

## **ROC Section 6 – Provision of Customer Information**

*This section details the principles and arrangements that will apply to the management of the provision of Customer Information on the CVL Network during normal operations, times of disruption and the occurrence of severe incidents extensively affecting the network.*

*This Section provides the arrangements for disseminating information to the industry customers, including the process or procedures contained within those other sections if applied.*

*The following terms are used in this section and defined elsewhere:*

- *The Network Code defines Access Agreement, Disruptive Event, establishment (when used in the context of establishing this section), Extended Disruption, Objective and ORR ROC Criteria (in Part H) and Network, Services, Subsidiary Documentation, Train Operator and Working Timetable (in Part A).*

*This explanatory note does not form part of the ROC.*

### **1. Definitions**

In this section, unless the context otherwise requires:

- 1.1.1 “Communications Plan” is a comprehensive plan in respect of a Passenger Train Operator’s area and CVL IM that defines the flow of information from Operational Control and other sources (for example, signalling centres), the roles and responsibilities within an organisation for its dissemination and is co-ordinated with standard information terminology that applies across the industry;
- 1.1.2 “Contingency Plan”, “Control Office”, “Operational Control” and “Route Code of Practice” are as defined in “ROC Section 1 – Control Arrangements”;
- 1.1.3 A “Customer” is the receiver of a service and may include a Passenger;
- 1.1.4 “Customer Service Information” is Operational Information that has been converted into a format that is easily understood by external Customers (that is, Customers of Passenger Train Operators);
- 1.1.5 “Network Rail Guidance Note” is a CVL IM adopted code of practice entitled ‘The Guidance Note for Control, Response and Station Staff’ which sets out the customer information process from end to end and provide guidance on standards that can be applied across the industry and are further described in paragraph 6;
- 1.1.6 “Operational Information” means information which is used to manage real time operations during normal running service and Disruptive Events which is categorised in a consistent operational language for the benefit of the industry’s operational controls, signallers, and other operational employees engaged in managing trains or the Network;
- 1.1.7 “Passenger” means a person who is travelling or intending to travel;

- 1.1.8 “Passenger Information ACOP” means an RDG owned code of practice entitled ‘Approved Code of Practice – Passenger Information During Disruption’ which sets out the customer information process from end to end and provide guidance on standards that can be applied across the industry and are further described in paragraph 6;
- 1.1.9 “Passenger Train Operator” means a Train Operator whose Access Agreements are, at least in part, of railway passenger services (and which may include charter railway passenger services);
- 1.1.10 “PPM” means the public performance measure and includes an currently adopted train performance measure (e.g. Passenger Time Lost (PTL))

## **2. Contents of this section**

This section describes:

- 2.1 the definitions used in this section;
- 2.2 the effective date for the establishment of this section;
- 2.3 the objective of this section;
- 2.4 the consistent treatment of Customer Service Information; and
- 2.5 the provision of the Passenger Information ACOP and Network Rail Guidance Note.

## **3. Effective Date**

This paragraph 3 has effect from the establishment of this section.

The remaining paragraphs of this section shall have effect from the date specified for their commencement in a notice given by CVL IM to every Passenger Train Operator, copied to the Office of Rail and Road, and published on its website. Before giving that notice, CVL IM shall consult with every Passenger Train Operator.

## **4. Objective and obligations**

### **Objective**

- 4.1 The objective of this section is to:
- 4.1.1 facilitate the flow of ‘real time’ information from operational sources, and summarise it into accurate and timely information that:
- (a) is in a standard format with generic categories;
  - (b) has common recognition and interpretation;
  - (c) is supported and sustained in all relevant systems and process;

- (d) provides quality information to Customers; and
- (e) is as complete as is reasonably practicable; and

4.1.2 provide the guiding principles and documents that will be required to enable this to be achieved, so as to support the Objective, which is to sustain and where necessary restore expeditiously the operation of Services in accordance with the Working Timetable and in a manner consistent with the ORR ROC Criteria, having regard to:

- (a) the needs of passengers and freight customers ;
- (b) the interests of safety and security; and
- (c) the efficient and economical operation of the Network and of trains operating on it.

## 4.2 **CVL IM and Passenger Train Operators' obligations**

4.2.1 CVL IM shall in its capacity as operator of the Network and, where applicable, as licensed operator of certain stations, undertake its activities envisaged by this section in a manner which, to the greatest extent reasonably practicable, supports the fulfilment of the objective of this section.

4.2.2 Passenger Train Operators shall undertake their activities defined by this section in a manner which, to the greatest extent reasonably practicable, supports the fulfilment of the objective of this section.

4.2.3 CVL IM shall as far as is reasonably practicable ensure that Disruptive Events are categorised in Operational Information in a consistent way by:

- (a) recording events in the appropriate control logging system, e.g. CCIL (Control Centre Incident Log);
- (b) defining the event in the appropriate logging system list of 'incident types'; and
- (c) using the procedures contained within the national control instructions.

4.2.4 CVL IM and Train Operators shall through their respective Control Offices, when responding to Disruptive Events as envisaged under paragraph 9.2 of "ROC Section 1 – Control Arrangements", (whether implementing a Contingency Plan, applying measures contained within a Route Code of Practice or otherwise working together) use their reasonable endeavours to provide timely input of complete and accurate data which, directly or indirectly, may become Customer Service Information relating to the relevant Disruptive Event or its consequences.

4.2.5 Passenger Train Operators will ensure that control instructions that refer to operational incidents are categorised in a consistent way, and shall ensure as far as is reasonably practicable that information is supplied to the customer information function in accordance with the arrangements contained within the Passenger Information ACOP and CVL IM Guidance Note.

- 4.2.6 The obligations in this section shall not duplicate or override the requirements for provision of information as between CVL IM and Train Operators in “ROC Section 1 – Control Arrangements”.
- 4.2.7 CVL IM and Train Operators shall co-operate as regards the timely communication of Operational Information or Customer Service Information, as the case may be, which relates to matters other than Disruptive Events, but which under the Passenger Information ACOP or CVL IM Guidance Note are appropriate to be communicated to Passengers in accordance with the standards set out in them, for example:
- (a) platform alterations;
  - (b) a short notice change to a train’s formation of carriages, including reverse formation; or
  - (c) on board issues that concern the loss or amendment of an amenity.
- 4.2.8 At stations where CVL IM directly provides passenger information through its own systems i.e. Operating Information System (OIS) screens, the information provided will be, as far as is reasonably practicable, consistent with the licensed station operator’s information at that station.
- 4.2.9 The CVL IM provided information, as far as is reasonably practicable, will supplement all other information at that station and must convey an overall picture of the Disruptive Event as it applies to that station and the affected line of route (as distinct from communicating individual changes to train services).
- 4.2.10 During major and severe disruption, so far as reasonably practicable, CVL IM information systems must not display their usual suite of messaging/animations, which should be removed to facilitate Passengers having timely access to information applicable to the relevant Disruptive Event.
- 4.2.11 To better enable Passengers to have more accurate information during times of disruption, CVL IM will take such steps as are reasonably practicable to improve the provision of data in real time between train planning/operational systems and industry and third party systems that supply Customer Service Information.
- 4.2.12 If the CVL IM Guidance Note includes any obligation on the part of a Train Operator for production of a Communications Plan, CVL IM afford all reasonable co-operation in relation to that production.

## **5. Customer Service Information**

- 5.1 Operational Information will be converted into Customer Service Information before being disseminated externally (that is, to Customers of Passenger Train Operators).
- 5.2 Only these definitions shall be used in the supply of Customer Service

Information to Customers for normal working, following notification of a Disruptive Event and/or during periods of Extended Disruption:

- 5.2.1 “Good Service” means trains are (i) running to time or up to 5 minutes late, or if not, then (ii) are running within PPM;
- 5.2.2 “Cancellation” means in respect of a station, a train that will not call at that station to enable Customers to board, whether or not that train continues to call at other stations as advertised;
- 5.2.3 “Minor Disruption” means an incident that causes delays of up to 20 minutes to more than one train on a line of route and includes a train that is altered from its schedule;
- 5.2.4 “Moderate Disruption” means an incident that causes delays between 20 and 60 minutes on a line of route. Multiple Minor Disruptions are classified as a Moderate Disruption where they are on the same line of route or within the same geographical area and are impacting upon each other;
- 5.2.5 “Major Disruption” means an incident that causes delays in excess of 60 minutes, but which is not a Severe Disruption. Multiple Moderate Disruptions are classified as a Major Disruption where they are on the same line of route or within the same geographical area and are impacting upon each other;
- 5.2.6 “Severe Disruption” means an infrequent incident that causes widespread delays resulting in extensive parts of the network becoming unavailable (examples would include terrorist- and weather-related events).

## **6. Passenger Information Approved Code of Practice and CVL IM Guidance Note**

- 6.1 The Passenger Information Approved Code of Practice (ACOP) is produced by the RDG and provides a framework for the provision of customer information by Passenger Train Operators and complements franchise and other obligations. The CVL IM Guidance Note outlines CVL IM’s obligations regarding information during disruption. These documents:
  - 6.1.1 contain the arrangements and provisions to manage the flow of information from the operational environment into standard information produced for dissemination through all forms of media to Customers;
  - 6.1.2 offer guidance on the production of Communication Plans that provide an overview of relevant information flows and related process applicable to a franchise area;
  - 6.1.3 contain guidance with regards the availability, production and review of good practice guides (of which National Rail Enquiries and the Passenger Train Operators have produced a suite) constituting industry best practice and complementing the component parts of the ACOP, including guides detailed below:
    - (a) Information on train
    - (b) Information at station
    - (c) Information off-station;

6.1.4 shall be provided to CVL IM to enable it to have regard to the ACOP's contents in so far as is reasonably practicable and appropriate in relation to the operation of those stations of which it is the licensed operator;

6.2 The 'Passenger Information Approved Code of Practice' and the 'CVL IM Guidance Note' do not constitute Subsidiary Documentation for the purposes of this section and Passenger Train Operators, through their membership of RDG, and CVL IM shall, where applicable, take such steps as are appropriate for their maintenance and updating as would be consistent with the objective of this section.