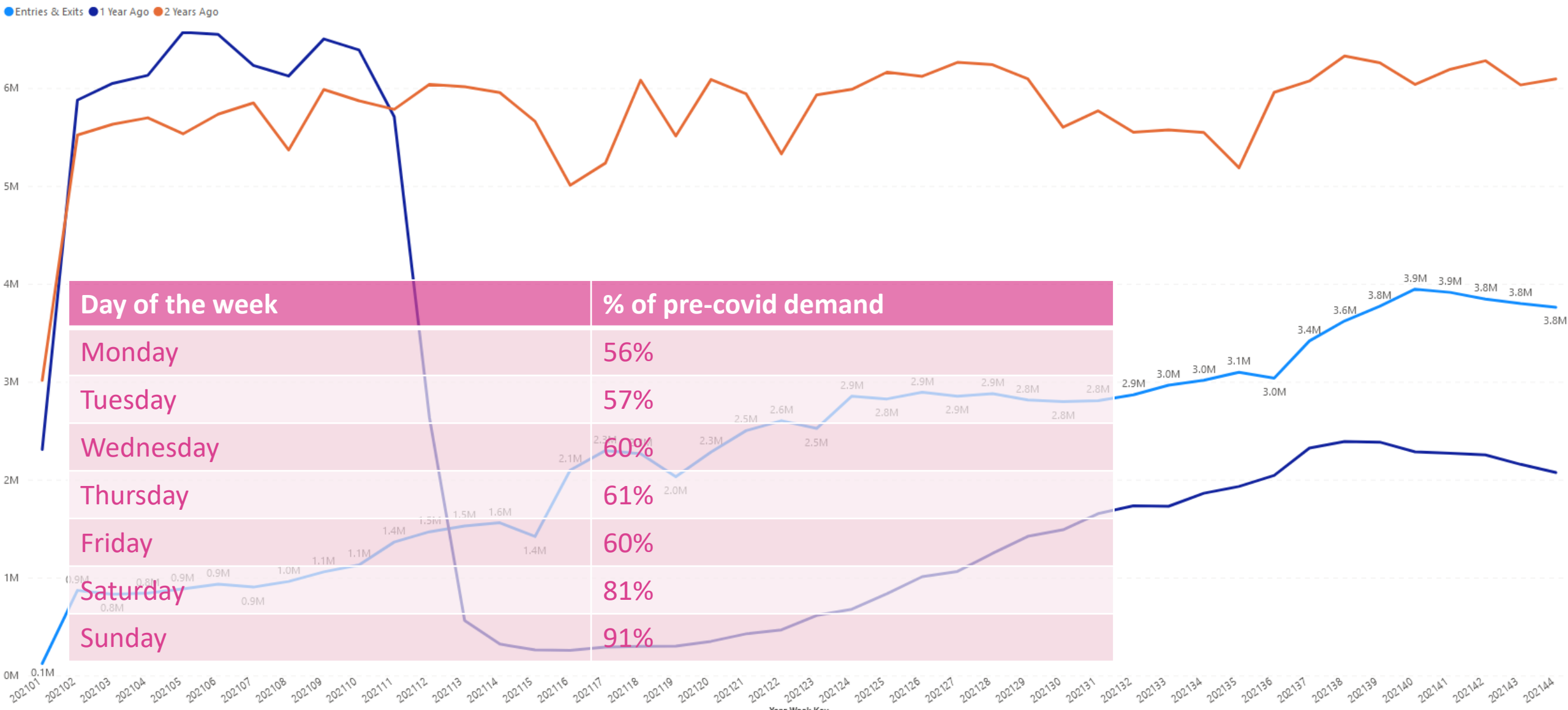


Hadley Wood Rail User Group Meeting

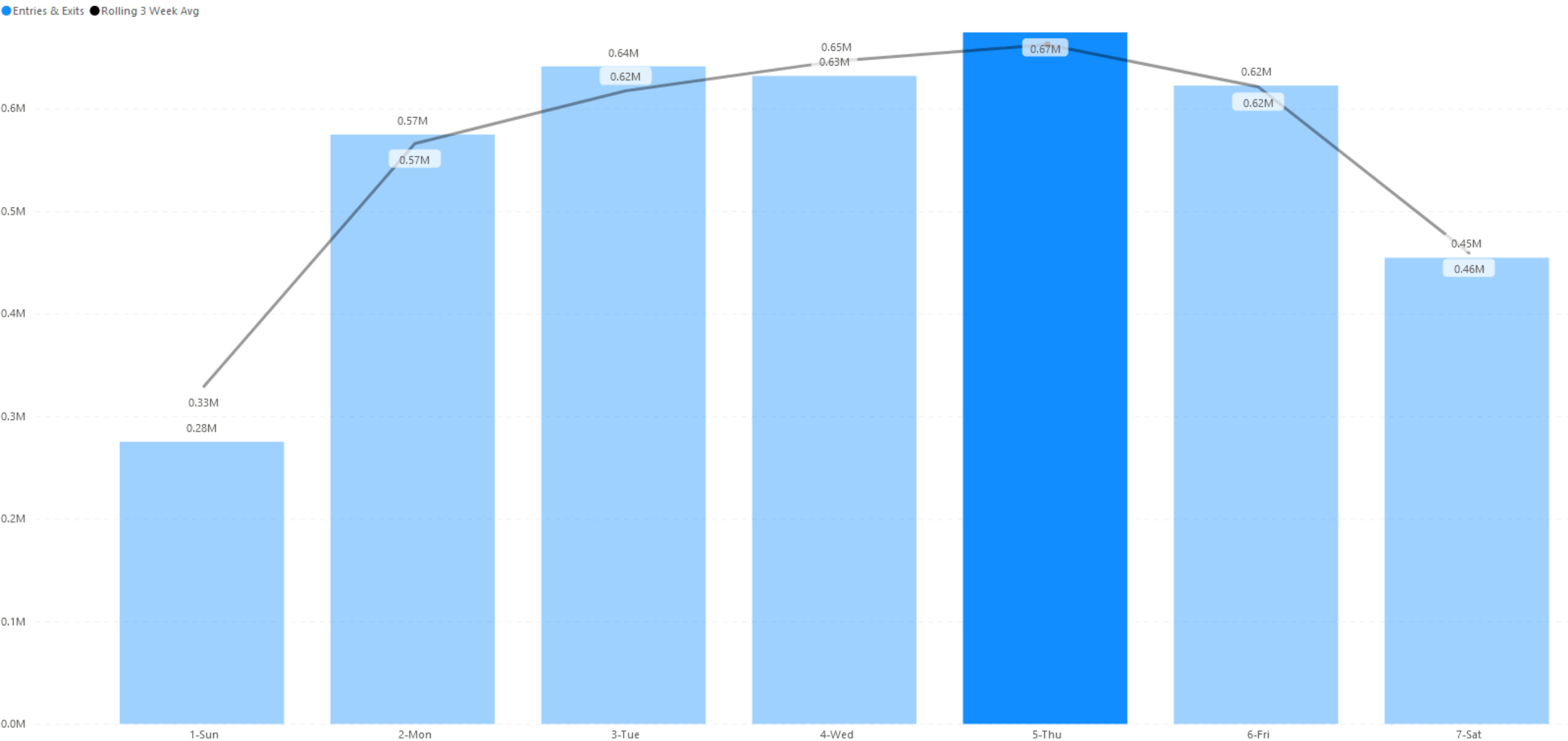
18 November 2021



Passenger demand



The new working week



Managing the effects of coronavirus on the railway

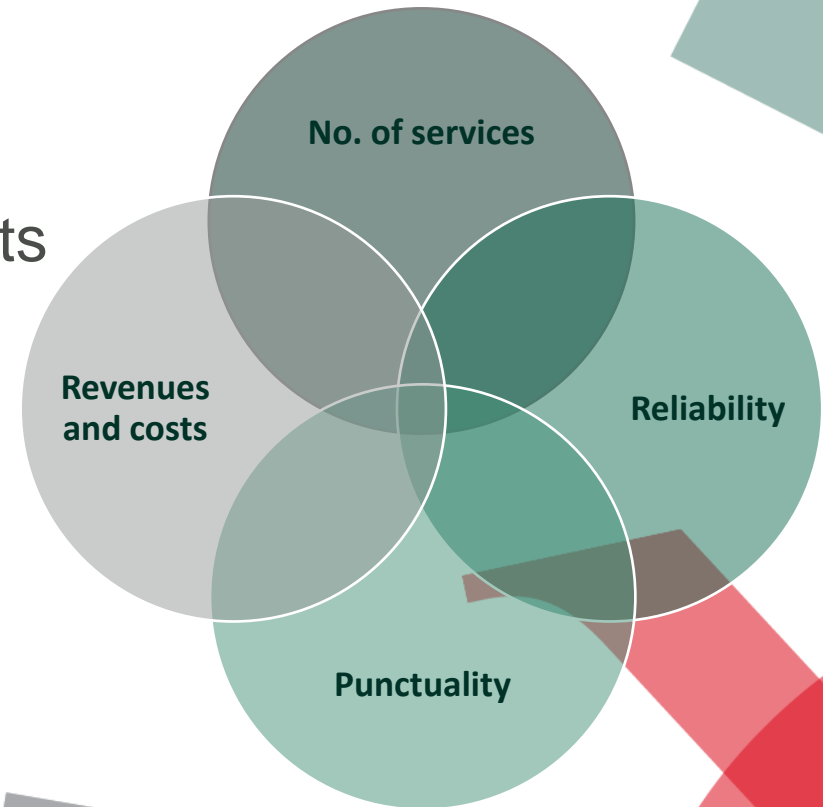


Service Update – Hadley Wood Performance

Period	PPM Target 81%	On Time Target 72%	Cnx Target 3.8%
09 (14/11 - ongoing)	87%	73.4%	2.5%
08 (7/10 - 13/11)	85%	70.6%	4.8%
07 (19/09 - 12/11)	86%	72.5%	4.9%
06 (29/08 - 18/09)	85%	75%	7.0%

Service planning principles

1. Resilient, reliable network – delivering a safe, clean, comfortable railway for customers
2. Balance punctuality, capacity and reliability
3. Support demand growth, control operating costs
4. Support major improvement projects
5. Flexible



Winter Timetable 2021/2022 introduction

Mon 13 December-
Fri 17 December



Monday 20
December-Friday
24 December



Monday 27
December – Friday
31 December



Tuesday 4 January

- Reinstate morning service from Moorgate to Welwyn Garden City will run, departing at 09:17
- Reinstate morning service from Moorgate to Hertford North will run, departing at 09:25
- Reinstate afternoon services from Welwyn Garden City to Moorgate will run, departing at 16:10 and 16:40.
- **Northern City Line – No service between Moorgate and Finsbury Park on Monday 27 December and Tuesday 28 December**

Station improvements

- Toilet works completed and it is now open!
- Garden cleared in partnership with Network Rail, Great Northern and Hadley Wood Association
- Finsbury Park Access for All work to install lifts on platform 3-4 & 7-8 completed by Autumn 22
- Better Points – reward scheme trial launched





REAL TIME INFORMATION

STAKEHOLDER UPDATE – NOV 2021



Content

- Organisation Approach
- On Shift Control Structure
- Disruption Information Process
- Messaging systems and their linkages
- Arrakis app with Blue Peter style live demonstration! *fingers and toes crossed*
- Disruption Mode and the CIS
- Train running systems and their linkages
- Expanded Twitter team

Head of Real Time Information

GTR's Three Pillars and what they mean for me and my team.

Brilliant Basics – We will develop skilled people who are excellent at utilising our systems and tools to deliver real time information that our customers and staff can trust.

Stronger Partnerships – Through our relationships with our stakeholders, namely MD & HQ Teams, Transport Focus, National Rail Communication Centre, Go-Ahead, Network Rail & BTP we will develop a jointly agreed improvement plan that focuses on the needs of those at the front line & our customers.

Shifting Perceptions – Engaging with our route colleagues will ensure that we will share a vision that our staff and customers can trust. We will celebrate our success and improvements together.



The On-Shift Team

During the day you'll have a team on shift made up of:

- A Customer Service Control Manager – Who is overseeing delivery of information and the wider customer experience from TBROC.
- A Customer Service Team Leader (24/7) – Who is focusing on the overarching customer message and rail replacement buses.
- Customer Ambassadors (24/7) – Who are focusing on the specific brands. There's one for each for SN, TL and GN during the day.
- Social Media (24/7) – A new information team focused on ensuring that our social feed is accurate and up-to-date. They've been multiskilled to act as a wider control support role during disruption and overnight.
- A Station Control Manager – Who is focused on the Thameslink Core, using a Station Management system called ISMAS to link to each station and support info flows and incident management.
- A CCTV Incident Controller (24/7) – Who is overlooking the networks ~7000 cameras and can feed back events in real-time to the wider control.

Information Process Flow



Incident occurs & gets reported to Control



Triage the information and determine customer impact

HOLDING MSG-PIDD - YELLOW
Status: Trespassers on the railway
Potters Bar - Alexandra Palace.

ⓘ This message was sent with High importance.

Share Information – A single Customer Message

DISRUPTION

Due to a safety inspection of the track in the Haywards Heath area, services to and from Brighton are subject to delay,

Update systems and tools with the latest update

GN	Cambridge - Kings Cross	
1P Peak GN	Peterborough - Kings Cross	CANCELLED
1P Peak GN	Kings Cross - Peterborough	CANCELLED
1T	Kings Lynn - Kings Cross	Terminate Cambridge
1T	Kings Cross - Kings Lynn	Start Cambridge
2J	Stevenage - Moorgate	As Booked
2F	Moorgate - Stevenage	As Booked
2J	Hertford - Moorgate	Start Finsbury Park
2B	Moorgate - Hertford	Terminate Finsbury Park
2K	Welwyn - Moorgate	Start at Potters Bar
2V	Moorgate - Welwyn	Terminate at Potters Bar

Address operational needs and actions

GN Disruption Chat
SCP: Yes, driver is here for 2K84.

14:05

TL Disruption Chat
Michael: Craig Harwood - Tyrell message sent.

14:26

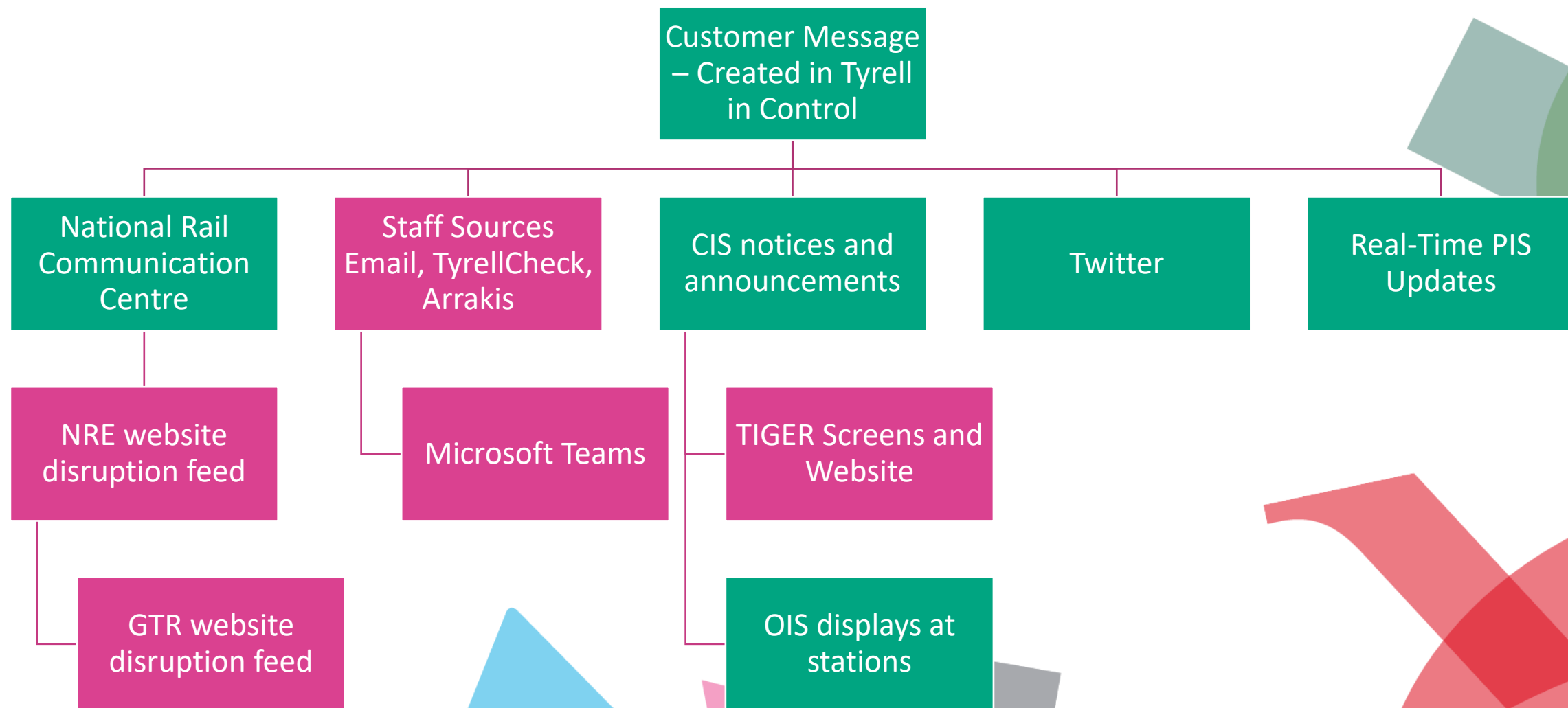
Core Disruption Chat
North Fernando: SCP Blackfriars the purple s...

13/11

Review and re-assess

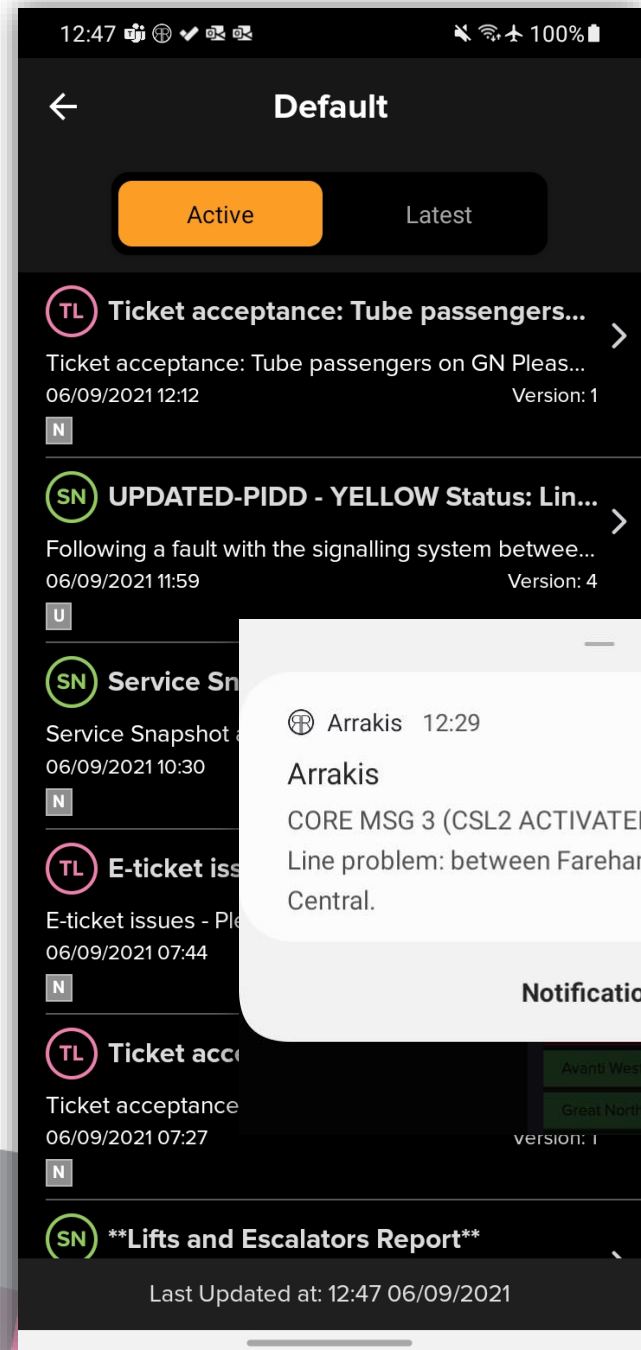
Customer Messaging

What are the systems and are they linked?



The Arrakis App

- A replacement and significant upgrade from our previous staff app called TyrellCheck.
- It provides service and disruption information in an easy-to-use format, with multiple information channels all in one place.
- The functionalities have been designed to make it easier for front line staff to view information from Control.
- Rolled to all customer facing front line teams as part of our mobile phone refresh.
- Being amended based on staff feedback.



Disruption Mode!



Departures		Page 1 of 2	
07:33	Moorgate	1	On time
07:37	Welwyn Gdn City	4	On time
07:48	Moorgate	1	On time
08:04	Moorgate	1	On time
08:11	Welwyn Gdn City	4	On time
08:17	Moorgate	1	On time
08:35	Moorgate	1	On time
08:40	Welwyn Gdn City	4	On time
08:51	Moorgate	1	On time
08:55	Welwyn Gdn City	4	On time

07:15:55

DISRUPTION:
Services from this station
are currently disrupted. This
screen will only show trains
that we know are running. Please
see posters located near the
station entrance for details of
suggested alternative routes.
For more information please
visit
nationalrail.co.uk

- Removes trains that are 'DELAYED', 'CANCELLED' or haven't yet started their journey.
- Shows trains that are moving or have been marked as running by the control team.

Train Running Information

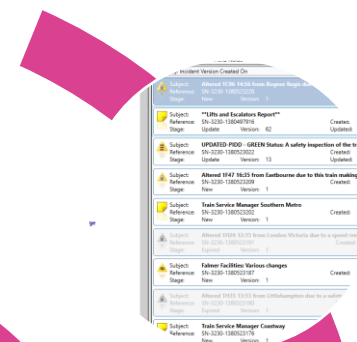
What are the systems and are they linked?

Darwin – The industry database powers National Rail, Our websites, The Trainline (Mostly),

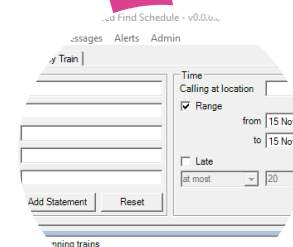
Third Party Sources include Real Time Trains, Google Maps (which is starting to include Darwin data)

RTT doesn't use Darwin, so in many cases part cancellations will only appear when the service has arrived at destination

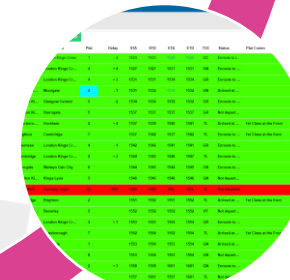
Darwin Industry Customer Train Running Database



Entry Through Tyrell
(Also creating e-mails and updating Arrakis and TyrellCheck)



Darwin Admin
Workstation – Direct
entry to the
database



Direct entry into CIS
(Controlling the
Screens)

Twitter

With the introduction of a fully integrated control twitter team we've been able to expand and develop the quality of disruption information we share with our customers.

- Fully cross trained with other Control information roles to provide robust additional support during disruption.
- Faster advice about incidents as their greater knowledge and experience of railway operations allows them to respond immediately, without waiting for prepared customer message.
- Using snips of our live map which gives a visual display of alternative routes and disrupted areas.
- Using their greater operational knowledge allows sharing of first trains to run after a closure.
- Working jointly with @NetworkRailSE to provide aligned updates 24/7.

GTR We're with you



Replying to @SouthernRailUK @GWRHelp and 2 others

🚂 The bag has been moved and the affected train is now on the move.

We're working to resume services at the moment - the first service from Epsom to Dorking will be the 1905 departure from Epsom (this being the 1826 departure from Victoria) 🙌

19:05	Epsom	1	On time
19:10	Ashted		On time
19:13	Leatherhead		On time
19:19	Boxhill & Westhumble		On time
19:21	Dorking		On time
19:29	Holmwood		On time
19:33	Ockley		On time
19:39	Warnham		On time
19:45	Horsham		On time



Southern @South... · Apr 1

⚠️ The line between Epsom towards Dorking remains blocked, ... services being unable to run between these stations.

Attempts to move the bag haven't been successful yet - train drivers are en-route and expected on site at 19.10.



Southern @South... · Apr 1

⚠️ Services from Epsom towards Dorking and Horsham are being delayed, this being due to a train hitting an obstruction on the line.

ℹ️ More info to follow when we have it.



Southern @South... · Apr 1

⚠️ The line from Epsom towards Dorking and Horsham is blocked.

A bag has gotten tangled up in the "shoegear" - this being the part of the train which draws electricity from the electric third rail. We're working on getting this removed as soon as possible.





Thank you

Questions





Thank you

Questions

