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
Α	30mins*
В	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: Yunus Patel, Service Improvement Partner (auto 53373) or Russell Cross, Performance Information Manager (auto 44848)

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

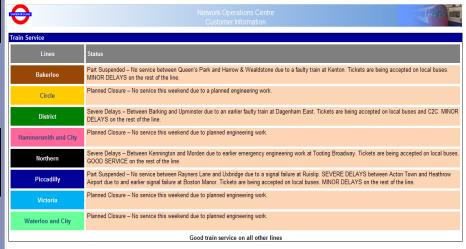


Hammersmith and City Jubilee Metropolitan

"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.



"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*."