

First  **Rail London**

Passenger Information During Disruption Local Delivery Plan

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Introduction

We aim to maintain high levels of customer satisfaction with the information we provide during service disruption.

This document provides an overview of the arrangements that First Rail London (FRL) has in place to deliver information to customers during service disruption and a summary of the ongoing workstreams to improve our customers' experience during disruption.

Our arrangements are designed to comply with the current version of the Rail Delivery Group (RDG) [Customer Information Pledges](#), developed collaboratively across the rail industry as part of the 'Smarter Information Smarter Journeys' programme, to the extent applicable to a metro-style railway operation. The Pledges explain how we inform our customers of what they can expect before, during and after their journey and how we will help you when things go wrong.

The Customer Information Pledges:

- show that we care by putting our customers' needs first
- commit to a set of guiding principles that will bring real consistency to the information we provide to customers when they choose to travel by train
- allow for enough flexibility across the network to ensure we meet all customers' needs, which might be slightly different locally, whilst still maintaining consistency across the industry
- bring together good practice from across the railway - and other industries - to support customers during disruption and get them where they need to be as quickly as possible.

FRL will review this plan on an annual basis or whenever an update to the Customer Information Pledges is published.

Our Approach

The arrangements within this document apply whenever CSL2 (Customer Service Level 2) has been declared. Our thresholds for declaring CSL2 are based on our delay matrix, which has been agreed with Transport for London (TfL) and uses the line statuses that are common with other TfL modes. These line statuses and an explanation of their meaning is shown in the table below.

We work closely with the LUCC (London Underground Communications Centre) to ensure our information is aligned with TfL modes.

Line status & definition	Criteria (these can vary by line of route)
Good service Trains are running normally	
Minor delays Trains are running but with short delays	• A train is at a stand for more than 10-15 minutes • A train is running more than 15 minutes late • A train is cancelled or terminated short of its destination • One or more trains are not calling at a station on a line of route
Severe delays Trains are running but with longer delays Overcrowding and short notice changes are likely	• A train is at a stand for more than 20-30 minutes • A train is running more than 30 minutes late • Multiple trains in one direction are cancelled or terminated short of its destination • There is a gap in service of around twice the line frequency
Part-suspended Trains are running but not to all stations Overcrowding and short notice changes are likely	• Network Rail has closed part of a line of route to all train movements for at least 15 minutes • The part of the line is expected to remain closed for at least 30 minutes
Suspended Trains are not running	• Network Rail has closed an entire line of route to all train movements for at least 15 minutes • The line is expected to remain closed for at least 30 minutes
Do Not Travel	• If our network experiences extreme circumstances that restrict our ability to operate our service • This will only be implemented following authorisation from an on-call Director

In Control

In our 24-hour Operational Centre, the Duty Customer Information Manager (DCIM) monitors the service during disruption and is responsible for overseeing and declaring the CSL2 process. This happens when the disruption reaches a defined threshold and it is focused on delivering clear and up-to-date information to customers and colleagues. Our response is monitored and supported by the Duty Control Manager (DCM) and the Senior Network Lead (SNL). Our CSL2 process is shown below to align to industry guidance.

Disruption warning	Holding message	Core message
First warning sent at start of incident if there is time	Sent within 10 minutes of incident with all available information	Regular message updated every 20 minutes

We use various systems to communicate with frontline colleagues and managers, other Train Operating Companies, Transport for London, National Rail Enquiries and external media groups, and the information also feeds into customer-facing websites and apps, such as the TfL Go and National Rail apps.

Our communications model is composed of three elements:

Problem	Impact	Advice
- Reason for delay - Location	- Current line status - Impact on journey - Likely duration	- General advice - Alternative routes

Describing the problem

When describing the problem, we use delay reasons agreed across the industry through the Customer Information Group (CIG), to ensure that a common, jargon-free language is used and we describe incident locations using customer-friendly terminology (e.g. station names rather than railway locations). However, this may not be possible when using particular systems with restricted functionality or when providing information to third parties who may use their own language to describe delays.

Describing the impact

When describing the impact, we seek to use simple terminology to ensure that customers can make an informed decision regarding their journey. We will always provide an estimate of the expected duration of disruption, unless circumstances or available information prevent us from doing so.

Providing advice to customers

We have tailored our customer and colleague advice to suit the relevant line statuses in our delay matrix. Our current general guidelines on providing customer advice are shown in the table below.

Delay status	Advice
Good service	Travel as planned
Minor delays	Expect slightly longer journey times
Part suspended	Consider using alternative routes
Suspended	Consider using alternative routes
Do not travel	Arrival at destination cannot be guaranteed, avoid all non-essential travel

Customer Information Systems

Our Control team is responsible for maintaining the accuracy of Customer Information Systems (CIS) when trains are delayed, altered or cancelled. Our DCIMs and Information System Controllers (ISC) conduct regular assurance checks during disruption to ensure accurate information is being displayed.

However, there are times when our Control team can become overwhelmed by the large number of cancellations and alterations during service disruption, preventing us from displaying accurate individual train information to customers. If information integrity becomes poor for any reason, we may choose to overwrite train timetable information with an information message and/or replace real-time information with the standard timetable.

Where an emergency timetable is implemented due to, for example, extreme weather conditions such as heavy snow, the Control team is responsible for checking that amendments are updated and correctly displayed on the CIS and in journey planning systems.

Public Announcements

Our Control team is responsible for automated announcements at stations at regular intervals during disruption, explaining the problem, impact on customers' journeys and the latest travel advice. Station colleagues will be responsible for any additional, local announcements.

Contingency Plans

We have operational contingency plans, forming part of our London Overground Operations Manual (LOOM), designed to reduce the inconvenience caused to customers during disruption. Our key contingency plans are as follows:

- **Operational contingency plans** – Individual plans for each of our lines of route, agreed with Network Rail and/or other train operators; these provide clear guidance to our Control team regarding the services we can operate when access to infrastructure is restricted
- **Stranded trains procedure** – This procedure provides guidance to our Control team regarding the process to be adopted if a train is stranded between stations as well as information for the support teams who may be asked to attend the incident
- **Defective on-train equipment procedure** – These plans provide guidance on managing defects to equipment on our fleet

- **Incident response procedure** – These plans provide guidance on how to respond to various types of incidents which may affect our network, helping to minimise disruption
- **Key route strategy** – These plans, which include emergency timetables, provide clarity regarding the services we will operate during extreme weather conditions when access to infrastructure may be limited

The decision to implement these contingency plans is taken by Control in conjunction with the relevant Network Rail Route Control.

The Control team will also implement the On-Call Procedure, contacting the relevant parties to inform them of the disruption.

At Our Stations

Our stations are staffed every day from 15 minutes before the first train until 15 minutes after the last train. Our colleagues are visible and available to provide assistance to customers during disruption, as we know that customers value the opportunity to speak to a human being when things go wrong.

We aim to provide a disruption warning across all locations at the station to ensure that customers can make an informed choice regarding their journey. We employ the following methods at our stations to provide an initial warning to our customers:

- **Electronic service update boards (eSUB)** – We provide the status of each of our lines to London Underground's Control Centre (LUCC) who update the London-wide service update board systems for websites, stations and third-party users.
- **Manual service update boards (SUB)** – We provide whiteboards at stations which are regularly updated with route level line status information
- **Posters** – We have specific tailored local disruption posters relevant to each station's onward travel options and available alternatives. These provide a clear warning to customers and are displayed at a prominent position at the entrance to each station.
- **Disruption Collateral Packs** – Each station has a Passenger Information During Disruption (PIDD) box to be deployed in times of disruption, which contains tools and equipment to assist with the management of the incident along with a guidance document to support our colleagues. This includes clarity on onward travel, how to position resource within the station and how to set up our gatelines.
- **Equipment for colleagues** – Our frontline colleagues at stations have access to tools (e.g. mobile devices), which provide information from the Control team, as well as access to the wider sources of information in the public domain, to enable them to best support our customers.
- **Station Announcements** – We also broadcast messages via the public address (PA) systems where such equipment is available and encourage our staff on the ground to supplement these with tailored local information where possible. These should follow the Core Message Communications Model as shown below.

Next train delay	Holding message	Core message
• Local PA at stations for delays over 10 minutes • Immediately and then every 5-10 minutes until train arrival	• Local PA at stations given at first sign of problem • Immediately and then every 5-10 minutes until train arrival or CSL2 is declared	• Local PA at given if CSL2 is declared • Every 5-10 minutes until CSL2 cleared

Within our Station Management Team, we are committed to ensuring that our Station Delivery Managers are on the network to support our frontline teams and lead on our response to managing service disruption on the ground during these busy periods.

Our Revenue Protection Team can also be withdrawn from their duties if required to support our frontline staff and customers.

On Our Trains

Our trains are operated in 'Driver Only Operation' (DOO) mode and we do not routinely deploy additional colleagues on board our trains. However, we do have a team of mobile Revenue Security Officers who are equipped with smart devices to assist with any queries on board.

In a situation where a train has been stranded, our Control team may decide to send a support team to the train, depending on the circumstances, to support the Driver and to provide assistance to customers on board.

When trains are stranded outside of station limits our Control team work closely with Network Rail to manage the needs of customers safely. This is in line with industry guidance of *Managing the Needs of Stranded Passengers on Trains – GN049 Issue 6 (March 2025)*.

Drivers are trained and encouraged to supplement the automated announcements to keep customers updated and to provide reassurance with manual announcements, using the process below.

Train at a stand	Terminating short of original destination	Journey resumes
Within 30 seconds if possible then every 2-5 minutes	- Within 2 minutes of decision - On arrival at interchanges and at the revised final destination	- Within 2 minutes of the train moving - On arrival at interchanges

More Information

Information on disruption

FRL does not operate a customer website, telephone enquiry service, alerting facilities or social media for the London Overground network, but we provide information to both Transport for London and National Rail Enquiries for inclusion in the following information services:

Transport for London

- Customer Services Team – **0343 222 1234**, 08:00-20:00 seven days a week
- Customer website (www.tfl.gov.uk) and mobile site; journey planner; service update boards (live line statuses); e-mail updates
- **@TfL** X channel
- **TfL Go** app – TfL Go is Transport for London's official journey-planning app, giving you live maps, real-time arrivals, and step-free routing across the network. It provides up-to-date service information for every mode, including the London Overground, so you can quickly check arrivals, disruptions, and the best route. Its clear design makes it easy to see Overground lines, stations, and live train times at a glance, helping you travel confidently around London.

National Rail Enquiries

Customer website (www.nationalrail.co.uk), mobile site and mobile app; journey planner; live departure board

Alerts can be set up via this link: <https://www.nationalrail.co.uk/travel-information/alerts-and-notifications>.

Ticket Acceptance

Our alternative route plans are linked to the rail industry's joint ticket acceptance agreement, which provides automatic ticket acceptance for National Rail ticket holders on all National Rail Train Operating Companies and London Underground services for a minimum period of 90 minutes on delivery of a CSL2 Core Message via our customer information system. Ticket acceptance is currently arranged by telephone for Docklands Light Railway, London Trams and London Buses.

This does not apply to Oyster users as the Oyster Conditions of Use on National Rail Services states that, during service disruption, customers will be charged for the journey they undertake. London is well-served by alternative bus and rail routes, but in the following circumstances we may arrange alternative transport:

- Cancellation of the last trains on any line of route
- Suspension of services at Carpenders Park where a rail replacement bus shuttle service can be operated to and from Bushey to connect with West Midlands Trains and London Buses services. This is subject to the availability of local transportation.

- Suspension of services for more than 3 hours between Willesden Junction and Shepherd's Bush or between Watford Junction and Harrow & Wealdstone. This is subject to the availability of local transportation.
- Suspension of services for more than 3 hours between Southbury and Cheshunt.

Our customer care policies are designed to reduce the inconvenience caused to customers during disruption. Our key policies are as follows:

- **Cheapest ticket policy** – We aim to ensure that customers purchasing National Rail tickets are not penalised by being charged more for their tickets during service disruption than they would expect to pay if services were running normally.
- **Compensation policy** – We aim to ensure that customers can receive compensation when they are delayed for reasons within our control by 30 minutes or more on London Overground or arrive at their National Rail destination over 60 minutes late on a through journey.

Passenger Assistance

Our colleagues are available at stations to assist our older and disabled customers whether they pre-book assistance and/or identify themselves to our staff on arrival at the station (turn up and go). During service disruption, they will also assist with changing platforms during short notice platform alterations and providing accessible alternative transport if the suggested alternative routes are inaccessible.

How We Measure

We track our delivery of customer information using RDG's 'Brilliant Basics' key performance indicators each period, and we review alongside other TOCs quarterly at the rail industry's Customer Information Group (CIG).

In addition to this, we maintain an internal dashboard, capturing wider information compliance across Customer Experience and Control, which is monitored periodically. This dashboard encapsulates all areas of information delivery and customer metrics. The responsibility is shared between departments to drive forward continuous improvement. This includes insight drawn from our independent customer satisfaction regime (CSS), complaints and colleague feedback.

We also feed into the monthly National Rail Communications Centre audits, including compliance with the Customer Information Pledges.

Alongside the periodic reviews, our Duty Customer Information Managers are responsible for undertaking an annual review of our communication systems to ensure that the information and data contained within them remains up to date. This review includes:

- Reviewing address books to ensure that all necessary recipients are included
- Reviewing the content of pre-templated messages to ensure that all information remains accurate and up to date

We also conduct a periodic review of Stranded Passengers Incidents in line with RDG guidance *Managing the Needs of Stranded Passengers on Trains – GN049 Issue 6 (March 2025)*. This includes:

- Trains stranded outside stations for over 60 minutes.
- Actions to safely evacuate passengers before 90 minutes.
- Proactive measures and industry learning to return passengers to a station within 30 minutes.

Future Plans

Throughout 2026 and beyond we are looking to continuously develop our customer information capability. Alongside working with industry steering groups and partners we will also look to:

- Understand and implement industry KPIs for passenger information.
- Develop and implement automated on train passenger announcements.
- Enhance our capability with TfL Go app integration and live rail replacement bus monitoring.
- Support our people with training and access to modern tools, enabling them to provide up-to-date information for customers.
- Review and upgrade information screens at key locations based on customer feedback.

DISCLAIMER

This document is intended for information purposes only and outlines the current arrangements and processes First Rail London (FRL) has in place for providing customer information during service disruption. While every effort is made to ensure the information contained within this document is accurate at the time of publication, operational requirements, industry guidance, technology, and external factors may result in changes to procedures, services, or responsibilities without notice.

Service information during disruption may vary depending on the nature and severity of the incident, availability of staff and systems, and information provided by third parties including Network Rail and Transport for London (TfL).

References to third-party organisations, systems, websites or applications are provided for customer convenience only. FRL is not responsible for the content, availability, or operation of third-party services.

This document does not form part of any contractual agreement and should not be relied upon as a guarantee of service performance or specific operational outcomes.

FRL reviews this document periodically and reserves the right to amend or withdraw its contents at any time.

