"Increasing passenger satisfaction"

Information during Bad Weather

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National Rail Enquiries

The problems (1)

- Contact Centre
  - Demand vs Supply
- Website
  - 5th Jan 13:00 – 15:30 - change to the site caused slow running / time outs
  - 6th Jan – slow running
  - 7th Jan - real time services affected by workman cutting telecoms cable

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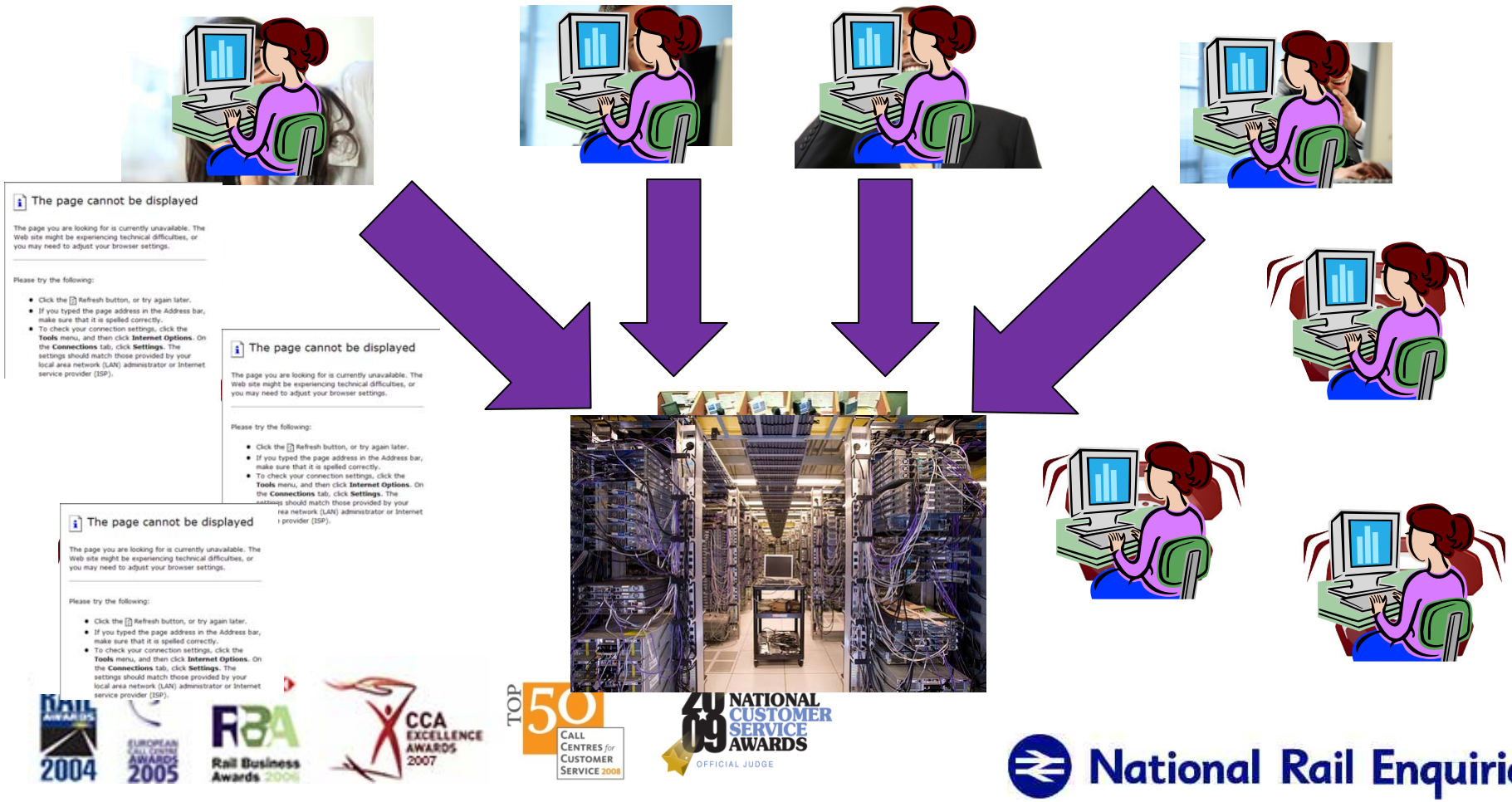
Contact Centre / Website Capacity



The problems (2)

- Information Provision
  - Emergency timetables not uploaded to TSDB by all TOCs
  - Use of 00:XX timetables on websites
  - Volume of cancellations / amendments

Mitigations implemented

- Contact Centre
  - Productivity increased 75% -> 99%
  - Increased resources 6321 additional hours worked
  - Recorded info hotline introduced & promoted with media
- Website
  - 5th Jan - change backed out
  - 6th – tuning / configuration changes applied

Resolving the problems

- Passenger Information during Disruption (PIDD) work ongoing
- National Task Force review
  - Identified multiple workstreams
  - Jason Durk leading one workstream:

  "Resolving systems issues to improve the provision of service information in advance of, and during, disruption"

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3 stages of delivery

1. What has already been done?
2. What can be done before next winter?
3. What can be done in the longer term?

Broken down into TOC, NRE and whole-industry activities

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Already done

- TOCs:
  - PISG conference call for industry comms
- NRE:
  - Increased website capacity
  - Updated a number of internal processes
- NRE/TOCs/NR:
  - Funding agreed for Darwin CIS Phase 1 interface with Virgin

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Before next winter

- TOCs:
  - SLAs introduced between TOCs and NRE
  - Website quality issues addressed
- NRE:
  - Website capacity validated
  - Systems resilience problems resolved
- NRE/TOCs/NR:
  - Darwin CIS Phase 1 with Virgin live

Longer term

- TOCs:
  - All website consistency issues resolved
- NRE:
  - Real Time Journey Planner driven directly by Darwin when TSDB is not correct
- NRE/TOCs/NR:
  - All CIS powered centrally from Darwin

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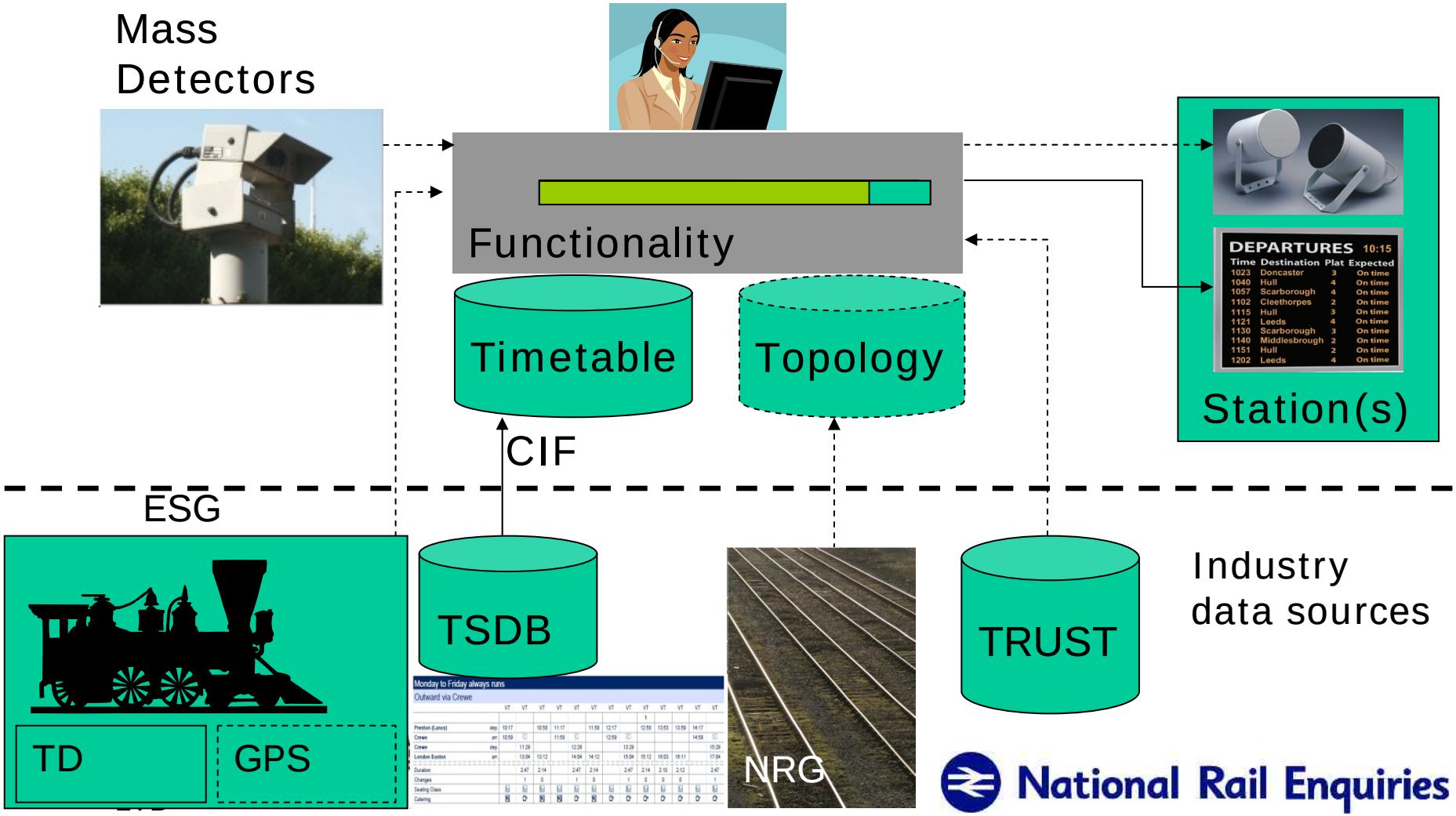
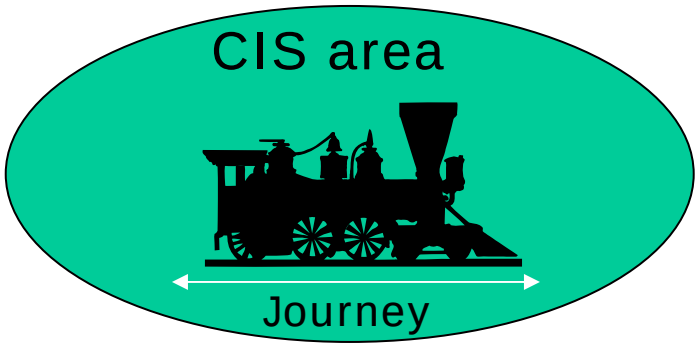
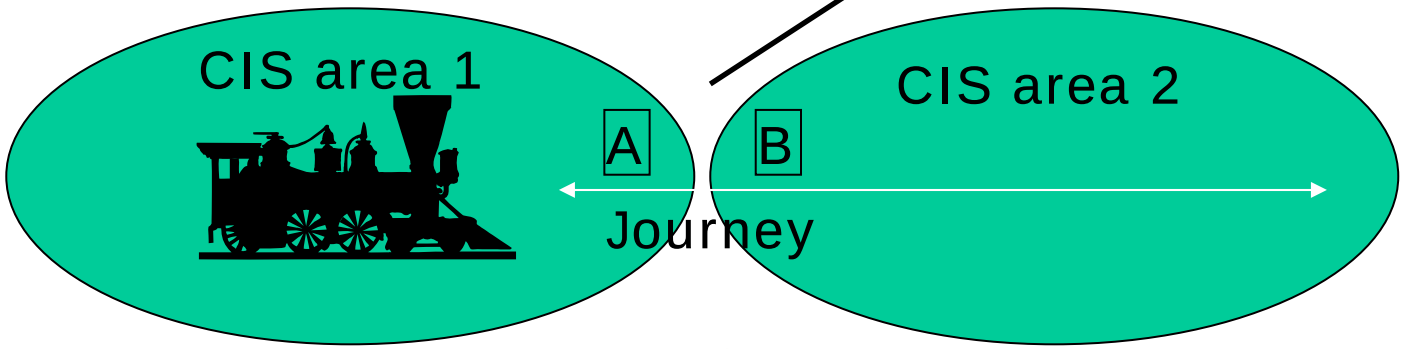
CIS – Information quality



CIS – Journey integrity



Station	STD	ETD
A	1301	1341
B	1320	1320



Approx 70%

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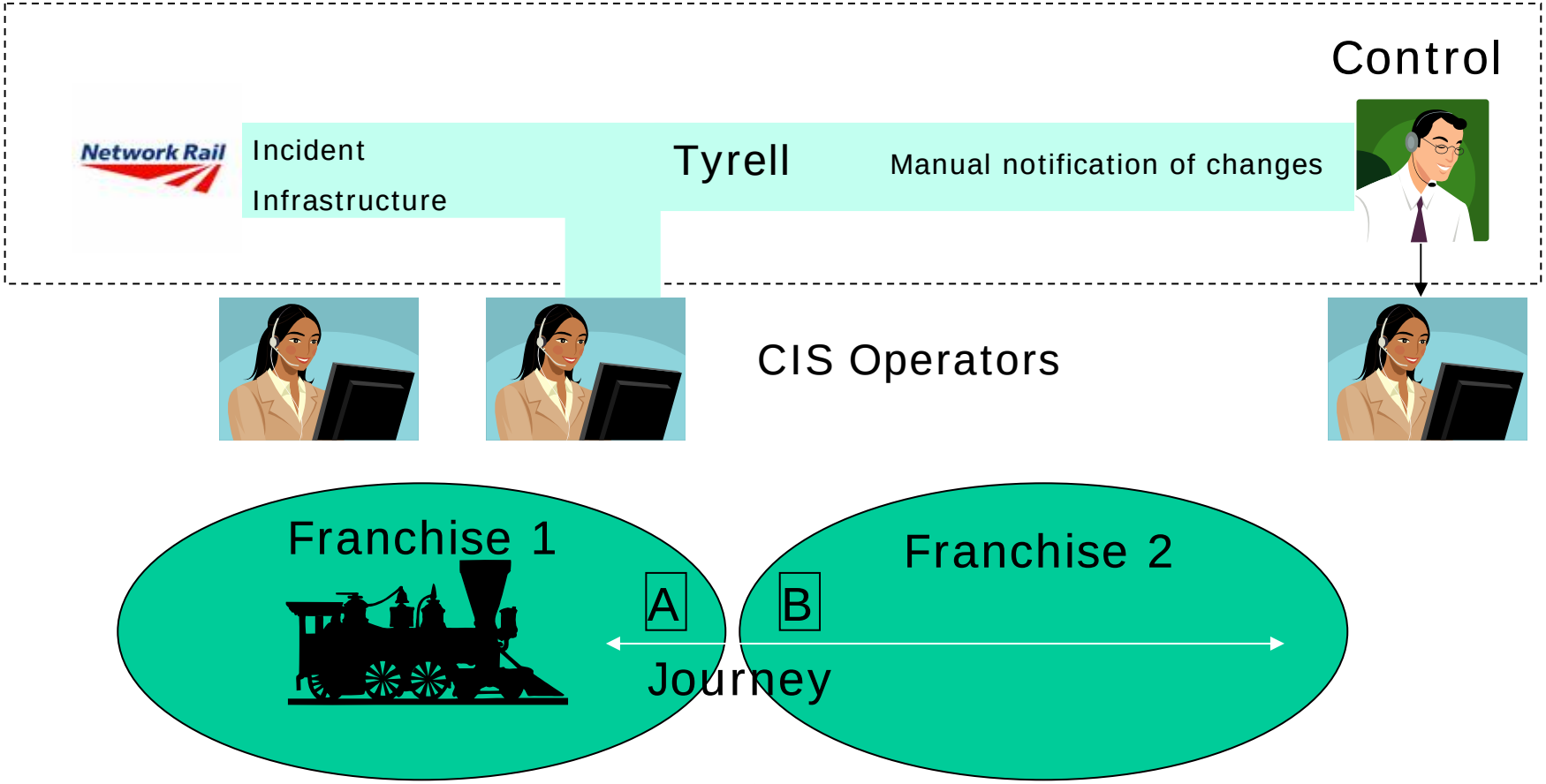
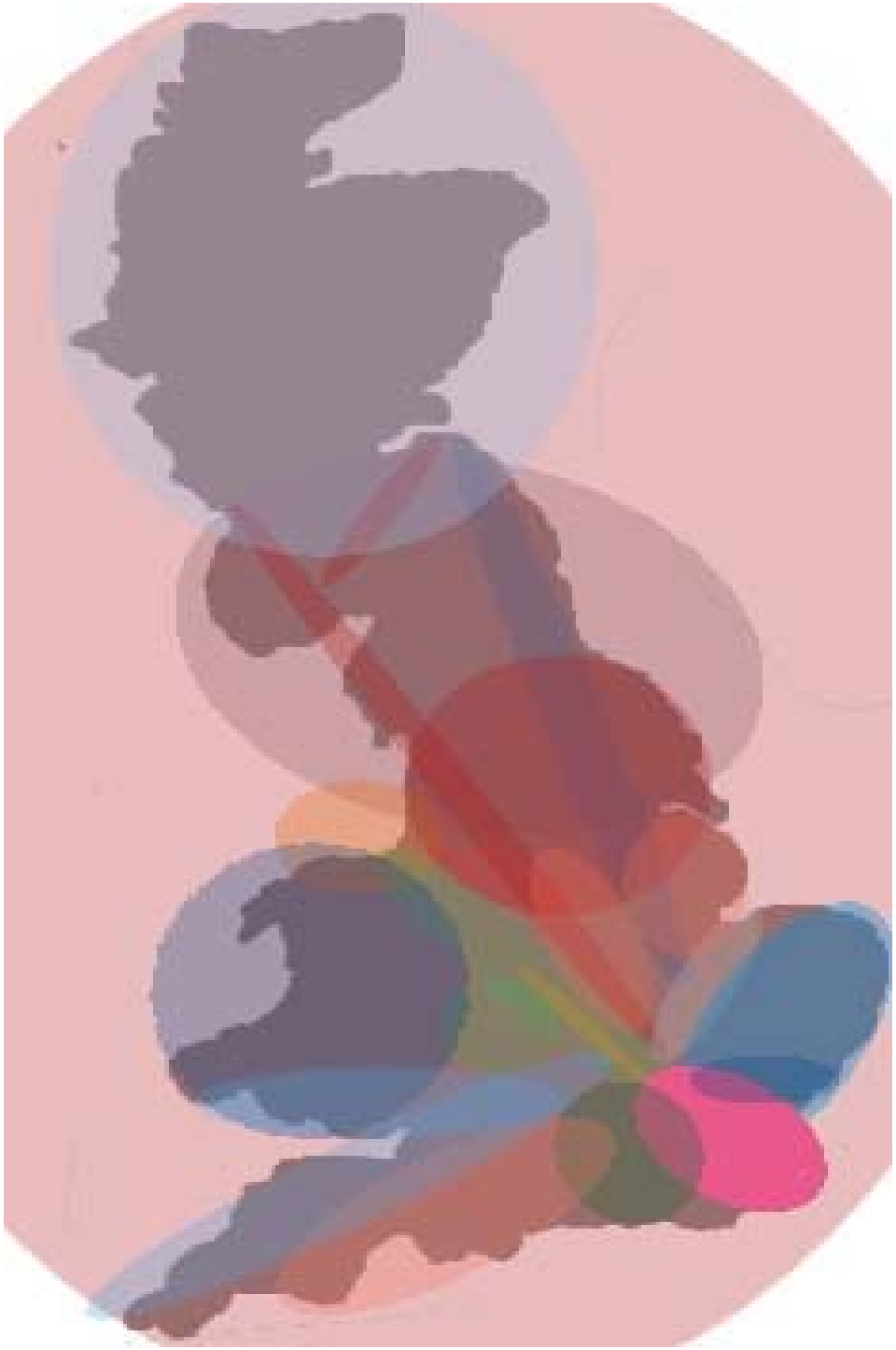
What happens now?





Why Darwin?

- Proven – already powers 90 real time services
- Industry-owned – shared platform for development
- Multiple data feeds - it's already a national system

What changes?

- Single solution - improves quality and consistency
- TOCs are empowered – full control of their services
- Reduced labour effort - eliminates duplication

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Questions?

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