

Customer Facing Language

Status	Customer Facing Language
Suspended / Part Suspended	No service / no service between...
Severe Delays / Minor Delays	Minor delays / severe delays between...
Part closure	No service between XX and XX due to planned engineering work
Planned closure	No service due to planned engineering work
Station closure	This station is closed due to...
Partial station closure	The XX line is not serving this station due to...

Use active phrases while a failure is current: while we fix, while we respond to, etc.

When a problem has been resolved but the service is in recovery use the phrase 'due to an earlier'

Where a delay is caused by the failure of a Network Rail asset, this should be stated in the customer message

Reasons highlighted in blue should only be used for London Overground and the Elizabeth line

Cause	Customer Facing Language
Customer and public action	
Accident, fight, public disorder, assault	...while we deal with a customer incident
Vandalism (including graffiti and cable theft)	...while we fix equipment damaged by vandalism
Trespasser on the track	...while we deal with trespasser(s) on the track at...
Person under train Do not state the location in the train service message	...while emergency services deal with a casualty on the track (while incident is ongoing) ...due to an earlier customer incident (during service recovery)
Person ill on train	...while we help a person ill on a train
Unusually heavy passenger loadings	...due to crowding caused by disruption on the xxxx line / train operating company ...due to crowding during an event at xxx (or name of event)
Staff	
Shortage of train operators	...due to train cancellations
Shortage of station / service control staff	...due to the unavailability of station staff / control room staff
Physical needs relief (PNR)	...due to the temporary unavailability of train operators
Staff assault during duty causing disruption	...due to an assault on a member of staff
SPAD / wrong route set and accepted	...while we deal with a signalling problem
Industrial action	...due to strike action
Police and Security	
Unattended item causing a security alert	...while we respond to a security alert
On police instruction for a security alert	...while we respond to a security alert
Police action (area within an exclusion zone or cordon, escorting large/disruptive crowds, etc.)	...while the police respond to an incident
Police investigation (scene of crime)	...while the police carry out an investigation
Weather and Flooding	
Heavy rain, strong wind, snow ice, flooding, hot weather, lightning Do not use the phrase adverse weather	State the failure and the cause, for example... ...due to power supply problems caused by ice on the track ...due to flooding caused by heavy rain ...due to signal failure caused by flooding ...while we clear snow from the track ...due to heat-related temporary speed restrictions, etc
Flooding due to faulty internal/external plumbing	...due to flooding
Leaf fall (poor adhesion / wheel protection plan)	...due to difficult track conditions caused by significant leaf fall

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Signal and Track	
Signal failure, defective signal, signal irregularity	...while we fix a signal failure at...
Network Rail signal failure	...while Network Rail fix a signal failure at...
Points failure	...while we fix a points failure at...
Network Rail points failure	...while Network Rail fix a points failure at...
Signalling system or signalling control failure	...while we fix a signal system failure
Broken rail / track defect	...while we fix a track fault at...
Network Rail track fault	...while Network Rail fix a track fault at...
Safety inspection of the track	...while Network Rail conduct a safety inspection of the track
Track obstruction	...while we / Network Rail remove an obstruction from the track <i>If the nature of the obstruction is known state in the customer message (e.g. while we remove a tree from the track)</i>
Structural damage / defect	...while we fix a...
Bridge strike	...due to a vehicle hitting a bridge at...
Late finish to planned engineering work (including track workers not booked off)	...due to a late finish of engineering work (while service is suspended) ...following a late finish of engineering work (during service recovery)
Emergency unplanned engineering work	...due to emergency engineering work to fix a...
Smell of smoke, suspected or confirmed fire	...while we respond to a fire alert at...
Defective tunnel ventilation	...while we fix faulty tunnel ventilation
Level crossing failing to raise / lower	...while Network Rail fix a fault with a level crossing at...
Overhead line equipment fault / damage	...while Network Rail fix a fault with the overhead power lines at...
Station	
Crowd control (station closed or partially closed, station exit only)	...to prevent overcrowding on the platforms ...to manage congestion during an event nearby (e.g. concert, sport)
Defective lift(s) / escalator(s)	...while we fix faulty lift(s) / escalator(s)
Defective platform edge doors (PEDs) or platform screen doors (PSDs)	...while we fix faulty platform edge doors (London Underground) ...while we fix faulty platform screen doors (Elizabeth line)
Loss of OPO / CCTV	...while we fix faulty platform equipment
Loss of station PA, CCTV or station radio	...while we fix faulty communications equipment
Loss of station lighting	...while we fix faulty station lighting
LU power failure	...while we fix an electrical fault
DNO / National Grid power failure	...due to a power supply failure
Fire alarm or panel activated, smell of smoke, suspected or confirmed fire	...while we respond to a fire alert
Defective fire panel or sprinkler system	...while we fix faulty fire equipment
Structural damage / defect	...while we fix a...
Gas / sewage leak	...while we respond to a gas / sewage leak
Train	
Passenger emergency alarm operated	...while we deal with a customer incident at...
Passenger communication alarm activation	...while we investigate the activation of a communication alarm on a train at...
Vandalised train	...due to a train being damaged by vandalism
Defective train / tram	...while we fix a faulty train / tram at...
Defective train radio	...while we fix faulty communications equipment
Report of fire on train	...while we respond to a fire alert at...
Shortage of rolling stock / train fleet issues	...due to a shortage of trains
Derailment of train in service	...due to an operational incident
Derailment of empty train (state if in depot)	...while we deal with the derailment of an empty train (in the depot)
Late running freight train	...due to a late running freight train