

Communicating to you during disruption.

Our Plan



1. Introduction

Industry research frequently tells us that you, our customers, want clear, effective and detailed information during instances of disruption. That's why we've put this plan together to share some of the things we do; the information we provide and the ways we inform you during disruptive events.

We fully support the Passenger Information During Disruption (PIDD) Customer Information Pledges prepared by the Rail Delivery Group (RDG) which all train operators are a member of. We believe we already deliver good customer information but we also know we can always look to improve communications and make things easier for you to understand.

This is our Plan which details how we specifically manage delivery of information for the benefit of you, our passengers. It also identifies the actions we will take to further improve the provision of passenger information.

You can find out more about the Customer Information Pledges by going to the Rail Delivery Group website at: <https://www.raildeliverygroup.com/about-us/publications/12874-customer-information-pledges/file.html> We review this plan whenever we make a significant change or the Pledges change.



2. OK, so what is PIDD?

Well in a nutshell, this is about getting information out to you quickly and in sufficient clear detail during disruption so that they can make well informed travel decisions.

This plan demonstrates how we deliver information to you during disruption.

3. Service Disruption Levels & Customer Service Level 2 (CSL2)

Brace yourselves, here comes some technical jargon which we'll try and breakdown for you. The phrase 'CSL2' is the codeword for an incident that significantly impacts the running of our services on the railway. The table on the next page defines the severity levels that categorise service disruption, starting with the worst.

DISRUPTION THRESHOLD LEVELS		
CODE	CRITERIA	PIDD STATUS
BLACK	Severe Service Disruption: A route closure expected to last at least 4 hours OR Severe weather related or other external disruption expected to last at least 4 hours OR Any incident causing the withdrawal from service of an entire fleet type	CSL2
RED	Major Service Disruption: 2 or more trains either cancelled, partly cancelled or at least 60 minutes late OR Diversions possibly in operation which removes booked station calls OR Any partial route closure or incident expected to last in excess of 2 hours	CSL2
YELLOW	Minor Disruption: 1 or more trains delayed by at least 30 minutes OR 1 or more trains cancelled or partly cancelled OR Diversions possibly in operation which do not impact on booked station calls	CSL2 will be declared
GREEN	Normal Service: Delays up to 29 minutes on one or more services on a Line of Route OR Normal timetable maintained	

We review the severity levels each year to ensure that they reflect our long distance services and are fit for purpose for the frequency of timetable that we operate.

4. When things go wrong who does what?

OK, so first let's introduce you to the teams.

Network Rail

During disruption we liaise with Network Rail (who control the signals, tracks and structures on the railway), and our team on the ground to create a plan about how to deal with the incident.



This focuses on dealing with the specific incident and then getting the service back to normal. As soon as we get information from Network Rail we pass this on using a variety of channels.

Our Control Centre

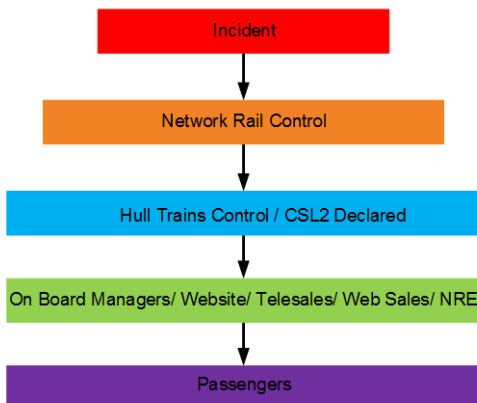
Our Control Centre team manage the services we provide on a day-to-day basis and are a crucial link in the chain to providing good passenger information at times of disruption. In short, all passenger and staff information relating to Hull Trains service disruption comes from this team.

Our On-Call Managers

Whenever we run trains we have an On-Call Manager ready, so that they can help in the management of disruption whatever time of day it occurs. Our On-Call Managers have day jobs, so come from right across our company, but they're trained specially in responding to disruption.

Our On Board Managers

There's an On Board Manager on each train we run. They are responsible for the safety of the passengers and crew on board and are briefed on what to do when an incident occurs. They are there to ensure we deliver the best possible service to you and can help to deal with queries when you're on board our trains and provide things like taxis for onward travel during disruption.



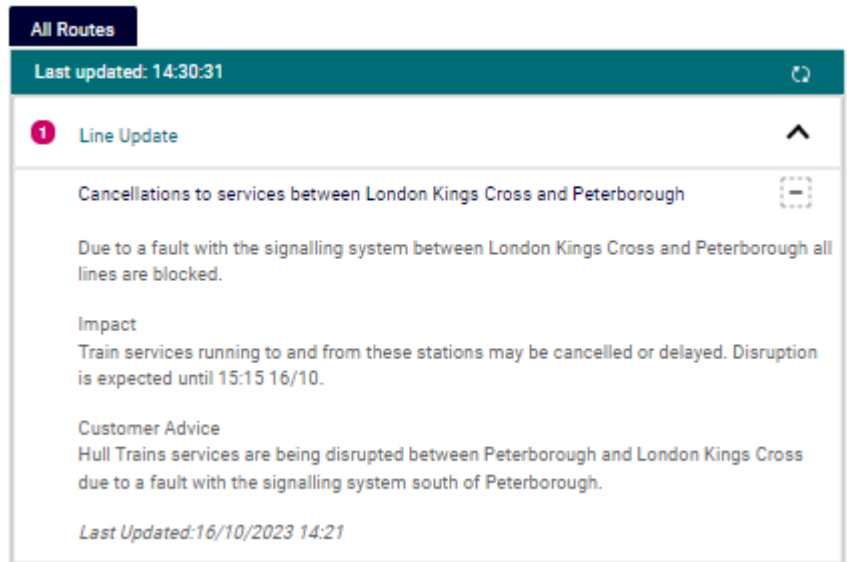
This diagram shows the chain of communication during disruption.

5. How do we communicate to you in disruption?

Issuing a 'Holding Message'

The aim of the 'Holding Message' is to give you and our team, as well as the wider industry, immediate notification of disruption so that our teams and those organisations we rely on can be in a heightened state of readiness.

We aim to issue this message within 20 minutes of receiving advice of the disruption that is likely to be significant enough to cause an alert as identified in the threshold table above. We commit to provide that a minimum of 90% of all disruption events are communicated as a message to customers.



All Routes

Last updated: 14:30:31

1 Line Update

Cancellations to services between London Kings Cross and Peterborough

Due to a fault with the signalling system between London Kings Cross and Peterborough all lines are blocked.

Impact
Train services running to and from these stations may be cancelled or delayed. Disruption is expected until 15:15 16/10.

Customer Advice
Hull Trains services are being disrupted between Peterborough and London Kings Cross due to a fault with the signalling system south of Peterborough.

Last Updated: 16/10/2023 14:21

What info does this Holding Message contain?

The 'Holding Message' will contain the problem, impact and advice information as follows:

- The Time, crucial for tracking communication flows.
- The Location, using the principal station stops either side of a problem.
- The Problem, using industry agreed phrases.
- The Impact, describing what the problem has caused.
- Advice to passengers (where known at the time).

This information will be displayed on the Hull Trains website home page and on Hull Trains 'Live Disruption' webpage.

We know there are a number of information providers so we'll ensure that the message is sent to colleagues, stations, retail providers and National Rail Enquiries so that they can show the information on their systems.

Core Messages

Following the initial Holding Message, a 'Core Message' will be sent out to all channels at twenty minute intervals.

What info does the Core Message contain?

The information in this Core Message will include three key pieces of information;

- The problem (including any infrastructure issues);
- The impact on services;

- The advice for passengers (and additional time passengers should allow for their journey time).

We ensure that this core message is as concise as possible, jargon free and clearly timed and dated.

This will continue to be distributed while things are in a 'steady state' (see below), or the disruption has cleared. An example of when a 'steady state' is achieved could be:

- Incidents that continue overnight / or CSL2 withdrawn overnight.
- When a contingency timetable has been implemented and is working without alteration.
- Key changes to our plans are significantly more than twenty minutes apart.
- Service frequency does not require twenty minute updates.

Our overall disruption notification - CSL2, will be withdrawn when the following criteria are achieved:

- The disruption has ended and train services have returned to normal.
- A temporary timetable is produced and published on the Hull Trains website and all information channels have been informed of the temporary timetable.
- The end of service each day.

We'll provide the above messaging information to DARWIN. DARWIN like a central information brain and is the rail industry system which updates all other industry systems, including customer information screens on stations, station announcements and various websites such as National Rail enquiries to ensure information is consistent.



6. How will we alter train services?

Planned changes

We sometimes create Planned contingency timetables when there are exceptional events such as extreme weather. We ensure that Network Rail (who input the timetables into the national system) have them in time so they can provide information into the industry communication channels as early as possible. Our team checks that they are in place and correct.

We then make clear to passengers during the booking process where there are planned disruptions where it is likely that the journey may differ from normal, i.e. where a rail replacement bus replaces a train service.

If you have already booked we'll send a message out to you to let you know that things have changed and what you can do about them.

Unplanned changes

Individual train alterations are sent out so these automatically update live apps, websites, live departure boards, Live Disruption and Journey Planning systems. If alterations are known the previous evening, the individual trains will be amended and the information published as far in advance as is known.

We will also ensure that reasons for engineering works are displayed on our website and, where appropriate on literature, including leaflets and station posters so you're aware of the reason for the works taking place.

Our Live Disruption pages on the Hull Trains website also features any disruptive events to other operators so you can be made aware if you have a journey with another operator too.

7. How do we help you when there is disruption if you're already travelling?

Alternative Routes and Ticket Validity

We try to provide pre agreed ticket acceptance on alternative routes when there is major disruption. When we know this, we communicate the alternative routes to you via our website and social media channels as well as through our colleagues, stations and contact centres.

Cheapest Ticket and 'Do Not Travel' policies

When services are diverted due to disruption then our teams will ensure that the cheapest ticket is to be sold to passengers. If peak restrictions are lifted, then the cheaper off-peak fare is to be sold.

During what we call a 'CSL2 Black' event, we might advise you not to travel. If we do, we'll tell you when our services are likely to be back up and running and what you can do with your tickets.

Customers with assistance and accessible travel needs

If you need assistance with the transfer of trains at intermediate stations, our On Board team will assist or contact the appropriate station to request assistance for the passenger arriving on a specific train. Where you start your journey at a station during disruption, the station staff will provide assistance or the Passenger Assist team will make alternative arrangements for you where a station is unstaffed.

Customer Information Systems (CIS) and announcements at stations

We don't directly manage any stations and therefore don't have direct control over CIS, but as we mentioned earlier in our plan, to ensure stations are informed our Control team will provide up to date information via DARWIN so that updates are completed on local screens and station announcements.

Rest assured, we have contingency plans in place in the event of train failures or line



blockages. As part of these plans we deploy Customer Actions Teams (CATS) to stations as appropriate to the contingency plans. The CATS team assist with the provision of passenger information, co-ordinating road transport and the delivery of customer service contact information. They also assist in checking that departure boards and information screens are displaying accurate information at the station.

We also monitor compliance of automated station announcements and collate passenger feedback using mystery shoppers. We liaise with other train operators managing each station at which we call on a quarterly basis to review evidence of non-compliance and to share best practice.

Information flow on the train

Our On Board Managers provide information directly to you using announcements and visual information board updates. They usually do this within two minutes of being notified of disruption or the train having come to an unplanned stop, then at least every 10 minutes (or if the situation changes, whichever is soonest). The 10 minute timescale is adhered to even if no new information has been received and the disruption has reached a steady state. Where an announcement system is not available for any reason, information should, where possible be given to you face to face. In this event, every effort will be made to adhere to the 10 minute frequency.

Announcements explain what the problem is (if known), what the impact will be to the journey and advice or instructions on any alterations to that journey, including alternative arrangements.

Our On Board Manager also ensures that information regarding passengers' rights to claim compensation are also announced and displayed on the on-board screens once the delay threshold has been reached, along with advice on how to claim on the Hull Trains website.



Face-to-Face Passenger Information

We know that speaking with passengers face to face gives extra reassurance, so our On board colleagues will come through the train during disruption. Where possible, the On Board Manager will walk through, supported by the On Board Host(s) as necessary and provide face to face information updates.

At stations, the CATS team assist with passenger information, co-ordinating road transport and the delivery of customer service contact information.

9. Where can I find information about disruption myself?

During severe disruption a temporary timetable might be published on our website. The homepage will also be provided with a screen banner to highlight the disruption to services which also displays when viewing the website on a mobile phone. Changes to services will also feed directly into our app.

Where a train is cancelled, regardless of operator, our web and app based ticketing systems are designed so that they will not allow you to purchase a ticket for that train.

We have a Twitter facility managed by an external agency and tweets all service disruption that impacts on our services. The social media team receive all updates about disruption and are available 24/7 to provide updates to you should you need to tweet them.



We also provide support through web support, customer services and our Business Travel team.

We make sure that Delay Repay compensation is provided through the guidelines outlined in our Passengers' Charter, copies of which, along with forms to make a claim, are published on the website and are available at staffed stations.

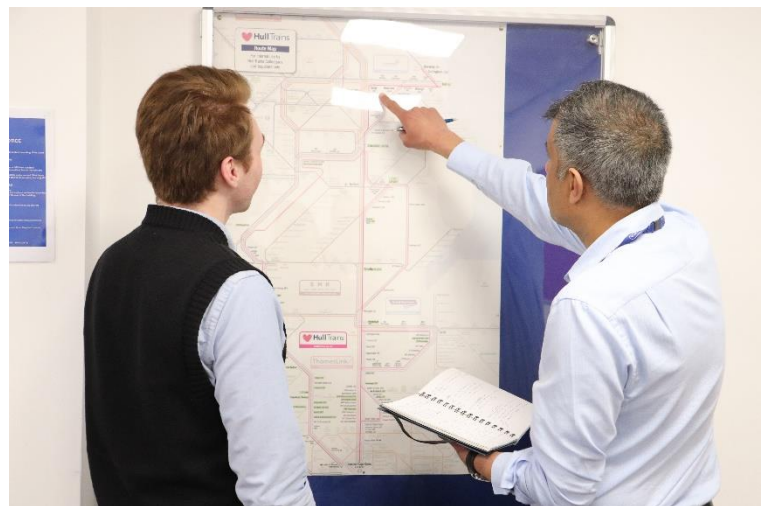
Information about how to check for and retrieve Lost Property is displayed on our website at <https://www.hulltrains.co.uk/support-and-contact/lost-property>

10. How do we learning for the future?

Incident Reviews

All service disruption is reviewed on a daily basis (Monday to Friday) at the internal HT Daily Safety and Performance Conference.

Additionally, specific incident reviews are conducted to ensure that a mechanism for continuous improvement exists. During these reviews, we look at the messages sent out and check these against our standards. Should any review highlight changes that need to be made to our procedures these are added to our contingency plans.



We carry out regular reviews of our Service Disruption processes with both Network Rail and the wider industry, including those related to information provided during disruption.

In addition, we work closely with the Rail Delivery Group (the rail industry body), through an industry wide Customer Information Group so that best practice is shared and improvements to information provision and systems across the entire rail network can be made.

11. How do you feedback to us?

If you'd like to get in touch about how we deal with disruption or have any questions, please get in contact with our Customer Services team who will be happy to help. You can do this by using one of the channels listed here.

OUR CUSTOMER SERVICES TEAM

Our Customer Services Team is available from 0800 - 2200
7 days a week except Christmas day and 26th December, and
can be contacted in a variety of ways

Webform: <https://www.hulltrains.co.uk/support-and-contact/send-feedback>

Email: customerservices.hull@hulltrains.co.uk

Telephone: 0345 071 0222

Post: FREEPOST Hull Trains Customer Services