

PIDD Number	Recommendation	Measure of Completion	Owner	Industry Deadline	XC Estimate	XC Status	XC Document Ref	XC Exec Lead	Comments
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.	All digital channels updated as specified by IDG within the GPG - March 2015. Screenshots of warnings taken during disruption or on TOC test systems if no disruption available.	Information Development Group	Mar-15 (for defining Good Practice) Mar-16 (in help requests)	Mar-15	Mar-16	n/a - in ATOC Good Practice Guide v3.0	DW	Good Practice Guide routinely used by Digital Team when updating digital channel messaging. Evidence of active use of GPG in PIDD 07a Evidence. Screenshots provided in PIDD 01 Evidence (May-15 submission)
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 400). 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.	Report of cancellations in Darwin to be developed for use centrally. Will include when the cancellation was made. PIDD to specify % that defines completion. Worldline and Asseris take Darwin timetable feed in real time. New suppliers entering the market take timetable feed in real time as specified in RSP's Journey Planning Code of Practice.	Operations Council	May-15	Complete		'XCTL-1001 PIDD Local Plan' section 5.8	WR	CrossCountry use Tyrel so any messages sent out about XC services, i.e. delays, alterations or cancellations, are automatically fed into Darwin. One action arising from this was for TOCs to create a plan for 'bad storm days' but XC has rejected this as being a national network means no one solution can possibly fit every event. Instead we react to each event on an individual basis. Copy of Nexus Alpha report attached to June-15 submission.
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.	Worldline and Asseris take Darwin timetable feed in real time. New suppliers entering the market take timetable feed in real time as specified in RSP's Journey Planning Code of Practice.	Information Development Group	Mar-17	Complete		See comments	DW	Ongoing process led by ATOC Commercial Board. For XC, Trainline use the Darwin timetable feed for short notice timetable changes within the booking engine.
PIDD-04	For longer term disruptions (like Dawlish when the line collapsed during the storms in early 2014), 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.	Creation of a process between Network Rail / TOC timetable planning teams. Add into SPRR / CSL2 process for ongoing monitoring.	NTF-OG	Aug-15	Aug-15		n/a Internal SPRR Template 2012 1h	WR	XC has developed the Planning for Sustained Disruption process which we have handed onto NR. This was utilised at Harbory resulting in improved information to customers and booking horizons, with positive feedback from Industry. Network Rail are embedding this in a process which will be consulted with the industry shortly. Included in SPRR process template (attached as 'Internal SPRR Template 2012 1h')
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.	Update of Day A for Day B process document following A4B automation. Briefing document created for adoption by all parties, referenced in local plans. Add into SPRR / CSL2 process for ongoing monitoring.	NTF-OG	May-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.3 Internal SPRR Template 2012 1h	WR	Complete - our approach to A for B is referenced in the XC Local Plan section 5.3, where we generally adopt a bespoke response due to the complex nature of our network. Complete
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 updated correctly to the timetable system and passed into all downstream information systems.	TOC specific Day A for B checking process created and referenced in local plan. Process to be provided to PIDD Programme Team.	Information Development Group	May-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.3	WR	Complete - the written process is contained in the XC Local Plan (section 5.3).
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'.	All TOCs implement good practice across digital channels as specified by IDG in GPG March 2015. Screenshots provided to Programme Team.	Customer Information Delivery Board	Mar-17	May-15		'PIDD 07a Evidence' 'PIDD 07b Evidence'	DW	Good Practice Guide routinely used by Digital Team when updating digital channel messaging. Evidence of active use of GPG in PIDD 07a Evidence (May-15 submission) Screenshots provided in PIDD 07b Evidence (May-15 submission)
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.	TOC specific sense checking process created and referenced in local plan. Process to be provided to Programme Team. Add into SPRR / CSL2 process for ongoing monitoring.	Information Development Group	May-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.7 XCTL-1002 PIDD CR Plan' section C1	JH	Complete Complete
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.	To be written into local plans. Local Plan to be provided to Programme Team.	Operations Council	Oct-14	Complete		'XCTL-1001 PIDD Local Plan' section 5.1	WR	Complete Complete
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.	Signed off Strategy produced for the industry.	Customer Information Delivery Board	Mar-16	n/a	n/a	n/a	DW	Industry process/action (via NRE)
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 with TOC messaging systems for onward dissemination to downstream free-text services (websites, alerts, social media etc.).	New reasons implemented in messaging systems, Darwin (NRE), CIS Display (N/A) and CIS announcements (N/A).	Information Development Group	Dec-15	Aug-15		n/a	WR	Complete - a training programme for our Control team prior to going live with the new 'reasons' messages was completed in Jul-15. The revised list of 'reasons' (agreed between Nexus and ATOC) has now been deployed to XC systems, with the 'reasons list' locked into the system so our Controllers now have to use one of the agreed reasons from a drop down menu.
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 train running information for dissemination to downstream customer information systems (station CIS, train PIS etc.)			tbc	n/a	n/a	n/a		N/A - industry action
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.	Add into CSL2 process for ongoing monitoring.	Information Development Group	Dec-15	Dec-15			WR	Customer facing information about disruption on the XC website is an XML feed from the National Rail website. The NRCC manage the National Rail website and they now tell the evolving story of the disruption by including a panel on the right hand side showing the relevant tweets that have been sent out concerning the incident. Evidence of NRCC approach contained in PIDD 14 Evidence. We have incorporated this messaging into our CSL2 process as outline in the XC PIDD Local Plan 'XCTL-1001' page 9 (section 5.2).
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. For DDO trains, PIDD-39 (modifications to make remote announcements to passengers on the train via GSM-R) will need to be made to make this fully available.	TOC specific process created for staff to make announcements, referenced in local plan. Process to be provided to Programme Team. To be monitored via ongoing quantitative research (PIDD-29).	NTF-OG	Mar-17	Dec-15	n/a	n/a	JH	Complete n/a
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.	n/a	NTF-OG	May-15	n/a	n/a	n/a	n/a	XC do not have or use automated announcements.
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.	TOC specific process created to explain how they plan to achieve this. To be monitored via ongoing quantitative research (PIDD-29).	Information Development Group	May-15	May-15		'XCTL-1002 PIDD CR Plan' section C2	JH	Complete n/a
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 (easily accessible, downloadable forms).	Programme team to check if available on websites. To be monitored via ongoing quantitative research (PIDD-29).	Information Development Group	May-15	May-15		'PIDD 18 Evidence', 'XCTL-1002 PIDD CR Plan' section C3	JH/DW	Screenshots of XC Website 'Contact Us' page, current downloadable compensation claim form, and new claim form that is better integrated into our CR systems (due to go live in June 15), provided in PIDD 18 Evidence (May-15 submission). On-board process addressed in 'XCTL-1002 PIDD CR' section C3. n/a
PIDD-19	So that customers are aware of disruptions, the industry needs to develop and implement a method of giving a customer's journey to the ticket they have purchased (where their journey and personal data is known) - in order to provide tailored information (e.g. emails/texts on delays/cancellations and invitations to claim compensation).	TBC as Commercial Board develops its actions	ATOC Commercial Board	Mar-19	n/a	n/a	n/a	DW	Industry process/action (via Commercial Board)
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 - for example Real Time Journey Alerts/ Smart Phone Apps - for example, on TOC timetable literature and on websites - and as part of PIDD-12 commit to review the current suite of services to make sure that they are fit for purpose.	Evidence of promotions to be submitted by TOCs to Programme Team - e.g. posters / leaflets / online advertising	Customer Information Delivery Board	Oct-15	Sep-15		'PIDD 20 Evidence'	DW	Suite of evidence provided in PIDD 20 Evidence (May-15 submission)
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.	Paper showing review undertaken to be submitted to Programme Team for May 2015. Local plan showing ongoing requirement to be updated and provided to Programme Team to show ongoing commitment.	Operations Council	May-15	May-15		'PIDD 23 Evidence' 'XCTL-1001 PIDD Local Plan' section 5.6	JR	Complete - PIDD 23 Evidence submitted in May-15 Complete
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.	TOC local plans to include requirement to make announcements for stops within 2 minutes. Local Plan to be provided to Programme Team. To be monitored via ongoing quantitative research (PIDD-29).	Operations Council	May-16	May-15		'XCTL-1001 PIDD Local Plan' section 5.6, 'XCTL-1002 PIDD CR Plan' section C4	JH	This already forms part of XC Train Manager and Senior Conductor training. Processes covered in PIDD Local and CR Plans n/a
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.	TBC - to be provided by Commercial Board	ATOC Commercial Board	Mar-17	May-15		'XCTL-1002 PIDD CR Plan' section C5	JH	XC already ensures that Advance Purchase fares continue to be available during disruption and Customer Relations processes are in place to reimburse any customers who inadvertently end up paying more than they should.
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.	TBC - to be provided by Commercial Board	ATOC Commercial Board	Mar-18	n/a	n/a	n/a	DW	Industry process/action (via Commercial Board). For XC, we already ensure that any temporary fares put in place are available through all industry systems, although in practice we avoid temporary fares and instead focus on maintaining our full fare range (including AP availability which we maintained throughout Dawlish and Harbory).
PIDD-28	To establish what might be done to improve the information at unstaffed stations, where there is currently no real time information provision (circa 500 stations), work needs to be done to identify solutions powered by Darwin, so that TOCs are aware what is available to them so that they can build the costs into future plans.	Paper to be provided endorsed by CISDB identifying what solutions exist. To be built into TOC bidders pack for new franchises.	Customer Information Delivery Board	Mar-16	n/a	n/a	n/a	n/a	Industry process/action (via CISDB)
PIDD-28.1	All TOCs to advise their number of stations without any real time info (CIS).	All TOCs to advise their number of stations without any real time info (CIS).	Information Development Group	May-15	n/a	n/a	n/a	n/a	n/a - no stations
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.	Annual quantitative research commissioned and published.	Operations Council	May-15	n/a	n/a	n/a	n/a	Industry process/action (via Ops Council)
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.	Core message quality measure documented by IDG and passed to Operations Council for adoption.	Information Development Group	May-15	n/a	n/a	n/a	n/a	Industry process/action (via IDG and Ops Council)
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.	Evidence of completion of core message quality audit to be provided by TOCs. Creation of a process for ongoing monitoring.	Operations Council	May-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.8	WR	Complete. Evidence of quality audit contained in PIDD 31 Evidence. An independent in-depth review of our CSL2 processes has been scheduled for Feb-16. Results of this review were attached as evidence in our May-16 PIDD submission.
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.	Evidence of completion of independent (not same owning group) core message quality audit to be provided by TOCs. Creation of a process for ongoing monitoring.	Operations Council	Oct-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.8	WR	As above for PIDD-31
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.	Ongoing report completed showing % of messages that have an estimate & whether that estimate was fit.	NTF-OG	May-15	Jun-15		'XCTL-1001 PIDD Local Plan' sections 5.3 and 5.8	WR	Tyrel requires estimate to be added before message can be sent. As a result of a recent upgrade to the Tyrel messaging system, it is now a mandatory requirement to populate the estimate field stating how long the disruption is expected to last for. It is therefore now not possible to send out any messages without providing an estimate therefore 100% of messages now have an estimate.
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.	Updated controller training and competence management process provided to Programme Team.	NTF-OG	Oct-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.2	WR	Network Rail provide the Prioritised Plans, so no reference in 238/204 other than that effect.
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.	Ongoing report completed showing % of incidents for which prioritised plan is produced to be provided to local TOCs and Programme Team.	NTF-OG	May-15	n/a	n/a	n/a	n/a	Industry process/action (via NTF-OG)
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.	Updated local plan with accompanying statement that it is fit for purpose for their TOC.	Operations Council	Jun-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.1	WR	Complete - the XC PIDD Local Plan (XCLR-1001) also contains the PIDD Industry Action Plan as an appendix. The XC PIDD Local Plan (XCLR-1001) was reviewed, endorsed and signed by directors of the company in May 2015. This plan has been reviewed against the current ACOP (July 2014) and will be reviewed annually to ensure any changes to ACOP have been incorporated and processes altered as necessary.
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.	Provision of results of resourcing review to be provided to Progress Board for review.	Information Development Group	Oct-15	May-15		'XCTL-1001 PIDD Local Plan' section 5.7	JH	Social Media covered for the main part of the day. Not considered viable to staff during the night and service shoulders although Control provide 24/7 cover and can be used if necessary.
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.	Good practice to be identified and documented within IDG's GPGs.	Customer Information Delivery Board	Dec-15	n/a	n/a	n/a	n/a	Industry process/action (via CISDB)
PIDD-39	So that TOCs can make manual announcements to customers on trains, including DDO 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.	Updated GSM-R software including the ability to suppress announcements within the driver cab to be provided by Network Rail for the industry.	NTF-OG	Mar-17	n/a	n/a	n/a	n/a	Industry process/action (via NTF-OG)
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.	Updated local plan with accompanying statement that it is fit for purpose for their TOC.	Operations Council	Jun-15	May-15		'XCTL-1001 PIDD Local Plan'	WR	No change to train services, so existing plans designed around long distance sector still appropriate as documented in Local Plan. The XC PIDD Local Plan (XCLR-1001) was reviewed, endorsed and signed by directors of the company in May 2015 against the current ACOP (July 2014). This plan will be reviewed annually (i.e. May 2016) to ensure any changes to ACOP have been incorporated and processes altered as necessary.
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.	TOC websites updated with their commitment of what will be done during disruption (not necessarily local plan itself) and annual progress report.	Operations Council	Oct-15	Aug-15		n/a	DW	The ATOC Code of Practice and the XC PIDD Local Plan were published on the XC website in the 'About Us' section (www.crosscountrytrains.co.uk/about-us) in August 2015.
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.	Guidance Note published on Network Rail website and annual progress report.	NTF-OG	May-15	n/a	n/a	n/a	n/a	Network Rail action
PIDD-43	The PIDD ACOP and the Network Rail 'Guidance Note for Control, Response and Station Staff: Information During Disruption' should cross-reference each other.	PIDD ACOP references Guidance Note. Guidance Note references PIDD ACOP.	NTF-OG	Oct-15	n/a	n/a	n/a	n/a	Industry process/action (via ATOC and Network Rail)
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 include test events to make sure that the information dissemination processes are kept up-to-date and fit for purpose.	Cross industry review of local plans held. Test events held to run through information dissemination process.	NTF-OG	Dec-15	Dec-15		'XCTL-1001 PIDD Local Plan' section 5.8	WR	NTFOG have conducted reviews of all TOC PIDD plans - their report is attached as 'PIDD 44 Evidence'. We are reflecting on the good practice highlighted and will incorporate as appropriate in our next issue of our Local Plan during 2016.
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 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.	Email written by Chris Burchell circulated.	NTF-OG	May-15	n/a	n/a	n/a	n/a	Industry process/action (via NTF-OG)
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 PIDD, 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.	Control Room staffing levels are picked up through the NR Engineering Review. A copy of the outputs of the NR Engineering Review, demonstrating that the process is working - before every major engineering works (30 p.a.)	NTF-OG	Nov-15	Nov-15		'XCTL-1001 PIDD Local Plan' section 5.3	WR	The XC process is: i) XC will have agreed contingency plans in place with Network Rail for any significant engineering work taking place. ii) If an overrun is predicted, Network Rail Control will contact the COO On-Call who will then contact Communications On-Call. A robust plan will then be in place to update the XC website and send out relevant information via Twitter and Facebook. iii) The XC Control team will complete an amended train plan, distribute this to all relevant parties, and ensure the Darwin database is updated.
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.	OPSG tbc	OPSG	tbc	tbc				
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.	OPSG Mar-16 tbc	OPSG	Mar-16	tbc				
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's 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.).	OPSG tbc tbc	OPSG	tbc	tbc				
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.	Statement from TOCs that they've briefed the appropriate staff.	Information Development Group	Dec-15	Dec-15		n/a	WR	XC Control switched to the new messaging on 3rd July 2015, from which point all communications via Tyrel, Twitter and Facebook now use the phrase. All Customer Service and Control staff have been briefed on this change during the Sep-15 to Dec-15 Briefing Cycles. See PIDD 50a Evidence for the briefing given to Customer Service staff and PIDD 50b Evidence for the briefing material supplied to Control and Customer Relations/Twitter staff.