Welcome! to the Smarter Information, Smarter Journeys (SISJ) Programme

We are delighted to report we are progressing in the right direction to achieve this goal compared to the previous quarter and the highest score since the survey began in August.

The latest results show 86% of customers are either very or fairly satisfied with the accessibility map during this period.

Indicating there has been an increase in customer satisfaction with customer information consistently receive better customer information, irrespective of which train operator they use.

At the heart of the SISJ Programme is the customer – the goal is to ensure customers are satisfied with the information they are given.

Accessibility Map. The feedback collected has been used to make improvements to the accessibility map:

Below is an example of the steps the customer follows to plan their journey using the accessibility map:

To plan their journeys in advance more effectively.

Examples include:

- Customers using the Accessibility Map on NRE can now see real-time information on the percentage of lifts on the network, with this percentage set to increase over the coming weeks. By customers having such accurate information ‘at their fingertips’ it enables them to plan their journeys more effectively.

- The SISJ team is delighted to support a new initiative developed by CIG (the Customer Information Group) Brilliant Basics initiative.

The project outputs will decrease customer dissatisfaction during incidents and provide assurance to customers and the wider industry that there are plans and trainings in place to ensure incidents are dealt with safely and efficiently.

The SISJ team is also supporting Network Rail’s ‘Information Dashboard’. The project outputs will decrease customer dissatisfaction during incidents and provide assurance to customers and the wider industry that there are plans and trainings in place to ensure incidents are dealt with safely and efficiently.

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In addition, there has been a 66% increase in information accuracy of placement. In addition, there has been a 66% increase in information accuracy of placement.

Recent functionality enhancements to the service disruption bulletin editor have been made in collaboration and the reduction of email traffic.

Microsoft Teams. This has been welcomed by train operators and helped with collaboration and the reduction of email traffic.

The NRCC has been federated on Teams which allows them to communicate easily and quickly with train operators and Network Rail’s National Operations Centre via Microsoft Teams. This has been welcomed by train operators and helped with collaboration and the reduction of email traffic.

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Visit the SISJ “Customer Information Developments” article, Jacqueline Starr’s (RDG Chief Executive) column, or visit the SISJ Programme Team website.

To hear more about SISJ V2 and its initiatives: