



PIDD Industry Action Plan

Industry
Recommendations

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This table sets out the Rail Industry Action Plan to improve the provision of passenger information during disruption (PIDD).

This table is complete to May 2018.

- On target for delivery
- ✓ Delivered
- Behind schedule

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Information Development Group</p>	●	<p>Grand Central PIDD Local Delivery Plan, section 12.7.5</p> <p>Our Social Media team monitor National Rail Enquiries and other TOC websites for disruption information.</p>
<p>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 make sure they have the right level of resource available, to provide a high proportion of known amendments, and strive to ensure that all known amendments, for changes made on the day, are communicated in a timely fashion into Darwin e.g. before the train is due to depart its origin station, or within 5 minutes of being cancelled once it has started its journey.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 12.2</p> <p>Any service alteration messages are automatically fed into Darwin.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Information Development Group</p>	✓	Our website and mobile site retailing system uses National Rail Enquiries (and therefore Darwin) journey and disruption feeds for live departures and arrivals.
<p>PIDD 04 For longer term disruptions 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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>NOT APPLICABLE TO GRAND CENTRAL</p> <p>Grand Central does not operate a Day A for B process as we aim to run a full service unless advised by Network Rail.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Information Development Group</p>	<p>✓</p>	<p>NOT APPLICABLE TO GRAND CENTRAL</p> <p>Grand Central does not operate a Day A for B process as we aim to run a full service unless advised by Network Rail.</p>
<p>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”.</p> <p>Owner: Customer Information Strategy – Delivery Board</p>	<p>●</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.5</p> <p>The National Rail Enquiries Disruption feed is taken as an .xml feed into the Grand Central website and mobile site.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.5</p> <p>The Social Media team monitor National Rail Enquiries and other TOCs for disruption information.</p>

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<p>PIDD 09 Merged into PIDD 07</p>		
<p>PIDD 10 Merged into PIDD 19</p>		
<p>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. Owner: Operations Council</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.3.3 The NRCC and other TOC addresses are contained within the address books of the messaging systems.</p>
<p>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. Owner: Customer Information Strategy – Delivery Board</p>	<p>✓</p>	<p>INDUSTRY WORKSTREAM LED BY CUSTOMER INFORMATION STRATEGY – DELIVERY BOARD.</p>
<p>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 for onward dissemination to downstream free-text services (websites, alerts, social media, etc). Owner: Information Development Group</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.5 Revised reasons are implemented within the Tyrell system.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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 running information for dissemination to downstream customer information systems (station CIS, train PIS etc).</p> <p>Owner: Information Development Group</p>	<p>✓</p>	<p>INDUSTRY WORKSTREAM LED BY INFORMATION DEVELOPMENT GROUP.</p>
<p>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.</p> <p>Owner: Information Development Group</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.1</p> <p>During service disruption the evolving/changing story will be updated and communicated to customers.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	<p>●</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.3</p> <p>We encourage our on train staff to make tailored announcements as required. We are refreshing our ontrain announcements.</p>

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<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	<p>●</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.3</p> <p>We are currently working on changing our on-train announcements to remove the apology aspect.</p>
<p>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.</p> <p>Owner: Information Development Group</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.3</p> <p>We are currently working on changing our on-train announcements to remove the apology aspect.</p>
<p>PIDD 18 Claim forms for compensation should be made easily available to passengers – on trains and on stations, where practical, and on all TOC websites.</p> <p>Owner: Information Development Group</p>	<p>✓</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.7.3</p> <p>We have information across many communication channels regarding compensation.</p>
<p>PIDD 19 Claim forms for compensation should be made easily available to passengers – on trains and on stations, where practical, and on all TOC websites.</p> <p>Owner: Information Development Group</p>	<p>●</p>	<p>INDUSTRY WORKSTREAM LED BY COMMERCIAL BOARD.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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 and as part of PIDD-12 commit to review the current suite of services to make sure that they are fit for purpose.</p> <p>Owner: Customer Information Strategy – Delivery Board</p>	✓	<p>INDUSTRY WORKSTREAM LED BY CUSTOMER INFORMATION STRATEGY – DELIVERY BOARD.</p>
<p>PIDD 21 Merged into PIDD 19</p>		
<p>PIDD 22 Withdrawn</p>		
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 12.7.1</p> <p>We have reviewed options for replacing the technology we currently use with more up-to-date smartphones.</p>
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 12.7.3</p> <p>Our Passenger communication during disruption (GC/1045) includes this requirement.</p>

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<p>PIDD 25 Customers should 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.</p> <p>Owner: Commercial Board</p>	<p>●</p>	<p>Grand Central PIDD Local Delivery Plan, section 12.3.4</p> <p>We operate a cheapest ticket policy to ensure customers are not forced to pay more due to disruption.</p>
<p>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.</p> <p>Owner: Commercial Board</p>	<p>●</p>	<p>INDUSTRY WORKSTREAM LED BY COMMERCIAL BOARD.</p>
<p>PIDD 27 Merged into PIDD-19.</p>		
<p>PIDD 28 To establish what might be done to improve the information at unstaffed stations, where there is currently no real time information provision, work needs to be done to identify solutions powered by Darwin, so that TOCs are aware of what is available to them so that they can build the costs into future plans.</p> <p>Owner: Customer Information Strategy – Delivery Board</p>	<p>✓</p>	<p>INDUSTRY WORKSTREAM LED BY CUSTOMER INFORMATION STRATEGY – DELIVERY BOARD.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>INDUSTRY WORKSTREAM LED BY OPERATORS COUNCIL.</p>
<p>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.</p> <p>Owner: Information Development Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY INFORMATION DEVELOPMENT GROUP.</p>
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 12.8</p> <p>We operate a focused incident review process to measure the quality of control communications.</p>
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 12.8</p> <p>We have agreed to work with another TOC to audit Core Messages annually.</p>

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<p>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.</p> <p>Owner: National Task Force - Operators Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.</p>
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, section 9 This plan has been reviewed against the latest PIDD ACoP October 2016.</p>

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Information Development Group</p>	✓	The hours of operation have been reviewed and it was concluded that the hours are suitable.
<p>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.</p> <p>Owner: Customer Information Strategy – Delivery Board</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.
<p>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.</p> <p>Owner: Operations Council</p>	✓	Grand Central PIDD Local Delivery Plan, section 9 This plan has been reviewed against the latest PIDD ACoP October 2016 and is reflective of a long distance service.

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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.</p> <p>Owner: Operations Council</p>	✓	<p>Grand Central PIDD Local Delivery Plan, Section 12</p> <p>Published customer version of delivery plan together with a link to the ACoP and annual progress plan on our website.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>NOT APPLICABLE TO GRAND CENTRAL – NETWORK RAIL ACTION</p>
<p>PIDD 43 The PIDD ACoP and the Network Rail “Guidance Note for Control, Response and Station Staff: Information During Disruption” should crossreference each other.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.</p>
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	<p>INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.</p>

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<p>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.</p> <p>Owner: National Task Force</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE.
<p>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.</p> <p>Owner: National Task Force – Operators Group</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE – OPERATORS GROUP.
<p>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.</p> <p>Owner: TBC</p>	✓	INDUSTRY WORKSTREAM LED BY NATIONAL TASK FORCE.
<p>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.</p> <p>Owner: *OPSG</p>	✓	INDUSTRY WORKSTREAM LED BY *OPSG.

Recommendation	Current Status	Cross-reference to Grand Central's PIDD Local Delivery Plan
<p>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 is 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).</p> <p>Owner: *OPSG</p>	✓	INDUSTRY WORKSTREAM LED BY *OPSG.
<p>PIDD 50 The industry needs to change the way it communicates suicides on the railway. Instead of the current phrase “person being hit by a train”, a change will be made to take account of the recent Transport Focus and Samaritans research. The Industry have agreed to adopt the new phrase “emergency services dealing with an incident”, to communicate suicide incidents on the rail network.</p> <p>Owner: Information Development Group</p>	TBC	INDUSTRY WORKSTREAM LED BY *OPSG.

More Information

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