



PASSENGER INFORMATION DURING DISRUPTION (PIDD) DELIVERY PLAN

AUGUST 2021

Our team at LNER work hard to give all of our customers the best possible journey experience, and to get you to where you need to be safely and on time. However, we're prepared for when it doesn't go to plan; we have clear contingency plans in place to make sure we deal with the problem in the best way possible.

This document tells you what you can expect from us when things do go wrong. Along with our fellow train operating companies in the UK, we follow the industry Passenger Information During Disruption ("PIDD") principles, which help make sure we are doing the right thing for our customers at all times.

We work closely with other train operating companies; Network Rail, Rail Delivery Group and Transport Focus to make sure our plans are consistent and up to date.

So what happens when disruption hits?

We don't live in a perfect world and not all infrastructure or trains work perfectly all the time, despite regular maintenance and improvements. The rail network is also impacted by a wide range of external factors such as extreme weather so it's important that we are prepared.

We manage our response to disruptive incidents from our Control Centre, based in York, and we work closely with Network Rail and other train operators to minimise the impact on all customers.

When our teams become aware of an incident or issue, we use a colour coding system (green, yellow, red or black) to help us provide the most effective response:

Service Status	Description
Green Normal Service	Services are running normally. There is a single delay to one service of between 20-30 minutes. There is a single cancellation.
Yellow Minor Disruption	There is an incident, or a combination of incidents, causing 5 or more services to be delayed by over 30 minutes. There are 4 or more consecutive service cancellations. An incident is under investigation which could begin to affect the route. The service is returning to normal, but some trains may still be delayed or altered.
Red Major Service Disruption	There is a partial route closure. An incident is causing or likely to cause multiple delays of at least 60 minutes. Disruption is estimated to last for at least 2 hours. There are 4 or more consecutive service cancellations. Service diversions are being implemented.
Black Major Route Disruption	There has been a route closure. There is weather-related significant disruption. There is a prolonged incident which will significantly affect the route for 12 to 24 hours, causing multiple cancellations and alterations to the service.

If the service status is escalated to yellow, red, or black status we will take steps to ensure you are given a regular update regarding the cause of disruption, what is being done to resolve the situation, and our advice to help you complete your journey.

These actions might include:

- Activating our on-call process to get more of our people, including volunteers from our office-based teams, out on stations and trains to help where required.
- Increasing the frequency of incident updates from our Service Delivery team ('Control Centre') to every 20 minutes. This involves sending information about the nature of the problem, the impact on our train service, and our customer advice. This information is shared with our station and onboard teams so that they can manage the situation locally and keep customers informed. Incident updates are also shared directly with customers via our social media channels and on the LNER website.
- Displaying special messages on:
 - Customer Information Systems (CIS screens) and Electronic Information Screens at our stations
 - LNER website
 - LNER App
 - National Rail enquiries website
 - LNER Twitter feed
 - LNER Facebook account

In the event of train delays, alterations or cancellations we may:

- Lift ticket restrictions to enable you to travel on alternative LNER services.
- Make arrangements so that your ticket will be valid to allow you to travel on alternative train services operated by different train operators.
- Provide coaches or taxis to enable you to continue your journey if train services are not available.
- Provide information on alternative routes available to enable you to complete your journey.
- Allow you to use your train ticket to travel on a later date.
- In the rare event that it is not possible or practical to provide alternatives we'll do our best to keep you comfortable while we get things moving again. If it is not possible to get you safely to your destination, we may provide alternative shelter or hotel accommodation until you are able to complete your journey.

This information will be communicated to you by our station and onboard teams as appropriate.

Support for customers requiring assistance

On Board our Trains

- We have written procedures for our station and onboard teams to follow in the event of an emergency which deal specifically with arrangements for helping customers who may require additional assistance.
- In the event of significant delay or service disruption we focus on the requirements of customers requiring additional assistance to ensure they are well supported. Our onboard team has details of all customers who have arranged mobility assistance through our Assisted Travel programme so they can check on these customers regularly.
- We also encourage anyone requiring help or advice who hasn't booked assistance in advance to make themselves known to the onboard team.

At our Control Centre

- The onboard team are regularly in contact with our Service Delivery team (Control centre). We will be able to make arrangements for individual customers during disrupted journeys, for example, if a customer using a wheelchair requires an onward connection by taxi, we will ensure the taxi provided will accommodate a wheelchair.
- This team also monitor the provision of our on-train facilities and if there are any restrictions, e.g. if the universally accessible toilet is not available, we will do everything we can to let customers know before joining the train, and to give them the opportunity to travel on an alternative service.

At our Stations

- Our station teams have a list of all booked customer assistance jobs for each day and will allocate resources accordingly in order to ensure each customer receives the assistance they require. If a train changes platform after a person requiring assistance has already been helped to the original platform, our team will return to assist them to the new platform.
- Where accessible services or facilities at our stations are altered or removed, we'll provide reasonable replacements as quickly as possible.
- Where trains are replaced by alternative transport, we will provide information to enable customers to find the substitute transport, and we will provide assistance where required.

Our Assisted Travel Team (at our Customer Contact Centre)

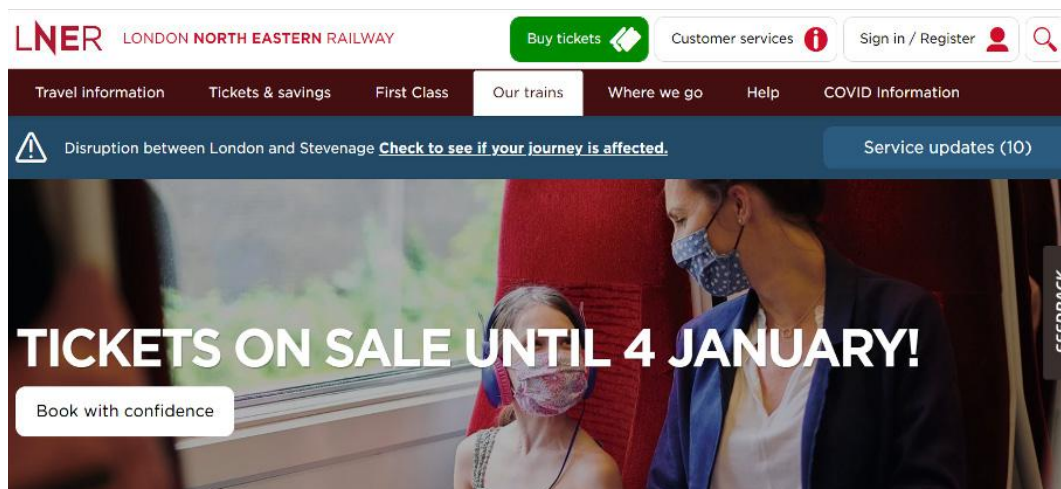
- Our Assisted Travel team will receive information about any alterations to train services. When such changes are made, the team will review the impact on customers and take appropriate action.
- If a service is significantly delayed or cancelled and customers have booked Assisted Travel in advance (and provided their contact details), then the team will contact them to advise of the change to their planned journey and to re-book the assistance if required.

Support for customers requiring assistance

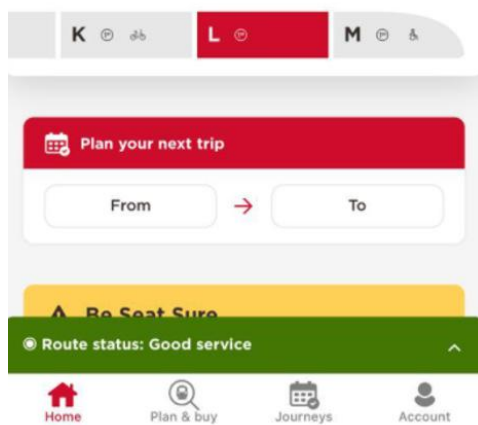
LNER website

Our website is designed to make sure information about our services is easy to find and understand.

Our homepage [LNER.co.uk](https://www.lner.co.uk) shows a service status banner – this shows you what is happening on the network as soon as you enter the site.



- A **green banner** shows that there is a “good service” and trains are running as normal.
- A **blue banner** (as shown in the above image) alerts you that there are “minor delays on some routes”.
- An **amber banner** alerts you that there are “major delays on some routes”. This will provide the location of the travel disruption, along with a link to further information about the impact of the disruption and our advice to customers.
- On the LNER App a service banner is displayed at the bottom of the app home screen so you can easily tap and access the information.

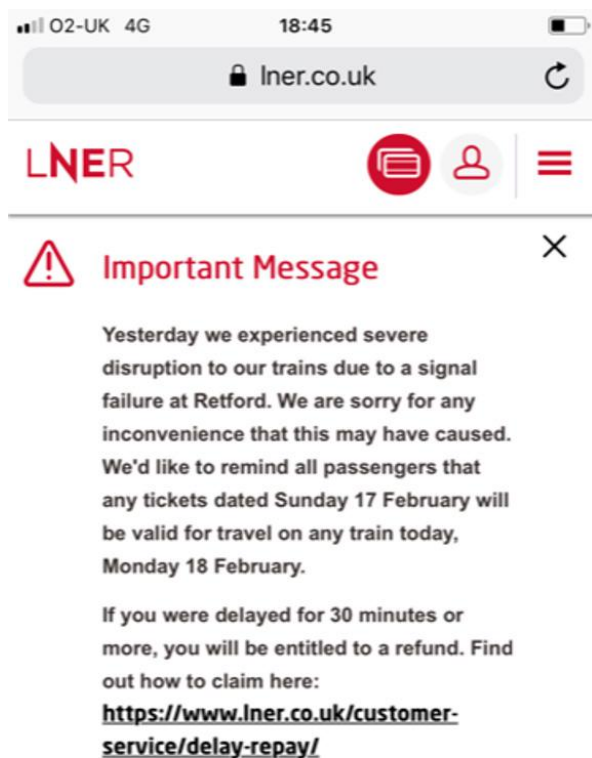


Our **Travel Information page** provides more detail about what is happening, including the affected routes, details, customer impact and advice, as well as information about how to claim delay repay. [LNER.co.uk/travel-information](https://www.lner.co.uk/travel-information)

On our **Travel Alerts page** you can also find out information about any specific changes to our train services. For example, sometimes we need to take a coach out of one of our trains to complete repairs and so we'll need to move customer seat reservations to a different coach. Alternatively, we may need to make some changes to our catering arrangements - whatever it is, we'll do our best to keep you informed.

[LNER.co.uk/travel-information/travel-alerts](https://www.lner.co.uk/travel-information/travel-alerts)

If we are expecting disruption (e.g. if we receive a forecast of poor weather) or if we are currently experiencing disruption to our services, we will put a special message up on our website, this is known as a 'site-wide message'.



LNER Assistant

We provide a journey alert service called 'LNER Assistant'. This allows us to send you a personalised alert if there are any updates to your journey with us. It is delivered in real-time, so you'll be first to know. You can sign up to alerts when you book your ticket directly with LNER on our website or via the app and can choose a communication method that suits you. Find out more on our LNER Assistant page: [LNER.co.uk/travel-information/lner-assistant/](https://www.lner.co.uk/travel-information/lner-assistant/)

Our people

Our station and onboard teams will always do their best to help you. They have all been issued with an iPhone so that they can access the latest information to help tell you what's going on, and to give you advice about what to do.

Stations screens and announcements

Our stations are all fitted with customer information systems, these are screens which will provide information about any train delays or travel disruption. Our station teams will also make manual announcements to give you information about any disruption or delays, and to tell you about train running information and travel advice.

LNER Twitter feed and Facebook page

Our Social Media team is on hand 24/7 to help answer your questions and queries. They are based in our Control Centre which means they have immediate access to the latest updates about what is going on in times of disruption and will be able to keep you informed at all times.

You can find our Twitter feed at [Twitter.com/LNER](https://twitter.com/LNER) and you can also go to our Facebook page ([Facebook.com/LNERail](https://facebook.com/LNERail)) where you will also have access to live updates.

Customer Services

You can call get in touch with our Customer Services team directly through our Live Chat on the website from the Help section, LNER.co.uk/help

Alternatively you can call on **03457 225 333**, they are based at our Contact Centre in Gosforth, Newcastle and are available every day between 08:00-22:00 to help answer your queries.

They can also be contacted at:

Freepost RTUH-TUGH-GCLZ
Cramlington
NE23 1WG

Email: customers@LNER.co.uk

National Rail Enquiries (NRE)

The NRE website and call centre also provide useful information during disruption, this includes information about disruption affecting our services and those of other train operators.

This information is provided by the LNER Control Centre team, so updates are consistent across all channels.

NationalRail.co.uk

Contact Centre: **03457 48 49 50** (Open 24 hours every day except Christmas Day)

How do we measure how we're doing?

We're always looking at ways to improve the way we handle disruption, and most importantly, how we keep you informed about what is going on. We use a number of different measures to make sure we're meeting your expectations.

This includes:

- **The National Rail Passenger Survey (NRPS) results**

This survey is conducted by Passenger Focus and tells us what you think about how well we deal with delays. This information is collected twice a year and includes feedback from more than 50,000 customers!

- **Our Net Advocacy Score (NAS)**

Any customer who has booked a ticket through the LNER website (and opted into our marketing communications) will be sent an email asking them for feedback following their journey. It's a chance for customers to tell us what they think about the service they receive from us and how well we're doing. It centres around one particular question which is: **'Based on your most recent journey, how likely are you to recommend LNER to friends, family or colleagues?'**

- **Wavelength**

Wavelength is an industry-wide programme, designed to drive improvements to the customer experience. The Wavelength survey measures both functional and emotional aspects of the experience by monitoring 106 touchpoints and 5 customer promises.

- **Our provision of 'Passenger Information During Disruption' ('PIDD')**

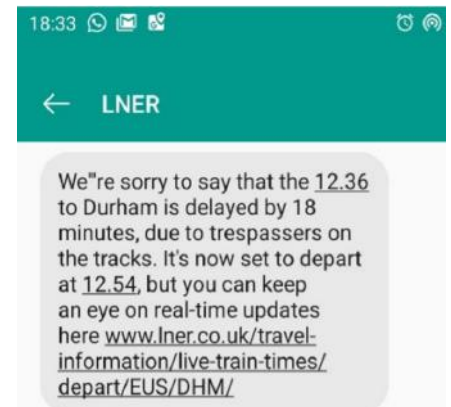
This involves measuring how quickly we provide information during disruption. We base this on the percentage of updates that have been provided within 20 minutes. We also look at how many services have been altered and cancelled, and check how quickly these were updated on our customer information systems, website and mobile applications. Both measures help us to understand if we are giving you the information you need as quickly as possible during times of disruption.

Following major disruption, we will undertake an incident learning review - this is where we look at how well we handled a disruption event, from the decisions we made on the day - to the quality of information provided. We then produce an action plan based on any recommendations that have been made - this makes sure we do things better next time and always learn from past events.

So, what are we doing to make improvements?

From May 2019 we introduced our new Azuma services. This has provided greater capacity, smoother journeys and more resilience during disruptive incidents.

The launch of 'LNER Assistant' is another notable achievement. This personalised alerting tool allows customers to receive real-time notifications of any service alterations, delays or last-minute platform changes via a channel of your choice, including SMS, Facebook Messenger or WhatsApp.



At LNER we're continually looking for ways to improve the way we manage disruptive incidents, and we have more exciting developments taking place throughout 2021, including:

- **Further enhancements to LNER Assistant**

Future notifications will include platform zoning (advising you where to wait on the platform in relation to your seat reservation) and live journey information in the app (providing visualisation of real-time journey updates).

- **One Team**

We are working with our industry colleagues to ensure we provide a great customer experience during disruption at stations such as London King's Cross and Leeds. At London King's Cross station colleagues from LNER, Network Rail, Hull Trains, Grand Central and GTR are working together as 'One Team'. You will see an increase in visible presence on the station platforms as we work to ensure we always provide consistent and timely information to our customers.

- **Automatic Passenger Announcements (PA) at stations**

We are installing automatic PA at our stations to ensure we have clear, consistent communications across our network.

- **Renewal of our Customer Information Screens**

Renewal scheme across nine of our stations will introduce new screens presenting clearer train running information.

