

Keeping customers informed

Quick Reference PA Guide

(27th Nov 2011 v4.4)

There are three routine messages which must be played from 0700hrs (0800hrs on Sundays) to 2300hrs, check Stations PA Category listing for local variations.

1. Network Service Status

This message must be played daily. A world class Service Status PA must contain the following elements:

INTRODUCTION – Begin PA with the words “Customer Service Update”

SERVICE STATUS – State status of each line as shown on the ESUB/NOC Status page

AREA AFFECTED BY DISRUPTION – Explain where and why (if recording time permits)

ALTERNATIVE ROUTES – Give customers choice of getting to their destination

All lines with a Good service must be covered by the statement “there is a Good service on all other lines...” (This statement captures DLR and London Overground).

Station PA Category	Frequency
Major	4-6mins
Busy	6-10mins
Quiet	10mins

2. Forthcoming Engineering Works

This message must be played Wednesdays to Fridays *only* and need to reflect the script posted every Tuesday on the intranet.

Station PA Category	Frequency
Major	30mins
All other stations	60mins

3. Security

This message must be played daily and need to reflect the security announcement message posted on the intranet.

Station Security Category	Frequency
A	30mins*
B	60mins*
C&D	60mins

*Frequency shown at current “Security Response” level 2. If the level should change please refer to your Station Security Programme.

Full guidance including scripts for above messages can be found on the intranet: *Intranet>Operations & maintenance>Helping Customers>PA announcements*

For further information contact:
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Example of a Network Service Status message

All PA messages should last no longer than 30 seconds for customers to benefit from the information.

30 second message covering less than 4 lines with multiple status

Network Operations Centre Customer Information	
Train Service	
Lines	Status
Bakerloo	Severe Delays – Between Queen's Park and Harrow & Wealdstone due to a signal failure at Queen's Park. Tickets are being accepted on local buses and London Overground. GOOD SERVICE on the rest of the line.
Central	Part Suspended – No service between Woodford and Epping due to a signal failure at Epping. SEVERE DELAYS on the rest of the line. Tickets are being accepted on local buses and National Express East Anglia.
Piccadilly	Part Suspended – No service between Rayners Lane and Uxbridge due to a signal failure at Rayners Lane. SEVERE DELAYS between Acton Town and Heathrow Airport due to a person ill on a train earlier at Northfields. Tickets are being accepted on local buses. GOOD SERVICE on the rest of the line.
Good train service on all other lines	

Good service on the following Lines					
Circle	District	Hammersmith and City	Jubilee	Metropolitan	Northern
Victoria	Waterloo and City	Overground	DLR		

“Customer Service Update: there are Severe Delays on the Bakerloo line between Queens Park and Harrow & Wealdstone with a Good service to the rest of the line. Central line is Suspended Woodford to Epping with Severe Delays to the rest of the line. Piccadilly line is Suspended Rayners lane to Uxbridge with Severe Delays between Acton Town and Heathrow Airport, Good service to the rest of the line. There is a Good service on all other lines. **Please see posters or a member of staff for more information.**”

30 second message covering 4 lines or more with multiple status

Where there are four lines or more with multiple status, the message can be shortened by grouping together lines with the same status and leaving out ‘Area Affected By Disruption’. This will not impact the Information Index score.

Network Operations Centre Customer Information	
Train Service	
Lines	Status
Bakerloo	Part Suspended – No service between Queen's Park and Harrow & Wealdstone due to a faulty train at Kenton. Tickets are being accepted on local buses. MINOR DELAYS on the rest of the line.
Circle	Planned Closure – No service this weekend due to a planned engineering work.
District	Severe Delays – Between Barking and Upminster due to an earlier faulty train at Dagenham East. Tickets are being accepted on local buses and C2C. MINOR DELAYS on the rest of the line.
Hammersmith and City	Planned Closure – No service this weekend due to planned engineering work.
Northern	Severe Delays – Between Kennington and Morden due to earlier emergency engineering work at Tooting Broadway. Tickets are being accepted on local buses. GOOD SERVICE on the rest of the line.
Piccadilly	Part Suspended – No service between Rayners Lane and Uxbridge due to a signal failure at Ruislip. SEVERE DELAYS between Acton Town and Heathrow Airport due to and earlier signal failure at Boston Manor. Tickets are being accepted on local buses. MINOR DELAYS on the rest of the line.
Victoria	Planned Closure – No service this weekend due to planned engineering work.
Waterloo and City	Planned Closure – No service this weekend due to planned engineering work.
Good train service on all other lines	

Good service on the following Lines				
Central	Jubilee	Metropolitan	Overground	DLR

“Customer Service Update: the Circle, Hammersmith & City, Victoria and Waterloo & City lines have Planned Closures, the Bakerloo and Piccadilly lines have Part Suspensions, the Northern and District lines have Severe Delays. There is a Good service on all other lines. **Please see posters or a member of staff for more information.**”