
From: [REDACTED]
Sent: 18 February 2022 15:32
To: Accessibility Group
Subject: RE: Alert: Storm preparation

Dear all,

Please aware that we have noted some social media, which can be found at the links below, where customers are unhappy at measures taken in response to the storm.

We will be writing to the ORR to state awareness and re-emphasise the points made yesterday about booking assistance.

If you have any questions, please reach out to me directly.

Kind regards
[REDACTED]

ORR:
[https://twitter.com/railandroad/status/\[REDACTED\]](https://twitter.com/railandroad/status/[REDACTED])

Customer:
[https://twitter.com/\[REDACTED\]/status/\[REDACTED\]](https://twitter.com/[REDACTED]/status/[REDACTED])

[REDACTED] | Rail Delivery Group
[REDACTED]
[@raildeliverygroup.com](https://twitter.com/raildeliverygroup)

From: [REDACTED] <[\[REDACTED\]@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)>
Sent: 17 February 2022 13:24
To: [REDACTED] (LNER) <[\[REDACTED\]@lner.co.uk](mailto:[REDACTED]@lner.co.uk)>; [REDACTED] (GT Railway) <[\[REDACTED\]@GTRailway.com](mailto:[REDACTED]@GTRailway.com)>; Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Alert: Storm preparation

Dear all

The following email has been sent to the ORR:

Dear [REDACTED],

I would like to update you on the current work underway in relation to passenger assist bookings for Friday 18 February and the "Do Not Travel" notice issued today.

At present, all train operators are undertaking proactive contact with customers who are booked to travel on Friday to rearrange their planned journeys. Alongside this, members will be not accepting any new booking requests from customers for Friday, instead directing customers to alternative days when journeys can be made (which is in line with the overall "Do Not Travel" for all customers, not just customers requiring assistance). I would also like to alert you that we may experience challenges with alternative transport due to the weather, as service providers may make their own operational safety decisions.

Full customer information can be found at https://www.nationalrail.co.uk/service_disruptions/290133.aspx which includes a paragraph about assisted travel.

If you have any questions, please don't hesitate to reach out to me.

Kind regards
[REDACTED]

When speaking to [REDACTED] just now, he thanked me for the update and will keep it in mind should there be any customer contact about this.

Kind regards
[REDACTED]

[REDACTED] | Rail Delivery Group

[REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)

From: [REDACTED]
Sent: 17 February 2022 12:41
To: [REDACTED] [@lner.co.uk](mailto:[REDACTED]@lner.co.uk); [REDACTED] (GT Railway)Railway
[REDACTED] [@GTRailway.com](mailto:[REDACTED]@GTRailway.com); Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Alert: Storm preparation

To confirm I'm putting calls in now to follow up with emails straight after.

Thanks
[REDACTED]

[REDACTED] | Rail Delivery Group

[REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com)

From: [REDACTED] [@lner.co.uk](mailto:[REDACTED]@lner.co.uk)>
Sent: 17 February 2022 12:38
To: [REDACTED] (GT Railway)Railway [REDACTED] [@GTRailway.com](mailto:[REDACTED]@GTRailway.com); [REDACTED] [@raildeliverygroup.com](mailto:[REDACTED]@raildeliverygroup.com); Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: Re: Alert: Storm preparation

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Yes please [REDACTED] - obviously we kind of need a response in hours so hopefully they'll understand the urgency.

[REDACTED]
Get [Outlook for iOS](#)



East Coast House, 25 Skeldergate, York, YO1 6DH

t. [redacted] m. [redacted] e. [redacted] [@lner.co.uk](mailto:[redacted]@lner.co.uk)

From: [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com)

Sent: Thursday, February 17, 2022 12:35:12 PM

To: [redacted] [@raildeliverygroup.com](mailto:[redacted]@raildeliverygroup.com); Accessibility Group

<AccessibilityGroup@raildeliverygroup.com>

Cc: [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com); [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com); [redacted]

[redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com)

Subject: Re: Alert: Storm preparation

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Very helpful [redacted] thanks.

Getting ORR confirmation asap would be much appreciated.

Thanks



From: [redacted] [@raildeliverygroup.com](mailto:[redacted]@raildeliverygroup.com)

Sent: 17 February 2022 12:33

To: [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com); Accessibility Group

<AccessibilityGroup@raildeliverygroup.com>

Cc: [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com); [redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com); [redacted]

[redacted] [@gtrailway.com](mailto:[redacted]@gtrailway.com)



From: [REDACTED]
Sent: 17 February 2022 12:33
To: EXTL [REDACTED] Accessibility Group
Cc: [REDACTED]
Subject: RE: Alert: Storm preparation

Hello

If "Do Not Travel" is in place, then you can't offer journeys that you are actively telling all customers not to make.

I will email the ORR to set out the situation if the group would like me to?

[REDACTED]

[REDACTED] | Rail Delivery Group
[REDACTED]
[REDACTED]@railandeliverygroup.com

From: [REDACTED]@gtrailway.com>
Sent: 17 February 2022 12:31
To: [REDACTED]@railandeliverygroup.com>; Accessibility Group
<AccessibilityGroup@railandeliverygroup.com>
Cc: [REDACTED]@gtrailway.com>; [REDACTED]@gtrailway.com>; [REDACTED]
[REDACTED]@gtrailway.com>
Subject: Re: Alert: Storm preparation

CAUTION: This email originated from outside the Rail Delivery Group email system. **DO NOT** click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED]

Thanks. GTR Assisted Travel are already proactively contacting booked customers to make clear the likely impacts on booked travel tomorrow. Our web message already highlights extensive disruption on TLGN network and are now expecting this to be updated to a 'Do not travel' message across the whole GTR network imminently.

Given the strength of the 'Do not travel' message, we would appreciate industry clarity whether we should/could cancel booked travel altogether over this period as to take a booking for a journey that we know is highly likely to be disrupted may set an unrealistic expectation.

Conversely, refusing a booking, as we know goes against everything we would normally do, so this is uncharted territory.

Appreciate urgent guidance on this so the advice we provide to our booked customers is consistent with industry ie whether we should refuse a booking if there is a general 'Do not travel' message in place?

[Redacted]

[Redacted]

[Redacted]

[Redacted]



From: [REDACTED]
Sent: 17 February 2022 12:24
To: Accessibility Group
Subject: RE: Alert: Storm preparation

Dear all,

Please see the latest travel information at: https://www.nationalrail.co.uk/service_disruptions/290133.aspx

If you are the first TOC on a customers journey that is affected, please make contact with them soonest to rearrange journeys where applicable.

The following press release as also been issued: <https://media.raildeliverygroup.com/news/rail-companies-urge-customers-to-re-plan-journeys-as-storms-threaten-major-disruption>

If you have any issues, please alert me soonest.

Kind regards
[REDACTED]

[REDACTED] | Rail Delivery Group

[REDACTED]@raildeliverygroup.com

From: [REDACTED]@raildeliverygroup.com>
Sent: 17 February 2022 11:20
To: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: Alert: Storm preparation
Importance: High

Dear all,

This is a pre-alert – I'm shortly to be sending you some urgent information about the next 72 hours and the incoming storm. Please be advised that there will be some clear comms regarding do not travel advice for Friday within that email.

In relation to this, there will likely be a need to contact customers who have requested assistance for travel on Friday. Please can I ask that you prepare resources to begin to proactively contacting customers from lunch time, as we notify you of that travel advice.

If you have not responded to my email yesterday regarding contact centre's receiving NRCC comms, please do so urgently.

Please accept my apologies for the short lines to this email .

[REDACTED]

Rail Delivery Group

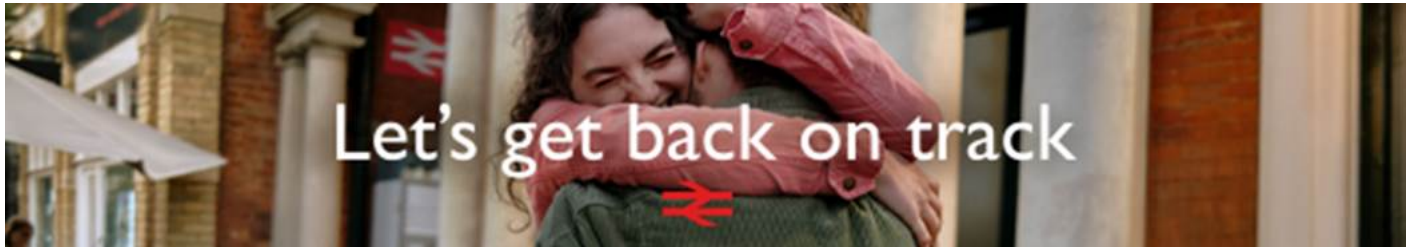


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