is made up of representatives from each of the six industry groups mentioned above), with reports made to NTF as the key governance body for the plan, and occasionally to RDG. Changes to the plan will be managed through proposals made to NTF by the PIDD Champion on behalf of the PIDD Programme Progress Board. The plan is expected to be subject to regular updates and amendments as things develop and are delivered.







Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	Behind Schedule	
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 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.	Delivered	
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.	Delivered	
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.	Delivered	
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.	Delivered	








Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	Delivered	
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”.	Delivered	
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.	Delivered	
PIDD-09	(Merged into PIDD-07)		
PIDD-10	(Merged into PIDD-19)		
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.	Delivered	
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.	Industry groups to deliver	




Reference	Recommendation	Delivery Date	ATW Delivery Status
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.).	Delivered	
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.).	TBC	
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.	Delivered	
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.	Delivered	
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.	Delivered	
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.	Delivered	




Reference	Recommendation	Delivery Date	ATW Delivery Status
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).	Delivered	
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).	Industry groups to deliver	
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.	Delivered	
PIDD-21	(Merged into PIDD-19)		
PIDD-22	(Withdrawn)		
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.	Delivered	
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.	Delivered	

Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	Delivered	
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.	March-18	
PIDD-27	(Merged into PIDD-19)		
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.	Delivered – all ATW stations are fitted with CIS	
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.	Delivered	
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.	Delivered	
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.	Delivered	
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.	Delivered	

Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	Delivered	
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.	Behind Schedule	
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.	Network Rail to deliver	
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.	Delivered	
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.	Delivered	
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.	Delivered	
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.	Not applicable to Arriva Trains Wales as no Driver only trains are operated	

Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	Delivered	
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.	Delivered	
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.	Network Rail to deliver	
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.	Network Rail and Rail delivery group to deliver	
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.	Delivered	
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.	Rail delivery group to deliver	
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.	Delivered	

Reference	Recommendation	Delivery Date	ATW Delivery Status
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.	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.	TBC	
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.).	TBC	

 Delivered	 On schedule	 Behind schedule
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