

TRANSPORT FOR LONDON

RAIL AND UNDERGROUND PANEL MEETING

**SUBJECT: SERVICE STATUS INFORMATION UPDATE**

**DATE: 21 FEBRUARY 2012**

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**1 PURPOSE AND DECISION REQUIRED**

- 1.1 The purpose of this paper is to provide an update on the progress and developments relating to London Underground's (LU) Service Status Information, especially electronic service status information.
- 1.2 The Panel is asked to note this paper.

**2 BACKGROUND**

- 2.1 A key objective for Transport for London (TfL) is to provide its customers with accurate and timely Real Time Information (RTI) in order to enable them to make informed decisions about their journey options. Many channels are used to meet this customer demand for RTI on LU and other TfL rail services:
  - (a) direct face to face contact with staff;
  - (b) station and train public address (PA);
  - (c) Electronic Service Update Boards (ESUBs) in station ticket halls;
  - (d) ESUBs on National Rail stations; and
  - (e) TfL website and mobile applications.
- 2.2 Work to develop and improve customer RTI has been underway over the last six months. The broad aims of the work are to:
  - (a) improve the accuracy and detail of the information; and
  - (b) extend the reach of the information we provide.

Below is an update of progress that has been made so far and a summary of planned future developments.

**3 REAL TIME INFORMATION CHANNELS**

**Station staff information (face to face and public address (PA))**

- 3.1 BlackBerrys have now been rolled out to staff at key stations. This enables staff to have direct access to the real time information feeds and allows them to pass on this information to customers much more quickly. At present, staff can only use the BlackBerrys in 'surface areas'. The introduction of Wi-fi will enable use in all station areas where there is Wi-fi coverage.

- 3.2 Wi-fi capability has been installed at 16 stations where RTI access is available to LU staff and it will be launched at up to 100 more stations over the next six months. Wi-fi will:
- (a) enable staff to access the real time information in all areas of the Wi-fi enabled station;
  - (b) enable customers to access the TfL website for free, thus allowing them to use Journey Planner and get real time service updates (the mobile 'rainbow board');
  - (c) enable customers to access other on-line services (as provided through a Concessionaire) including travel applications; and
  - (d) provide potential for further developments in the future, ranging from internal operational data capture (such as asset condition data), and potentially remote supervision devices (e.g. a hand held device that would allow a station supervisor to make status announcements over the PA system while out and about on the station, rather than within the station control centre, and even access CCTV feed), or indeed new generation customer devices such as updated help-points with face to face communication capability. These and other potential applications will be reviewed over the next year or so.
- 3.3 Station staff receive training once a year on why, when and how they should be making Service Status announcements on the public address at their station. Training modules are being revised to account for Wi-fi capability.
- 3.4 The requirements set out in training are reiterated in the PA Guidelines which give very specific direction to staff on how the information they receive is to be delivered to customers. Performance to these guidelines is measured by a mystery shopping survey (MSS).

#### **Train staff (PA)**

- 3.5 The focus on train operators giving real-time customer information remains. This will continue to be promoted through the line management and monitored through the MSS.

#### **Electronic Service Update Information**

- 3.6 The service update 'rainbow screen' displayed on Transport for London ESUBs/website and mobile applications is widely used source of RTI. Since the last update (July 2011), the information displayed has been improved in the following ways. A new style of presentation to show 'day to day service' was launched in November 2011, as shown in Appendix 1. The new style:
- (a) standardises service terminology across all TfL modes and media;
  - (b) standardises the graphic presentation of the Service Update Information; e.g. what you see on the ESUB in the station is now what you see on the TfL website;
  - (c) now shows DLR and London Overground services;
  - (d) now shows multiple 'Service Status' for each LU, DLR or Overground line. E.g. if on the District line, only the Wimbledon branch has a

different status to the rest of the line, the ESUB will now show two service statuses for the District line as follows;

- (i) District line: Wimbledon-Earls Court – Severe Delays
- (ii) District line: Rest of line – Good Service

NB. on the TfL website this 'multiple service status' facility is currently delivered via a 'click through' action. From March 2012, this will be improved further by the use of a 'hover' function.

- (e) a new style of presentation has been developed for use when the Underground is experiencing widespread disruption (e.g. due to strike or large scale power failure), as shown in Appendix 2. This will be launched in May 2012. In keeping with what passengers say is most useful at such times, the new style highlights the sections of lines that are running with good service rather than those that are disrupted;
- (f) a single point, through a single uniform resource locator (URL), for others to access TfL's Service Status Information has been developed. This will make sure that there is accuracy and consistency of presentation of TfL Service Status Information on third party screens (e.g. those screens on National Rail stations). This will be live in March 2012;
- (g) ESUBs also show disruption on national rail services in the free text area; and
- (h) train departure boards are now available on line.

### **Electronic Service Update Boards (ESUBs)**

3.7 The following details relate to ESUBs and Service Update Information:

- (a) there are 335 ESUBs on 250 LU stations;
- (b) by April 2012, 26 ESUBs will be operational on DLR stations;
- (c) by March 2013, 10 further LU stations that do not currently have an ESUB will have one (assuming planning consent is granted);
- (d) by March 2013, 13 ESUBs will be delivered on those National Rail stations that LU serves (e.g. Barking);
- (e) 50 electronic service update information screens will be rolled out on London Overground stations. The roll out will commence in September 2012 after the Games;
- (f) all TfL ESUBs will be enabled to support the customer information provision during the Games;
- (g) 19 displays on National Rail stations (e.g. Euston);
- (h) the TfL website reaching nine million users a month; and
- (i) hundreds of syndicated mobile applications with over 500,000 regular users, enabled by our policy of making all of our data openly available in raw form.

## **Future developments**

- 3.8 In addition to the further changes to existing channel provision outlined above, TfL is investigating the use of Twitter information to enhance service provision. At present, customers are able to “follow” TfL to get basic information just as on the website.
- 3.9 A pilot is being developed to give much more specific information about delays, events, estimated time of service resumption etc., using data feeds from the Network Operations Centre (NOC), and a team of dedicated Twitter correspondence agents who are able to convert appropriately into customer language. Under this it is proposed that each line will also have its own feed which maybe more popular for customers who typically use only one or two lines. This is the approach being taken in a number of Train Operating Companies. The proposition is in the early stage of scoping, but is likely to form part of TfL’s wider offering as its Digital Strategy develops.

## **4 RECOMMENDATION**

- 4.1 The Panel is asked to NOTE this paper.

## **5 CONTACT**

- 5.1 Contact: Gareth Powell, Director of Strategy and Service Development,  
London Underground  
Number: 020 7918 4664  
Email: [GarethPowell@tfl.gov.uk](mailto:GarethPowell@tfl.gov.uk)

Service Update		13:00	26 Sep 2011
Circle	Severe Delays	High Street Kensington to Mansion House via Baker Street (Anticlockwise)	
Northern	Severe Delays	Tufnell Park to Highgate (Northbound)	
Overground	Severe Delays	Watford Junction to Willesden Junction Willesden Junction to Gospel Oak Richmond to Willesden Junction	
Victoria	Part Suspended	Walthamstow Central to Blackhorse Road	
Bakerloo	Good Service		
Central	Good Service		
District	Minor Delays		
DLR	Good Service		
H'smith & City	Good Service		
Jubilee	Good Service		
Metropolitan	Minor Delays		
Piccadilly	Good Service		
Waterloo & City	Good Service		

#### District - Minor Delays

Due to an earlier signalling problem at Embankment.



Strike 15:36 24 Jan 2012

Limited Service

Average Frequency

Bakerloo	 Elephant & Castle to Queen's Park	13 mins
Central <small>View 4 of 4 ●</small>	 Epping to Woodford	7 mins
District	 Ealing Broadway to Action Town	13 mins
H'smith & City	No Service	
Jubilee <small>View 2 of 2 ●</small>	 Willesden Green to London Bridge	30 mins
Metropolitan <small>View 3 of 3 ●</small>	 Moor Park to Harrow-on-the-Hill	13 mins
Northern <small>View 4 of 4 ●</small>	 Kennington to London Bridge	12 mins
Overground <small>View 3 of 3 ●</small>	 Willesden Junction to Clapham Junction	15 mins
Piccadilly	All destinations at a reduced frequency	25 mins

Services not affected by Strike

Circle <small>View 2 of 2 ●</small>	Severe Delays Edgware Road to South Kensington only
DLR	Good Service
Victoria <small>View 2 of 2 ●</small>	Minor Delays Finsbury Park to Walthamstow Central only
Waterloo & City	Minor Delays

Closed Stations and Other Information

Tickets will be accepted on rail and bus services. Please refer to handwritten signage or ask staff for directions to your nearest open station or bus stop.

All services running at reduced frequency due to severe weather conditions. Please check with operators.

**A** Acton Town, Aldgate, Aldgate East, Alperton, Amersham, Angel, Archway, Arnos Grove, Arsenal, **B** Baker Street, Bank, **E** Earl's Court, **H** Heathrow Terminals 123, **T** Tottenham Court Road, **W** Wembley Park

