

XCTL-1001

Passenger Information During Disruption Local Plan

Synopsis

This document demonstrates the process and procedures in place within CrossCountry to comply with the Rail Delivery Group (RDG) Code of Practice for providing Passenger Information During Disruption (PIDD).

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A. Administration

Issue & Revisions

This document is issued as part of CrossCountry Procedures Directory, which provides a central directory of instructions & guidance across the company.

This document will be reviewed at a frequency no less than annually.

Issue 1	July 2015	New Procedure
Issue 2	December 2015	Procedure Update
Issue 3	August 2016	Procedure Update
Issue 4	December 2017	Periodic Update
Issue 5	March 2019	Periodic Update
Issue 6	May 2020	Periodic Update
Issue 7	July 2021	Periodic Update
Issue 8	August 2023	<ul style="list-style-type: none"> - Change of Authority to Customer Dir. - Industry policy update (ACOP > CIP) - Removed PIDD Delivery Board ref. - Grouped content by role / function - Updated sections: Traincrew, Website

References

References can be found in Appendix A.

Implementation

The requirements of this Procedure are mandatory and apply from the date of issue.

Definitions

Definitions used in this document can be found in Appendix B.

B. Requirements

1. Purpose & Scope

This purpose of this document is to set out high-level guidance about good practice in the provision of information to passengers during disruption. It contains processes and procedures implemented by CrossCountry (XC) to comply with agreed industry standards, whilst being tailored to reflect local conditions, practicality and funding.

2. People

This plan is for XC to deliver appropriate passenger information and documents key interfaces and suppliers who are contractually obliged to assist with these processes. In particular, Network Rail's obligations are documented in the Network Rail Guidance Note for Control, Response and Station Staff – Information during Disruption and Network Rail Contingency Planning Day A for Day B documents. Other Station Facility Owners will also have PIDD Plans in place as documented by their owning Train Company.

Within XC the following people have key responsibilities for delivering these processes:

Responsible	Accountable
<ul style="list-style-type: none"> Head of Customer Experience Head of Brand, Communications & Digital Strategy Head of Commercial Delivery Head of Train Service Delivery 	<ul style="list-style-type: none"> Customer Director
Consulted	Informed
<ul style="list-style-type: none"> Control Manager Customer Experience Manager Pricing and Revenue Manager Digital Manager 	<ul style="list-style-type: none"> Head of Operational Resilience Customer Contact Strategy Manager Train Managers and Senior Conductors On Call Management Staff Station Liaison Manager Duty Control Manager Route Controllers, Customer Support Controllers and Customer Communications Specialists

C. Procedure

1. Background

CrossCountry fully supports the Rail Delivery Group (RDG) 'Customer Information Pledges' (CIPs). This plan shows how XC interprets the requirements of the CIPs section 'When things go wrong...' and how we implement these across our network as 'Passenger Information During Disruption' (PIDD) during train service disruption to ensure that passengers receive timely and relevant information.

There are established processes in place at XC to respond to emergency incidents, including severe disruption to the train service. Our PIDD processes are aligned or enhanced where possible and appropriate with those contained in the document 'XCTL-602 Emergency Response: Amber, Red, Black'.

2. Aims and Objectives of PIDD

The aims of PIDD are to ensure that:

- Passengers are provided with the timely and reassuring provision of information during the major disruption/delays so that they can make well-informed travel decisions.
- Industry systems are aligned and configured to deliver the same information about the delay whether it be on-train, at-station or online.
- Consistent and up to date information is regularly provided to our staff and customers.
- Network-wide processes are consistently applied, measured and reviewed to ensure continuous improvements.
- All our people know what they need to do to deliver these requirements.

3. Interface with Network Rail and Other Organisations

XC and Network Rail have a duty to work closely together and co-operate over all aspects of passenger information, including but not exclusively during periods of disruption.

Information from the site of an incident forms the key initial stage in the information chain. Network Rail takes the lead role at all operational incidents and has procedures setting out their response to such incidents, including as they relate to passenger information. The ability of XC to provide consistent and timely information to passengers during disruptive incidents is heavily dependent on the flow of information from Network Rail, particularly in reference to:

- Estimates and information from the site of an incident/disruptive event.
- Cause of the delay.
- Production of plans for the restoration of services.

Station Facility Owners (SFO) are also required to work with CrossCountry and cooperate in the dissemination of information in a non-discriminatory way that looks after passengers' needs regardless of train operator.

4. Compliance

This document outlines the processes and procedures in place for XC to deliver PIDD, as defined in RDG 'Customer Information Pledges' (CIPs) December 2021 (section 5 'When things go wrong...').

Local circumstances can dictate local arrangements which need to apply. As XC does not operate any stations these are dealt with in individual local plans issued by Train Companies or Network Rail as appropriate.

This plan will be reviewed at least annually to ensure that any amendments made to the CIPs have been incorporated and processes altered as necessary.

5. Key Requirements

5.1 Colleague understanding of the end-to-end PIDD process

To deliver the above requirements effectively within the Railway Undertaking our Control, Communication and Regional Customer Service teams should have an understanding of the overall PIDD process and its aims and objectives with special reference to the following aspects/principles:

- Enhanced mobilisation – CSL2
- Prioritised plans
- Holding & Core Messages
- Communication of information to passengers

To ensure consistent delivery the following takes place:

- **Control staff** have initial training on the PIDD process and the use of Tyrell IO (XCTL-247 Competence Development Process for Controllers). The Controller competency assessments (XCTL-238 Training & Competence Requirements for Controllers) ensure that controllers remain focussed on PIDD during their everyday duties. Controllers are encouraged during spare/development days built into their rosters to spend time with key contacts and industry colleagues.
- **Train Managers and Senior Conductors** are briefed on their role and responsibilities for providing passenger information through their initial training to the standard specified in this document (5.5 Traincrew). This is periodically assessed by their Customer Service Managers as part of their competence assessment packs (XCTL-202 Management of Train Managers & Senior Conductors). Ongoing training and regular briefings on communication give our people the skills and guidance that they need to adapt their announcements and onboard processes according to any disruption being experienced (as each incident is different).
- **Managers who have On Call responsibilities** are briefed on the PIDD process, their responsibilities for delivery of PIDD and how they fit into it.
- The **National Rail Communications Centre** at Doncaster delivers the Core Message to passengers by way of the nationalrail.co.uk website, Journey Alerts, TrainTracker™ and Mobile Apps.
- **Communication team** ensure the live journey information on the XC website is now powered by JourneyCheck which means that controllers have complete control over customer information delivered by this means using the Tyrell IO system.
- **Network Rail and other Train Companies as SFOs** to deliver information to passengers at stations during disruption. XC participates where requested in any local events or forums to develop the PIDD process at such locations.

5.2 Operations and Control

The XC Control Room is central to the provision of good passenger information.

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

Activating CSL2

The Duty Control Manager is responsible for activating CSL2. They will consider activating CSL2 during any disruption event if services are delayed by - or likely to be delayed by - 60 minutes or more. However, they may activate CSL2 at any time if they feel it is appropriate to do so.

The affected Train Managers, Senior Conductors and on call managers will be notified about any activation of CSL2 by Email or ARRAKIS.

CSL2 messages are categorised as follows:

Message State	Meaning
Holding	OPTIONAL MESSAGE: Letting you know that something is happening and that we are assessing the situation.
Activated	Major disruption has occurred or is likely to occur. This message will contain Core Message information.
Withdrawn	Incident as cleared but it may take time for train services to return to normal.

The XC service disruption thresholds, as defined in *XCTL 204-RO2 "Declare CSL2 Disruption" Control Manual*, have been decided taking into account the pre-existing thresholds from the *XCTL-602 Emergency Response: Amber, Red, Black* and the requirements under the XC Passengers' Charter (specifically 9.1 How we deal with delays).

Note that the term **Code Red** refers to the process triggered by the *XCTL-602 Emergency Response: Amber, Red, Black* and is documented here for reference purposes only.

Criteria	Activates Code Red?	Activates CSL2?
A line blockage <u>without suitable diversionary route</u> estimated to last for 60 minutes or more.	YES	YES
A stranded/failed passenger train where rescue cannot be guaranteed within 60 minutes.	YES	NO*
Any incident which means any station will have no CrossCountry train service for 120 minutes or more.	NO	YES
A train accident not involving CrossCountry where we are requested to support other Train Operators.	YES	NO

* Unless it also triggers one of the other criteria.

The nature of the CrossCountry network means that certain peripheral sections of route are primarily served by other Train Companies. CSL2 is only declared for incidents which occur on the core route network as follows:

Routes on which CSL2 **may** be declared:

- Edinburgh to Plymouth via Newcastle, Leeds, Birmingham and Bristol
- Newcastle to Reading via Doncaster and Birmingham
- Manchester to Bournemouth via Birmingham and Reading
- Manchester to Bristol via Birmingham
- Nottingham to Cardiff via Derby and Birmingham
- Birmingham to Stansted Airport *via Leicester and Cambridge*

Routes on which CSL2 will **not** be declared:

- Glasgow to Edinburgh
- Aberdeen to Edinburgh
- Bristol to Cardiff
- Bristol to Bath Spa
- Newton Abbot to Paignton
- Plymouth to Penzance
- Par to Newquay
- Reading to Guildford

CSL2 is declared once the Service Disruption Threshold/s have been reached, unless there is good reason why it should not be. Flexibility remains with the Control Room to declare it in other circumstances for the benefit of customers. The responsibility for declaration of CSL2 rests with the XC Duty Control Manager.

Disruption messages are sent using the Tyrell IO system which supplies information to internal and external customers. The address book and distribution lists within Tyrell IO are maintained at least annually by a nominated Duty Control Manager, or beforehand if the need arises.

5.2.2 Issue of Holding and Core Messages

When an incident occurs, which looks likely to breach XC's CSL2 threshold a **Holding Message** is sent as a priority. This will alert staff that there is an event unfolding which is likely to become significant, allowing them to prepare for the introduction of CSL2. Ideally the message should be issued within 10 minutes of being notified.

Once an incident has been declared as CSL2 a **Core Message** will be sent at intervals of 20 minutes or less until the incident has concluded. For incidents that are of a very long duration and when no update is expected for some time then 'Steady State' will be declared. This reduces the requirement to send out Core Messages at such a high frequency and each message will include the time expected to elapse before the next update.

The Customer Communication Specialists are responsible for issuing Core messages. Core messages will be sent to the appropriate line of route groups, including train crew, stations, other TOC control centres and national rail enquiries. Core messages will be sent by email or text message.

Holding and Core messages will contain three key pieces of information:

Item	Specification	Example
The Problem	What has occurred? e.g. Headcode of the train(s) directly affected and/or brief details of the incident	Safety checks are being carried out on the railway at Milton Keynes.
The Impact	What does it mean for passengers? e.g. Trains affected, diversions, starting/terminating either side of the blockage.	Trains between London Euston, the West Midlands, and all other destinations via XXX are being delayed by up to 30 minutes in both directions. A normal service is expected to resume by 21:30. Milton Keynes are being delayed by up to 30 minutes in both directions. Normal service is expected to resume by 21:30.
The Advice	What passengers should do e.g. In the case of a stranded train incident this include both the customers on-board the train and the customers affected by the resultant line blockage.	Passengers should expect journeys to take up to 30 minutes longer than normal. Passengers who have or are likely to miss connecting trains should tell a member of staff – they will help you re-plan your journey.

Steady State Decision

The Duty Control Manager will make the decision as to when an incident can reasonably be declared to be in 'Steady State' and the periodicity of such messages, relative to the nature of the disruption being experienced and the expected frequency of updates from Network Rail.

Message Templates

All messages are sent using the pre-populated templates contained within Tyrell IO. XC's system is locked down such that controllers are required to give an estimate for the incident duration. When Network Rail has not provided an estimate then controllers are encouraged to use their own experience, skill and judgement to provide an estimate.

5.2.3 Mobilisation of Operations and Customer Service response teams

The XC Duty Control Manager is responsible for the mobilisation of XC On-Call staff.

The nature of the CrossCountry network means that certain peripheral sections of route are primarily served by other Train Operating Companies and XC management resources are spread over significant geographic areas. As a result, On Call managers will only be asked to attend the most serious of incidents and their response time may be significant.

Role of On Call Colleagues

The role of the On Call staff is to:

- Provide an extra pair of hands and a friendly face.
- Offer Customers advice on alternative travel arrangements.
- Answer requests and queries.
- Provide one on one assistance and reassurance for Customers.
- Provide a XC presence.
- Support colleagues during the disruption.
- Make or arrange for announcements to be made.

XC On-Call structure:

- **Duty Officer:** Director or Senior Manager. Role is responsible for provision of advice to the Duty Control Manager and for making decisions that affect the business. In addition, undertakes the role of Incident Manager in the event of a major incident, setting up the Incident Room and co-ordinating the incident response.
- **Fleet On-Call:** responsible for providing advice and technical support in the event of an incident involving significant fleet failure.
- **Customer Service L1 (*geographic areas; Scotland & North East, Western & Southern, LNW & Anglia*):** Advised of incidents affecting Customer Service teams which require an immediate response and follow-up.
- **Operations L1 (*geographic areas; Scotland & North East, Manchester & Midlands, Anglia, South & South West*):** Advised of incidents affecting Rail Operations which require an immediate response and follow-up.
- **Customer Service L2:** Escalation from Customer Service L1.
- **Operations L2:** Escalation from Operations L1.

Most disruption will also affect the primary Train Company on that route and XC will largely rely on that Train Company to assist with providing enhanced customer service where required. It may also be necessary for XC to request that this Train Company's On Call staff respond to an incident involving an XC train, if undue delay would occur by waiting for XC's own On Call staff to get to site. If this is required it would be the responsibility of the Duty control Manager (or the CDO if Gold Control is in effect).

5.2.4 Alterations to train services

XC Route Controllers are responsible for managing alterations required to the train service during disruption, in liaison with the relevant Network Rail Route Operating Centre.

All such alterations communicated from Control use Tyrell IO templates which automatically update the Darwin database which powers NRE downstream systems as well as station CIS screens. The Customer Communications Specialist sends out service alterations as soon as they are defined to ensure that the information is fresh and current. They also have access to the Darwin Workstation to directly manipulate the Darwin database if required.

XC Control management team monitors the proportion of train alterations and cancellations input into Darwin via Tyrell IO using a real time reporting suite provided by Nexus Alpha. This data is then benchmarked across the rail industry (known as the Golden Lion award) with XC routinely scoring well above the industry average and certainly inputting well above 90% of required alterations and cancellations.

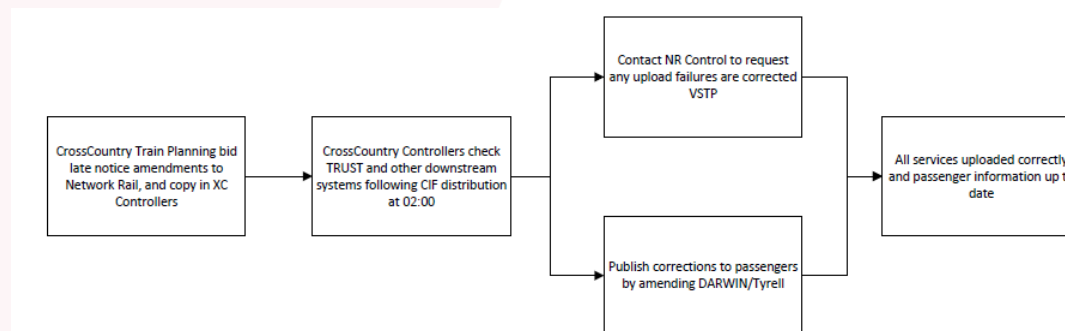
5.2.5 Contingency Plans

XC Control hold Contingency Plans (XCTL-606 Train Service Contingency Plans) to ensure that during disruption a consistent response is always given. The industry “Day A for Day B” process (where short notice service alterations are uploaded into industry systems as late as the evening prior to the day in question) is not generally used by XC, except during periods of known prolonged disruption, for example a landslip. Due to the complex nature of the route network, XC do not have a bespoke “off the shelf” emergency timetable that can be implemented; instead we use the process pictured overleaf to determine our response.

Train Planning will check A for B through their bid process. However, a process is in place for Duty Control Manager to double check that the A for B timetable has correctly imported into both TRUST and Darwin overnight and to take steps to rectify any discrepancies found. This will involve liaising with NR Route Control to resolve any TRUST issues and the NRCC (or via direct input via the workstation) to resolve any Darwin issues.

5.2.6 Checking Information

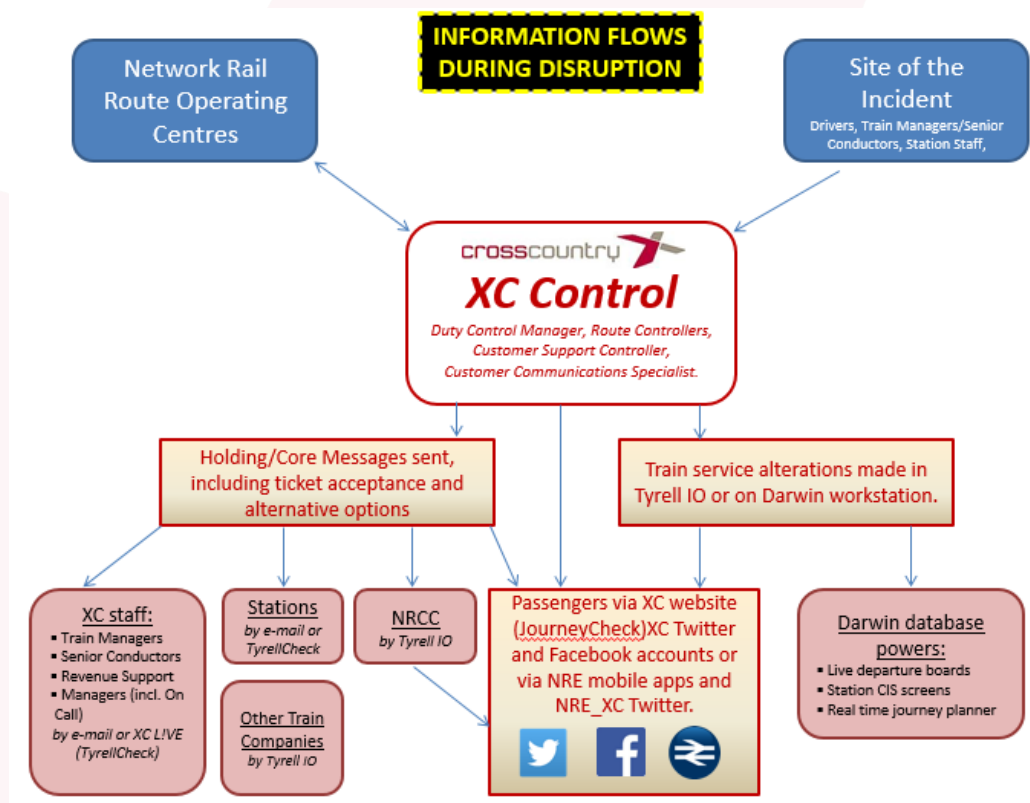
XC has a process in place whereby overnight controllers double check that the train schedules held in industry systems for passenger information are correct and if anything is found to be incorrect take the appropriate remedial action.



5.2.7 Cause of the disruption

Where an industry-agreed disruption reason is provided by Network Rail then this will be used for all messages. Where a reason is not given then XC Control will monitor other Train Companies’ disruption messages in an attempt to ensure consistency of information. XC exclusively uses the agreed industry terminology for delay reasons as endorsed by the industry’s Customer Information Group.

5.2.8 Control Room immediate actions



5.3 Customer Service - Commercial and Operational Agreements

5.3.1 Alternative Routes and Other Railway Undertakings' passengers

During a disruptive incident the XC Control team (or Commercial team if the disruption affects STP) will contact the relevant Train Companies or other transport providers (e.g. London Underground, West Midlands Metro or local bus operators) to seek ticket acceptance for XC passengers.

Likewise, other Train Companies may contact our Control team to seek permission for their passengers to travel on XC services. XC does not participate in any automatic ticket acceptance agreements with other Train Companies.

Due to the nature of the XC route network and the complex journeys that many passengers make, often using XC trains for only a part of their journeys, it is not considered feasible to publish alternative route maps to act as a guide for passengers during disruption. The Core Message issued by Control will often contain suggested main alternative routes.

During any disruptive events XC will not penalise passengers for travelling via what would normally be a more expensive route, or for travelling on trains on which their ticket would not normally be valid. Train Managers and Senior Conductors are trained to use their discretion.

5.3.2 Cheapest Ticket, Ticket Validities and Do Not Travel policies

Ticket Acceptance Policy

If the level of disruption is severe we may ask that our tickets are accepted on other Train Company services or agree to accept other TOC tickets on our trains. If this policy is invoked we will say so in our core message. We will also include details of the affected and accepting train company and any restrictions and routes we have agreed. The policy has three main elements.

- Accepting other train company tickets
- Other train companies accepting our tickets.
- CrossCountry and other train companies accepting each other's tickets. We call this "mutual ticket acceptance".

Once a disruptive event is concluded and ticket acceptance has been withdrawn Train Managers and Senior Conductors are reminded by an appropriate message that they must allow passengers who were affected by earlier disruption to return to where they started their journey (for example if they parked their car at a different station as a result of the disruption).

Cheapest Ticket Policy

If a passenger indicates that they intended to travel on the disrupted route where a cheaper fare applies then the cheaper fare will still apply (for example "Any Permitted" or "route London" tickets). This will ensure that passengers do not have to pay a higher ticket price on the day of travel because of disruption to the service they would have caught.

Do Not Travel Policy

XC will only advise passengers not to travel in the most exceptional circumstances. Examples of when such a warning may be required include widespread severe weather such as snowfall or flooding.

Our Control team must obtain agreement from the On-Call Duty Officer to invoke this policy. Once agreed this will be communicated out to the entire distribution list held in the Tyrell IO system to ensure that passengers are advised not to attempt to travel as reaching their destination cannot be guaranteed.

5.4 At the Station

5.4.1 Sharing Information

XC is relatively unique in the rail industry as one of the only Train Company that does not operate any stations.

However, we do recognise that we have a major part to play in ensuring that the SFO's station staff are informed about disruption affecting XC services. We regularly review our distribution lists and make available our *XC LIVE* (TyrellCheck) website to any station that feels that they can make use of it. XC messages are also automatically fed through to other Train Companies' TyrellCheck websites.

XC regularly participates in reviews with SFO's concerning local PIDD plans and other local events which influence provision of information to XC passengers. XC discourage the use of non-critical station announcements, however the ultimate decision for this remains with each SFO. XC monitors each SFO to ensure that station facilities are maintained to a high level and that the station is manned when it should be. This is done using an app called *SEA* (Station Experience Audit) by XC Customer Service Managers and the Station Liaison Team. XC also engages with SFOs to encourage improvements to station facilities and may assist with obtaining sources of funding where these improvements are considered of benefit to XC customers.

5.4.2 Station Handbook

Each station that XC calls at is provided with a *Delivering Great Journeys for CrossCountry Station Handbook* which is updated periodically and contains the following sections:

- XC internal contact details
- Fare information
- Travelling with a wheelchair
- Delay Repay
- Travelling with scooters
- Bike Policy
- Luggage Policy
- Seat Reservations
- Lost Property
- Formations and CIS
- Posters
- Catering
- Wi-Fi
- Train schematics

The handbook thus provides station teams (who by their nature work for other TOCs or Network Rail) with detailed information to assist the majority of queries customers may have about XC's services or policies.

5.4.3 Help Points

Help Points on stations are maintained by the local SFO. This will dictate where the customer requiring help is directed to (either NRE or SFO local team). As above the monitoring and response of Help Points is carried out using the *SEA* app to ensure reliability and consistency.

Information on station facilities and layouts can be found on the National Rail website in the *Stations Made Easy* section. XC Station Liaison Teamwork with each SFO to ensure that the information contained within this section is kept up-to-date.

5.5 Traincrew

XC do not operate any driver only trains in passenger service. All trains have a driver and – when in passenger service - either Train Manager (Voyager or HST operated trains) or Senior Conductor (Turbostar operated trains).

Train Managers and Senior Conductors receive initial PIDD training as part of their initial training and updates/refreshers during the ongoing briefing cycle, based upon the processes and specification in this document.

Onboard PIDD provision will begin when:

1. CrossCountry are aware that a customer's journey will be delayed/disrupted; OR
2. customer first believes they may not arrive at their destination on time (even if this is not the case).

5.5.1 Information flow and sharing

Traincrew should receive clear and concise messages from our Control team (see 5.2 Operations and Control) to inform and guide their decisions and actions during disruption, including PIDD provision.

All Train Managers, Senior Conductors and Revenue Support Specialists have smartphones that provide access to the following sites and apps via either 4G or the On-Board Wi-Fi network (the phones automatically connect to the on-board Wi-Fi):

- National Rail Enquiries app
- XCL!VE (TyrellCheck Mobile)
- Genius Mobile
- The Arrakis App
- What3Words
- Passenger Assist

The provision of devices and apps to front line staff is reviewed on at least an annual basis. The applications listed are provided as a tool to aid Traincrew in their duties.

5.5.2 Announcements

XC do not use any automated announcement system. All announcements relating to passenger information during disruption on board the train are made by the Train Manager or Senior Conductor.

The Train Manager or Senior Conductor must consider the best method of delivery for keeping customers fully updated throughout the journey either via the PA system, face to face or a mix of both.

XC will use a time-based system of announcements to ensure customers receive “just the right amount” of information at each stage of a delay:

1. An announcement should be made within 2 minutes of a train coming to a stop and being delayed (even as a holding announcement).
2. The first update should be made within the next 5 minutes.
3. Ongoing updates should be made every 10 minutes thereafter until the train is moving.
4. Until the train is back on schedule post departure announcements should be made to inform customers of the ongoing delay.

It is important to recognise that each case will be different and traincrew may need to adapt and tailor the above guidance to suit the needs of the passengers in each event.

For example, if circumstances change significantly updates should be provided as soon as possible irrespective of the above guidance.

5.5.3 Face-to-face customer service

A significant part of the Train Manager or Senior Conductor’s duties is to be visible to passengers on the train at all times. They are encouraged to walk through the train on regular intervals and forms part of a regular assessment cycle.

5.5.4 Withdrawal of Customer Service Level 2 (CSL2)

When an incident has cleared the Duty Control Manager will withdraw the CSL2 activation. This will be notified by e mail or text message (see Issue of Holding and Core Messages).

5.6 Internet, Social Media, Radio, Television and Telephone

5.6.1 Website

The XC website includes the following information to assist passengers during times of disruption:

- Journey Check (real time disruption messaging)
- Journey Planner (real time)
- Live departure and arrival boards
- Journey alert (text alert for delays)
- Planned timetable changes, for engineering works etc.
- Dedicated disruption and engineering pages

The website has been designed to ensure the user experience and navigation, directs all customers to the information in a timely and effective manner, including visual disruption tiles and colour coded route map for current and planned services during disruption.

The website is also built to the highest standards for accessibility to ensure information is accessible to all of our customers, including but not limited to:

- Sign language translation
- Screen Reader
- Dyslexia Friendly fonts
- Cursor adjustments
- Options to adjust spacing, alignment, saturation, colours etc.

Where customers have booked tickets via our website or Trainline and we are aware of disruption that will mean a material to a customer's journey, CrossCountry will communicate directly with customers using automated customer disruption emails. This will happen when:

- A train service has been removed from the timetable
- A customers' origin or destination station has been removed from the stopping pattern
- The train service departure time from customers origin station has been changed
- The train service arrival time at customers destination station has been changed
- A booked interchange is not possible due to change in either arrival or departure from connecting station

Email notifications will be sent to any affected customer within 24 hours of the material change taking place.

The email notification informs the affected customer if their journey is no longer viable or if a connection can no longer be made.

The customer will also be provided with two links; one which allows them to search the next available train service and the other which takes them to their online account where they can request a refund.

5.6.2 Social Media

XC use Social Media extensively to engage with passengers, primarily via Twitter and Facebook. A dedicated Customer Communications Specialist who works in Control manages both accounts 24 hours a day. Being based in Control means they have access to decisions as they are being made and can more effectively provide information and answer bespoke queries from passengers.

For any major disruption that happens across our network, the Customer Communications Specialist will tweet out real time information. More in depth wording and real time information will be posted on Facebook for unplanned line blockages that are expected to last for a significant period of time. Line blockages which are expected to clear within 24 hours are generally not posted on Facebook.

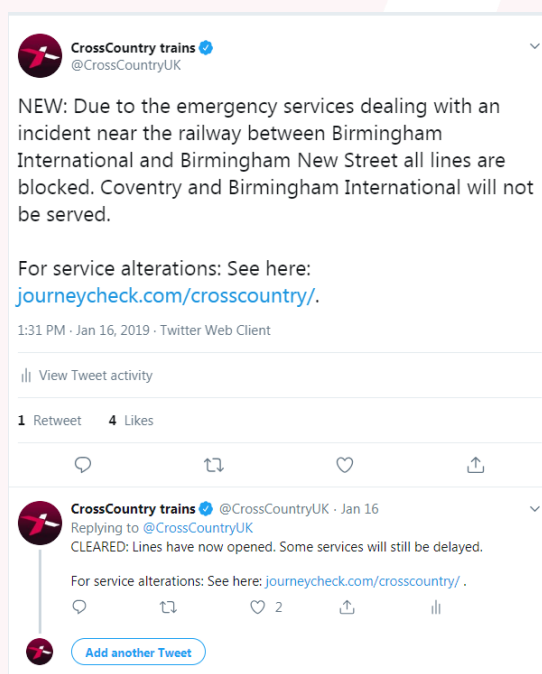
When disruption occurs, the process is as follows –

- Tweet out an amended version of the control emails distributed e.g. Due to signal failures between #Basingstoke & #Reading services through these stations in both directions are subject to delay & disruption.

- Utilise the hashtags communicated by NRE for either the stations affected or area where the disruption for consistency across the industry.
- Following resolution of the disruption, an 'all clear' tweet is sent e.g. CLEARED: Following a signal failure between #Basingstoke & #Reading services through these stations are now running as normal.

Tweets regarding cancellations and alterations to services are also posted, for the latter advising customers that a service will now start from X station as opposed to its origin. If a train has been altered to an extent it will call at several stations a tweet including an image showing the new calling pattern and arrival times at the stations will be posted (this is normally done as a reaction to an earlier train being cancelled).

In the event of severe disruption where multiple ticket acceptance is in place and it's not feasible to communicate this over Twitter due to character limits, this will be tweeted as a screenshot from the information received from Control (example of this screenshot below).



During days of poor performance where there have been multiple areas of disruption across the network causing delays of at least 30 minutes we will usually advise customers before signing off about claiming Delay Repay e.g. "For anyone caught up in today's disruption and delayed by at least 30 minutes please claim Delay Repay (link to Delay Repay).

If other TOCs are experiencing disruption and we are accepting their passengers, providing they tag us in their disruption updates we will retweet this as well.

The Customer Communications Specialist is also responsible for checking that websites show consistent, timely and relevant information on CrossCountry services. This will include the National Rail Enquiries (NRE) website and any other website which bears relevance on the disruption (for example other affected TOC's). These checks will be made at a frequency appropriate to the disruption but as a minimum at the start and end of the disruption being in place.

To ensure that prominent warnings are shown on the XC website during times of long lasting and/or widespread disruption on the CrossCountry network the Customer Communications Specialist activates a banner message. Depending on the nature and extent of the disruption this may be linked to a separate more detailed page of the website.

Passengers may also obtain information by telephone. The XC Customer Relations team answer calls between 0800 and 2000 Mondays to Fridays and on Saturdays between 0900 and 1600. The Customer Relations Consultants have access to the same information sources as our On-Board teams but have the added advantage that they are in close proximity to the Control team, so can easily obtain advice to answer even the most obscure query.

During times of severe disruption, the XC Duty Control Manager will request that Customer Relations will remain on duty beyond the times specified above to continue to deal with direct passenger communications.

Where disruption is planned - or unexpected disruption will continue into subsequent days - CrossCountry will proactively communicate this information with customers. Dedicated posts published with links directly to the relevant website page will ensure customers have clear visual and service information to plan ahead or make alterations to their journey.

5.6.3 Television & Radio

XC understands that other media organisations (radio, television and internet) can assist with the reporting of incidents affecting the railway and the disruption being caused. To ensure that this information is consistent and reliable we include a company called INRIX Media (<http://inrix.com/industry/media/>) in all of our disruption information messages. We also hold regular review meetings with INRIX to ensure that the information they receive is appropriate, timely and easily understood.

CrossCountry provide our Senior Leadership Team with specialist training in media communications. Only people who have completed this training are authorised to provide statements, information or updates directly to the media.

If any other member of the CrossCountry business is directly approached by the media for comment they should be redirected to the following points of contact:

- Press office: 0121 200 6155
- email: communications@crosscountrytrains.co.uk

5.7 After the Journey

If during PIDD a train is evacuated or terminated early the following services may also be applicable and relevant.

5.7.1 Lost Property

Any Luggage or personal belongings that a customer later realises they have become separated from should be directed to either our Lost Property webpage or directed to the terminating station where we have an arrangement for the lost property to be removed and retained.

5.7.2 Onward Travel Information

Every station has a poster, generally located outside the main entrance, detailing onward travel options available (other than by train).

All on train staff have smartphones. The phones all provide mobile access to the National Rail Enquiries, Arrakis app and TfL websites and Live Departure boards (Mobile Staff Version). All the smartphones are equipped with TyrellCheck Mobile for receiving Tyrell messages from Control.

5.7.3 Correspondence and Feedback

Should customers be delayed by 30 minutes or more, they are encouraged to apply for Delay Repay Compensation in line with the scheme detailed in our Passenger's Charter. The quickest and easiest way to submit a claim is via our website. Further information is available online at: [Delay Repay | Claiming Compensation](#)

Customers wishing to provide feedback may do so via the 'Contact Us' section of our website.

5.8 Learning for the Future

5.8.1 PIDD – Focused Incident Reviews

After each major disruptive incident an ILR (Incident Learning Review) process will be held. Part of this process includes a review of the PIDD actions that were taken and the information flows that were provided. Any learning points for information quality or delivery are then picked up and measures taken to improve where necessary.

5.8.2 Measurement and Continuous Learning

CrossCountry will monitor headline PIDD compliance through a periodic report from Nexus Alpha showing the total number of CSL2 incidents reported versus the total number of incidents. This will also show adherence to the 20-minute update rule and identify any train cancellations that have not been sent to the Darwin database. This information assists the Head of Service Delivery in monitoring the Control's output and performance during disruptive incidents and helps identify any individual team members who may require additional training or support.

5.8.3 Review of Technology and Devices

An annual review will take place to review our technology including our apps and devices used by our frontline teams. This will assess the technology against the aspirations for a first class delivery of information. Mitigations will be detailed against any areas that are not met.

5.8.4 Live Information Review

The XC Head of Brand and Communication will monitor the live information to ensure that it remains correct and this is also monitored by the NRCC as part of the CIG review process.

Appendix A: References

The information contained within this document comes from the following sources:

- XC Social Media Handbook
- XCTL-202 Management of Train Managers & Senior Conductors
- XCTL-204 Control Manual
- XCTL-238 Competence Requirements for Control Teams
- XCTL-247 Competence Development Process for Controllers
- XCTL-602 Emergency Response: Amber, Red, Black
- XCTL-606 Train Service Contingency Plans
- XC Social Media Handbook
- Rail Delivery Group – Customer Information Pledges (December 2021)

<https://www.raildeliverygroup.com/uk-rail-industry/travelling-by-rail/pledges.html>

Appendix B: Definitions

RAIL DELIVERY GROUP (RDG)	The Association of Train Operating Companies is the trade association of train operators, which now trades as the Rail Delivery Group (RDG) facilitates activities that are essential and desirable for operators, such as ticketing, national product management, public relations and the National Rail Enquiry Service. Decision-making groups consist of managers elected from operators, and we actively participate in many groups that are important to us. These groups are supported by a small team of expert administrators at RDG offices in London.
CrossCountry	CrossCountry (formally XC Trains Ltd) is part of the Arriva group, which is owned by Deutsche Bahn. Arriva is a leading pan-European public transport operator with around 47,500 employees and operations across 12 European countries. Arriva runs a range of transport services including buses, trains, coaches, waterbuses and airport-related transport services, and bus and coach distribution.
Nexus Alpha	Company providing messaging system solution to the Rail Industry. Main product is Tyrell IO which is used in Control rooms and disseminates disruption information to both internal and external recipients via an address book maintained by the user.
NRCC	The National Rail Communication Centre plays a vital role in the National Rail Enquiries (NRE) operation, acting as a clearing house for information sent from Train Companies and Network Rail, which generally contains railway jargon and acronyms. NRCC edit Train Operating Company (TOC) messages and publish in a customer-friendly way, ensuring information reaches passengers in a way they can understand. The NRCC provides a customer-friendly summary of the incident, the impact and advice to enable passengers to make an informed choice about their travel plans.
NRE / NRES	National Rail Enquiries are the definitive source of customer information for all passenger rail services on the National Rail network in England, Wales and Scotland. National Rail Enquiries has evolved from a contact centre business to a multi-channel award-winning customer service provider handling an average of two and a half million journey planning enquiries every week day through a contact centre, mobile, apps, website and through information services supplied to 3rd parties. They offer journey planning, ticket sales, real time information, fares information and a range of rail-related information to rail customers.
PIDD	Passenger Information During Disruption is an industry initiative to enable the timely and reassuring provision of correct and consistent information to passengers during major disruption/delays so that they can make well-informed travel decisions.
SPIR	A Significant Performance Incident Review is held after each major incident and is designed to highlight areas where improvement and learning can be made.
Tyrell	See Nexus Alpha entry.
XCLIVE	XCLIVE is the internal name used for the Nexus Alpha TyrellCheck system. This can be a web based or a phone app which displays disruption messages from XC, other Train Companies and Network Rail and is for use by rail industry staff.

Appendix C: Procedure and Policy Review

Procedure	Person Responsible	Review Periodicity	Next Review Due
Provision of devices and apps to front line staff	Head of I.T.	Each Period	Continuous
CSL2 thresholds	Head of Current Operations	Bi-annually	June 2023
Social Media policy	Head of Customer Experience	Bi-annually	June 2023
CSL2 Performance Monitoring	Head of Current Operations	Each Period	Continuous
Tyrell IO Address Book	Nominated Duty Control Manager	Each Period	Continuous
PIDD Local Plan (this document)	Head of Customer Experience	Annually	February 2024