

how we tell you about disruption

lumo

plan your journey

lumo.co.uk/plan-your-journey/live-train-times

Go to our dedicated page to keep up to date on any delays or cancellations that may affect your travel plans, and to check platform information and station stops. Remember to regularly check station information screens, in case things change.

journeycheck.com/lumo

Enter your departure or arrival station with date and time of travel to view any travel updates.

Download the lumo app on your phone to track the real-time progress of your train. Our route planner can show you the best route options.

our plan during disruption

introduction

We know you want clear, effective and detailed information during any disruption. That's why we've put this plan together to share some of the things we do, the information we provide and the ways we inform you during any disruption.

We strive to act as efficiently as possible in accordance with our Passenger Information During Disruption Policy. Our Customer Charter has pre-agreed customer information pledges - lumo.co.uk/help/pledges - shared through the Rail Delivery Group (RDG), to form Lumo's guidance to deliver accurate and timely information when disruption occurs.

We're always looking at how we can improve communications and giving clear and easy to understand information at all times.

Find out more at

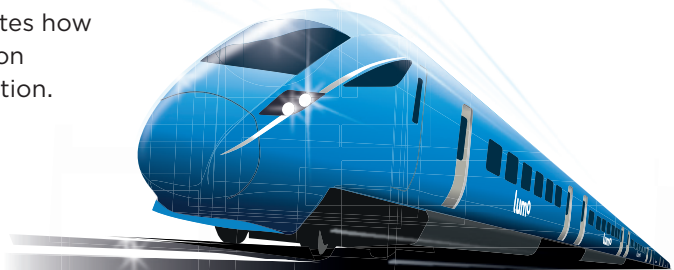
raildeliverygroup.com/about-us

We review any significant change to our plans alongside any amendments to our Pledges Policy.

what is Passenger Information During Disruption (PIDD)?

It's about getting helpful information to you, clearly and quickly, during disruption so you can make well-informed travel decisions.

This plan demonstrates how we deliver information to you during disruption.





industry wide service disruption levels (CSL2)

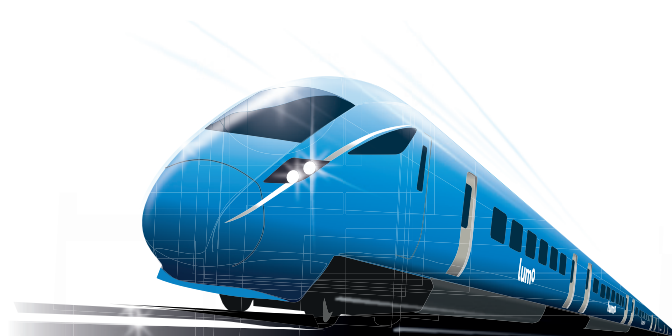
CSL2 is our code for an incident that significantly impacts the running of our services. The terminology and process activates railway operators into giving customers advanced information at the earliest opportunity.

The table below shows the categories and levels of severity of any disruption, starting with the worst. Generally, during CSL2, all operators agree to accept tickets free of any fees from other companies, so customers can complete their journeys.

disruption threshold levels

black	severe service disruption a route closure expected to last at least 4 hours severe weather related or other external disruption expected to last at least 4 hours any incident causing the withdrawal from service of an entire fleet type	CSL2 will be activated
red	major service disruption two or more trains either cancelled, partly cancelled or at least 60 minutes late diversions possibly in operation which removes booked station calls any partial route closure or incident expected to last in excess of 2 hours	CSL2 more than likely activated
yellow	minor disruption one or more trains delayed by at least 30 minutes one or more trains cancelled or partly cancelled diversions possibly in operation which do not impact on booked station stops	CSL2 may be activated depending on situation
green	normal service delays up to 29 minutes on one or more services on our route normal timetable maintained	

We review the disruption threshold levels each year to ensure that they reflect our long-distance services and are fit for purpose for the frequency of timetable that we operate.



when things go wrong, who does what?



Network Rail

During disruption we liaise with Network Rail, who control the signals, tracks and structures on the railway. Lumo's team on the ground makes a plan to deal with the incident.

This focuses on the specific incident and getting the service back to normal. As soon as we get information from Network Rail, we pass this on using a variety of digital channels.

our control centre

Our control centre team manage the services on a day-to-day basis, a crucial link in the chain to provide good customer and staff information if services are disrupted.

our on-call managers

We have two On-Call Managers every day, ready to help whatever the time, 7 days a week, 365 days a year.

They have day jobs, so come from right across our company, but are specially trained in responding to disruption and ready to plan as soon as it occurs.

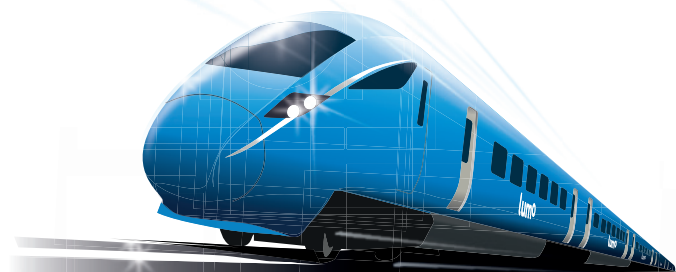
our customer experience ambassadors

There are also two Customer Service Ambassadors on each train. They are responsible for the safety of customers & crew, while providing Lumo's excellent customer-focused experience.

These Ambassadors can deal with any queries you have on board, but when incidents occur, they are briefed to provide disruption information, together with alternative onward travel arrangements. Ambassadors are easily recognised by their distinctive blue uniforms.



This diagram shows the chain of communication during disruption.





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SERVICE UPDATE

⚙️

Live disruption information:
nationalrail.co.uk or
journeycheck.com/lumo/

🕒

To claim for delays of 30 mins +, visit:
delayrepay.lumo.co.uk

🎫

If your Lumo service is cancelled and you
don't travel on an alternative service, contact
your ticket retailer for a refund.

💰

If this was bought through Lumo, visit:
refunds.lumo.co.uk

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GIF

issuing a service update message

The aim of the **service update** message is initially to give customers and our team, as well as the wider rail business, immediate notification of any delay or disruption, so that our teams and those organisations we rely on can be in a heightened state of readiness.

We aim to issue this within 10 minutes of receiving advice of the delay or disruption that is likely to be significant enough to cause an alert as identified in the threshold table on page 2.

We are committed to provide that a minimum of 90% of all disruption events are communicated to customers as quickly as possible.

← Post

lumo

Lumo

@LumoTravel

Promote

⚠️

Due to a fault with the signalling system between #Stevenage and #LondonKingsCross trains have to run at reduced speed on some lines.

🕒

Disruption and delays up to 10 minutes are expected until 10:00

🌐

journeycheck.com/lumo

💰

Delay-Repay info: lumo.co.uk/help/delay-rep...

what info does this service update message' contain?

It contains the problem, impact and advice information as follows:

- **the time** crucial for tracking communication flows
- **the location** using the principal station stops either side of a problem
- **the problem** using non rail jargon
- **the Impact** describing what the problem has caused
- **advice to customers** if decided at the time or to follow

This information will be displayed on the disruption banner at the top of the Lumo webpage and on Lumo **live disruption** webpage.

We know there are several information providers, so we'll ensure that the message is sent to colleagues, stations, retail providers and National Rail Enquiries so that they can all show the information on their systems.

🔧

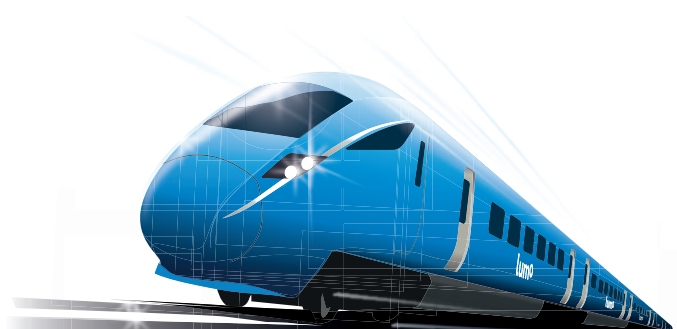
PLANNED ENGINEERING WORKS

Your journey may be affected.
Please check before you travel.

lumo

II

GIF





core messages

After the initial **service update** message, for more significant events lasting longer and usually involving 2 or more services, a **core message** will be sent out to all channels at 20 minute intervals.

what info does this core message contain?

It has three key pieces of information;

- **the problem** including any infrastructure issues
- **the impact on all Lumo services**
- **advice for customers** options of fee-free alternative travel if applicable and an estimate of how long the disruption is expected to last

This core message will be as concise as possible, jargon-free, with the time and date clearly shown.

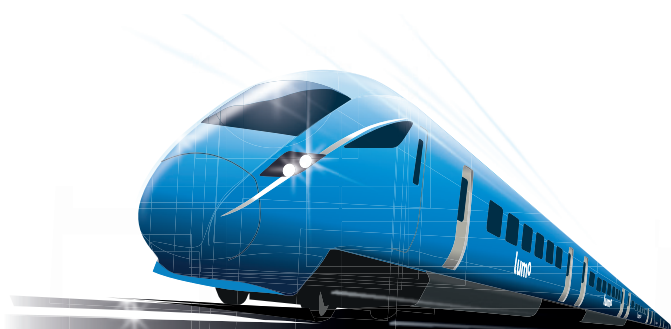
It will continue to be distributed while things are in a 'steady state' (see below), or until the disruption has cleared. Examples of when a steady state is achieved could be:

- **incidents that continue overnight or CSL2 withdrawn overnight**
- **when a contingency timetable has been implemented and is working without alteration**
- **key changes to our plans are significantly more than 20 minutes apart**
- **service frequency does not require 20-minute updates**

Our overall disruption notification, CSL2, will be withdrawn when the following criteria are achieved:

- **the disruption has ended and train services have returned to normal**
- **a temporary timetable is produced and published on the Lumo website and all information channels have been informed of the temporary timetable**
- **the end of service each day**

We'll provide the above information through a Network Rail system called DARWIN. DARWIN is like a central information brain and is the rail industry system which updates all other industry systems, including customer information screens on stations, station announcements and various websites such as National Rail enquiries, to ensure information is consistent.



how will we alter train services?

planned changes

We sometimes create planned contingency timetables when there are exceptional events such as extreme weather or urgent engineering works. We make sure that Network Rail (who input the timetables into the national system) have them in time to update industry communication channels as early as possible. Our team checks that they are in place and correct.

We then make clear to customers during the booking process where there are planned disruptions that make it likely that the journey may differ from normal - for example, where a rail replacement coach replaces a Lumo train service.

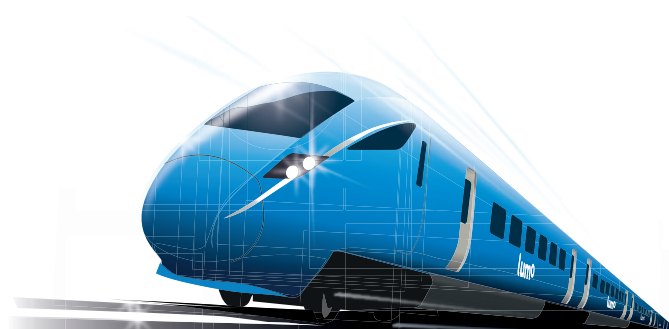
If you've already booked direct with Lumo, we'll send an email to let you know that things have changed and if any alternatives are available. Third party retailers will contact customers on our behalf.

unplanned changes

Individual train alterations are sent out so these automatically update live apps, websites, live departure boards, live disruption and journey planning systems. If alterations are known the previous evening, the individual trains will be amended and the information published as far in advance as possible.

We will also ensure that reasons for engineering works are displayed on our website and on our social media channels, so you're aware of the reason for the works taking place.

Our live disruption pages on the Lumo website also feature any disruptions affecting other train operators, so you can be made aware if you have a journey with another operator, too.



If you have disruption during your journey, this is how can we help

alternative routes and ticket validity

We try to provide pre-agreed ticket acceptance on alternative routes with alternative operators when there is major disruption. When we know about this, we will inform you of any alternatives through our website and social media channels, as well as through onboard colleagues, stations and contact centres.

During what we call a **CSL2 black** event, for safety reasons we may issue, along with all other operators, a 'Do Not Travel' message. If that happens, we'll tell you when our services are likely to be back up and running, and what you can do with your tickets. This may mean travelling the next day as an alternative or, if that's not convenient, a refund can be claimed from your ticket retailer.

Should the disruption last a long time or line be closed for a long period, we will look to extending the period customers can use their unused tickets.

customers with assistance and accessible travel needs



If you need assistance in changing trains at intermediate stations, our on-board team will assist or contact the appropriate station to request assistance for you arriving on a specific train.

Where you start your journey at a station during disruption, the station staff will provide assistance or the customer assist team will make alternative arrangements for you where a station is unstaffed.

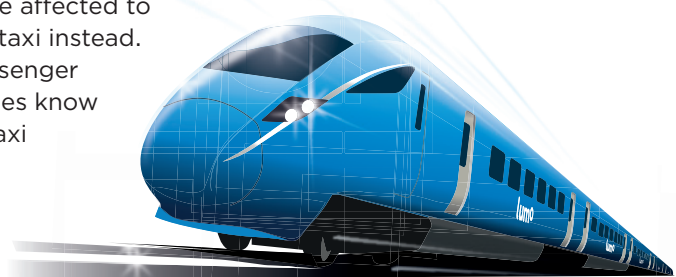
rail replacement
lumo

Northallerton
for onward train to
Stevenage
London King's Cross



if coaches replace our train service

For planned disruption like engineering works, details are shared through our social media, Lumo's engineering web page and on the day, on our 'Live Disruption' website page. Our replacement coach service supplier will provide step-free accessibility compliant vehicles wherever possible. Co-ordinators will direct you to the pick-up point, where our coaches have the Lumo logo and destinations displayed in their front windows. If accessibility requirements are not met by the provisioned rail replacement coach service, our Passenger Assist team will contact those affected to arrange an accessible taxi instead. We will make sure Passenger Assist station colleagues know you are travelling by taxi to meet you when you arrive.





customer information systems (CIS) and announcements at stations

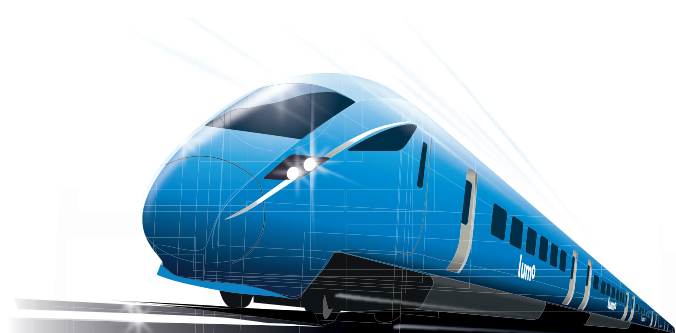
We don't directly manage any stations and therefore don't have direct control over customer information Screens (CIS), but to make sure stations are informed, our control team will provide up to date information via a system called DARWIN. Updates are then completed on local screens and through station announcements.

Rest assured, we have contingency plans in place in the event of train failures or line blockages. As part of these plans, we deploy a incident management team (IMT) from our headquarters to Newcastle Central Station, helping with the appropriate contingency plans at Lumo's hub.

For any preplanned event, we have the availability to send team members to King's Cross and Edinburgh for additional customer support. IMT assists with the provision of customer information, co-ordinating alternative road transport and the delivery of customer service contact information. They also assist in checking that departure boards and information screens are displaying accurate information at the station.

Our rail partners receive the required contingency information to help direct Lumo customers at all other stations we operate from.

We also monitor compliance of automated station announcements and collate customer feedback using mystery shoppers. We liaise with other train operators managing each station we operate from. This is to share best practice with a 'one team' approach.





information flow on the train

Our Customer Experience Ambassadors will keep you informed with onboard announcements. They usually do this within five minutes of being notified of disruption or if the train has made an unplanned stop, then at least every 10 minutes thereafter (or if the situation changes, whichever is soonest).

This 10-minute timescale is adhered to, even if no new information has been received. Where an announcement system cannot be used, wherever possible information will be given to you face to face; every effort will be made to adhere to the 10-minute frequency.

Announcements explain what the problem is (if known), the impact on the journey and advice or instructions on any alterations to that journey, including alternative arrangements.

Our Customer Experience Ambassadors also ensure that information regarding customers' rights to claim compensation are also announced at all intermediate station stops. They are also announced and displayed on the train digital messaging system at all terminating stations. Comprehensive advice on how to claim is on the Lumo website.



face-to-face customer information

We know that speaking with customers face-to-face gives extra reassurance, so our ambassadors will walk through the train and be happy to discuss any concerns customers may have. They'll also give advice on alternative travel should the need arise.

At Newcastle station, colleagues assist with customer information, co-ordinate road transport and any help with any onward travel concerns you may have.

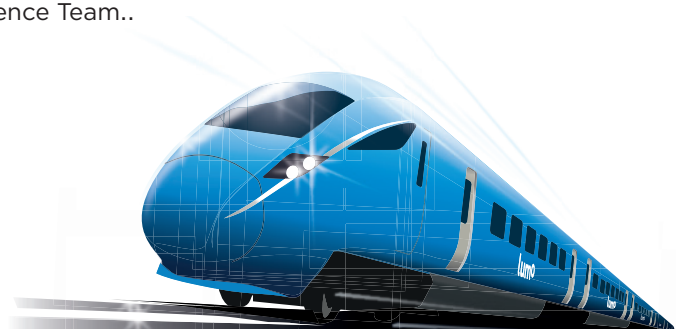
where can I find information about disruption myself?

During severe disruption a temporary timetable may be published on our website. Our homepage will have a banner to highlight the disruption, also shown if viewing on a mobile phone. Changes to services will also feed directly into our LumoGo app.

When a train is cancelled, regardless of operator, our web and app ticket buying systems will not allow you to buy a ticket for that train.

We have a X/Twitter social media team, managed by an external agency, who tweet all service disruption that impacts our services. They receive all updates about disruption and are available 6am - 11pm to provide updates to you. You can tweet them through @LumoTravel.

We also provide support through our web forms and Customer Experience Team..





where can I find information about disruption myself? ... continued

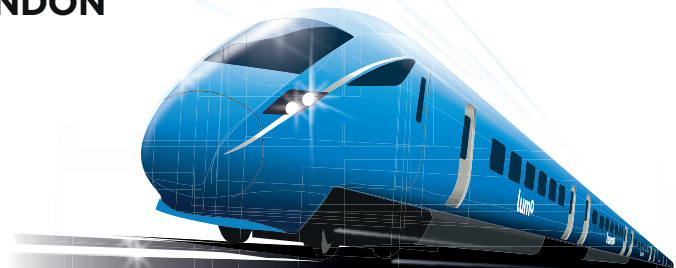
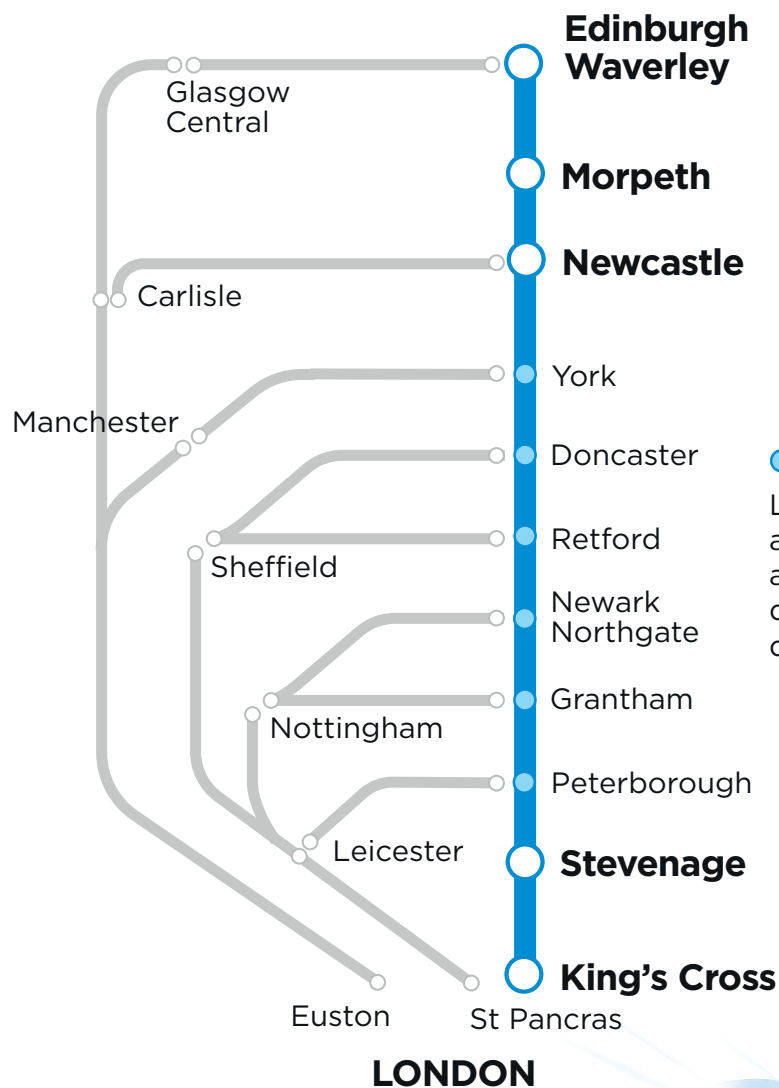
If you experienced any disruption because of your service being cancelled, and you did not travel, please claim a refund from your ticket retailer. If you bought your ticket with Lumo, go to **refunds.lumo.co.uk**.

If you used your ticket on alternative services and were therefore delayed in reaching your final destination, please go to **delayrepay.lumo.co.uk**.

We make sure that Delay Repay compensation is provided through the guidelines outlined in our Customers' Charter. This can be found on our website, along with forms to make a claim. They are also available at staffed stations on request. We encourage all customers to use the quick and efficient digital claim option at **lumo.co.uk/help/delay-repay**.

Information about how to check for and retrieve lost property is on our website -

**lumo.co.uk/help/customer-charter Tabs -
When travelling with us - Lost Property**



how do we learn for the future?

incident reviews



The previous day's services are reviewed every day during Lumo's 08:30 Monday to Friday morning performance conference. Additionally, specific major incident reviews are conducted to make sure a mechanism for continuous improvement exists. During these reviews, we look at the messages sent out and check these against our standards. Should any review highlight changes that need to be made to our procedures, these are added to our contingency plans.

We carry out regular reviews of our service disruption processes with both Network Rail and the wider industry, including those related to information provided during disruption.

In addition, we work closely with the Rail Delivery Group (the rail industry body), through an industry-wide customer information group, so that best practice is shared and improvements to information provision and systems across the entire rail network can be made.

how to contact us

If you'd like to get in touch about how we deal with disruption or have any questions, please contact our Customer Experience Team, who will be happy to help. You can do this by using one of the channels listed here.

 [@LumoTravel](#)

 railhelp.co.uk - including live chat

 customerexperience@lumo.co.uk

 0345 528 0409

 18001 0800 031 8542

 Freepost Lumo Customer Support

Calls to 03 numbers are charged the same rate as 01 and 092 numbers from landlines and mobiles, and do not incur premium rate call charges.

Opening times for Customer Experience & Retail Support Teams are 06:00 - 23:00, except 25/26 December.

