Customer Information During Disruption (CIDD) Delivery Plan

At TransPennine Express (TPE), we aim to provide all customers with the best possible travel experience, ensuring journeys are safe, on time, and as smooth as possible. We understand that, sometimes, things don't always go to plan, but we have plans in place to address any issues that may arise.

As part of this, we are committed to keeping customers informed during times of disruption, providing accurate and timely information to keep everyone in the loop. To do this, we follow the Customer Information During Disruption (CIDD) principles, working alongside our industry partners, including other train operators, Network Rail, Rail Delivery Group, Transport Focus, Great British Railways, British Transport Police, and the Office of Rail and Road.

This document outlines what you can expect from us when things don't go to plan.

What is meant by 'disruption?'

While the majority of train journeys run as planned, sometimes an unexpected/unplanned event means we can't run our trains in the usual way. This could cause anything from a minor delay, full cancellation of a service or might mean our trains are unable to run on a certain route for a longer period of time.

External factors, such as the weather, can have an impact on our ability to run trains, for example, when it's very windy, trains may need to run at slower speeds to keep everyone safe. Needless to say, we know what to do when things do go wrong and have plans in place to keep our customers on the move.

How do we manage disruption?

We manage our response to such incidents alongside our industry partners from Network Rail, Northern and British Transport Police. We work as a team to do all we can to resolve issues and keep customers informed.

When an issue arises, we use a simple colour-coded system (green, yellow, red, or black) to help guide our response:

Service status	Description
Green Normal service	• Services are running normally • Delays of up to 30 mins or cancellations apply to only a small number of services on a line of route • A normal timetable is otherwise maintained which includes when an individual service is cancelled as part of service recovery
Yellow Minor disruption	• Customer impact of an incident expected to last longer than 60 minutes • Risk of up to 50% of trains, either cancelled or more than 30 minutes late on a line of route • Diversions may be in operation • Minor use of alternative transport
Red Major service	• Customer impact of an incident expected to last longer than 120 minutes • Risk of more than 50% of trains, either cancelled or more than 30 minutes, late on a line of route • Major use of alternative transport is required
Black Major route disruption	• To be used for key locations where, due to the nature of the incident, 'Not to travel' advice is sent to customers • Service suspension across an entire area due to extreme weather or other exceptional circumstances

What can customers expect from us during disruption?

Here's what customers can expect from TPE when things go wrong. We are committed to:

Providing timely and accurate information

- Informing customers of any delays once a train is more than 10 minutes late, or regarding any changes to their journey as quickly as possible.
- We are measured by industry standards that focus on how quickly, clearly, and consistently, we communicate important information during disruption. This may include information about alternative routes, travelling with other train operators at no extra cost and ticket restrictions being lifted, using rail replacement transport or enabling people to use tickets at no extra cost at a later or earlier date. We also track how quickly we provide alternative travel advice when things go wrong, with the goal of delivering this information within 20 minutes of the disruption starting.

Signing up to customer information pledges

- Together with the wider rail industry, we share a set of information pledges to ensure the quality of information customers receive is consistent across all train companies. These can be found here: (https://www.raildeliverygroup.com/our-services/customer-services/pledges/all-the-pledges.html). We will also share our current performance against these pledges on our website: (https://www.tpexpress.co.uk/pledges).

Responding to customer complaints and feedback

- Customer feedback is hugely important to us and we review this on a regular basis to identify ways we can continue to improve.

Reviewing incidents when things have gone wrong

- Following a disruptive incident, we conduct a full review to identify any learnings or opportunities for improvement.

Acting on our National Rail Passenger Survey (NRPS) results

- This twice-yearly survey by Transport Focus provides valuable information on how well we deal with delays and provide information for our customers. We incorporate the findings of the survey into our improvement plans.

Observing industry codes of practice

- We are compliant with all relevant sections of the most recent PIDD (Passenger Information During Disruption) Approved Code of Practice (ACOP) (October 2016).

How will we communicate when things go wrong and where can customers go for help and advice?

When disruption occurs, our team will let customers know what is happening and what it means for customer journeys as soon as possible.

Information will also be shared and updated regularly using some or all of the following:

- Information screens at stations and on trains
- Posters at stations where appropriate
- Announcements at stations and onboard
- Touch-screen digital displays at some stations which are multi-lingual and include information using British Sign Language
- Our website, including on a banner on the homepage and here: tpexpress.co.uk/travel-updates
- Journey check: journeycheck.com/tpexpress/
- Our mobile application
- National Rail Enquiries
- Our social media channels – with staff available to help you on X (Twitter) and WhatsApp (except Christmas and Boxing Day). These are:
  - X (Twitter) @tpeassist / @TPExpresstrains
  - WhatsApp on 07812 223 336
  - Facebook @TPExpressTrains
  - Instagram @TPExpressTrains
  - TikTok @tpexpresstrains

How do you support those requiring assistance during disruption?

On trains

- We have procedures in place for our station and on-board teams to follow when things go wrong, which outline steps for providing assistance to customers who may require extra support.
- All our trains have a driver and conductor on-board. There are often additional staff, such as customer hosts, who are on hand to help.
- Our on-board team will have details of anyone who has arranged assistance through our Passenger Assist scheme to enable them to check in at regular intervals during disruption.
- We also encourage customers who need assistance or advice, who have not booked in advance, to approach any member of staff on-board for help or advice.

At stations

- Our station teams have details of all requests for assistance for each day and if there is a change to the service or platform, will be on hand to provide support.
- Where services are replaced by alternative transport, the team will provide additional assistance where required.
- Where there is a change to the available facilities at our stations, these will be advertised, and reasonable replacements provided as quickly as possible.

Within our Customer Experience Team

Our team maintains regular communication with our station and on-board colleagues, enabling them to make arrangements for customers affected by disruption. For instance, if a customer requires accessible onward transport, such as a taxi for wheelchair use, we will work closely with our suppliers to ensure the taxi is accessible and can accommodate the customer's needs. Additionally, the team monitors the availability of facilities across the network, both on-board and at stations. If there are any restrictions, such as unavailable toilets, they will do everything possible to inform customers and advise on alternative arrangements.

Our Passenger Assist team

Our Assisted Travel (Passenger Assist) team receives information regarding any alterations or disruption to rail services. When changes occur, the team assesses the impact on customers and takes appropriate action, which may include arranging travel on alternative services or providing replacement transport.

If a service is significantly delayed or cancelled, and customers have booked assisted travel in advance (and have provided their contact details), the team will contact them to advise of any changes to their planned journey and rebook their assistance if needed.

How will we build on these plans to continue to make improvements in this area?

While make every effort to provide the best possible information for people who use our services, we're not standing still and have plans in place to bring in additional improvements to help to make sure our customers get the best possible information. We will:

- Continue to work with industry colleagues to bring in improvements as part of the Smarter Information, Smarter Journeys scheme.
- Introduce new customer service training for all front-line staff to equip our team with all the tools needed to provide the best possible communication.
- Upgrade our desktop and mobile ticket issuing systems and hardware to give our frontline staff access to the best possible information at the right time for our customers.
- Investing new technologies, including the trial and development of an AI chat bot on our website, to assist with customer queries, particularly out of normal office hours.