

[Redacted]



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[Redacted]

From: [Redacted]
Sent: 16 February 2022 12:09
[Redacted]@raildeliverygroup.com>; [Redacted]
<[Redacted]@greateranglia.co.uk>; Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Storm Dudley

In the passenger assist app, it should be possible to put information to alert customers of the storm and the timetable reduction planned for by 4 pm and almost no services from 1800hrs.

Additionally, we used to be able to put alert information on the landing page for new bookings for advisors so that they are cautions on taking bookings that later on become difficult to deliver.

Regards

[REDACTED]

[REDACTED]



[REDACTED] **Manager**
[REDACTED] [\[REDACTED\]@scotrail.co.uk](mailto:[REDACTED]@scotrail.co.uk)
[Atrium Court, 50 Waterloo St, Glasgow, G2 6HQ.](#)

Classified as INTERNAL

From: [REDACTED] [\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)
Sent: 16 February 2022 12:00
To: [REDACTED] [\[REDACTED\]@greateranglia.co.uk](mailto:[REDACTED]@greateranglia.co.uk); [REDACTED]
<[\[REDACTED\]@scotrail.co.uk](mailto:[REDACTED]@scotrail.co.uk)>; Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Storm Dudley

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Hello

It's a good question – how would you have done this previously, please, in other storms?

With thanks

[REDACTED]

[REDACTED] **Manager | Rail Delivery Group**
[REDACTED]
[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)

From: [REDACTED] [\[REDACTED\]@greateranglia.co.uk](mailto:[REDACTED]@greateranglia.co.uk)
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[REDACTED] [\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com); Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Storm Dudley

[REDACTED]

I think [REDACTED] raises a very good point here, how we are communicating severe disruption through PA and any network wide 'do not travel notices'? Addressing the issue of agile timetable changes and notifications is going to become more pertinent with the reduced notification period for booking assistance.

From: [REDACTED] [\[REDACTED\]@scotrail.co.uk](mailto:[REDACTED]@scotrail.co.uk)
Sent: 16 February 2022 09:33
To: [REDACTED] [\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com); Accessibility Group
<AccessibilityGroup@raildeliverygroup.com>
Subject: Storm Dudley

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[REDACTED]

Hi [REDACTED]

As a precaution, should we not have something on the Passenger Assist platforms warning people to only travel if "absolutely necessary" in response to storm Dudley!

Regards

[REDACTED]

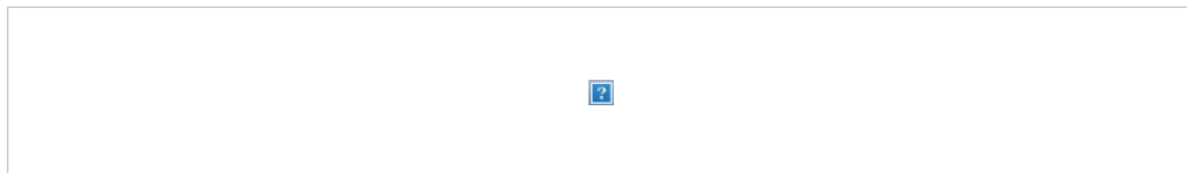
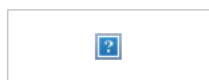
[REDACTED]



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