

"Increasing passenger satisfaction"

# Information during Bad Weather

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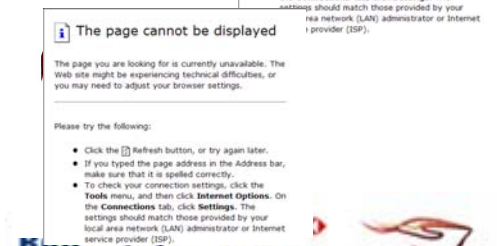
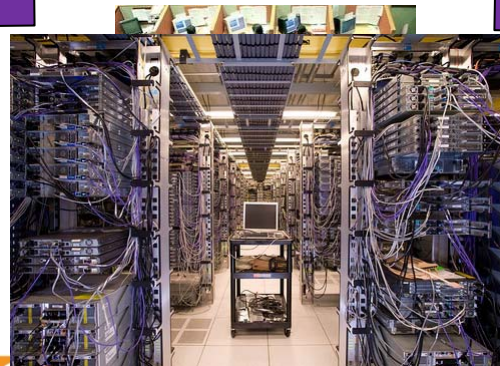
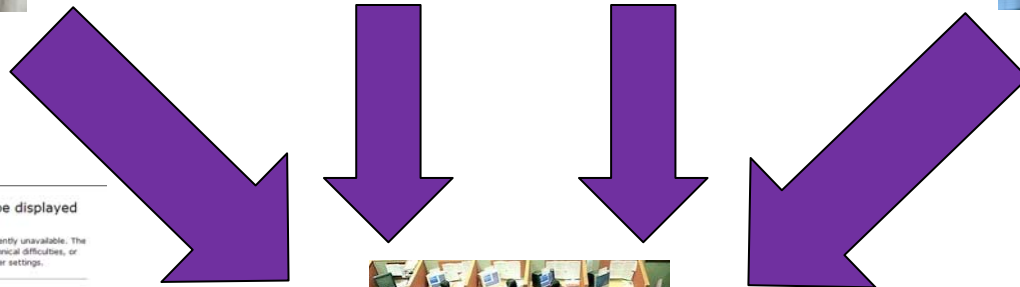
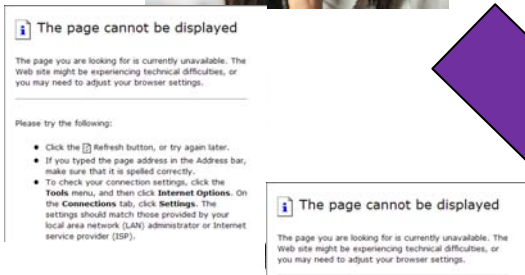
## The problems (1)

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



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# Contact Centre / Website Capacity



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## 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



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# Mitigations implemented

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



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## 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



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## Longer term

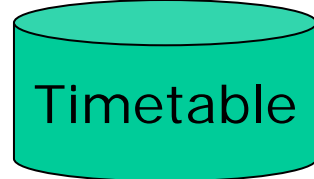
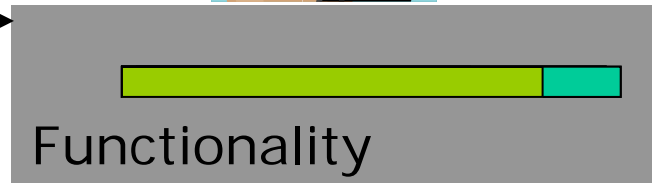
- TOCs:
  - All website consistency issues resolved
- NRE:
  - Real Time Journey Planner driven directly by Darwin when TSDB is not correct
- NRE/TOCs/NR:
  - All CIS powered centrally from Darwin



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# CIS – Information quality

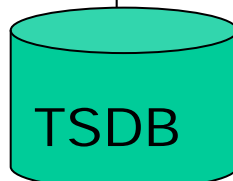
Mass Detectors



DEPARTURES 10:15			
Time	Destination	Plat	Expected
10:23	Doncaster	3	On time
10:40	Hull	4	On time
10:57	Scarborough	4	On time
11:02	Cleethorpes	2	On time
11:15	Hull	3	On time
11:21	Leeds	4	On time
11:30	Scarborough	3	On time
11:40	Middlesbrough	2	On time
11:51	Hull	2	On time
12:02	Leeds	4	On time

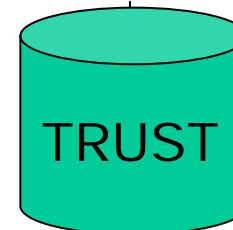
CIF

ESG



Monday to Friday always runs  
Outward via Crewe

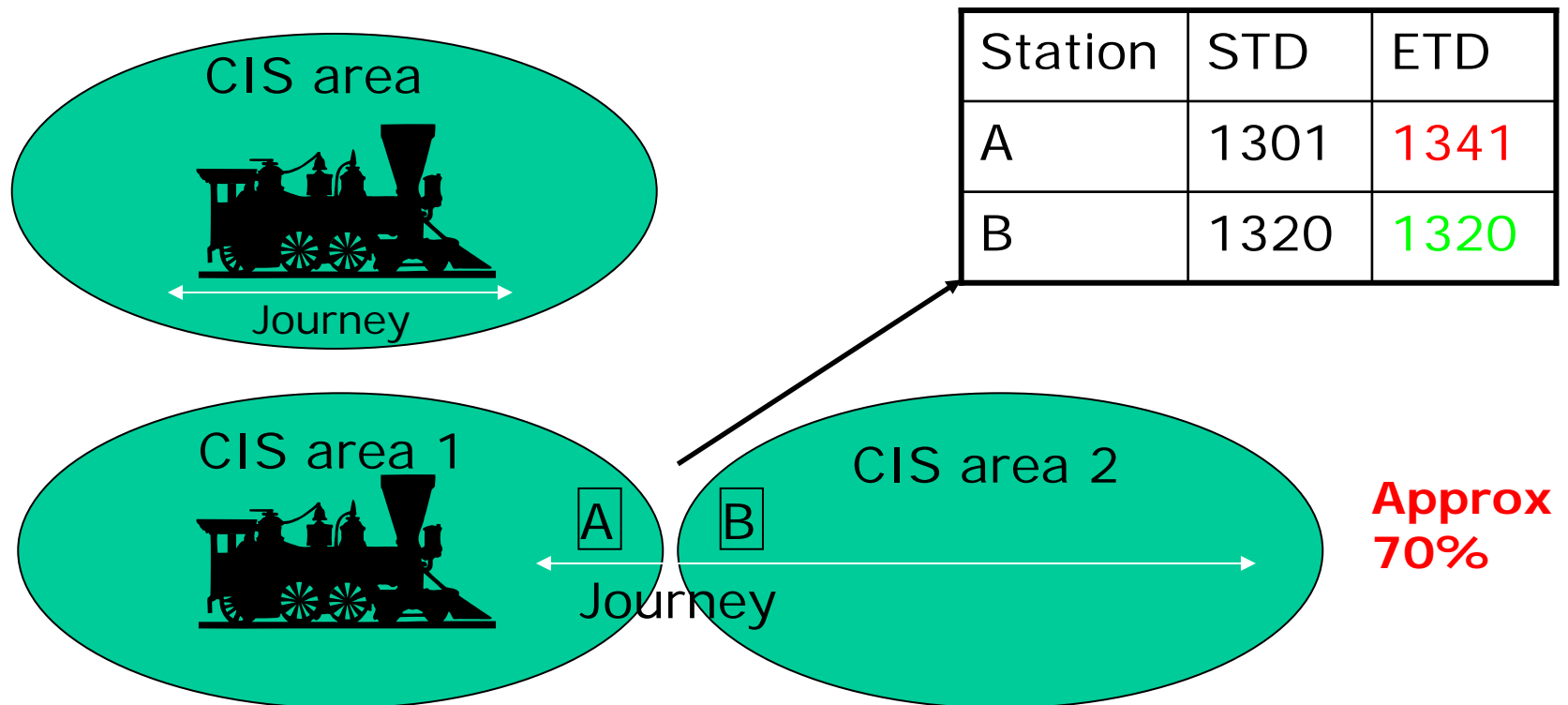
	VT	VT	VT	VT	VT	VT	VT	VT	VT	VT	VT	VT
Proton (Leeds)	dep	10:17	10:58	11:37	11:58	12:17	12:58	13:53	14:17			
Crewe	arr	10:50		11:50		12:50		13:50	14:50			
Crewe	dep	11:20		12:20		13:20		14:20	15:20			
London Euston	arr	13:04	13:12	14:04	14:12	15:04	15:12	16:03	16:11	17:04		
Duration		2:47	2:14	2:47	2:14	2:47	2:14	2:10	2:12	2:47		
Changes		1	0	1	0	1	0	0	0	1		
Quarry Class		12	12	12	12	12	12	12	12	12		
Category		NS	D	NS	D	NS	D	D	D	D		



Industry data sources

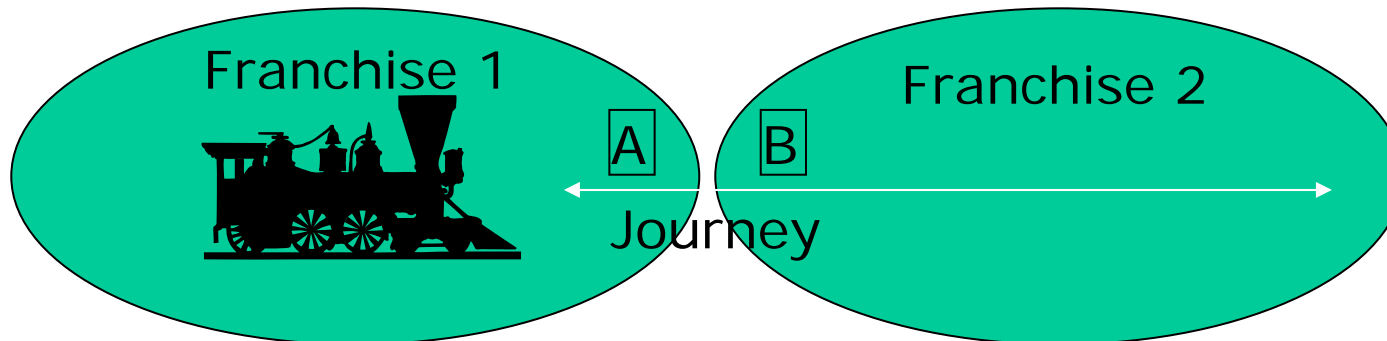
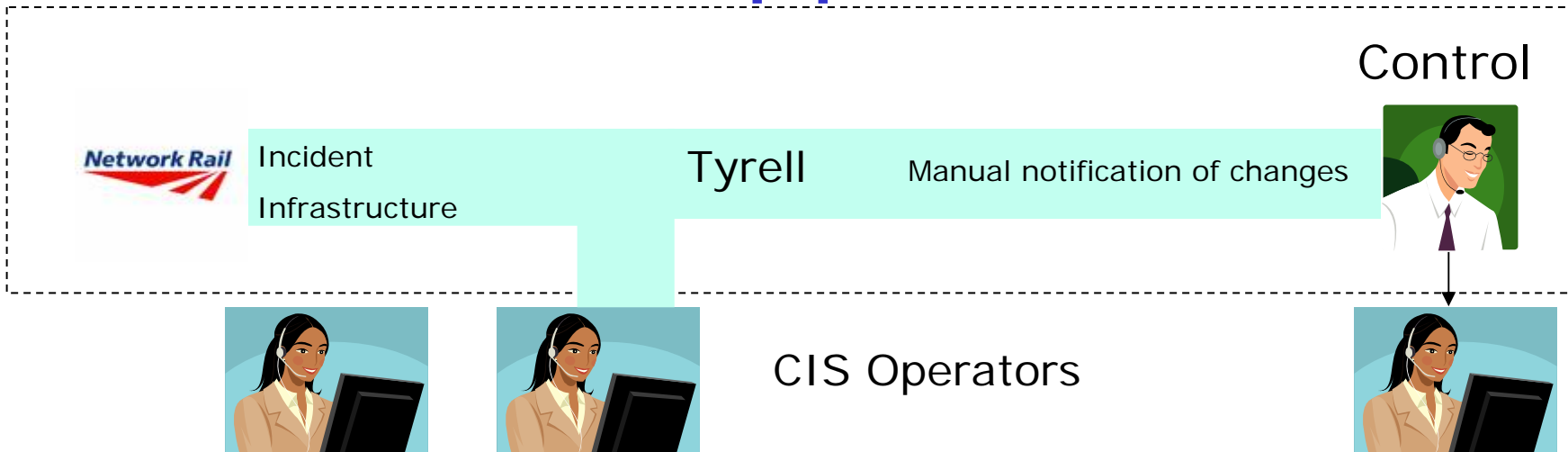
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# CIS – Journey integrity



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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?

