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# Great Western Railway / Network Rail Western Route

## Passenger Information During Disruption Delivery Plan **Updated - April 2017**

**This plan is our commitment to you during disruption.**

We work hard to make sure every journey with us is on time and hassle free, but we know we aren't always able to meet expectations in this area.

This document tells you what you can expect when things do go wrong, in particular:

- Our processes and procedures
- Where you can find information
- Measuring how we're doing
- Improvements we've made and plans for next year.

It follows the industry wide Passenger Information During Disruption (PIDD) principles – so we have a consistent approach to information across the UK, regardless of what train company you're using. We also work with the Association of Train Operating Companies and Transport Focus to review this every year to make sure it meets your needs.

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# Our Processes and Procedures

We have a control centre (based in Swindon for the whole network) that helps centrally manage our response to disruption. This has staff from both GWR, Network Rail and other train companies on our route – we all work closely together to minimise the impact for all customers.

When our teams are alerted of an incident or issue, they use an industry wide categorisation process and colour coding system (green, yellow, red or black) to determine our response.

## **Depending on the incident this could include:**

- Activating our on-call process to deploy more staff to stations and trains (including volunteers from our office-based teams)
- Increasing the frequency of updates from our control centre to at least every 20 minutes
- Putting ticket acceptance in place for customers to use other train companies
- Providing information on alternative routes using buses (and where pre-arranged ticket acceptance)
- Displaying special messages on information systems at our stations
- We want to make sure we get our customers to their destination so sometimes we may need to provide taxis or buses. This generally only happens when:
  - A customer is likely to be delayed by more than an hour
  - It's the only way of getting a customer to where they need to go
  - Sometimes, despite a long delay, it may not be practical to provide alternatives (for example, getting taxis to rural locations or through peak time traffic). In this situation, we'll try and keep you comfortable and get things moving as quickly as we can.

## Where you can find information

We have a range of solutions to provide information to our customers – during normal service and when things go wrong.

We provide information in the format of problem, impact, advice. This makes sure our customers know what the impact is on their journey and what they need to do as a result.

### **Our website**

We've designed our website to make sure information about our services is easy to find and understand. We have 3 main areas:

- Our homepage service status banner - showing customers what is happening on the network as soon as they enter the site
- Our travel-updates page – our main information page gives more detail to customers about what is happening at the moment as well as any future engineering works
- Our JourneyCheck page – which gives more specific information about things such as alterations, different catering arrangements or changes to the number of carriages

When there is serious disruption (such as severe weather) we adapt the home page of the website to make this the key information customers see.

### **Our alerts service**

We provide a free text and emailing alerting service where you can set up a regular journey

and be alerted when there are any issues. This tool is called JourneyCheck and can be found on the Travel Updates page.

#### **Our staff**

Many of our staff have new mobile devices and can access the latest information to help you know what's going on and what's the best advice. They're also trained to help you navigate to alternative routes and let you know whether your ticket is valid.

#### **Stations Screens and announcements**

At most of our stations we provide customer information screens (CIS), help points and announcements to help customers find out more about delays. In major disruption, we may change the screens to 'disruption mode'. This clears the screens and only shows the trains we know to be operating.

#### **Social media**

We have round the clock Facebook (GWRUK) and Twitter (@GWRHelp) accounts which provide details of disruption as well as answering the queries of as many customer's as possible. The team have access to all the industry feeds as well as details of local station and on board teams to help our customers.

#### **Customer Services**

We also have a Customer Services team that is open from 0700-2200 and can be called on 03457 000 125 to help answer queries.

#### **National Rail Enquiries (NRE)**

The NRE website and call centre also provide useful disruption information – using the same information source as our website to ensure consistency.

## **Measuring how we're doing**

We use a number of different measures to make sure we're meeting your expectations:

- The National Rail Passenger Survey (NRPS) results in the 'how we deal with delays' question
- The % number of service alterations advertised on customer information systems compared with the number of services actually altered
- The % of updates during disruption provided within 20 minutes

Following any major disruption, we undertake a post-disruption review and produce an action plan. We have a quality monitoring process on the standard of messages sent from control and the standard of messages on the website.

## **Improvements and Plans**

We've been working hard through 2016/17 to provide a number of improvements in this area including:

- New station information screens.
- New staff computers to give our employees easy access to information
- Rolling out new tablets to our Drivers
- Introducing Passenger Information Systems (PIS) on trains in the West Country
- Providing alternative route guides at stations, including details of customers' options when there is severe disruption to train service
- Enhancing what our CIS can do on stations – warning customers of possible future
- A new Customer App – providing more personalised journey information

And we have some exciting plans for 2017/18, including:

- Providing announcements directly to our customers on Driver Only trains from the Control Centre, giving them live updates via technology through the on-train PA. This will Improve information to our customers in the London and Thames Valley area.
- The GWR website is having a transformation regarding providing passengers with information during disruption. Identifying routes that are being disrupted (rainbow boards) and maps to show the customers train or the area affected on the network.
- We are also looking to invest in push notification alerts with JourneyCheck technology through the GWR customer app. This will allow us to provide better / more detailed information in a more modern format.