

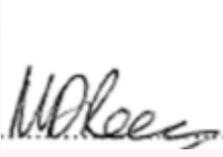
XCTL-1001

Passenger Information During Disruption Local Plan

Synopsis

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

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Contents

A. Administration	3
B. Requirements.....	4
1. Purpose & Scope	4
2. People	4
C. Procedure	5
1. Background	5
2. Aims and Objectives of PIDD	5
3. Interface with Network Rail and Other Organisations	5
4. Compliance	6
5. Key Requirements	6
5.1 Service Disruption Thresholds & Customer Service Level 2 (CSL2)	6
5.2 Understanding of the end-to-end PIDD process	7
5.3 Operations	8
Internal Information	9
Impact	9
Customer Advice	9
5.4 Customer Service	14
5.5 At the Station	14
5.6 On Train Staff	16
5.7 Internet, Social Media, Radio, Television and Telephone	17
5.8 Learning for the Future	19
Appendix A: References	20
Appendix B: Definitions	21
Appendix C: Procedure and Policy Review.....	22

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.

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	May 2020	Periodic Update. Minor changes indicated by vertical line in right margin.

This document will be reviewed at a frequency no less than annually, as defined by ATOC/ACOP014.

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:

- Head of Train Service Delivery
- Head of Current Operations
- Control Manager
- Duty Control Manager
- Route Controllers, Customer Support Controller and Customer Communications Specialist.
- Head of Customer Relations
- Customer Relations Consultants
- Train Managers and Senior Conductors
- On Call Management Staff
- Station Liaison Manager
- Head of Marketing

C. Procedure

1. Background

CrossCountry fully supports the Passenger Information During Disruption (PIDD) Approved Code of Practice (ACOP Issue 2 October 2016) issued by ATOC. This plan shows how XC interprets the requirements of the ACOP and implements these across the network 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. PIDD processes are thus 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

To enable the timely and reassuring provision of correct and consistent information to passengers during the major disruption/delays so that they can make well-informed travel decisions.

In addition to systems-based solutions of varying type, it is the commitment of passenger-facing teams – and crucially those supporting and feeding information to them – that is of absolute importance in the delivery of PIDD.

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. As the operator of a national network it is necessary for XC to liaise with ten different Network Rail Route Operating Controls (Glasgow, York, Derby, Manchester, Birmingham, Rugby, Swindon, Cardiff, Romford and Basingstoke).

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 ATOC/ACOP014 (October 2016) section 8 Key Requirements.

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 ACOP have been incorporated and processes altered as necessary.

5. Key Requirements

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

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 the *How we deal with delays* section on page 10).

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 thus 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

The declaration of CSL2 allows a wider understanding of the issues throughout the industry, notably amongst other Railway Undertakings who are able to provide assistance and is accepted as the trigger required for additional assistance.

CSL2 is declared once the Service Disruption Threshold/s have been reached, unless there is good reason why it should not be, and 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 Understanding of the end-to-end PIDD process

In order to effectively deliver the above requirements within the Railway Undertaking, Control and 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

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). The Controller competency assessments (XCTL-238) 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 (XCTL-1002). This is periodically assessed by Customer Service Managers. Ongoing training and regular briefings on communication give our people the skills and guidance that they need to adapt their announcements and on board processes according to any disruption being experienced (as each incident is different) *i.e. they will process the information received and communicate what they have been told in the most appropriate manner.*

- Managers who have On Call responsibilities are briefed on the PIDD process 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.
- 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.
- XC relies on 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.

5.3 Operations

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

Issue of a Holding Message

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.

Issue of Core Messages

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.

Both Holding and Core messages should contain the following information:

- Problem – What has occurred?
- Impact – What does it mean for passengers?
- Advice – What passengers should do?

The Duty Control Manager in conjunction with the Customer Communications Specialist 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.

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.

An example CSL2 Core Message is shown below:

XC Control <control.comms@crosscountrytrains.co.uk>

Thu 17/01, 13:28

This message was sent with high importance.



Sent: 13:28 on 17/01/19 by Information Controller

CORE MSG 2 (CSL2 ACTIVATED): The emergency services dealing with an incident Taunton - Bristol Temple Meads.

Internal Information

13:27 Update 3: No further update from site. Services diverting via Westbury where crew route knowledge permits.

13:14 Update 2: Code Red declared.

13:09 Update 1: 5Z42 has struck a person south of Highbridge Goods Loop. All lines blocked. 1M41 stands on block at Bridgwater.

Due to the emergency services dealing with an incident between Taunton and Bristol Temple Meads all lines are blocked.

Impact

Train services running through these stations may be cancelled or delayed by up to 60 minutes. Disruption is expected until 14:15 17/01.

Customer Advice

Great Western Railway are conveying passengers between Cheltenham Spa and Penzance in both directions until further notice. Arrangements have been made for CrossCountry rail tickets to be accepted for these journeys.

Please note: Replies to this e-mail will be read by the system administrator NOT the sender!

<http://www.crosscountrytrains.co.uk>

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 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.

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 Westx*):** 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.

Alterations to train services

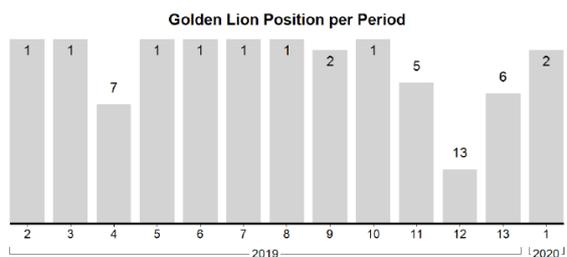
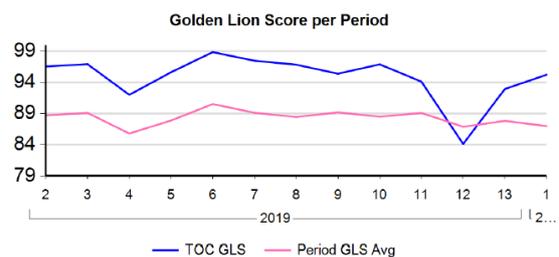
XC Route Controllers are responsible for managing alterations required to the train service during disruption, in liaison with the relevant Network Rail Route Operating Centre.

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.

Golden Lion Summary per Period

Summary per Period				
Financial Year	Period Number	GLS Position	GLS	Period Avg
2020	1	2	95.24	87.01
2019	13	6	92.95	87.84
2019	12	13	84.14	86.90
2019	11	5	94.13	89.11
2019	10	1	96.90	88.51
2019	9	2	95.39	89.21
2019	8	1	96.85	88.46
2019	7	1	97.47	89.14
2019	6	1	98.86	90.54
2019	5	1	95.63	87.90
2019	4	7	92.02	85.81
2019	3	1	96.92	89.12
2019	2	1	96.57	88.73



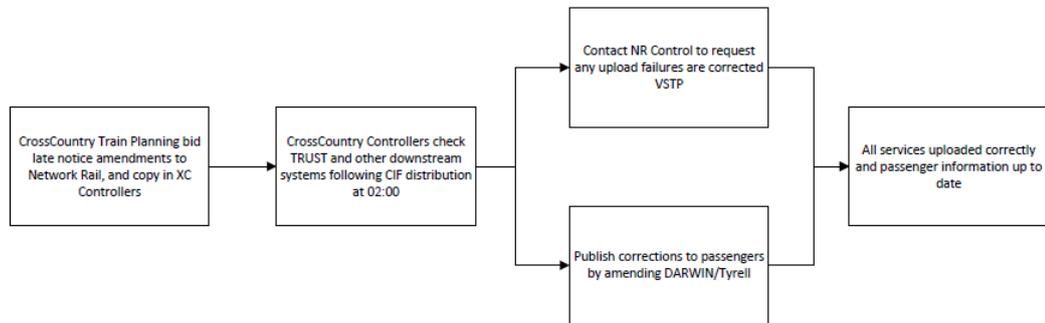
Contingency Plans

XC Control hold Contingency Plans (XCTL-606) 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. A member of the Commercial Team will also monitor and check the information contained on the XC website.

Checking Information

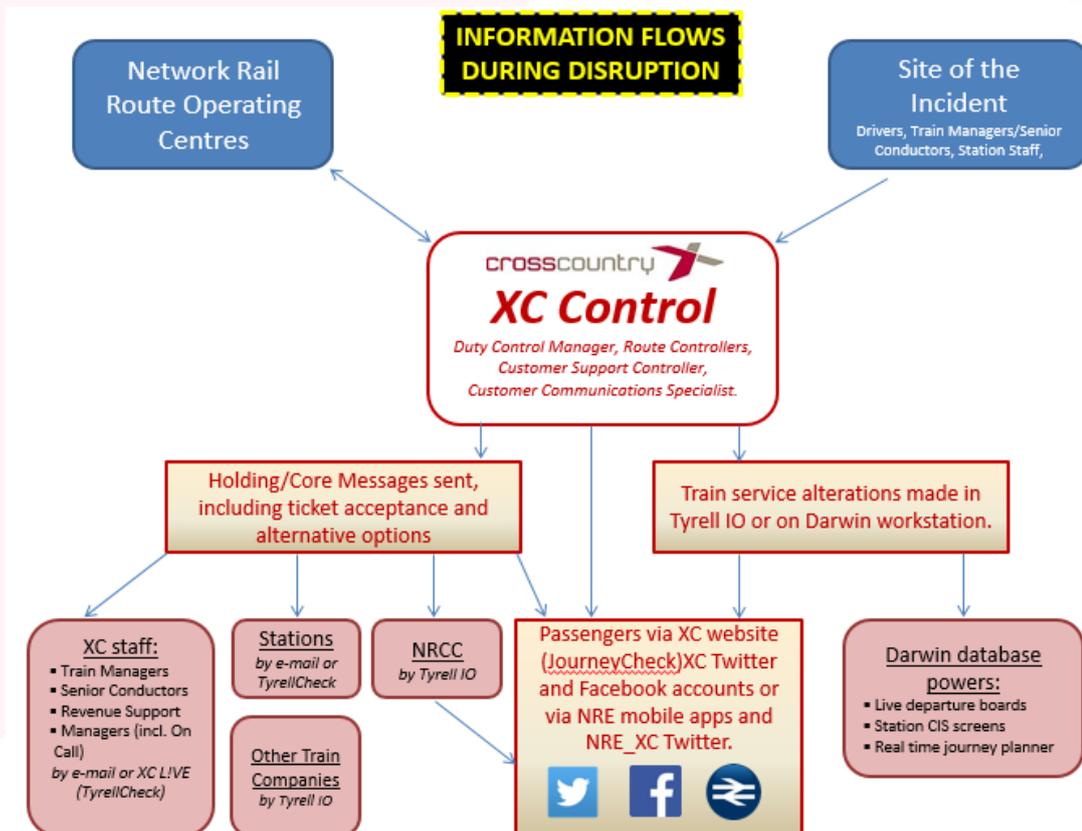
XC has a process in place whereby overnight controllers double check that the train schedules held in industry systems for passenger information are correct and if anything is found to be incorrect take the appropriate remedial action.



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.

Control Room immediate actions



5.4 Customer Service

Alternative Routes and Other Railway Undertakings' passengers

During a disruptive incident the XC Control team 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, we expect other Train Companies to 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 (e.g. for a line blockage at Banbury the advice will be to travel via either London or Bristol).

Cheapest Ticket, Ticket Validities and Do Not Travel policies

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.

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).

Only in the most exceptional circumstances will XC advise passengers not to travel. 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.

5.5 At the Station

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.

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.

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.

5.6 On Train Staff

XC do not operate any driver only trains, all trains have a driver and 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 induction and updates/refresher training during the quarterly briefing cycle, this includes a requirement to make an announcement within two minutes when a train comes to a stop between stations.

Information flow and sharing

All Train Managers, Senior Conductors and Revenue Support Staff have smartphones. The phones all 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
- XCLIVE (TyrellCheck Mobile)
- Genius Mobile
- Staff version of Live Departure Boards
- NRE Frontline app for station facility and disruption information
- The Arrakis App

The provision of devices and apps to front line staff is reviewed on at least an annual basis.

The Arrakis App

In March 2019, working cross-industry with various suppliers and stakeholders, CrossCountry developed and deployed the Arrakis App. Utilising data streams from Darwin and Tyrell, the app filters real time disruption information on the basis of where a train is, and where it is going. Further integration with CrossCountry's crew and stock management system (Integrale,) allows the app to target information to on board crew (Train Managers, Senior Conductors, Retail Service Managers, and First Class Hosts) based upon their working allocation for that day. This targeted information alerts crew via a push notification, meaning crew are updated with relevant information, as soon as it is disseminated by CrossCountry's Control.

Announcements

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

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 this is monitored as part of regular assessments.

5.7 Internet, Social Media, Radio, Television and Telephone

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.

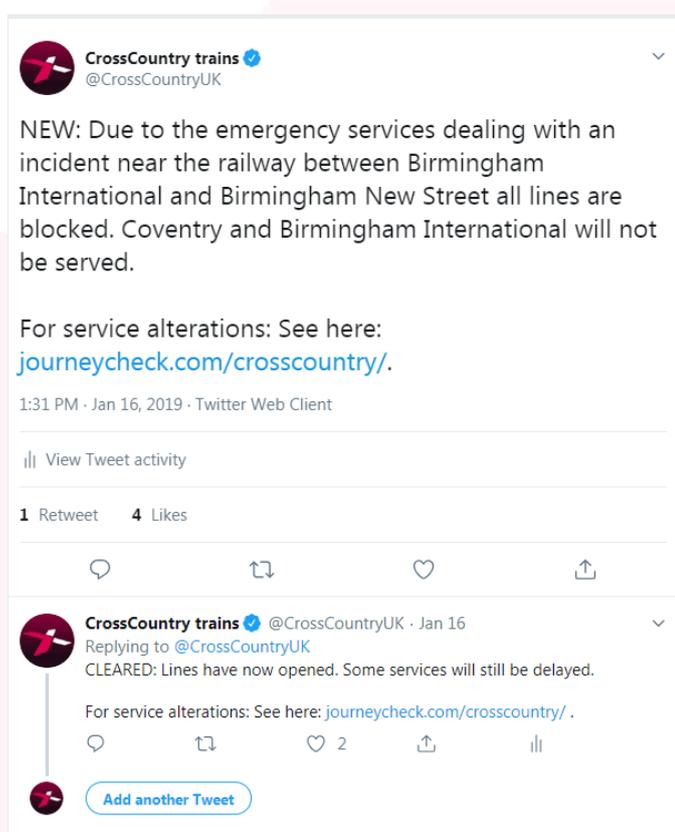
XC use Social Media extensively to engage with passengers, primarily via Facebook and Twitter. A dedicated Customer Communications Specialist who works in Control manages both accounts 24 hours a day. Being based in Control means they have access to decisions as they are being made and can more effectively 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 now calls at several stations it wasn't scheduled to 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. They maintain a record of this checking which is reviewed periodically by the Head of Customer Relations to ensure compliance.

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.

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.

5.8 Learning for the Future

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.

Measurement and Continuous Learning

The Head of Current Operations monitors headline PIDD compliance through a periodic report from Nexus Alpha showing the total number of CSL2 incidents reported versus the total number of incidents. It also shows the adherence to the 20-minute update rule and identifies any train cancellations that have not been sent to the Darwin database. This information assists the Head of Current Operations 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.

XC's PIDD processes and initiatives are reviewed quarterly by XC's PIDD Delivery Board.

Appendix A: References

The information contained within this document comes from the following sources

- ATOC Passenger Information During Disruption (PIDD) Approved Code of Practice (issue2, October 2016)
<https://www.raildeliverygroup.com/aboutus/publications.html?task=file.download&iid=469771025>
- XC Social Media Handbook
- XCTL-204 Control Manual
- XCTL-238 Competence Requirements for Control Teams
- XCTL-247 Competence Requirements for New Starters in Control.
- XCTL-602 Emergency Response: Amber, Red, Black.
- XCTL-606 Train Service Contingency Plans.
- XCTL-1002 PIDD Train Crew Guidelines.

Appendix B: Definitions

ATOC	The Association of Train Operating Companies is the trade association of train operators, which now trades as the Rail Delivery Group. ATOC 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 ATOC 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 known as 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, by acting as a clearing house for information sent from Train Companies and Network Rail, which generally contains railway jargon and acronyms. The NRCC edit messages from Train Operating Companies (TOCs) and by publishing in a customer-friendly way, ensures 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.
XCL!VE	XCL!VE 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	May 2020
Social Media policy	Head of Customer Relations	Bi-annually	May 2020
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 Current Operations	Annually	February 2019