

# South Western Railway - PIDD Progress Tracker

PIDD Ref Number	Recommendation	Delivery Group	Industry Deadline	SWR Status	TOC Completion Date	Comments	Evidence of Completion
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.	Information Delivery Group	March 2017	Completed		All available digital channels have a prominent warning on when we are disrupted, this is from an XML feed from NRCC in Doncaster or set up by our Control Information Management team. Our mobile app also features this.	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.
PIDD-02	To make sure that the most accurate timetable is reflected in real time customer information systems (that are powered by Darwin, of which there are over 450), TOCs need to make sure they have the right level of resource available, to provide a high proportion of known amendments, and strive to ensure that all known amendments, for changes made on the day, are communicated in a timely fashion into Darwin e.g., before the train is due to depart its origin station, or within 5 minutes of being cancelled once it has started its journey.	Operations Council	May 2015	Completed		All available digital channels have a prominent warning on when we are disrupted, this is from an XML feed from NRCC in Doncaster or set up by our Control Information Management team. Our mobile app also features this.	"Report of cancellations in Darwin to be developed for use centrally. Will include when the cancellation was made. PPPB to specify % that defines complete."
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.	IDG	March 2017	Completed		Evidence of compliance showing our website performing the function - purchasing tickets for trains that will not run and are not offered, cancelled trains do not appear in journey results.	Worldline and Assertis 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.
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.	NTF-OG	August 2015	N/A			"Creation of a process between Network Rail / TOC timetable planning teams. Add into SPIR / CSL2 process for on-going monitoring."
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.	NTF-OG	May 2015	Completed		Completed.	"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 SPIR / CSL2 process for on-going monitoring."
PIDD-06	The industry needs to develop a Day A for B checking process, within the TOC controls and NRCC, to make sure that, when the Day A for B process has been implemented, spots checks are made to give confidence that changes have been uploaded correctly to the timetable system and passed into all downstream information systems.	IDG	May 2015	Completed		Part of our internal process / Covered in our Seasonal Communications and Delivery Plans	"TOC specific Day A for B checking process created and referenced in local plan. Process to be provided to Programme Team."
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".	CIS-DB	March 2017	Completed		This facility will be available in June 2017 to fully meet compliance.	"All TOCs implement good practice across digital channels as specified by IDG in GPG March 2015. Screenshots provided to Programme Team."
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.	IDG	May 2015	Completed		This is done by the Information Mangers and as part of our internal processes and check lists.	"TOC specific sense checking process created and referenced in local plan. Process to be provided to Programme Team. Add into SPIR / CSL2 process for on-going monitoring."

# South Western Railway - PIDD Progress Tracker

PIDD Ref Number	Recommendation	Delivery Group	Industry Deadline	SWR Status	TOC Completion Date	Comments	Evidence of Completion
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.	Operations Council	October 2014	Completed		Completed - Put into local PIDD plan that email addresses should be checked state time frame.	"To be written into local plans. Local Plan to be provided to Programme Team."
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..	CIS-DB	March 2016	N/A		New reasons have been updated in Tyrell. Additional free-text reasons facility added to enhance information delivery.	
PIDD-13A	In order to make sure that communications to customers about disruptions are more meaningful and consistent, the list of revised reasons should be implemented within TOC messaging systems for onward dissemination to downstream free-text services (websites, alerts, social media etc.),	IDG	December 2015	Completed		CIS has been updated successfully on 4 December 2015 and have the list of revised reasons. Tyrell has been updated too.	
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.)	IDG	TBC	Completed		Completed - Part of our local PIDD plan	
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.	IDG	December 2015	Completed		Manual Recorded Announcements from a person are already made at our stations and are part of our CSL2 process.	Add into CSL2 process for ongoing monitoring.
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 DOO trains, PIDD-39 (modifications to make remote announcement to passengers on the train via GSM-R) will need to be live to make this fully available.	NTF-OG	March 2017	Completed		"All delay and cancellation phrases that are sent out via our CIS system have been updated. At all sites the opening and ending 'sorry' phrases have been dropped. For example..."We are sorry to announce that the 16.05 South Western Railway service to Weymouth is delayed by approximately 35 minutes due to a cow on the line at Clapham Junction. Please listen for further announcements. We are very sorry for the delay that this will cause to your journey" becomes..."The 16.05 South Western Railway service to Weymouth is delayed by approximately 35 minutes due to a cow on the line at Clapham Junction. Please listen for further announcements."	"TOC specific process created for staff to make announcements, referenced in local plan. Process to be provided to Programme Team. To be monitored via on-going quantitative research (PIDD-29)"
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.	NTF-OG	March 2017	Completed		"Announcements / website messages and social media are used during disruption where customers have been delayed by over an hour as per our Passenger Charter. Our website captures compensation arrangements according to our Passenger Charter this is also included in our Passenger Charter Leaflet which contains information for Compensation for delays or cancellations on Monthly or longer Season Tickets on page 22. Compensation for delays and cancellations on other tickets and 7 Day Season Tickets page 27"	"Confirmation from TOCs that this has happened. Mystery shopping & ad hoc research to identify if happening in practice."

# South Western Railway - PIDD Progress Tracker

PIDD Ref Number	Recommendation	Delivery Group	Industry Deadline	SWR Status	TOC Completion Date	Comments	Evidence of Completion
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.	IDG	May 2015	Completed		Made available at stations as a leaflet - part of our business processes. Website - all contact pages link to online forms where customers delayed by 60 minutes can send in information.	"TOC specific process created to explain how they plan to achieve this. To be monitored via on-going quantitative research (PIDD-29)"
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).	IDG	May 2015	Completed		As part of our Deed of Amendment with the Department for Transport, we introduced iPhones for our customer-facing teams at stations and on board trains in April 2016.	"Programme team to check if available on websites. To be monitored via on-going quantitative research (PIDD-29)"
PIDD-19	So that customers are aware of disruptions, the industry needs to develop and implement a method of tying 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).	CB	March 2019	N/A		"This information is contained within our Guards Instruction booklet on page 8 of the Disruption and Emergency situation announcements and briefed out on company days. This is also included as a commitment in our local plan."	
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.	CIS-DB	October 2015	N/A			
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.	Operations Council	May 2015	Completed			"Paper showing review undertaken to be submitted to Programme Team for May 2015. Local plan showing on-going requirement to be updated and provided to Programme Team to show on-going commitment."
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.	Operations Council	March 2016	Completed			"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 on-going quantitative research (PIDD-29)"
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.	CB	March 2017	N/A			
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.	CB	March 2018	N/A			
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	CIS-DB	March 2016	N/A			
PIDD-28.1	all TOCs to advise their number of stations without any real time info (CIS)	IDG	May 2015	Completed		At stations where South Western Railway is the SFO - Redbridge Station does not have CIS.	"Paper to be provided endorsed by CISDB identifying what solutions exist. To be built into TOC bidders pack for new franchises."

# South Western Railway - PIDD Progress Tracker

PIDD Ref Number	Recommendation	Delivery Group	Industry Deadline	SWR Status	TOC Completion Date	Comments	Evidence of Completion
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.	Operations Council	May 2015	Completed		Customer Experience Team undertake research and publish results in "Track South West".	
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.	IDG	May 2015	N/A			
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.	Operations Council	May 2015	Completed		CSL2 Reviews are in place as documented in the Local PIDD Plan for SWR.	"Evidence of completion of core message quality audit to be provided by TOCs. Creation of a process for on-going monitoring."
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.	Operations Council	October 2015	N/A			
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.	NTF-OG	May 2015	N/A			
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.	NTF-OG	October 2015	N/A			
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.	NTF-OG	May 2015	N/A			
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.	Operations Council	June 2015	Completed		Update to local plan has been completed.	Updated local plan with accompanying statement that it is fit for purpose for their TOC
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.	IDG	October 2015	Completed		Twitter now has a 24-hour resource.	
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.	CIS-DB	December 2015	N/A			
PIDD-39	So that TOCs can make manual announcements to customers on trains, including DOO operated services, the work previously done to ensure the GSM-R modifications are made, which will allow TOC controllers to make remote announcements to the train, will be delivered subject to costs.	NTF-OG	March 2017	N/A			
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.	Operations Council	June 2015	Completed		Completed	Updated local plan.
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.	Operations Council	October 2015	Completed		Local Plan: <a href="https://www.southwesttrains.co.uk/globalassets/disruption/south-west-trains---pidd-local-guide.pdf">https://www.southwesttrains.co.uk/globalassets/disruption/south-west-trains---pidd-local-guide.pdf</a>	TOC websites updated with their commitment of what will be done during disruption (not necessarily local plan itself), and annual progress report.
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.	NTF-OG	May 2015	N/A			

# South Western Railway - PIDD Progress Tracker

PIDD Ref Number	Recommendation	Delivery Group	Industry Deadline	SWR Status	TOC Completion Date	Comments	Evidence of Completion
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.	NTF-OG	October 2015	N/A			
PIDD-44	TOCs and Network Rail should hold periodic cross-industry reviews of local plans in order to make sure they are up-to-date and also to share good practice. This should also include test events to make sure that the information dissemination processes are kept up-to-date and fit for purpose.	NTF-OG	December 2015	N/A			
PIDD-45	To help trigger the right cultural response this action plan will be circulated to all TOC and Network Rail Route MDs in order for them to provide the right level of focus on PIDD within their businesses. This will promote high level leadership for the local delivery of the action plan.	NTF	May 2015	N/A			
PIDD-46	So that the industry can respond effectively to engineering overruns, contingency plans should be in place and TOCs and Network Rail should ensure that planning, control and passenger information functions are staffed appropriately when engineering work is taking place, including on the day before services are due to resume – which might include Christmas Day and Boxing Day.	NTF-OG	November 2015	Completed		Where high risk engineering work is identified by the Performance Team the information team will make an assessment of staff coverage and on call coverage. WICC Coverage is 24/7 including Christmas and Boxing day. Information Team coverage is managed around risk.	Week 36 Engineering Work and Events Summary
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	No Submission			
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	March 2016	No Submission			
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	On Track		Our website is currently being upgraded to enable meeting this requirement.	
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.	IDG	December 2015	Completed		"The revised phrasing for incidents where a person has been hit by a train has been adopted by South Western Railway. The wider business and key information stakeholders have been briefed using the internal business brief process. We have adopted this phrasing for the headline messages, announcement and display messages only. Within our core message presented on the website we will continue to provide the information that states a person has been hit by a train"	