To hear more about SISJ V2 and its initiatives:

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

**Visual Disruption maps**

**SISJ Programme Team**

Thank you for reading!

**Prosperous 2024.**

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**Events attended**

- **Network Rail train planners conference**
- **Network Rail lead stations conference.**
- **Business Travel Association (BTA) Ground Transport Conference**
- **Presented on SISJ and key deliverables.** This included a deep dive into the personalised Journey notifications solution.

**Other important SISJ programme information**

- **Personalised Journey notifications solution.** Customers using screen readers are now able to access the same information effectively, as they can check before travelling the status around >85% of station lifts to customers. This means that customers can plan their journeys in advance more efficiently.

**Enquiries**

- **Visit the SISJ**
- **Contact a member of the SISJ Team:** SISJProgramme@raildeliverygroup.com

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**2023 Key Highlights**

**Customer Information**

- **Strategic customer information improvements.** Together we work in tandem, to enhance the means together we put ourselves in the customers’ shoes and discuss customer insights and trends to ensure at the outset we land on the right customer information outcomes.

**Darwin**

- **Food Darwin evolution – new modernised solution.** Darwin is a critical industry system and plays a key role in providing real-time information to customers on the status of their trains. It is vital it continues to be fit for purpose and again prioritising DOO trains.

**Replacement of sold-out messaging:**

- **Requests yearly and half a million interactions every 30 minutes.** This project aims to provide solutions that have been found and endorsed across the industry.

**Service over eight billion Live Departure Application Programming Interface (API) requests yearly and half a million interactions every 30 minutes.** Serves essential industry and third-party digital channels including desktop/mobile websites and applications.

**Powers all Customer Information Screens across the network**

**Engagement Forum**

- **New roles have been created at the NRCC to help drive forward more accurate, consistent customer information.** Members are kept informed of ongoing SISJ actions, together and provide details on all aspects of rail retailing, with the aim of improving the proportion of rail customers are reached.

**Funding for this project (previously known as warning symbols) has been secured and work is underway. Customers will be able to see the accessibility status and suitability of all lifts on digital screens.**

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**Announcements (OTPA) via GSM-R project and funding approved by Network Rail to modernise it from its current architectural platform to a new modernised solution.** This involves an extensive investigations with our technical partners, which had emerged during the project development phase. We are pleased to report that through extensive investigations with our technical partners, technical challenges, which had emerged during the project development phase. We are pleased to report that through extensive investigations with our technical partners, technical challenges, which had emerged during the project development phase. We are pleased to report that through extensive investigations with our technical partners, technical challenges, which had emerged during the project development phase. We are pleased to report that through extensive investigations with our technical partners, technical challenges, which had emerged during the project development phase.

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**Control to passengers on-board trains.**

**customer experience through bespoke targeted real-time announcements direct from TOC (formerly Twitter), Totem screens at Network Rail managed stations in the trial, National**

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**Visit website**

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