

# Stations PA guidelines

These guidelines have been developed to help all station staff define the type, content and frequency of PA announcements made at their stations.

## Service Status announcements

These must include information about the status of the whole network as shown on the ESUB or on the LUCC Network Status page within Heartbeat.

Service status messages must be recorded in person by staff, rather than compiled from message fragments from the Digital Voice Announcement (DVA) library unless equipment capability prevents this.

A network service status announcement should be made at the following frequencies:

Status category	Station type	Frequency
Major stations	Large interchange stations with Service Control Rooms or information rooms	4-6 minutes
Busy stations	Sub surface stations	6-10 minutes
Quiet stations	Most open stations – zone 3-9	10 minutes

\* see station PA category listing for your station

The table provides information regarding the steps and content which need to be included when making a service status announcement.

Steps	Content
Introduction	Make a short introduction, for example: “Customer Service Update...”
Service status	<p>Provide the service status information that is shown on the LUCC Network Status page or ESUB.</p> <p>If a line service status differs from ‘good service’, this must be highlighted to customers. Lines that are running a good service may be grouped together and described as ‘all other lines.’</p> <p>For example: <i>‘No Service on the Bakerloo line between Elephant &amp; Castle and Charing Cross due to a person on track. Minor delays on the TfL Rail, Jubilee and Northern lines and a good service on all other lines.’</i></p> <p>NB: If the DLR, London Overground and TfL Rail are operating a good service they do not need to be named individually, as they are encompassed within the ‘there is a good service on all other lines’ statement. If there is a disruption to their service, this should be highlighted to customers during the announcement in the same manner as a London Underground lines.</p>

## Localised disruptions

The Good Service Announcement Best Practice Framework must be used when localised disruption to service occurs at your station. Localised disruptions are experienced at your station, not across the whole line. Therefore the service status will remain as running a good service and you will not need to contact the LUCC to update the service status message. However, you must inform customers that there will be a localised disruption to the service.

Following the steps outlined in the Best Practice Framework will ensure you provide the key pieces of information which customers want to hear during localised disruption to service, in a clear and consistent manner.

If your station is experiencing a localised disruption, the Good Service Best Practice Framework outlined below must be used to inform customers.

### Best Practice Framework...

<b>Inform</b>	<b>1</b>	<b>Indication of where the disruption is and if it affects the journey</b> 'The next southbound train to Elephant & Castle is being held at Edgware Road'
<b>Manage Expectations</b>	<b>2</b>	<b>The anticipated length of the disruption (including the nature)</b> 'We are anticipating a 5-10 minute delay'...(due to a carriage door failure)
<b>Empower Customers</b>	<b>3</b>	<b>Provide any alternative travel options</b> 'You may want to continue your journey on foot or London Overground Services'
<b>Network Wide</b>	<b>4</b>	<b>Network-wide status information</b> 'Minor delays on the Jubilee line and a good service on all other lines'

#### If a localised gap in service occurs when you are in a control room:

- If you can, switch off the current recording of the good service message
- Make a localised disruption message in line with the framework
- Once the localised issue has passed, either resume the previous good service message or rerecord a new updated message

#### If a localised gap in service occurs when you are at platform level:

- Make a localised disruption message in line with the framework; however please be mindful that the current recording of the good service message will still be active
- Please ensure you adapt the language you use in your announcement to mitigate this. For example you may wish to start your announcement with something similar to 'While there is a good service on the rest of the line'...

Alternatives	When a line has a disruption (Severe delays or part/full suspension) or planned works the following alternatives must be given: 1 ) specific alternative routes 2) ticket acceptance on other operators if announced by the LUCC 3) advice to speak to a member of staff/see posters
Other Operators	If other Operators in your area are incurring serious disruptions then this should also be included at the end of the service status announcement.

## Significant disruption to a line (s) through your station

If services through your station are suffering 'severe delays', 'suspension' or a 'closure' the frequency of announcements must be adjusted to suit the situation. For example the frequency should increase if large numbers of customers are continuously arriving, equally, they should reduce if the station is closed and customers aren't waiting outside.

These disruption messages are station specific, and can be used instead of the Network Service Status update and do not required information regarding other lines on the network. However if customers still have access to the station then Network Service Status messages are still required as normal.

## Unplanned Station closures

If there are no unplanned station closures there is no need to make this statement at the end of your service status update.

Customers will have been informed by other means about long term planned station closures (e.g. Blackfriars) and so there is no requirement to include these stations in the service update PA.

## Guidance on reducing the length of messages

On weekdays when the ESUB or LUCC Network Status page is showing 3 lines or more with multiple status then the message can be shortened in the following way without affecting your scores.

- At weekends because of the number of planned engineering works a shortened version of the message can be used when there are 3 lines or more with multiple status.
- The location and reason for disruption on all lines may be left out.
- Lines which have the same level of disruption may be grouped together e.g. "The Bakerloo, Central and Northern lines have part closures..."
- Do not include minor delays for those lines that have more than one other status.

However when removing the above information it is essential that one of the "Alternatives" messages (as described above) is given to customers.

## Core times for service status messages

The core times for Service Status messages to be played are 0700hrs (0800 Sundays) – 2300hrs with the exception of stations where local variations have been authorised by the Customer Strategy team, Strategy & Service Development (S & SD).

## Night Tube

Routine Service Status announcements should not be made outside of the core times stated above and whilst Night Tube services are in operation except when the service on a line is either operating with severe delays or is part or fully suspended. In these circumstances PA messages should be made at the stations which serve that line every 10 minutes where the train service is 6 or 8 trains per hour or every 15 minutes for a 4 trains per hour service.

## Platform announcements

Where platform duties are in operation, Service Status messages must still be made on those platforms. The Station Supervisor must give instructions as to whether this is performed by the staff or the control room. Where staff have been giving Service Status PA the Supervisor must ensure this task reverts to the control room when the platform duty is completed.

## Weekend engineering (advance notice only)

Announcements giving advance notice of weekend engineering work should only be played Wednesday to Friday. On Saturdays and Sundays when engineering work is taking place it becomes part of service status in accordance with the service status guidelines above.

Station category	Frequency
Major stations	Every 30 minutes
All other stations	Every 60 minutes

## Security

This message should reflect the scripted security announcement as described by the Operational Security team. Frequency of messages should be as follows

Station category	Frequency
A	Every 30 minutes
B	Every 60 minutes
C and D	Every 60 minutes

## Other announcements

### Anti-social behaviour announcements

Announcements about anti-social behaviour (e.g. pick-pocketing, unauthorised busking) are not to be played on an automated loop. Requests to make such announcements must be referred to Operational Security. If they are deemed necessary, the frequency at which the message should be played is to be determined by S&SD in conjunction with the Operational Security team.

'No smoking,' 'take your litter home' and similar housekeeping announcements should not be played on an automated message loop as they do not have the required impact unless they are part of a targeted campaign in which case separate instructions will be issued to staff.

If staff observe any of the above anti- social behaviour then a polite, one off, live announcement should be made, directed at the offender.

### Hot Weather

Hot weather announcements should only be made during a sustained period of hot weather and only when instructed by the LUCC.

### Commercial and other advanced notification announcements

Commercial (e.g. Oyster) and other advanced engineering or event announcements should be played as instructed by S&SD or RTI Action Group.

## PA Chimes

Station PAs should no longer have a “chime” introduction. Where functionality exists the CSM/CSS should disable the chimes. If this cannot be done locally then the CSM/CSS should contact their local Service Improvement Partner to arrange this.

## Gender-specific language

Gender-specific language (e.g. ‘Ladies and gentlemen’) must not be used in customer announcements.

## Complaints

If complaints about loud or excessive announcements are received from neighbours they should be referred to the Customer Service Centre on 0343 222 1234 or <https://tfl.gov.uk/help-and-contact/> so that their complaint can be formally processed.

Advice for managers dealing with PA noise complaints can be found on the intranet. Managers considering making changes to PA times, frequencies or content must discuss the matter with their PM/SIP & Network Improvement Performance Information beforehand as it is likely changes would impact on SIS scores.

