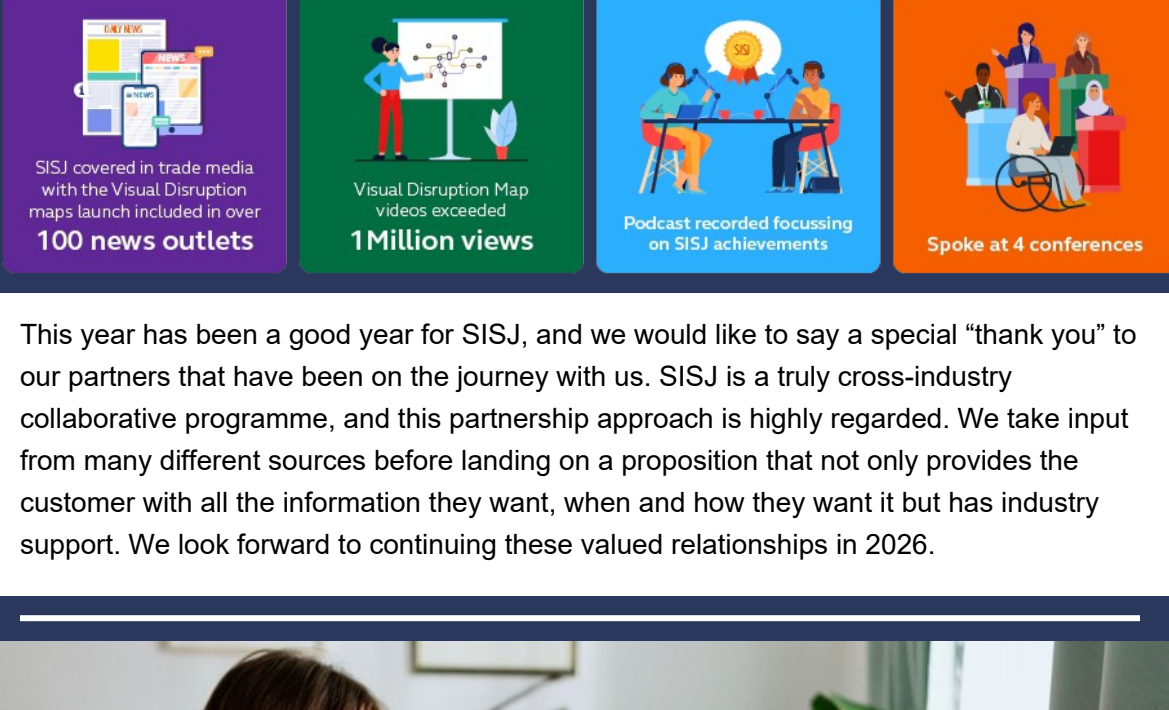


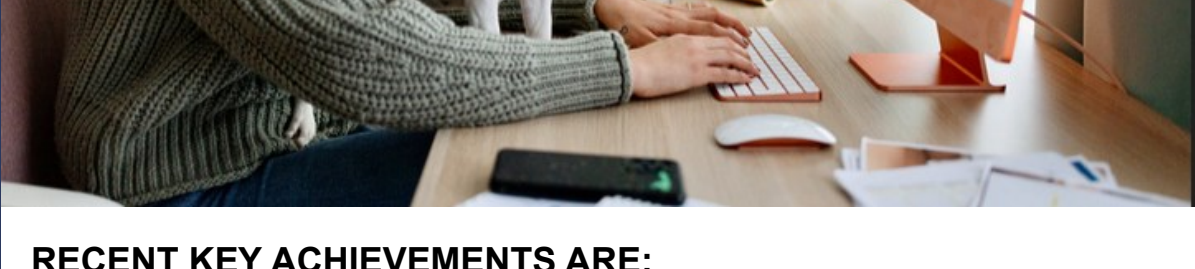
12 December 2025

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.



British Sign Language - Greetings

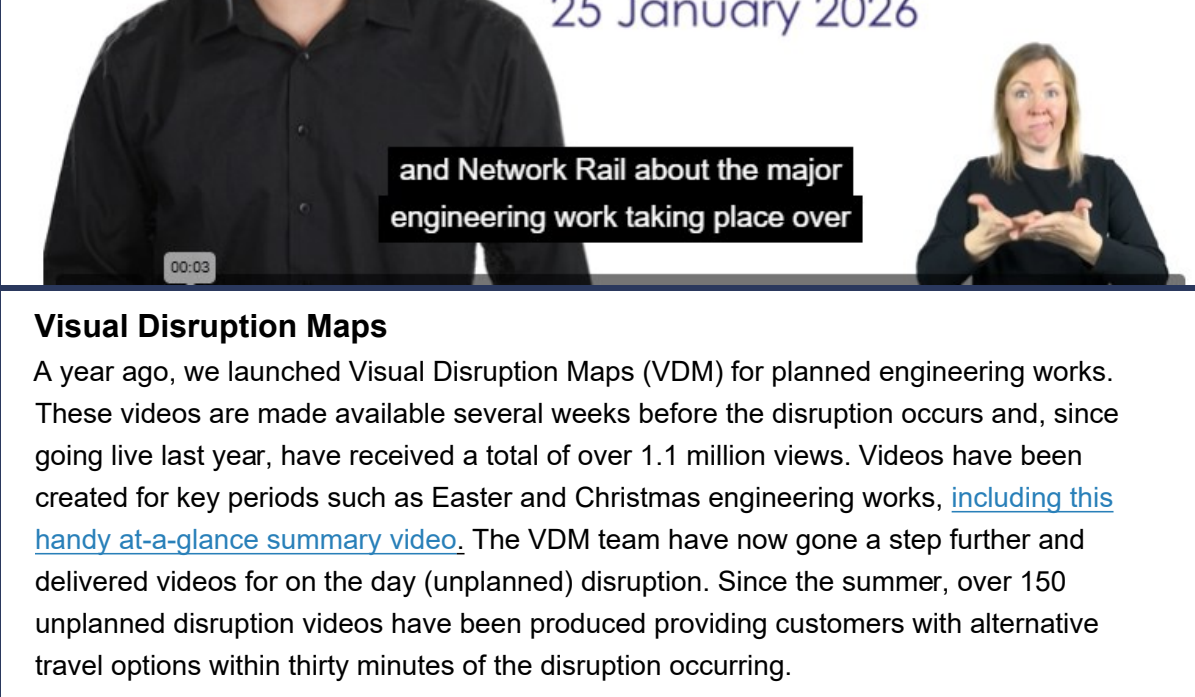
signature.org.uk

Delivery of a national British Sign Language solution

This initiative aims to translate customer-facing information, such as delays, disruptions, and platform changes, into BSL in real time. Our goal is to make travel information more accessible and inclusive, ensuring D/deaf customers receive the same clear and timely updates as hearing passengers across stations, digital channels, and onboard services.

A Request for Information (RFI) has been published where we invited suppliers to share proposals for innovative and scalable solutions that will help make the railway network more accessible for D/deaf passengers - this has given us insight into the art of the possible. We are also committed to involving the D/deaf community at every stage of the process, as we recognise that a solution can only be fit for purpose through direct, consistent, and meaningful engagement with BSL users. To do this we are working with the British Deaf Association and also undertaking research with Transport Focus. The findings of this research and the RFI will inform and shape the next phase of the project.

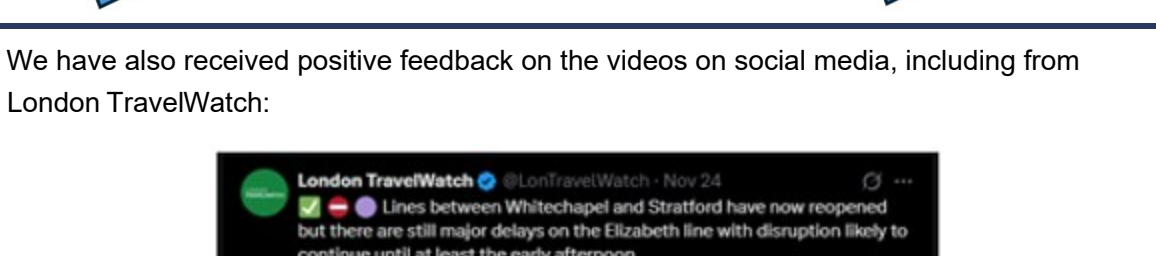
Christmas and New Year Engineering Works



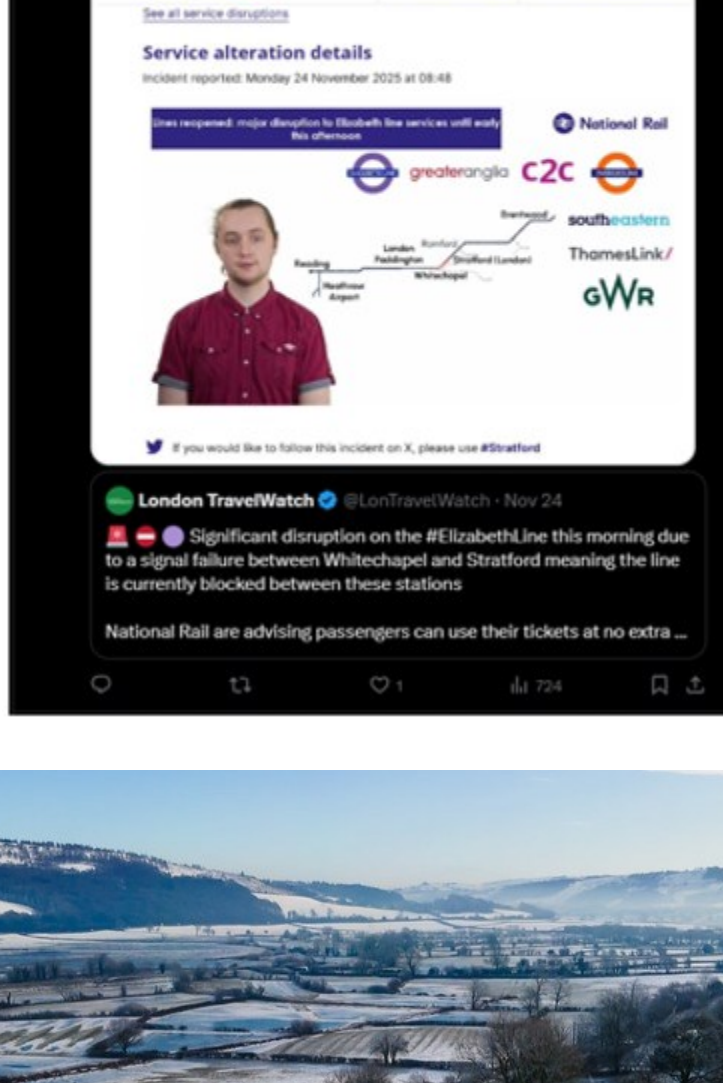
Visual Disruption Maps

A year ago, we launched Visual Disruption Maps (VDM) for planned engineering works. These videos are made available several weeks before the disruption occurs and, since going live last year, have received a total of over 1.1 million views. Videos have been created for key periods such as Easter and Christmas engineering works, [including this handy at-a-glance summary video](#). The VDM team have now gone a step further and delivered videos for on the day (unplanned) disruption. Since the summer, over 150 unplanned disruption videos have been produced providing customers with alternative travel options within thirty minutes of the disruption occurring.

The team are continuously improving the videos based on customer feedback and leverage new technology. 94% of customers surveyed find the videos useful and say:



We have also received positive feedback on the videos on social media, including from London TravelWatch:



Enhanced On-train Passenger Announcements via GSM-R (OTPA)

The Enhanced On-Train Passenger Announcements via GSM-R (OTPA) project will introduce a new tool for train control rooms to broadcast directly to passengers on trains over existing passenger announcement systems.

By using GSM-R patchy mobile phone coverage and the lack-of real-time systems on older trains is overcome. The initial project scope includes c1000 trains with Govia Thameslink Railway, Southeastern, Arriva Rail London and ScotRail.

The system is now being implemented with the first GSM-R radios being upgraded in ScotRail, and the GSM-R Operational Trial has started to prove the radio reliability. In parallel, work is ongoing with passenger information system suppliers to ensure the required changes are made to the passenger announcement systems. The initial ScotRail fleets have been tested and will be fitted after Engineering Change completion, which will enable the Business Trial to commence Spring 2026.

A [demonstration video](#) with subtitles provides more information.

Finally, the SISJ Programme team would like to send festive greetings and wish you all a prosperous 2026.

Thank you for reading!

SISJ Programme Team

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@raildeliverygroup.com)