From Sent: 18 March 2022 09 06 To: @raildeliverygroup.com> @raildeliverygroup.com> Cr Accessibility Group Accessibility Group @raildeliverygroup.com> Subject: RE Two-Hours - Proposed Messaging
The information should be unambiguous if we are to achieve inclusion (learning disabilities etc). Regards Manager
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Morning All I wil I come back on the wording email as I have some feedback Thanks, Manager
A: South Western Railway, 4th Floor, South Bank Central, 30 Stamford Street, London SE1 9LQ @swrzitkray.com sww.southwestern.afway.com
From @greateranglia.co.uk> Sent: 17 March 2022 18 13 To: @raildeliverygroup.com>: @raildeliverygroup.com> Cc: Accessibility Group <accessibilitygroup@raildeliverygroup.com> Subject: FW Two-Hours - Proposed Messaging</accessibilitygroup@raildeliverygroup.com>

RDG colleagues

Interested if others have any views

Two-Hours - Proposed Messaging

@raildeliverygroup.com: h 2022 17 32

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Further to my email last Friday I wanted to follow up about the proposed TOC website messaging that we sent across to you for your consideration.

red to Members during the weekly What s Hot? call yesterday morning we had some feedback on the proposed messaging and have now updated the text accordingly (please view below). This updated text has also been shared with the ORR for their review and we are currently awaiting their response

We will be happy to take any additional feedback there may be into consideration prior to the next Two-Hour Working Group on Friday, which I m planning on attending alongside or on the day of course.

We want everyone to travel with confidence. That is why if you are planning on travelling with National Rail you can request an assistance booking in advance - now up to 2 hours before your journey is due to start any time of the day. For more information about Passenger Assist and how to request an assistance booking via Passenger Assist please visit the National Rail Enquiries website.

Please be aware that you can always simply "turn up and go" without booking assistance in advance or if you have made an online booking that has not yet been confirmed. We will provide assistance to get you to your



Hello A&I Group.

As we ran out of time today, I promised to put in writing a conundrum for which I seek members views. You do not need to respond to this message now - this item is on the agenda for the "2 hour booking horizon working group" meeting this Friday and so this is just to give you time to contemplate beforehand.

The second half of the message sent by on 11 March (see below) explains why the dates were proposed in that way so that both the NRE Station pages and our XML output will be ready for the morning of Friday 1st. But because the XML output only updates 24 hours after NRE KB it will mean the NRE site will be displaying (on the Station pages) that "the 2 hours" is available from Wednesday night and for the whole of Thursday when this will not (necessarily) be true.

Therefore, our choices are:

Option 1 (the timelines at the bottom)

- NRE Stations pages all show "2 hours" incorrectly from 21:00 Wednesday 30th and all-day Thursday 31st until at least 21:00.
 The XML output will be correct and on time for Friday 1st. But bear in mind that just because our XML output is correct and on time, it is no guarantee that the TOC recipient will receive and process it on time, depending on what their own estate configuration is set up to do.

Option 2 (move the bulk upload day from Wednesday 30th to Thursday 31st)

- NRE Stations pages are correct on Friday 1st and only potentially incorrect for 3 hours from 21:00 Thursday 31st.
- The XML output is updated one day after (Saturday 2nd) it has gone live.

Either option is possible and can easily be actioned - it is basically a choice between 1) 'NRE saying "2 hours" 24+ hours too early' or 2) the 'XML feed not saying "2 hours" until the day after'.

Neither is ideal but my recommendation is Option 2 which carries less reputational risk

Whilst all these bulk updates are being actioned and processed all TOC activity in relation to updating content within these areas should cease otherwise there is a real danger of content being overwritten. Any TOC who has bulk update spreadsheet content checked out to them should return it for upload at least 48 hours before this central bulk update process commences at our end.

There is an Option 3. I conduct the entire bulk update process twice - the first time the wording contains something like "until 31st March it is six hours but from 1st April it will be 2 hours"; the second time will be to remove this sentence and replace with "you can book 2 hours..." etc. This carries with it a risk because the XML will be changed twice, minimum 48 hours apart and each time 24-36 hours after NRE. Depending on timing and how frequently a TOC utilises our daily feed there could be inconsistent information on your websites for days/weeks. This third option could draw potentially unwanted attention to the fact that it was previously hours which you might otherwise be wanting to play down. It will also mean that TOCs will be unable to update anything in this particular station page section for a longer period, or risk losing their own updated data - and this might conflict with your timescales to review/update in

response to the ORR audit challenge.

Hope that all makes sense. To be discussed on Friday and I can take any questions then so that hopefully consensus can be reached.

Best regards,







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In the run-up to the two-hour booking horizon coming into effect from 1 April 2022 we would like to share the below-suggested messaging for Members to use on their respective websites should they wish to do so.

Please note that while Members are expected to update relevant messaging on their respective websites to take into consideration the upcoming move to two-hours in time for the launch on 1 April 2022 TOCs are not required to use the text below. This is simply a proposed text Members may want to use should they find it useful.

Proposed TOC website wording

If you are planning on travelling with [ADD TOC NAME HERE] services you can now request assistance up to 2 hours ahead of your journey any time of the day. For more information about Passenger Assist and how to request assistance via Passenger Assist please visit the National Rail Enquiries website.

Please be aware that you can always simply "turn up and go" without booking assistance in advance or if you have made an online booking that has not yet been confirmed. We will provide assistance to get you to your destination.

Please also note that any relevant text on the National Rail Enquiries (NRE) website (as linked to in this proposed wording above) will also be updated by RDG in time for the launch of two-hours on 1 April 2022.

Separately to keep NRE and our data feeds consistent and updated in a timely manner we also propose uploading similar messaging (please see below for detail) for all NRE station pages simultaneously on TOCs behalf. This would be done through our bulk update process and into the "Accessibility and mobility access" section > "Assisted travel" field. If your TOC station page already has content in this section then the new wording would overwrite this unless you request otherwise. If your station page has no content in this section at the moment then this will currently be invisible - but would appear with the new content from 1 April 2022.

You can view an example of a current TOC station page here; click on "Accessibility and mobility access".

Proposed NRE station page wording

Assisted trave

If you are planning on travelling on National Rail you can now request assistance up to 2 hours ahead of your journey any time of the day. For more information about Passenger Assist and how to request assistance via Passenger Assist please visit the National Rail Enquiries website.

Please be aware that you can always simply "turn up and go" without booking assistance in advance or if you have made an online booking that has not yet been confirmed. We will provide assistance to get you to your destination.

What this will mean exactly

Bulk updates are normally processed from 21 00 each day and run overnight; this means that you should see the new content on the NRE stations pages the following day. The XML feed runs 24 hours behind and updates and distributes from 21 00 on that second day. As such, if you take RDG 5 XML feed to populate the station pages on your own website, then it will also depend on how the infrastructure is configured at your end as to when it will refresh your own estate. Therefore, we would like to propose the following timeline

Launch date Friday 1st April 2022.

XML undate will be available from 21 00 onwards on Thursday 31st March 2022 through to early Friday 1st April 2022 - see note above about how often your own estate refreshes with our daily content.

NRE Station pages will be updated from 21 00 onwards on Wednesday 30th March 2022 through to early Thursday 31th March 2022.

Therefore the new content will be uploaded into NRE Knowledgebase \underline{before} 21 00 on Wednesday 30th March 2022.

We hope you find this useful, but should you have any queries or comments on this, then please do not hesitate to contact me directly and I will also be joining the Two Hour Booking Horizon Working Group next Friday, and will be seeking Members approval on the above-suggested proposal then.

Best wishes,



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