


4 Communicating information about disruption

Transmission of information quickly during disruption is vital to reassure our customers that although their journey is disrupted, DLR is concerned about their situation and is helping them to make informed decisions about alternative routes and the availability of other transport modes.

Information during disruption can take many forms and these are detailed both in this plan and in individual role handbooks. The basic principles KAD follows are to:

- Follow TfL's naming convention for describing the severity of delays
 - Disseminate messages describing the problem, the impact and providing advice on what to do (e.g. alternative travel advice)
 - Use language that is fully understandable by the recipient (free of jargon, acronyms and technical terms)
 - Follow a timeline for providing and repeating information.
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4.1 TfL's naming convention for delay alerts and when to use it

KAD follows TfL practice in deciding when to declare there is disruption and the language to use when doing so. This is to achieve consistency in communicating the likely effect disruption will have on customers' journeys throughout London.

The terminology to describe the type of service being run and communicated to customers is as follows:

Alert level	Advice	When to use – West Route	When to use – rest of railway	How often to repeat
Good Service	No noticeable impact on your journey	When there are no delays	When there are no delays	Every 10 minutes
Minor Delays	Noticeably longer journey time - however, stay with your planned route	Any interval between trains is 5 to 9 minutes above service frequency Journey times for multiple trains extended by 5 to 9 minutes Unplanned change of train is necessary	Any interval between trains is 10 to 14 minutes above service frequency Journey times for multiple trains extended by 10 to 14 minutes Unplanned change of train is necessary	Every 4 minutes
Severe Delays	Significantly longer journey time – consider using another route	Any interval between trains is 10 to 14 minutes above service frequency Journey times for multiple trains extended by 10 to 14 minutes More than one unplanned change of train necessary	Any interval between trains is 15 to 19 minutes above service frequency Journey times for multiple trains extended by 15 to 19 minutes More than one unplanned change of train necessary	Every 4 minutes
Suspended or Part-suspended	Your planned route is unavailable – please use another route or mode of transport	No movement of trains for 15 minutes over any section of line	No movement of trains for 20 minutes over any section of line	Every 4 minutes

4.2 What to say – the format of the message

Communication relating to disruption must be structured with three key pieces of information:

- The problem (using customer-facing language)
- The impact on services; and
- The advice to customers

The messages must be as concise as possible and jargon free, for example:

Key information	Example announcement
Problem	“Whilst we deal with a train fault...”
Impact	“...there are currently no DLR services between Canary Wharf, Poplar and Bank or Tower Gateway (and services are not expected to resume until at least hh:mm).”
Advice	“Passengers are advised to take the Jubilee line from Canary Wharf for destinations in Central London, or use TfL buses to local destinations. Please see maps at stations for local bus information.”

4.3 What to say – the language in the message

In order to ensure customers both on and off system are receiving clear, consistent communications about DLR services, standardised customer-ready language must be used by staff when communicating disruption information. Examples of customer-facing language are listed in [Appendix E. Customer-facing language](#).

4.4 When to say it

The following disruption information should be provided accurately by the Information Assistant within the following target times after disruption starts:

Timeline	0–5 minutes		5–10 minutes	Every 15 minutes or when situation changes
Message type	Disruption Alert	Holding message	Core message	Repeat core message
Message content	A problem has been reported and the CC is working to gather information	Preliminary information stating problem and location	Problem, impact and advice	Problem, impact and advice
How is the message sent	All calls radio message	All calls radio message, Nexus Alpha staff message	All calls radio and Nexus Alpha	All calls radio (so far as practicable) and Nexus Alpha

Timeline	0–5 minutes	5 minutes	Every 4 minutes
Reason for sending message	To let staff know that control are dealing with something that could cause disruption	Staff can reassure customers that we've recognised there's a problem and are working on a solution	Staff can give customers details of the problem, the impact on the service and advice on what to do
Who receives message	PSAs	All staff/managers/external agencies	All staff/managers/external agencies
What do customer-facing staff do on receiving message	Prepare response by obtaining and reading relevant information	Reassure customers that you will update them when the nature of the problem is known	Repeat core message and provide advice specific to location

4.5 Communicating disruption about other modes

Journeys on the DLR are part of a longer journey involving other TfL or National Rail services. It is important that we provide messages on how other lines are performing (apart from very localised problems that are well away from the DLR network) to complement the updates they provide on DLR's service.

Service announcements should be made every 10 minutes throughout the DLR, and on trains when approaching key interchange stations by the PSA. They should include the following content:

Key information	Information available from	Example announcement
Introduction	n/a	"This is a customer service update"
Problem	LUCC Network Status page or ESUB on TfL's website. Transmitted by IAs to PSAs by text	"Whilst we deal with a train fault..."
Impact		"...there are severe delays on the Central Line between Leytonstone and Hainault"
Advice		"Passengers are advised to use alternative routes. (Docklands Light Railway is accepting xxx tickets (if applicable))"
Conclusion		"There is a good service on the DLR, other London Underground lines and on National Rail services from DLR interchange stations"