Greater Anglia Passenger Information During Disruption

Our promise to you…

Spring 2019

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Introduction

Feedback from you tells us that providing you with clear, reliable, consistent and timely information, particularly during times of disruption should be one of our main focal points.

We have invested heavily in the Greater Anglia Network over the years, and with the installation of the new screens at our stations you should see some positive changes to the information you receive at stations, and with the implementation of the new trains on our Network you will witness a huge change to the onboard experience. However its clear from your feedback that there is still more we can do to improve on the service you receive.

The Rail industry has developed a Code of Practice for customers which outlines the provision of customer information and what you should expect. The Code of Conduct explains the provision of customer information outlining the minimum standards. Greater Anglia are committed to meeting these standards.

Therefore in addition to this we have provided you with a Passenger Information During Disruption (PIDD) Plan which outlines how we will keep you informed.

Our plan is reviewed every year to ensure it is up to date and in line with the current Industry Standards. Both of which can be found on the Transparency page on our website.

We are very keen to hear your views on this, so please get in touch with us via our 'Always listening' if you have any comments and suggestions on changes we can make to improve the service you receive.

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The systems we use to monitor and make changes to our services

The systems used within Greater Anglia to make changes to individual trains by the control team are Tyrell (Nexus Alpha) and LICC GUI (Worldline), both of which feed into Darwin (National Rail Enquiries).

Darwin feeds this information into the digital domain or back via the LICC GUI into the station screens. Information about the incident is kept up to date by the Duty Information Manager via Tyrell, which feeds part of the website and is used by various other parties to keep their channels up to date.

Along with Tyrell, the Duty Information Manager will (If required) update the front page of the Greater Anglia website and the operational information system (OIS) screens.

Introducing Darwin

All of our stations have digital screens showing the status of the next train(s) and details of any delays or cancellations. This information is linked in to the signalling system through a system called "Darwin", which also provides information on our app, National Rail Enquiries and other 3rd party channels.

As part of a national programme, the Customer Information Systems (CIS) used by all of the UK train companies are linked together using a system called Darwin.

Darwin takes a real-time feed from the signalling system on the tracks, so it can "see" where a train is and monitor its progress during the journey. This information is then shared with the CIS, websites and apps which means that you'll see

the same information whether you're planning your journey at home / work or stood at the platform.

The Control Centre monitors the status of Darwin round the clock and can manually make any changes / corrections if they are needed.

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Interface with Network Rail and other Organisations.

Greater Anglia work very closely with Network Rail, this includes an integrated team located within the Anglia Integrated Control Centre (AICC) in Romford. It is here where our Information Control Managers will make operational decisions which affect your journeys. They take pride in making sure disruption is kept to a minimum and that information provided is accurate, timely and concise.

There are many benefits from having Network Rail based in the same office. When things go wrong with the infrastructure we receive a notification from Network Rail and we then discuss the issue to agree a core message which we relay straight to you.

We ensure that our information is:

Consistent – The information posted out to you is the same via every source.

Clear – Information that is easy to read, and free of railway jargon

Correct – The information is factual, if we don't have the information - we notify you of this too

Concise – we let you know what we're doing and, most importantly, how this affects you, in a way that's easy for you to understand.

If you're using one of our stations but travelling with another operator this document still applies

Once we are aware of an incident, we will ensure that all our information sources are immediately updated. Although some systems will take longer than others to update. We aim to have information about disruption on our website within 5 minutes of being aware of an incident.

We also work closely with National Rail Enquiries (NRE). There is a direct link between our website and theirs which ensures the information they display is accurate and up to date.

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Greater Anglia and Network Rail hold cross-industry disruption thresholds & Customer Service Level 2 (CSL2)

In the event of disruption, the Duty Information Manager will discuss with colleagues whether CSL2 should be introduced. The different levels are explained on the next page.

CSL2 has been designed to ensure a better flow of information during disruption. Our on-call colleagues are responsible for making the decisions to minimise the disruption to your journey such as ordering alternative transport and checking the Greater Anglia and National Rail Enquiries websites to ensure they accurately reflect the train service.

When disruption occurs messages are sent out via Tyrell. Tyrell is an internal messaging system used by a number of train operators to disseminate information to colleagues and customers. Tyrell enables us to:

➤ ensure that colleagues are aware of current levels of service disruption.

➤ paint an evolving picture of the disruption.

➤ disseminate messages about the status of the network, via the Greater Anglia website, information screens at stations and any email alerts you have signed up to.

Overview of the information flow and timeframe:
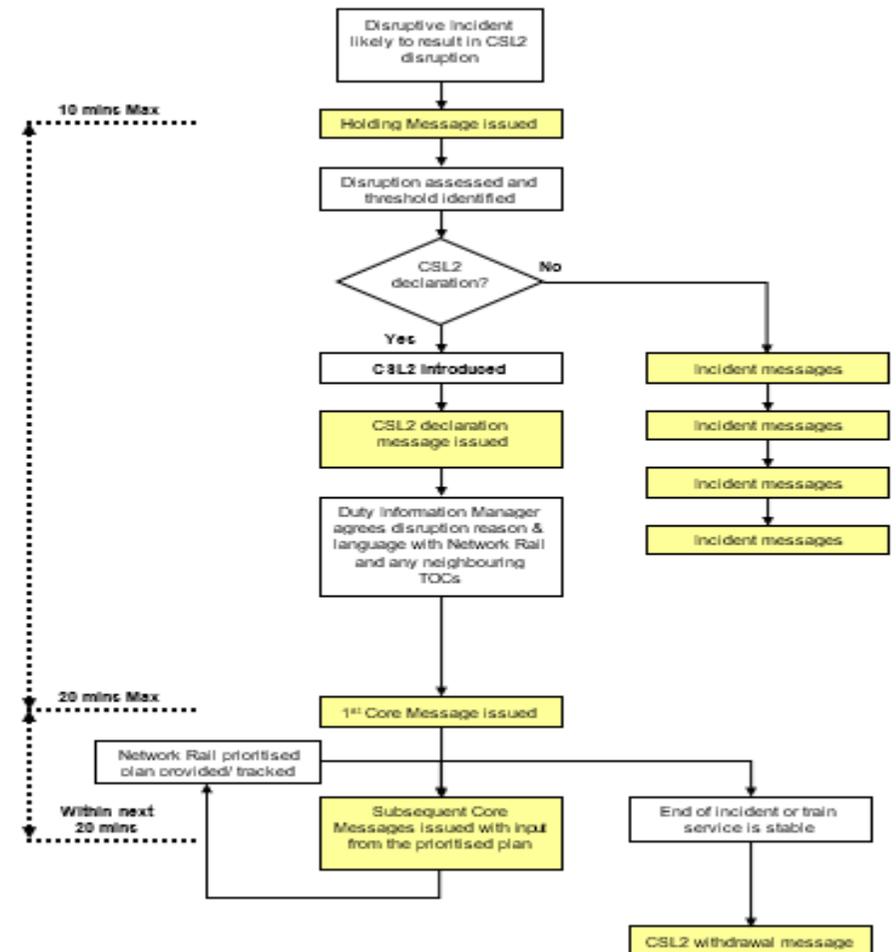
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Greater Anglia and Network Rail hold cross-industry disruption thresholds & Customer Service level 2 (CSL2) Plans.

Level	Route Description	Level of Disruption	Authority Level	Actions that may Apply and Examples
Green	Good Service	Normal Service. All trains expected to reach Public Performance Measures.		
Yellow	Minor Delays	• An incident that causes customers to be delayed by between 10 – 30 minutes on a line of route • Closure of a minor station • Cancellation of 2 Golden Trains on a line of route	Authorised by: Control To inform: 1st line CS on-call	• Book alternative transport by exception e.g.: vulnerable person, children, Visually impaired Person, Mobility Impaired Person, (Local colleagues) • Ticket acceptance gained with other Train Operating Companies (DIM) • Arrange ticket acceptance on local buses (DIM) *Incidents may include: Bridge strike, track circuit failure, passenger loading, heat / speed restrictions*
Amber	Major Delays	• Customer impact of an incident expected to last between 30 and 120 minutes • Risk of multiple trains (less than 50%), either cancelled or over 30 minutes late on a line of route • Minor use of alternative transport • Diversions in operation • Rural: Full or part cancellations that will result in service interval of more than 2 hours	Authorised by: Control To Inform: 2nd line on-call	All Yellow actions plus: • Order alternative transport until emergency alternative transport arrives (Local colleagues' staff) • Regular Greater Anglia Conference at an approximate frequency of 1 hour, with initial conference to take place within 30 minutes of incident start (Control) • Managers deployed to Hub stations (by 2nd line on-call) • Driver Disruption instigated (2nd line on-call) • Ticket restrictions lifted (2nd line on-call) • Deploy additional staff (2nd line on-call) • Disruption mode implemented (DIM) • Authorise parking with NCP at Greater Anglia stations (DIM) • Contact local stakeholders e.g.; schools (Station Supervisor) *Incidents may include: Fatality, train failure requiring recovery, NR emergency blocks*
Red	Severe Delays	• Customer impact of an incident expected to last in excess of 120 minutes • Risk of over 50% of trains, either cancelled or over 30 minutes late on a line of route • Major use of alternative transport • Closure of a Hub or significant station • Suspension of one route • Any detrainment not at a station	Authorised by: 3rd line on-call	All Yellow and Amber actions plus: • Regular Greater Anglia Conference at an approximate frequency of 1 hour (Control) • "Do Not Travel" advice to customers between A and B (Control) • Customer apology notice issued (Press on-call) *Incidents may include: Extended Amber incident, OHL down, localised flooding, lightning strike on power network, large rural fire*
Black	Service Suspension	• Widespread delays or service suspension resulting in extensive parts of the network becoming unavailable.	Authorised by: 3rd line on-call Advice from: Director on-call	All Yellow, Amber and Red actions plus: • "Do Not Travel" advice to customers along specified routes (Control) *Incidents may include: Storms, flooding, terrorist threat / attack*

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Roles and Responsibilities in our Control Centre
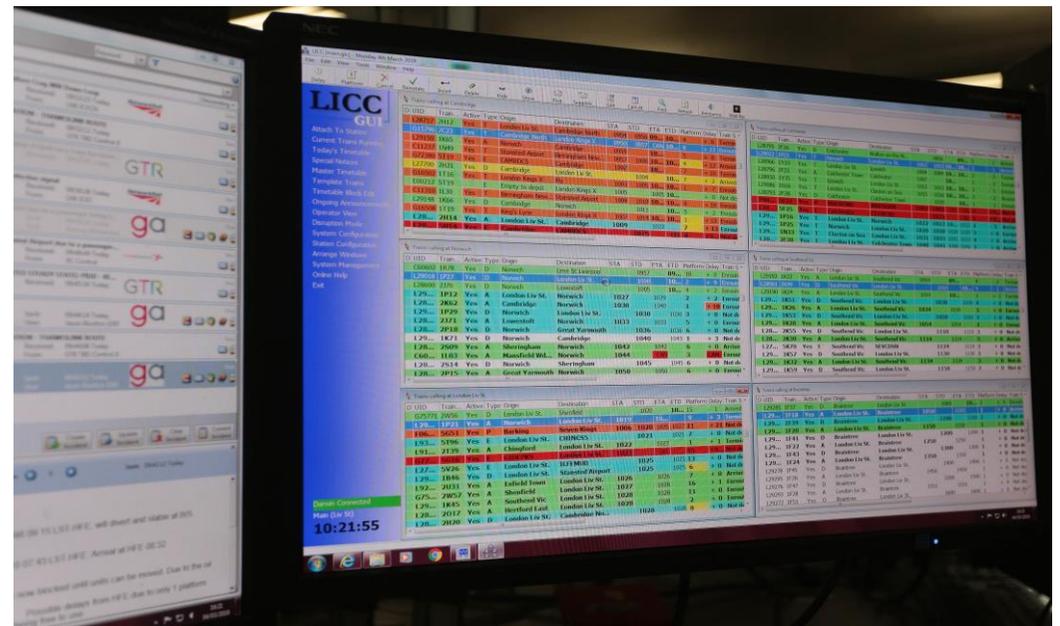
Roles and Responsibilities in our Control Centre

The customer information controllers are responsible for the timely processing of train alterations and the checking of delay data. They ensure any trains that have stopped are highlighted as being delayed and sending out messages to inform you, We have an obligation to display at least 90% of service alterations.

The duty information managers are responsible for ensuring that any alterations to the train service are dealt with as quickly as possible. During extremely severe incidents, a significant number of trains maybe cancelled or delayed. We may need to enter into disruption mode.

If we do need to do this, we'll make sure that we let you know by way of a notice on the displays.

Disruption mode

Disruption mode can be switched on at one or more stations at the same time, as appropriate. Only trains that are running will be shown, so its easily identified when your next train will arrive. We will post on the information screens to alert customers and staff that disruption mode has been activated.

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Flow of information

On site

The Control Room

Prioritised Plan and Milestones tracked between the site and the Control room throughout the incident.

Control implements the train service Contingency Plan

Control implements the customer strategy plan (rail replacement, alternative routes & ticketing)

Problem

Impact

Advice

Our Staff

Our Staff

CORE MESSAGE Issued by Control to staff and customers

STATION: Local announcements, information screens & customer face to face

Social Media and Website: Announcements & customer advice.

ON TRAIN: Announcements, information screens & customer face to face

Information flow

Stations will have a number of ways to obtain information about the train service and the incident through our internal systems mentioned previously.

The customer information screens (CIS) will display updated information.

In addition to Tyrell Check colleagues smartphones have various apps such as the National Rail Enquiries colleagues app, live departure boards, journey planners and the outbound Greater Anglia Twitter feed (@greateranglia).

In addition to this our control centre is in contact with our colleagues via phone to keep them up to date, and we are currently introducing radios which links our control centre with our station staff. This is a new form of mobile communication for the railway.

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Issue of messages

Issue of internal holding message

When major disruption occurs, in line with industry standard, the Duty Information Manager issues an initial notification.

No matter how sparse the information available to us, we ensure all customer facing colleagues are given whatever facts are available.

The Duty Information Manager issues an initial holding message within 10 minutes of them receiving advice of the incident, alerting all recipients of impending disruption.

Issue of a core message

The Duty Information Manager issues subsequent messages at intervals not exceeding 20 minutes or whenever the situation changes. A holding/core message should contain three key pieces of information:

➢ The problem, including any infrastructure issues
➢ The impact on services
➢ The advice for customers

Why trains are displayed as 'Delayed' at our stations

We understand how frustrating it is to be waiting at a station, to see your train is showing as 'delayed' with no expected time of arrival.

When there is an incident on the line and our trains come to an unexpected stop, its not always possible to display the expected time of arrival especially in the early stages of an incident.

There are situations where a train maybe stopped between two signals and its not always possible for the train's position to be detected immediately. In these circumstances we display the train as just being 'delayed'. The system will not be able to calculate the delay time until it reaches the next signal. Once the train is able to move again we can advertise the revised arrival/departure times.

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The delivery of information

➢ **To colleagues**

We use Tyrell to disseminate information to colleagues. The messages are displayed on our internal website and shared to colleagues phones, and smart devices.

If changes are made to individual train services, this information is fed into a system called Darwin. This updates customer information screens at stations (add what Darwin does)

In specific situations the information control team will phone affected stations to update them.

➢ **Within the industry**

Other industry stakeholders such as Network Rail,, National Rail Enquiries and Trainline receive the messages we send via Tyrell. Tyrell along with a variety of other systems feed into Darwin which in turn is displayed at our stations and on our website.

➢ **To customers**

Customers have a wide range of channels they can use to obtain information about train times, which are described in more detail further in the document. The control team use a number of systems to make changes to the information in the core timetable. A full explanation of the different systems used are listed on page 3.

➢ **Other Train Operating Companies' customers**

Some of our stations are used by several train operators. In the event of disruption we will keep you updated about all train services using our stations.

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How we tell you when things go wrong

When an incident occurs, the information we provide will focus on 3 key areas;

➢ The Problem – What's happened, where and when

➢ The Impact – How does it affect my journey?

➢ The Advice – We'll let you know what you need to do, for example to travel via an alternative route or take alternative transport.

Prioritised Plan and internal information

Within the control centre, Network Rail use Tyrell to send service updates and other internal information to colleagues. When CSL2 is triggered, Network Rail and our control team work together to supply a contingency plan with key timings and progress points. The operations controller will ensure implementation of the plan in liaison with colleagues on site.

The Network Rail incident messages are posted on the Greater Anglia whiteboard so frontline colleagues are kept informed of the management of the incident.

Contingency and service recovery plans

When a contingency plan is implemented, the duty information manager will send a message to inform colleagues. This plan will then be relayed to customers through the various channels of information.

The deployment of Customer Service colleagues as part of the contingency plans.

When changes are made to the train service often additional colleagues are required. To make sure the handover of information is done in a timely and smooth manner, the '**TSM/CIC handshake**' is introduced. Once a decision is made by the **Train Service Manager**, this must be passed on directly to the relevant **Customer Information Controller.**

The CIC must give verbal confirmation that the information has been received and understood. The CIC must then pass on the information to the rest of the control team. One of the main benefit of this is the TSM has a single point of contact for passing on decisions regarding service alterations.

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The Hub System – Sharing information.

Stations play a key role in information provision during disruption. During severe disruption a system of hub stations is used particularly London Liverpool Street, Stratford, Tottenham Hale, Broxbourne, Stansted Airport, Bishops Stortford, Ely, Cambridge, Norwich, Ipswich, Colchester Chelmsford, Witham, Shenfield. The main objective is to establish a strong staff presence at affected key stations.

The hub stations will relay information from control centre to the satellite stations within their area.

Nominated colleagues will be deployed to stations to help customers.

A hub station leader will be appointed to liaise with control and coordinate the customer service activities for the hub and associated satellite stations.

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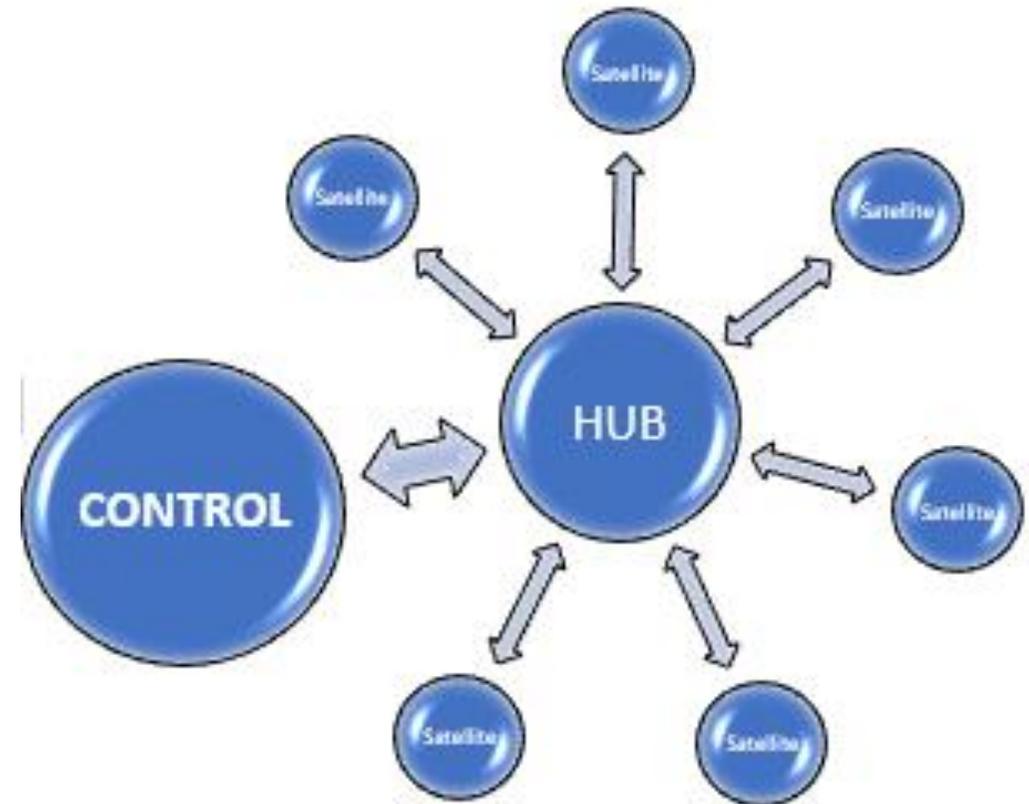
What happens when you're booked on a particular train or your ticket is for off-peak travel only.

When customer service level 2 (CSL2) is declared during disruption, customers with advanced purchase tickets who are affected by the disruption may travel up to 60 minutes earlier or later than their booked train. This applies to intercity services between London and Norwich. It may mean that, in some cases, customers booked onto off-peak trains can travel on peak-time ones. Advance tickets are issued to branch line destinations such as Harwich, Lowestoft and other branch lines on Greater Anglia routes, however restrictions only apply to the main leg of the journey using the intercity service. These arrangements will remain in place for the first 90 minutes of disruption or until CSL2 is withdrawn. Restrictions will be relaxed further at the discretion of our on-call colleagues. Any changes which require restrictions to be lifted for the following day (for example during winter weather disruption) will also be the responsibility of our on-call colleagues.

Alternative routes

During times of severe disruption, it maybe necessary to travel on a different route to complete your journey or with a different train operator. In these circumstances we'll make arrangements with the operators of these services to make sure you are not unnecessarily charged, and we can assure you that this alternative will not be advertised until this agreement has been put in place. There are a number of ways for you to obtain information when planning your journey. Whether you're at home, the office, or waiting on the platform, you will see in the next few pages how we are committed to keeping you up to date.

Alternative routes with other TOCs

The Duty Information Manager will consider which alternative routes will help you to continue with your journey and our station colleagues will advise the best route offered for you.

Do not travel instruction

In certain situations the best advice to customers is to postpone their travel because of the severe nature of the problem. We will ensure that this message is displayed via social media, our website and through our colleagues at the station.

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We understand that things don't always run smoothly during disruption particularly regarding the information we are able to provide to you/our customers Therefore after any major disruption, we carry out an internal review jointly with Network Rail to see what worked well, and what didn't and how we can both improve.

In addition to this, we work closely with Abellio Group and Transport Focus, the transport user watchdog, to review the quality of our information provision during disruption. We carry out reviews of an incident on a quarterly basis to identify areas where we can improve.

Co-operation with Network Rail and with other train operators is important in incident management. Network Rail leads on this as follows:

➢ Meteo Group issues severe a weather warning, Network Rail route control manager communicates this to train operator control centres.

➢ Network Rail, Abellio and Greater Anglia review all the available information – and following this a decision is made whether to continue with the normal timetable or to implement a contingency timetable for the following day.

➢ The joint final decision needs to be made by 10.00am the day before an expected weather event.

➢ It is the responsibility of the Greater Anglia operations manager to communicate the final decision to our control centre.

The stakeholders within the industry, including Network Rail, will also receive the messages sent via the Tyrell system. Changes made to individual trains using Tyrell or the LICC GUI system will feed Darwin which feeds various different information channels on the station and in the digital domain.

Every year in October a check will be done against the National Rail Conditions of Carriage and other train operators addresses to ensure they are still correct. Greater Anglia will make additional checks on a monthly basis.

Day A4B Process

There are several advantages of the 'Day A4B process' customers have reliable information, staff and trains are at the right location and the train service is more robust to be able to cope with likely delays.

The '*Day A4B process*' works with pre-loaded contingency timetables which Greater Anglia has agreed with Network Rail.

There are two plans available for Greater Anglia to use:

- 60mph plan – a heat-related speed restriction to protect the overhead line equipment OR for use when Network Rail has imposed speed restrictions on the route to protect their overhead line equipment

- key route strategy for severe snow conditions – an alternative train plan to enable us to keep things moving when we cannot run a full service

If we need to make use of either of these plans we make sure the public are informed by 20:00 the evening before via the NRES journey planner. Then at 03:00 the following morning our Control Centre uploads the information regarding the contingency timetable that has been put in place into the system, which is then fed to the customer information screens at stations., While decisions are being taken pre-warning messages for customers will be placed on the GA website to advise them to check before they travel because of changes being made to the next day's timetable.

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Customer Information Screens

All of our stations are equipped with Customer Information Screens (CIS) which are driven by our control centre software and kept up to date. There are multiple types of customer information screens, which have different options for showing customer information. Summary of Departure Boards (SoD's), used to show a list of next departures from the station; Next Train Indicator's (NTI's), used to show the next train departure on a platform; Special Notice Screens (SNS's), used to show special notices. To spread the workload in keeping all CIS up to date, a number of stations have access to the system which gives them the ability to change the information for individual trains. This applies for the following stations:

- Bishop's Stortford
- Broxbourne
- Cambridge
- Ely
- Ipswich
- Colchester
- Chelmsford
- Shenfield
- Witham
- Norwich
- Stansted Airport
- Tottenham Hale.

We've invested heavily in enhancements to our CIS to enable us to provide better information, automatically, during disruption. These enhancements include:

- Warning of Future Delays: We'll tell you if there's disruption further along the line which may delay your journey, even if your train is currently on time.

- Next fastest train: If your train is disrupted, and there's a faster train available to your destination, we'll let you know.

- In the event of your train being cancelled, and starting its journey at another station, if there's an alternative train available to connect with the train we'll let you know. In addition, at our London terminals, if your train is diverted to another station, we'll let you know.

- Compensation: If your train is significantly disrupted, we'll remind you about our Delay Repay scheme and where to claim compensation.

- Travelling in London: we'll display and announce the status of TfL services in the capital (e.g. London Underground, DLR etc).

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Announcements and Advice

Announcements

All of our manned stations are equipped with Public Address (PA) facilities, to announce standard arrival and departure information.

During times of unplanned disruption we will refrain from using pre-recorded apology messages . Instead our station colleagues will be responsible for making announcements to keep you informed and apologise for the disruption to your journey. During times of severe disruption we may focus solely on those trains that are running.

For unmanned stations, a special announcement is recorded by the control team to advise customers that the station is experiencing service disruption.

We'll also use the PA system to let you know of any other important information, for example upcoming engineering work that may affect your journey. We like to be a good neighbour so, at some stations, we may adjust the volume of announcements in the evenings or early in the morning to avoid disturbing our neighbours.

Customer Service standing order 3.3:
advance customer advice of service disruption

This stipulates customers are given advance waning in a consistent way when delays are expected. This is focused on major last-minute train service changes - mostly, but not exclusively, influenced by the weather.

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Face-to-face customer service

Our frontline colleagues are available on the platform and in the ticket offices at various locations around the network. Colleagues will use the various sources of information at their disposal. Our colleagues in the ticket offices will be aware of any changes to services and will not sell you tickets for services that have been cancelled.

Many of our colleagues have been issued with the latest mobile and tablet devices so they can receive the very latest information from our Control Centre. This includes a dedicated Greater Anglia Smartphone app. During times of significant disruption, we'll deploy additional colleagues to our major stations to provide help and assistance. If we have to use replacement buses, we'll provide colleagues to assist you with this.

'Why is it I have more information than colleagues at stations?'

This is something we've heard quite often in the past. While this may be a perception rather than a reality, we are continuously training our colleagues to effectively use all of the systems available to them.

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Station facilities to assist you on your journey

Help Points

The majority of our stations have a Help Point which allows you to talk to one of our team 24 hours a day. The operator who answers your call will have access to the very latest service information to help you on your journey. The call will be opened with 'Good Morning/Afternoon this is the Greater Anglia Helpline, my name is xxxx, are you looking for information or reporting an incident'.

The 'emergency' button on the Help Point will connect you to British Transport Police who will be able to assist in an emergency. Alternatively you can always call 999 for assistance. If you're in a situation where you unable to call or speak to the police you can always text the British Transport Police on 61016 advising them of your location, and details of the incident.

At unmanned stations you can speak to an operator using the Help Point (if available), managed by National Rail Enquiries. Alternatively you an speak to our contact centre in Norwich via the ticket machines.

Alternatively you can use the 'customer assistance button' on the Ticket Machines which directs you through to the VITA team in Norwich who operate 24/7 support. The team can assist you through a transaction, take over the machine to help you with your transaction or use it as a means of contact.

Our Station Management teams across the network are able to update information on the Stations Made Easy page (SME) on the NRE website. For example if a lift has broken down we can let you know in advance.

Accessible facilities

The stations with disabled facilities are published on our website and through National Rail Enquiries. You can search via by visiting this Link. When assessible toilets are available on the train Passenger Information Screens and audio announcement will advise you of this.

Onward travel

All of our stations have an 'Onward Travel Poster' which details local bus routes (where available) and contact numbers of local Taxis. This information is also available online through our website or through National Rail Enquiries.

Train Arrangements

Drivers and Conductors together with the on-board teams are responsible for all aspects of customer service on disrupted trains. The Conductor is responsible for leading the on-train Customer Service response during disruption. On driver-only operated (DOO) services, the driver will fulfil this role. Information will be provided on information screens on board and through announcements.

Information flow

The information provision differs between trains with conductors onboard or driver-only operated trains. The information flow to trains with conductors relies mainly- on the Conductor using the Tyrell Check and other apps on his/her smartphone to obtain information and to contact the Control Centre. The information flow to DOO trains relies on his/her Global System for Mobile communication 'GSM-Radio' handset to communicate with the Control Centre and other relevant colleagues.

The driver will radio the signaller for an immediate update and inform the customers on the train. The signallers do also have the option to make a general broadcast message to all drivers in the vicinity via the GSMR radio. Drivers do also have a mobile phone which they can use to contact the Control Centre, however for safety reasons these cannot to be switched on while driving.

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Train Arrangements Continued…

Announcements

Drivers/Conductors have to make an announcement to passengers within one minute of the train coming to an unexpected halt further announcements should be made whenever new information is available. Even when no new information is available, an announcement should be made to passengers at least every five minutes.

In certain situations, our Control Centre can make announcements directly to the passengers through our Passenger Information System (PIS). All of our new trains have a passenger information system which provides both visual and audio information. Giving the final destination of the train and all the other stations it stops at. This is supplemented by manual announcements where necessary.

All of our new trains have free onboard Wi-Fi. From Summer 2019, we have provided real-time information about your train through our Wi-Fi portal including current location, station stops and the reason for any delay.

Face-to-face Customer Service

Our on-board colleagues will walk through the train, whenever possible to answer queries from customers or provide assistance, and will not sell you a ticket for a train that will not be operating.

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Learning for the future

Customer information reviews

When negative feedback regarding customer information is received by the Head of Customer Service, a customer information review (CIR) is organised. This is carried out within 72 hours of the incident so that the findings can be used in a significant performance incident review (SPIR) meeting. The aim of a CIR is to identify actions to improve customer information going forward.

As a result we have:
- Disruption Reviews jointly sponsored by the Customer Service Director and Operations Director
- Disruption Conference Calls
- Social Media Guidelines
- Control Disruption Management Principles
- Customer Dashboard
- Greater Anglia GSMR.

In Progress – 2020:
- Bespoke Announcement Briefings
- Hub Station Disruption Protocol's
- Service Recovery Plans
- Control & Information Flow improvements.

Review remit and owners

- Customer information dashboard

Every four weeks a customer information dashboard is produced and shared within Greater Anglia directors which shows core message, delay reasons, cancellation reasons and timeliness, quality and strategy implementation details.

- Significant Performance Incident Reviews (SPIR's)

Together with Network Rail, we organise SPIRs after major disruption to see what we could have done better. Feedback is requested from anybody from Network Rail and Greater Anglia who was involved in the management of the incident and conclusions are shared within the group.

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Where can you find information regarding our services:

JourneyCheck page

The JourneyCheck page of our website ~~will~~ shows the various customer information outputs from Tyrell including delays, cancellations, formation changes and other alterations.

Third-party websites such as National Rail Enquiries

Other websites are checked by our On-call Managers during service disruption to ensure the information they are displaying is correct and up to date. National Rail Enquiries website is updated in the National Rail Communication Centre (NRCC) and uses information from Greater Anglia and Network Rail via Tyrell. Should there be any inconsistencies, the Duty Information Manager will alert the NRCC Should you see any conflicting information do let us know so we can ensure it is corrected.

From the Media

Our Tyrell system also feeds messages to a system called Inrix, which is used for media outlets, such as news and travel bulletins, television and radio. An example of this is the BBC red button

By Telephone

During all disruption our 24/7 train running information is available to customer's who require information. They can be contacted on 0345 6007245 (option 0). Greater Anglia Shared Centre can also be contacted on 03456 007245 (option 8) for customers to obtain information. Their opening hours are:

Mon-Fri:	08:00-20:00
Sat:	10:00-20:00
Sun:	10:00-20:00
Bank holidays:	09:00-18:00

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Where can you find information regarding our services:
Continued…

Websites:

There are numerous websites which provide travel information and updates – Greater Anglia www.greateranglia.co.uk and Stansted Express website www.stanstedexpress.com.   Our Marketing Department and Control Centre are responsible for keeping this information up to date.

Greater Anglia and Stansted Express website front page

In the event of disruption the Duty Information Manager can create a message for the front page of these websites to inform customers. How prominently the message is displayed will depend on the severity of the incident.

The Duty Information Manager has the ability to create a message and post it on the home page of our websites to inform customers about service disruption.

This message will be consistent and clear and either be on the banner at the tope of the website page, and more details can be found in the Rainbow boards.

To get the message to you quickly, the Duty Information Manager can turn on the National Rail Enquiries disruption-feed, which will then be displayed on the website; this option is for use in exceptional circumstances. During service disruption, a rainbow board is displayed to show the service status of the various 'routes'. The Duty Information Manager can manually overwrite the status if required.

A link from our website is also provided to the 'Live Departure Boards'. This displays the National Rail Enquiries live departure board and feeds from Darwin.

The Journey planning tool also uses the latest Darwin information.

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Social Media (@GreaterAnglia)

The social media team is based in the AICC and uses Whiteboard and the live departure boards to keep up-to-date. A team also sits in the Control Centre so has access to information as it comes through. They send out service updates and respond to questions from customers 24 hours a day.

They tag incidents and categorise comments from customers, which they share with the wider business in the daily Webwatch emails, to assist us in improving the service we deliver.

Where it's appropriate, the team also includes links to photos and other useful documents to give you more insight into to what's going on. During disruption, a picture can illustrate a problem effectively Greater Anglia has a policy to restrict the use of photos for certain types of incident due to their sensitive nature but you are likely to see photos of:

- ➢ flooding or other extreme weather conditions (e.g. trees on the line or a landslip)
- ➢ a vehicle striking, and possibly stuck underneath, a railway bridge
- ➢ animals on the line

Network Rail often send us pictures too that we post out to you if there is a problem on the line that requires their attention. Network Rail use this to update us on the progress and we've had positive feedback from our customers as a result.

As well as sending you up to date information, we'll respond to your messages too although please bear in mind that during particularly busy times we aren't always able to respond to all tweets individually if we receive high volumes of queries relating to the same issue we will ensure that the information is updated on Twitter.
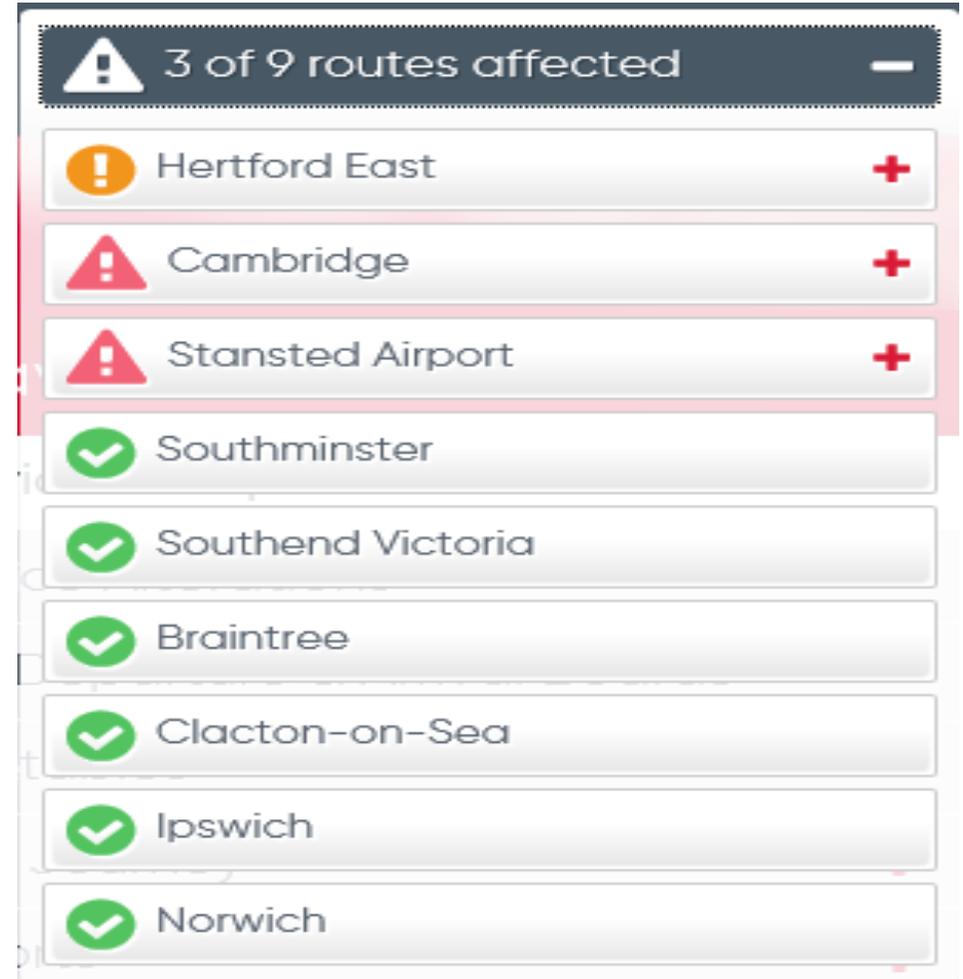
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The Rainbow Boards

Greater Anglia provide a "Rainbow Board", similar to the London Underground. This is designed to give you an overview of the status of individual trains in the form of a traffic light system.

If the routes are highlighted Red there is major disruption, Amber if there is minor disruption, and Green indicates there are no issues reported on your route. As you can see from the picture to the right, there is an '+' sign beside the affected routes, and if you click on this you will be able to view details of the problem on the route, and advice about your journey.

At present the Rainbow board only shows services into and out of London although we are working to extend this to also show local connections.

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Live Departure Boards

The Live Departure Boards allows you to see upcoming departures (and arrivals) for any station on the UK network. This will include the platform number (when it's been confirmed) together with the Status of the train, including details of any delays or cancellations and the reasons for these.

Details of the number of coaches on each train is also included, and we're working to introduce additional information about services on board such as the toilets being out of order which we expect to be available later in 2019.

If there's other important information about the station, for example the lifts are out of order, we'll show you that too.

Live departures and arrivals for Shenfield

f Share   Tweet

Departure board

Platform	Destination	Departs	Expected	Origin	Operator
1	London Liverpool Street	15:05	On time	Southend Victoria	Greater Anglia ✚
2	London Liverpool Street	15:08	On time	Clacton-on-Sea	Greater Anglia ✚
3	Braintree	15:11	On time	London Liverpool Street	Greater Anglia ✚
5	London Liverpool Street	15:14	On time	Shenfield	TFL Rail ▬

› Shenfield - Departing on time at 15:14

› Brentwood - Arriving on time at 15:17

› Harold Wood - Arriving on time at 15:22

› Gidea Park - Arriving on time at 15:26

› Romford - Arriving on time at 15:28

› Chadwell Heath - Arriving on time at 15:32

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Journey Planner

Using the very latest information, including details of any delays or cancellations, the Journey Planner allows you to plan your journey to any station in United Kingdom. In the event of disruption the Journey Planner will display alternative routes options.

Here at Greater Anglia, we know it's vital that you receive reliable and accurate information quickly about anything that might affect your train journey. Our JourneyCheck service enables you to receive emails or text alerts reporting any information on your chosen Greater Anglia service.

To receive these useful updates, sign up for JourneyCheck Alerts online

Once you've filled in your details, you can log into the JourneyCheck Alerts service and select the train services that will apply to your personal journey.

If you chose to buy your ticket via the Greater Anglia or National Rail Enquiries websites the information you receive about your journey will be the same in times of normal or disrupted service.

Out
Friday 30 Aug 2019
London Liverpool Street LST to Cambridge CBG

	Earlier			Later
Depart	LST 15:46	LST 15:58	LST 16:13	LST 16:14
Arrive	CBG 17:04	CBG 17:20	CBG 17:33	CBG 17:40
Duration	1h 18m	1h 22m	1h 20m	1h 26m
Changes	1	0	1	1
		Cheapest		
Cheapest Standard Single	○ £28.10	○ £18.90	○ £28.10	○ £28.10

◀ Your dates

5 day view

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Delay Repay

We have recently improved our Delay Repay scheme. If you hold a valid ticket for your journey, you can now claim compensation for delays of 15 minutes or more within 28 days of your journey, no matter what the reason.

Delays are calculated against the planned, advertised timetable, for that day, whether it is the usual timetable or a contingency timetable due to severe weather or planned engineering works. We hope you never have to claim, but if things do go wrong, you will be entitled to the following:

We will use the proportionate cost of the price of the Season Ticket (i.e. 1/10th of a Weekly ticket, 1/40th of a Monthly ticket and 1/464th of an Annual ticket).

Length of delay	Compensation
15 to 29 minutes	25% of the cost of your single ticket or 12.5% of the cost of your return ticket
30 to 59 minutes	50% of the cost of your one-way ticket or 25% of the cost of your return ticket
60 to 119 minutes	100% of the cost of your one-way ticket or 50% of the cost of your return ticket
120 minutes or longer	100% of the cost of your ticket whether single or return

You can select from the following options:

➢ Amazon Account
➢ PayPal
➢ BACS
➢ Payment back to debit or credit card used
➢ Rail Travel Vouchers
➢ Argos Vouchers

We promote the Delay Repay service through our Greater Anglia's Passenger Charter, website:

https://www.greateranglia.co.uk/about-us/our-performance/delay-repay

where you can print off a PDF version of the Delay Repay form or alternatively pick up a claim form at staffed stations/from colleagues on trains. We do our best to make it as easy as possible for you to claim. Following major disruptions, delay repay forms are handed out at stations.

Any further details please call our Shared Centre on 03456 007245 (option 8).

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Lost Property

There is nothing worse than leaving things behind. We want to reunite our customers with their lost or mislaid items as quickly as possible.

Our Lost Property team experience high call volumes and are working hard to get items back to customers. You will only be contacted if we have an item which we think may be yours, or if we need more information.

Most items are recovered, logged and where possible we get them back to customers within 72 hours, sometimes far less.

Whilst we know you may be anxious about the item you have lost please give our frontline people and the Lost Property team time to process the calls and emails we get. This will ensure that we have the best opportunity to get your item back.

If you think that you've left something on one of our trains or at one of our stations, contact us and we'll search all of the items handed in.

Reporting lost items

To report a lost item either:
➢ Email our Lost Property team at Lostproperty@greateranglia.co.uk.
➢ Call our Lost Property team on **0345 600 7245 (option 7)** and speak to an advisor (open 09:00 to 17:00 Monday to Friday. Answerphone 24hrs).

When you report a piece of lost property, there are a few things that will help us try and track down your things. The following details would therefore be really useful:

➢ Your departure and destination stations
➢ The time of your journey
➢ A good description of your lost item including size, colour, make and any distinguishing features
➢ Where on the train you left the item
➢ Your name and contact number

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Lost Property

Picking up your items

If you are able to collect your item within 24 hours of it being found, then there'll be no charge for its return. However, if the retrieval of your lost property is after that initial period of time, then there will be a charge based on the type of item.

Charges for lost property

Band	Charge	Item(s)
A	£20	Laptops, video cameras and palm held PCs
B	£10	Mobile phones, pagers, MP3 players and CD players
C	£3	Skis, surfboards, musical instruments, jewellery, watches, cameras, cycles, luggage, suitcases, briefcases, clothing items and rucksacks
D	£2	Umbrellas, spectacles, keys, prams/pushchairs, books, filofaxes, hats, gloves, scarves and all other items not listed

- To protect the owner/finder from incurring storage and retrieval charges out of proportion to the value of the item, the total charge must reflect the item value as follows:
- For items within Bands A & B - total charge not to exceed £25
- For items within Band C - total charge not to exceed £15
- For items within Band D - total charge not to exceed £5

Charges for storage of lost property

Charge	Item(s)
£1 per 24hr period	Laptop computers, video cameras, mobile phones, pagers, compact CD players, skis, surfboards, prams/pushchairs, cycles
50p per 24hr period	Jewellery items, watches, cameras, clothing items, suitcases, rucksacks, briefcases, filofaxes, musical instruments, umbrellas, gloves/scarves/hats, spectacles, keys, books, all other items

To protect the owner/finder from incurring storage and retrieval charges out of proportion to the value of the item, the total charge must reflect the item value as follows:

- For items within Bands A & B - total charge not to exceed £25
- For items within Band C - total charge not to exceed £15
- For items within Band D - total charge not to exceed £5

Lost property into London Liverpool Street station

Any lost property found on trains arriving into London Liverpool Street will be handled by the Excess Baggage Company. The Excess Baggage Company office is located near platform 10 at London Liverpool Street station and is open 07:00 to 23:00, Monday to Sunday. There will be a fee to reclaim your luggage. You can also report your lost property on the Excess Baggage Company website. Simply fill in the lost property enquiry form and the Lost Property office will contact you if there's a possible match to any of the bags handed in. This service is run by Network Rail. For further information regarding lost property with the Excess Baggage Company call 0203 468 4552.

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Parking arrangements during disruption

Car park restrictions

Arrangements are made to allow customers to use their parking ticket at an alternative station as follows:

Waiving of parking charges

In the event of disruption we recognise customers may wish to drive to an alternative station to catch a train, therefore we will honour parking tickets purchased at other locations for the date of the disruption.

In service disruption, customers may wish to use the following alternative stations:

➢ **Shenfield and Billericay** for the Southend route

➢ **Wickford** for the Southminster route

➢ **Great Yarmouth and Lowestoft** (either / or) for the rural routes

➢ **Diss and Stowmarket** for the intercity route

➢ **Manningtree** for the Harwich route and if problems occur at either Ipswich or Colchester

➢ **Thetford** for the Norwich to Ely route

➢ **Marks Tey** for the Sudbury route

➢ **Colchester** if problems occur at Ipswich or Clacton
➢ **Whittlesford Parkway** for the Newmarket, Ely and Cambridge routes
➢ **Newport** to cover services to or from Audley End
➢ **Harlow Town** to cover Bishop's Stortford services

We will let you know if these arrangements are in place with the following message:

"Customers unable to travel from their usual station due to today's service disruption may use their pre-purchased parking ticket and park at *[station]* until 0500 tomorrow morning."

N C P

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Making Life Easier in Disruption

Measured by National Rail Passenger Surveys & Customer Experience Performance Model scores

Improved Decisions

- Updated CSL2 Levels
- Benchmarking other operator's Control centres
- Control Desk Layout
- CSL2 Disruption Conference Calls – collaborative recovery decisions
- Real-time Customer insight fed into decision making
- Updated Contingency/ Recovery Plans
- Disruption Review Calls and Action Plans.

Better Information

- Colleague and Control survey to feed into Disruption "Information Flow" Strategy
- Improved logging of disruption events
- Disruption Information content revised for different audiences
- IT settings to improve relevance of data received by colleagues
- Improved guidance on IT and devices
- Updated Social Media Guidelines
- Greater Anglia GSMR Working Practices.

Improved Actions

- Updated and aligned announcements for Drivers, Conductors, Stations and Catering
- Updated Disruption Plans for key Hub Stations, including communication points and Roles & Responsibilities
- Alternative transport performance measured for future viability
- Station access to Information Screen System
- Online Cab ordering/tracking
- Customer Dashboard to review customer performance in disruption.

Customer focused culture, clear direction from Board

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Transforming Journeys 'Its happening'

- New trains are the hero of the Greater Anglia transformation story.
- Supported by improvements made to the full end to end customer experience

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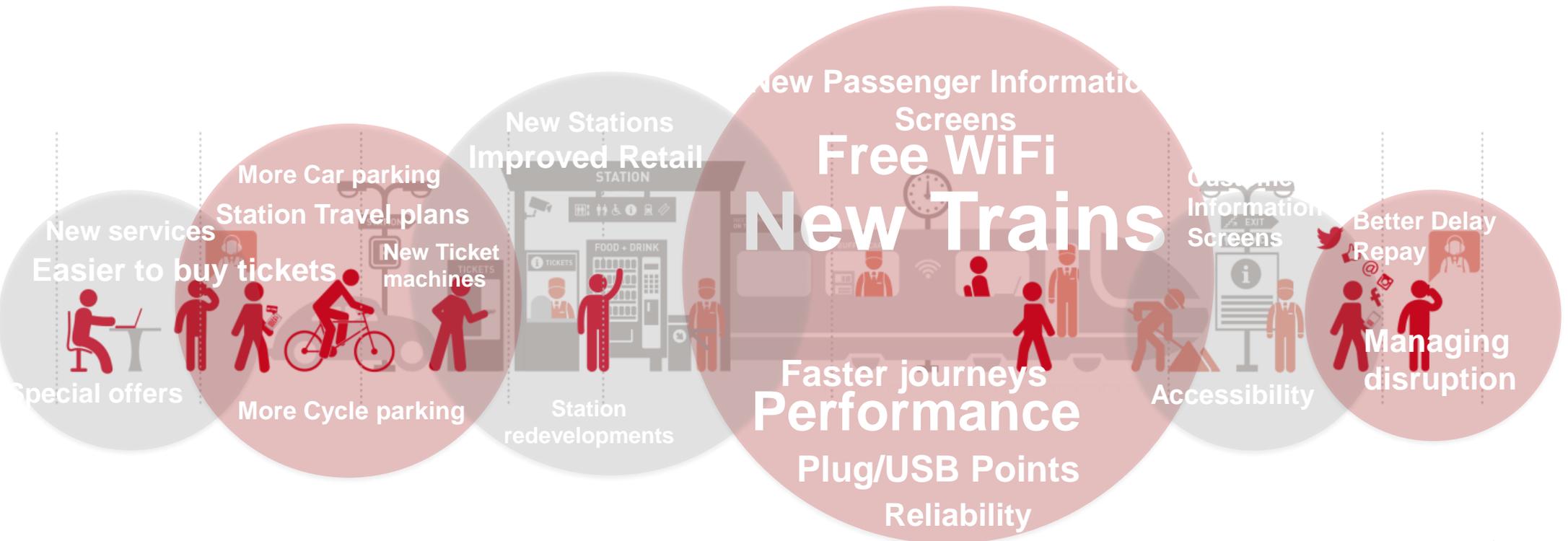
PIDD Code of Practice section 9

The National Rail Passenger Survey (NRPS) published on our Transparency Page on our website is carried out twice a year. However we also carry out our own surveys during times of disruption. We use the feedback from these surveys and our Always Listening website portal drive continuous improvement in the service we offer.

We also carry out "mystery shopping" exercises each month using an independent company. This enables us to gain real-time feedback about how we are doing. We use this feedback to make adjustments where we can. We carry out regular reviews of our Service Disruption processes including those related to information where we look for opportunities to improve and also analyse what went well. We update this document at least once a year to reflect changes in our processes and procedures.

We hope you've found this document useful. If you'd like more information about information during disruption, or for any other general enquiries please feel free to contact us:

Twitter: @greateranglia
Website: www.greateranglia.co.uk/contact-us
Email: contactcentre@greateranglia.co.uk
Tel: **0345 600 7245 (option 8)** Open Monday to Sunday 08:00 - 22:00 an answer phone is available outside of these times. Alternatively our 24/7 helpline is available to you using option 0.

Other useful links
National Rail Enquiries www.nationalrail.co.uk
Transport Focus www.transportfocus.org.uk
Office of Rail & Road www.orr.gov.uk

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