

Hull Trains Joint Passenger Information During Disruption (PIDD) Local Delivery Plan

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Contents

Description	Page no.
1. Background	1
2. Aims and Objectives of PIDD	1
3. Service Disruption Thresholds & Customer Service Level 2 (CSL2)	2
4. What our team will do	3
5. How we communicate	4
6. How we alter train services	5
7. One Version of the Truth	5
8. Customer Services	6
9. Internet, Social Media, Contact Centres and Intelligent Alerts	8
10. Learning for the future	9
11. Glossary	10

1. Background

At Hull Trains, we fully support the Passenger Information During Disruption (PIDD) guidelines prepared by the Rail Delivery Group (RDG) which all train operators are a member of. We believe we already deliver good customer information in the specific manner to best fit our operation. This Local Delivery Plan details how we specifically manage delivery of information for the benefit of our passengers. It also identifies the actions we will take to further improve the provision of passenger information.

We have published a link to the RDG guidelines (or Approved Code of Practice, as they're also known), on our website. We'll review these arrangements on an annual basis or whenever an update to the RDG guidelines is published.

2. Aims and Objectives of PIDD

Our objective - The timely and reassuring provision of accurate and consistent information to passengers during major disruption/delays so that they can make well informed travel decisions.

In this document we'll demonstrate how we deliver information to our passengers during disruption.

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

CSL2 refers to the declaration of an incident that significantly impacts the running of our services on the railway. The table below defines the threshold levels that categorise service disruption.

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

We will review the thresholds on an annual basis to ensure that they reflect long distance services and are fit for purpose for the frequency of timetable that we operate.

4. What our team will do

Network Rail

During disruption, Network Rail (who control the infrastructure), and ourselves, will liaise closely with staff on site and create a response plan.

The focus will be on managing incidents and recovering the service. Information received will be passed on as soon as this becomes available.

Our Control Centre

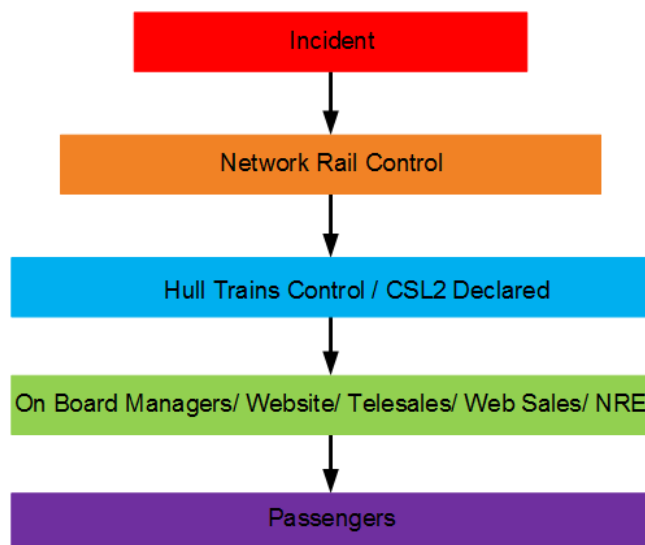
Our Control Centre team manage the services we provide on a day-to-day basis. They are essential to the provision of good passenger information at times of disruption. Specifically, all passenger and staff information relating to Hull Trains service disruption originates with information provided by the Hull Trains Control team.

Our On-Call Managers

We have made sure that our On-Call procedures have been developed and the appropriate On-Call Manager training has been completed so that they can help in the management of disruption whatever time of day it occurs.

Our On Board Managers

All our On Board Managers (each train has one) have been briefed on their roles and responsibilities when a CSL2 incident is being managed. On Board Managers are also encouraged to use their discretion to deliver the best possible service for our passengers. This includes the request and provision of taxis for onward travel.



5. How we communicate

Issue of an initial 'Holding Message'

The aim of the 'Holding Message' is to give our staff, passengers and the industry immediate notification of a significant disruption incident in order for our teams and those organisations we rely on to be in a heightened state of readiness.

The 'Holding Message' is issued by Hull Trains Control and we aim to issue this within 20 minutes of receiving advice of the disruption or incident likely to breach CSL2 threshold in the table above. We commit to ensure that as an absolute minimum 90% of all alterations are communicated as a message to customers.

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).

Holding messages give initial advice that disruption is occurring and encourage passengers and colleagues to be alert for further information. This information will be displayed on the Hull Trains website home page and on Hull Trains Journey Check pages.

We know passengers use 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.

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

This will continue to be distributed until a 'steady state' is reached 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.

CSL2 will be withdrawn when the following criteria are achieved:

- The disruption has ended and train services have resumed to Green threshold.
- 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 messaging information to DARWIN. DARWIN is the rail industry system which updates all other industry systems, including customer information screens on stations, station announcements and various websites to ensure information is consistent.

6. How will we alter train services

Planned

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 will 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.

Unplanned

Individual train alterations are sent out so these automatically update live apps, websites, live departure boards, Journey Check 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 work with Network Rail and other operators to ensure that they have sufficient resources and contingency plans in place in the event of overrunning engineering works. Our Control team is adequately resourced so that we can implement any contingency plans.

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

7. One Version of the Truth

To ensure that the provision of information to passengers and frontline teams is consistent between all TOCs and NR, the reason for the disruption will be agreed with our Control team and the reason will be communicated by the core message. If discrepancies are identified by the Customer Services team, Customer Support On-Call

or the Lead On-Call Manager, steps will be taken to rectify these by contacting our Control team.

The Journey Check section of the Hull Trains website will also feature any disruptive events to other operators using the route using a feed from the DARWIN system.

8. Customer Services

Alternative Routes and Ticket Validity

Our aim is to provide pre agreed ticket acceptance on alternative routes when CSL2 is in operation. Until it is in place, our Control team will obtain ticket acceptance, for each incident, with affected TOC's and communicate this to colleagues, stations and contact centres.

Alternative route maps have been published for passengers and will be distributed when appropriate to the disruption. These include estimated time durations for the sections on the alternative route.

On acceptance of other TOC's tickets on our services, relevant front line colleagues, On Board Managers and station teams will be frequently updated on the commencement, duration and reasons for ticket acceptance.

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 a CSL2 Black event, we will also consider if we need to advise passengers not to Travel. We have a **not to travel policy** which can be implemented.

Other TOCs' passengers

We will make every effort to assist other TOC's passengers in completing their journeys. If they are receiving enquiries from other TOC's passengers, our colleagues will assist these passengers, providing them with information, where possible, with their onward travel requirements. This mechanism ensures that if a communications breakdown occurs it is rectified at the earliest opportunity.

Customers with assistance and accessible travel needs

For passengers that require 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 a passenger starts their journey at a station during disruption, the station staff will provide assistance or the Passenger Assist team will make alternative arrangements for them 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.

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, through the use of mystery shoppers compliance of automated station announcements and collate passenger feedback. We liaise with TOCs 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 Control team provides information directly to Drivers and On Board Managers. These colleagues liaise with Control as and when appropriate. In addition, all On Board Managers and Drivers have been provided with a mobile device to receive holding and core messages. Every Hull Trains service has an On Board Manager available to provide information and help to passengers on board the train. All our trains have a public address system and it is the responsibility of the On Board Manager to provide accurate and timely information to the passengers on board. We operate manual announcements on board all of our trains as normal practice.

Announcements on the train

Announcements not only provide information but help to reassure passengers. During CSL2 level disruption the On Board Manager is responsible for providing information to passengers using the PA. They usually do this within two minutes of being notified of disruption or the train having come to a stand out of course, 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 a PA is not available for any reason, information should, where possible be given to passengers face to face. In this event, every effort will be made to adhere to the 10 minute frequency.

The Core Message is used as the basis for the announcement. In all cases the On Board Manager will make an announcement even if no or little information regarding the disruption is known and provide updates as they occur.

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 will also ensure 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 be visible at all times on board during CSL2 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. Internet, Social Media, Contact Centres and Intelligent Alerts

During severe disruption a temporary timetable may be published on the HT 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 the HT app.

Where a train is cancelled, regardless of operator, HT web and app based ticketing systems are designed to use information from DARWIN so that they will not allow a passenger to purchase a ticket for that train.

Hull Trains have a Twitter facility managed by an external agency and tweets all service disruption that impacts on HT services. The social media team at the external agency receive all HT Tyrell messages and CSL2 updates and are available 24/7 to provide updates to customers.

HT provide support through telesales, aftersales, web support, customer services and the Business Travel team. These contact centres receive holding and core messages via e-mail and access to the HT website.

From 0930 Friday – 0930 Monday, the Customer Support On-Call Manager will carry out a real time check of HT website, Twitter, NRE service bulletins and an associated live departure boards for a random selection of CSL2 red or black incidents to review the accuracy of our website.

Any discrepancies will be reported to our Control team or the external agency for resolution.

Compensation is provided through the HT Passengers' Charter and copies of the charter and 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 must be displayed on the Hull Trains website and is currently available at <https://www.hulltrains.co.uk/support-and-contact/lost-property>

10. Learning for the future

PIDD – Focused Incident Reviews

All service disruption is reviewed on a daily basis (Monday to Friday) at the internal HT Daily Safety and Performance Conference which takes place at 0900.

Additionally, specific incident reviews for HT are conducted to ensure a mechanism for continuous improvement exists. These will normally take place following all CSL2 Red and Black incidents triggering a structured de-brief process.

Incident reviews may also be triggered by a request from company the Production Director or the Commercial and Customer Experience Director. These will be completed within 2 weeks of the conclusion of the incident and involve representatives as required from Production, Customer Services and Control. The timescales are outlined as:

- Initial review by Lead On-Call / Customer Support On-Call within 72 hours
- 2 Weeks - Production Director / Commercial and Customer Experience Director review

Where required, representatives from Network Rail will also be sought.

After all CSL2 red and black incidents the Head of Customer and Stakeholder Engagement will review all Control outputs and messages and measure these against the standards contained within this document. Should any review highlight changes that need to be made to our procedures these will be added to our delivery plan on conclusion of the review to ensure continual improvement.

To assist with continuous improvement of incident management and passenger communications, a Performance Incident Alert will be completed by the Lead On-Call Manager when a full CSL2 review is not deemed appropriate. This will capture smaller incidents that have an impact upon the customer.

We carry out regular reviews of our Service Disruption processes with both Network Rail and the wider industry, including those related to information and will update this document at least annually to reflect the latest changes in processes or our procedures.

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. We will request for an independent CSL2 review at least once per year. This will be completed by another TOC or Transport Focus.

HT will publish a copy of this, the Local Delivery Plan, on our website.

Delivery Statement Review

The Head of Customer and Stakeholder Engagement will lead a formal review of these arrangements every 2 years in order to ensure that the contents remain relevant, up to date and fit for purpose. The outcome of such reviews must be documented.

The Head of Customer and Stakeholder Engagement will review the effectiveness of the devices issued to colleagues to ensure that they remain fit for purpose every 2 year.

11. Glossary

CIS	Customer Information Screens
CSL2	Customer Service Level 2
HT	Hull Trains
NR	Network Rail
PIDD	Passenger Information During Disruption
TOC	Train Operating Company