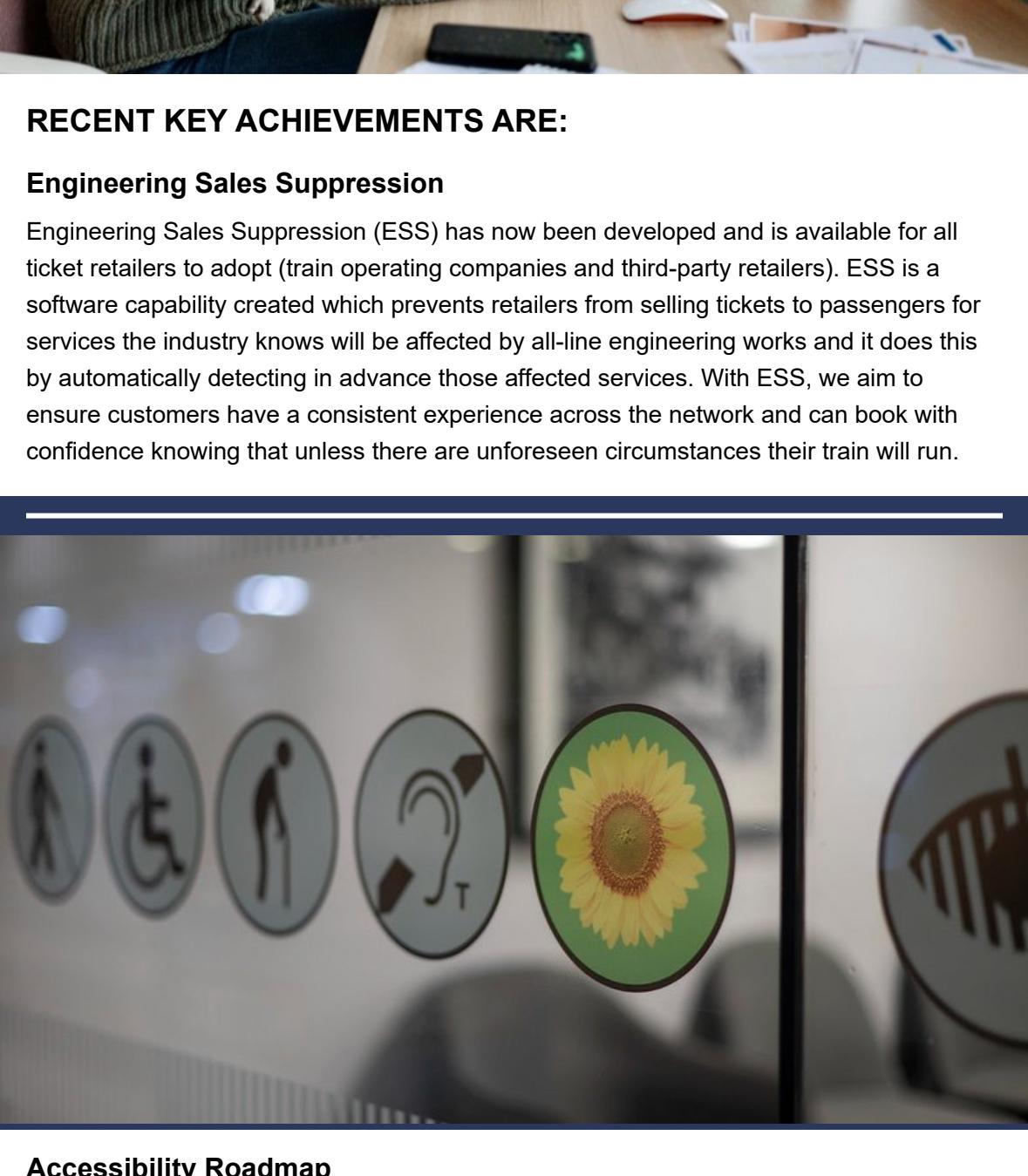


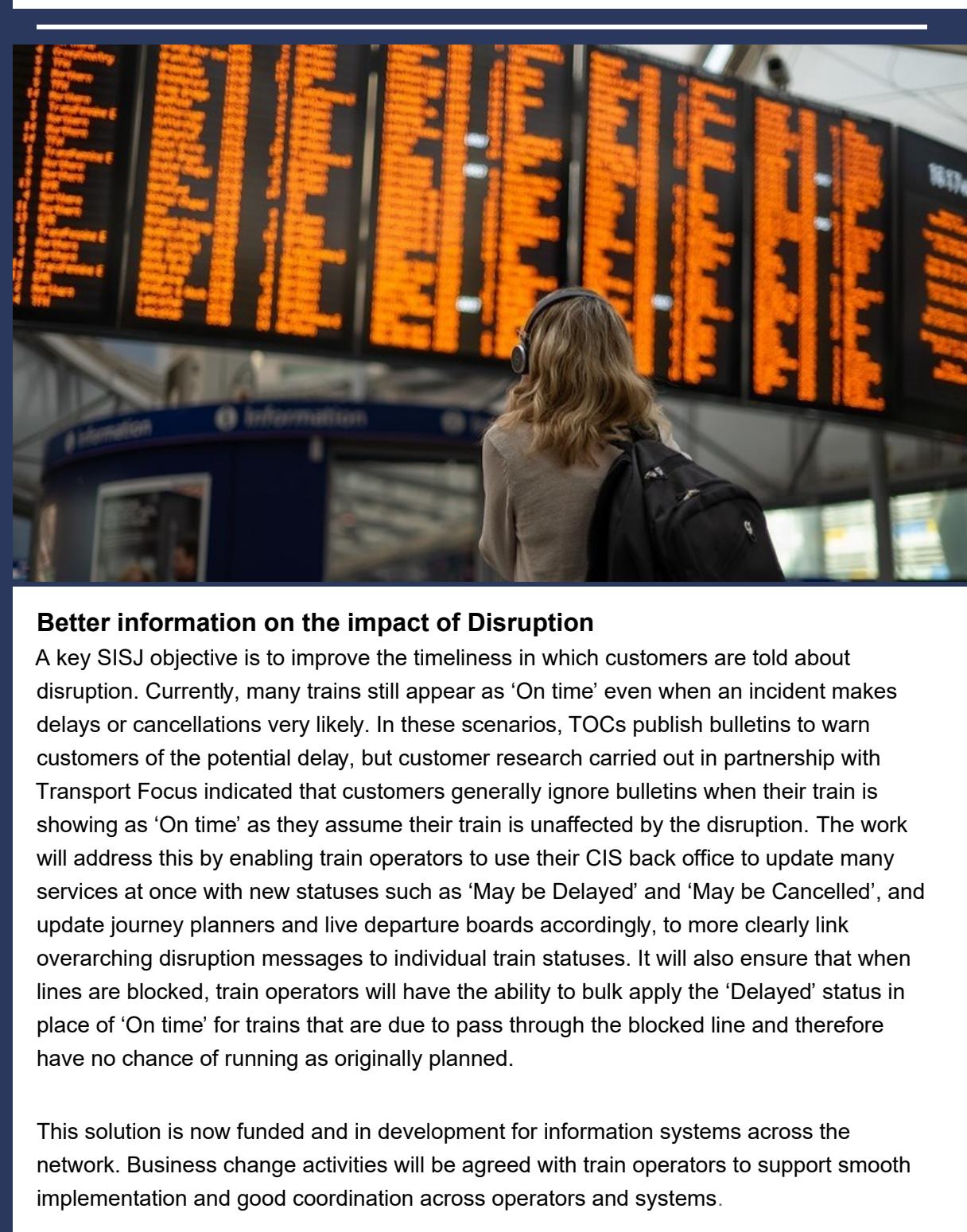
12 December 2025

## Welcome! to the Smarter Information, Smarter Journeys (SISJ) Newsletter

As we enter the holiday season, we're keen to share some of the SISJ team's successes:



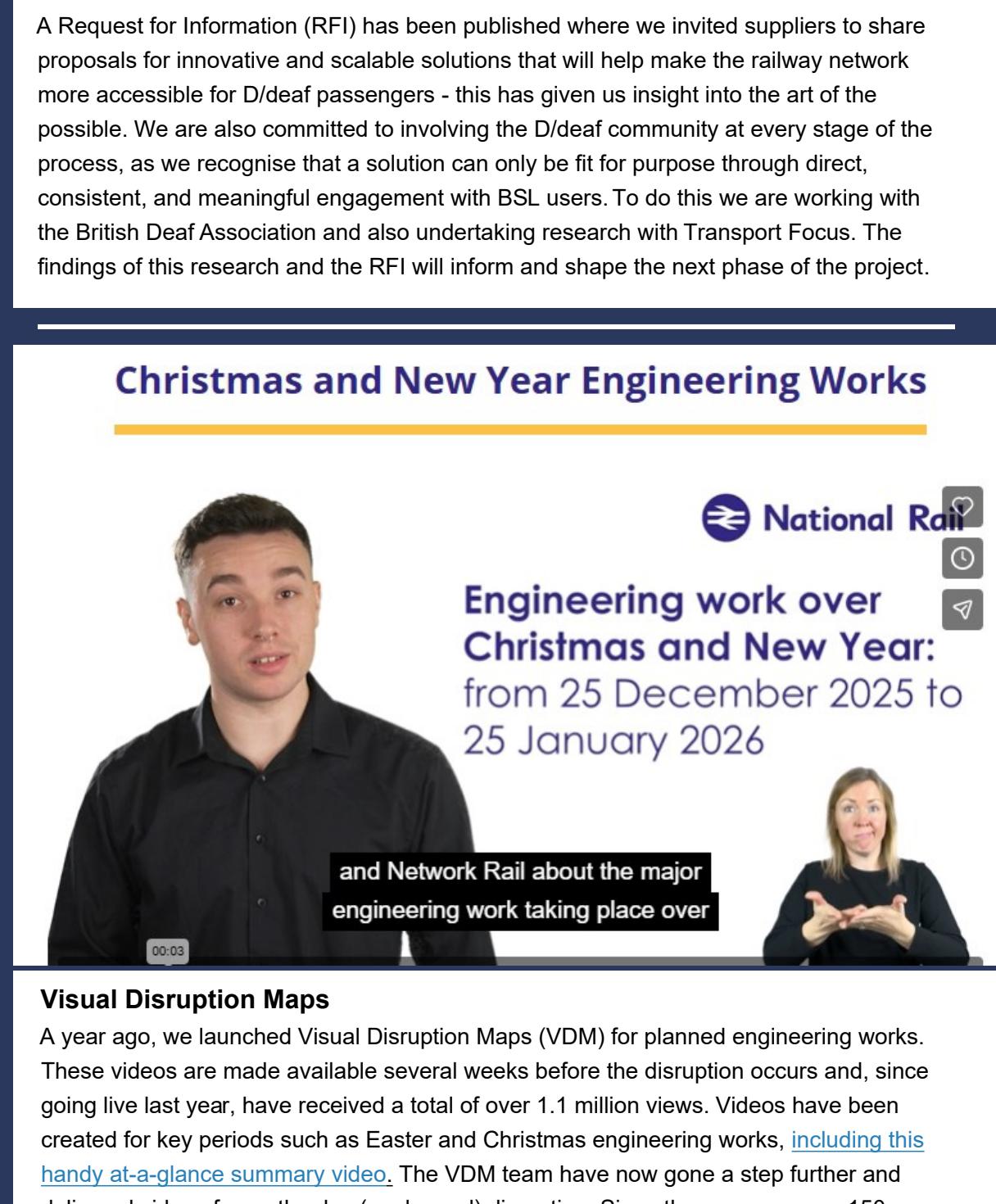
This year has been a good year for SISJ, and we would like to say a special "thank you" to our partners that have been on the journey with us. SISJ is a truly cross-industry collaborative programme, and this partnership approach is highly regarded. We take input from many different sources before landing on a proposition that not only provides the customer with all the information they want, when and how they want it but has industry support. We look forward to continuing these valued relationships in 2026.



### RECENT KEY ACHIEVEMENTS ARE:

#### Engineering Sales Suppression

Engineering Sales Suppression (ESS) has now been developed and is available for all ticket retailers to adopt (train operating companies and third-party retailers). ESS is a software capability created which prevents retailers from selling tickets to passengers for services the industry knows will be affected by all-line engineering works and it does this by automatically detecting in advance those affected services. With ESS, we aim to ensure customers have a consistent experience across the network and can book with confidence knowing that unless there are unforeseen circumstances their train will run.



#### Accessibility Roadmap

We continue to make headway in the railways becoming more accessible and this is strengthened with the [Accessibility Roadmap](#) now published. The roadmap is the government's commitment to making Britain's rail network more accessible and customer focused. It sets out steps being taken to ensure accessibility is not an afterthought but central to every decision, from staff training to customer service.

Within the Roadmap, SISJ is responsible for improving live information and will support in the delivery of the following three dedicated projects, which will provide the customer with increased confidence when travelling.

1. Improvements to accessibility information for stations and trains, which builds on a project already in flight within SISJ which is about providing real-time lift availability information across customer information channels.
2. A national centralised British Sign Language (BSL) solution that will translate information into BSL in real-time. Further details below.
3. Information regarding how busy stations are and crowding indications

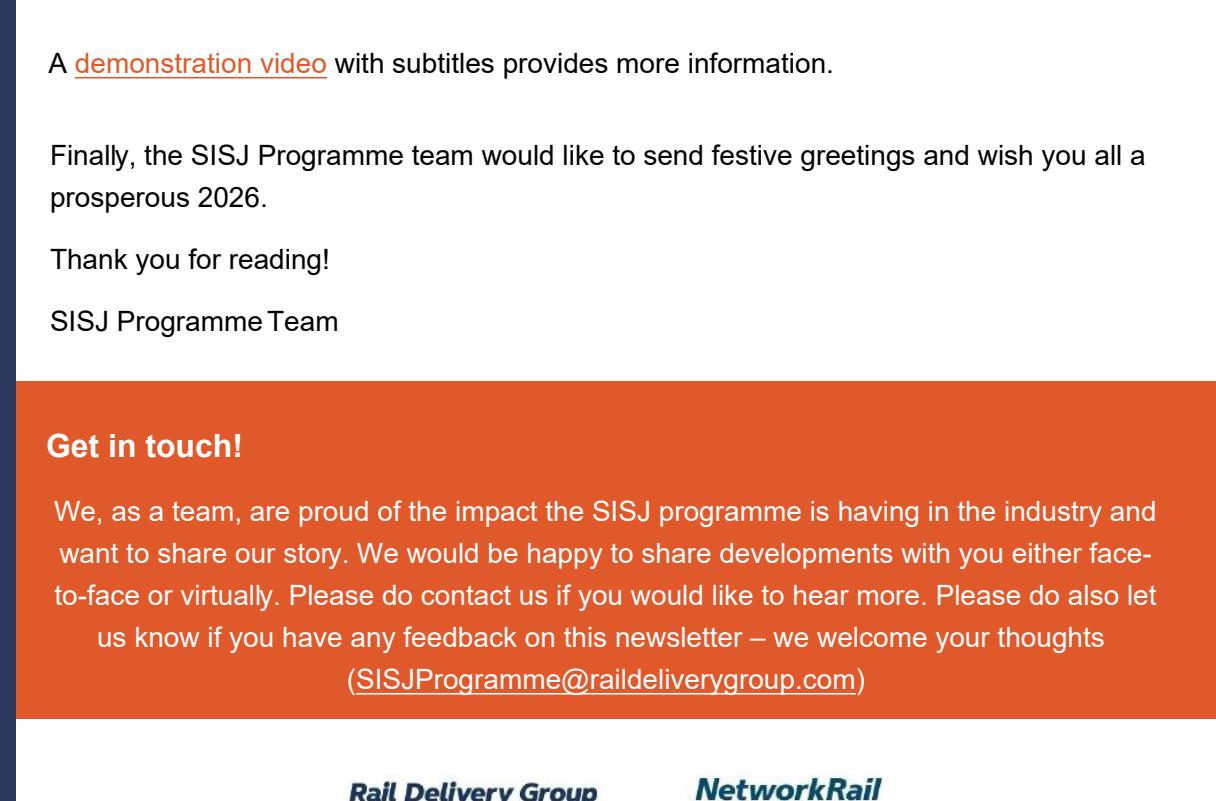
The inclusion of the projects in the accessibility roadmap means that funding is secured and the SISJ team can now advance them, with project mandates and deliverables agreed by key stakeholders.



#### Better information on the impact of Disruption

A key SISJ objective is to improve the timeliness in which customers are told about disruption. Currently, many trains still appear as 'On time' even when an incident makes delays or cancellations very likely. In these scenarios, TOCs publish bulletins to warn customers of the potential delay, but customer research carried out in partnership with Transport Focus indicated that customers generally ignore bulletins when their train is showing as 'On time' as they assume their train is unaffected by the disruption. The work will address this by enabling train operators to use their CIS back office to update many services at once with new statuses such as 'May be Delayed' and 'May be Cancelled', and update journey planners and live departure boards accordingly, to more clearly link overarching disruption messages to individual train statuses. It will also ensure that when lines are blocked, train operators will have the ability to bulk apply the 'Delayed' status in place of 'On time' for trains that are due to pass through the blocked line and therefore have no chance of running as originally planned.

This solution is now funded and in development for information systems across the network. Business change activities will be agreed with train operators to support smooth implementation and good coordination across operators and systems.



#### Get in touch!

We, as a team, are proud of the impact the SISJ programme is having in the industry and want to share our story. We would be happy to share developments with you either face-to-face or virtually. Please do contact us if you would like to hear more. Please do also let us know if you have any feedback on this newsletter – we welcome your thoughts (SISJprogramme@ralphengineeringgroup.com).

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