



Passenger Focus assessment of online
information provided to rail passengers
during high winds 3-5 January 2012

February 2012

Passenger Focus – who we are and what we do

We are an independent public body set up by Government to protect the interests of Britain's rail passengers, England's bus and tram passengers outside London and England's coach passengers on scheduled domestic services. We are a non-departmental public body sponsored by the Department for Transport (DfT).

Our mission is to get the best deal for passengers. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground.

We use our knowledge to influence decisions on behalf of passengers and we work with the industry, passenger groups and government to secure journey improvements.

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1. Introduction

In recent years the National Passenger Survey (NPS) has shown consistently that passengers believe delays and disruption to services are not handled well by train companies. In the Autumn 2011 NPS just 38% of passengers said disruption was handled “well”, while 25% said it was handled “poorly”.

Securing improvements in this area is therefore one of Passenger Focus’s key priorities. Since November 2010 we have published three research documents examining passengers’ experiences during disruption, and we provided evidence to the David Quarmby winter resilience review after the heavy snow in early December 2010. Passenger Focus has drawn policy conclusions from this work and made a number of recommendations to the rail industry, several of which have been accepted.

The four key documents, listed below, and the results of our twice-yearly National Passenger Survey can all be downloaded from: www.passengerfocus.org.uk

- Delays and disruption: rail passengers have their say, December 2010
- Passenger information during snow disruption, December 2010
- Rail passengers’ experiences during the snow, March 2011
- Information: Rail passengers’ needs during unplanned disruption, August 2011

Passenger Focus pays tribute to the commitment and professionalism of the many railway staff who battled to keep passengers moving and to reopen lines that had been blocked by fallen trees during the high winds. In this latest report, Passenger Focus has examined the quality of online information provided to passengers during and in the aftermath of the disruption that affected several parts of Great Britain on 3, 4, 5 January 2012. To do this we monitored key websites that provide information to rail passengers, including those which also sell train tickets. This document sets out what we found, but it does not purport to be a comprehensive audit of the industry’s performance on those days.

Passenger Focus will discuss these findings with the rail industry, online retailers and others and where appropriate seek commitments to address the weaknesses identified. It strikes us that many of these problems could probably have been addressed if the train operators concerned had simply looked at the internet. We will also continue our wider work to help the rail industry understand how it can improve the handling of unplanned disruption from a passenger perspective.

2. Summary of findings

The headline findings of our work to understand the quality of online information on 3, 4, 5 January 2012 when high winds caused significant service disruption are:

- We found evidence of progress in some areas, notably in having attention-grabbing messages on website homepages when there is major disruption; greater clarity about which parts of the network are being disrupted; and in using photographs to illustrate why trains cannot run.
- We saw partial progress in stopping tickets being sold for trains that have been cancelled after Passenger Focus highlighted the problem last winter. One of the major online retailers, The Trainline, which sells tickets in its own right but also provides white label versions used by a number of train operators, was reflecting train cancellations in real time – which prevented tickets being offered on those trains. However it is disappointing that not all retailers are yet doing this and Passenger Focus wishes to see renewed effort by the industry to address this problem.
- Allied to the previous point, the rail companies and online retailers must reflect on the fact that the journey planning pages of their websites do not show disruption information – even when directly-relevant to the enquiry and/or purchase being undertaken. This appears to be a significant flaw in current arrangements.
- The industry’s performance at warning passengers about disruption which will – or is likely to – occur later in the day, or the following day, remains patchy. Websites were poor at providing information during the evening about the service that would be operated the next day. Even if couched as “the situation may change, but as of XXXX this is the service we expect to run tomorrow morning” is surely better than passengers going to bed wondering what might happen in the morning?
- We saw limited success at keeping the national real time running database, Darwin, accurate – in particular relating to train cancellations. There were significant problems well after the storms had subsided which cannot be explained by the bedlam of the initial period. This suggests to us that train companies have insufficient awareness of whether information about their trains is or isn’t accurate in online systems. Or if they are aware there is not the will or there are insufficient trained staff to ensure that information is correct.
- Most websites we were monitoring appeared to stand up well to what was presumably a spike in demand from passengers. However it is concerning that on 3 January the East Coast website failed because of the number of people trying to use it.

3. Areas of good practice

3.1 High impact disruption information on website homepages

The operators experiencing significant disruption on 3, 4 and 5 January were good at getting high-impact messages on their homepages. Figures 1 and 2 are examples.

3.2 Clear information about which routes were in disruption and which were not

The increased use of a 'rainbow' board on website homepages to indicate how well services are running on different parts of a train company's network represents an improvement in helping passengers understand where disruption is and is not occurring. Figures 3 and 4 give good examples.

3.3 Use of photographs to illustrate why trains cannot run

Without doubt the use of photographs to illustrate why it is not possible to run trains is powerful. Scotrail used this to good effect by having pictures of trees lying across railway lines one click from their homepage. Figure 5 illustrates this.

3.4 Progress towards suspension of ticket sales on cancelled trains

Passenger Focus is pleased to note progress towards preventing passengers buying tickets on trains that have been cancelled, something we highlighted following the snow disruption in winter 2010/11. The Trainline, both on its own website and the white label versions it provides to train companies, now receives train cancellations data direct from Darwin, the national real time running database. This is a big step forward, with the important bi-product of consistency between The Trainline-powered websites and National Rail Enquiries. It is disappointing, however, that not all online retailers are doing the same. We comment further about this in Section 4.

4. Areas where the rail industry failed passengers

4.1 Not providing advance warning of timetable changes and the likelihood of disruption

Despite the focus on passenger information during disruption (PIDD) during 2010 and 2011, the rail industry again fell short when it came to providing advance warning of timetable changes and/or the likelihood of disruption to services. Are there still gaps in the process? Was it a contributory factor that Monday 2 January was a bank holiday? We cite the following examples:

Late advice of changes to the East Coast timetable on Tuesday 3 January 2012

East Coast tell us that by 1500 on Monday 2 January they had decided what temporary timetable they would operate the following day, in view of the forecast high winds. Yet it was not until 2239 that evening – after many passengers intending to travel the next day would have gone to bed – that the National Rail Enquiries (NRE) website reported that East Coast would be running a temporary timetable on Tuesday 3 January. Many passengers will have checked the NRE website and gone to bed thinking the normal timetable would be operating – only to wake up and learn of decisions made the previous afternoon.

No advance warning of likely disruption to services in Scotland on Tuesday 3 January 2012

Despite the forecast high winds there was no warning on the NRE website that disruption was likely in Scotland on Tuesday 3 January. It was not until 0636 that day that the NRE website reported disruption. We acknowledge that it was not until 0815 that the Met Office upgraded the wind warning to Red, but it had been clear the previous day that wind was highly likely to cause problems – indeed, Scotrail had chartered replacement buses in expectation of disruption. We believe more should have been done on Monday 2 January to warn passengers to expect disruption the following day.

4.2 Failure to provide information about train services the day after initial disruption

The high winds disruption resulted in a number of routes being disrupted on consecutive days, particularly in Scotland with so many fallen trees to remove. It was striking how little information was available on rail industry websites to indicate how long disruption was likely to continue and, in particular, to set out what service would run ‘tomorrow’. We found evidence of apparent failure to think about what information passengers need ‘now’ about what will run – or at least is expected to run – later the same day and the following day. Failure to provide information that enables passengers to organise their lives around service disruption is one of the factors leading to the “treat us with respect” message that Passenger Focus heard from passengers our 2010 research into service disruption. We cite the following example:

Services disruption information on the National Rail Enquiries website at 2246 on 3 January

The disruption information on the NRE website at 2246 referred to Tuesday 3 January only. No advice was provided to passengers intending to use the railway the following day about whether to expect continuing disruption, or if particular routes would be back to normal. See Figure 6.

4.3 Failure to keep journey planning systems up to date

As referred to in Section 2, the fact that journey planning systems provided by The Trainline are immediately reflecting train cancellations made in the real time running database, Darwin, is a big step forward. However, that improvement has further highlighted that during disruption the rail industry struggles to keep Darwin accurate. Our monitoring suggests that even when the textual description of a disruption clearly indicates that services on a particular route are suspended and will remain so for the rest of the day, train operators cancel trains in Darwin only for a window of a few hours, sometimes as little as two hours ahead. Real time journey planning systems therefore tell passengers that trains will be running later that day, even though elsewhere the advice is that the line will be closed all day. As a result not only are different parts of a train company's own website giving conflicting information, but some passengers will have relied on that information to make decisions about their travel plans. We cite the following examples:

Virgin Trains website, 3 January

At 12 noon on 3 January the Virgin Trains homepage stated "services suspended in Scotland", but live departures information for Glasgow Central on the same page showed the 1240 departure to London Euston as "on time". See Figure 7.

Scotrail website, 3 January

At 1319 on 3 January, when all trains to and from Glasgow were suspended and passengers were being advised not to travel, trains between Largs and Glasgow had been cancelled in Darwin for only the next two hours. As a result journey planners showed the 1553 onwards departures as running, albeit that on the National Rail Enquiries a yellow warning triangle had been applied to these trains. See Figure 8.

Scotrail website, 5 January

At 0723 on 5 January disruption information on the Scotrail homepage stated that Glasgow to Gourock trains are expected to be withdrawn throughout 5 January, but elsewhere on the Scotrail website tickets for trains on that route remained on sale without warning of possible disruption. See Figures 9 and 10.

Scotrail website, 6 January

It is worth highlighting that failures to cancel trains in Darwin were not confined to the period when multiple problems may have put pressure on a train company's capacity to process them. It was a problem in Scotland on Friday 6 January – four days after the disruption started – and when almost all routes were running again. The result was journey planners showing trains as running that were cancelled and live departure boards showing trains as "on time" which were cancelled. Please see Figures 11-15.

4.4 Sale of tickets on trains that will not run

We have acknowledged the progress made in preventing passengers buying tickets on cancelled trains because the directly-operated and white label sites provided by The Trainline now take a real time feed from Darwin. However the recent disruption highlighted that not all online retailers are yet doing so, including MyTrainTicket, Quno, Raileasy, TaketheTrain.co.uk and the other major player ATOS (Red Spotted Hanky and the white label versions supplied to train companies). Tickets therefore remain on sale on trains that the rail industry knows it will not operate, and in many cases without any warning of potential disruption. The industry has made some progress in this area, but it must do more to prevent online retailers selling tickets on trains that will not run. Failure by train companies to process cancellations through Darwin, as mentioned above, adds to the problem. We cite the following:

Tickets on sale through the Scotrail website for cancelled Dalmuir to Larkhall trains, 6 January

Although the Scotrail website (powered by The Trainline) takes a real time feed of train cancellations from Darwin, that does not help if the train company has failed to actually process the cancellations in Darwin. For example, at 1011 on 6 January it was possible to buy a ticket for the 1431 Dalmuir to Larkhall through the Scotrail website, even though services were cancelled until the evening. Figure 16 refers.

Tickets from Dalmuir to Larkhall on sale on trains correctly cancelled in Darwin, 6 January

By 1122 all trains to and from Larkhall had been cancelled in Darwin until c. 1630. As a result it was no longer possible to buy tickets for them on the Scotrail website. However MyTrainTicket, Quno, Raileasy and TaketheTrain.co.uk continued to offer tickets for sale on trains which had been correctly cancelled in Darwin – and with no warning of even the potential for disruption. Quite apart from the inaccuracy of information and inconsistency between different websites, Passenger Focus believes it is wrong to be selling tickets for trains that have been cancelled – especially without any sort of warning of possible disruption. Figures 17-21.

Tickets on sale on Birmingham to Lichfield trains despite a fallen tree closing the line

Despite the very good message on the London Midland homepage (see Figure 2) tickets for trains on the closed route continued to be on sale through the London Midland website (which uses the ATOS booking engine) despite being cancelled in Darwin until c. 2000. See Figure 22.

4.5 Website resilience

Question marks remain about the resilience of some train company websites to spikes in demand during major disruption. Given the scale of disruption in Scotland, and notwithstanding that Tuesday 3 January was a bank holiday in Scotland, the Scotrail website appeared to perform well. However the East Coast site failed because of high usage, Figure 23 shows what passengers visiting eastcoast.co.uk saw on Tuesday 3 January.

4.6 Failure to identify errors in passenger information

Passenger Focus has long-advocated that train companies be active in monitoring whether disruption is being correctly explained on the internet and that their trains are showing correctly in online systems. Evidence we gathered during the high winds disruption suggests that this message has not been heard, and neither does the industry have effective automatic means of identifying where information is not correct. We cite examples of the schedule for two trains becoming merged into one in Darwin, and of a train continuing to show as running south to London Kings Cross two hours after it was terminated at Doncaster. In the latter example it was corrected only after Passenger Focus highlighted the problem. Human beings will always make mistakes, but the rail industry must improve its mechanisms to spot

errors. Part of the answer, we believe, is for train companies to take much more active interest in what information systems are saying about their services. Figures 24 and 25 provide relevant screenshots.

4.7 Other issues

- This is touched on above, but the fact that ticket sales webpages – whether they be branded pages of white label sites or those of third party retailers – do not display information about service disruption. In the case of train company websites it is possible, but not certain, that a passenger will have seen disruption information while navigating to the sales pages. But with the third party retailers there is no disruption information anywhere – quite apart from tickets continuing to be sold on trains that will not run, there is nothing even to caution intending purchasers that there is or may be a problem. The industry must find a solution to this.
- The pages of train company websites which are white label versions of Nexus Alpha’s journeycheck system, while generally conveying a large amount of detail do not tend to give the high level overview that passengers would find on the homepage of a train company website during major disruption. There is a danger that some passengers will by-pass the contextual overview, either because they have bookmarked the journeycheck site or because they have used the **/disruption** URL which a number of train operators ‘point’ to their journey check pages. Figure 26 and 27 give examples.
- By the second, third or fourth day of disruption there should be more information about why particular lines remain closed or disrupted. For example, three Scotrail routes remained disrupted on Friday 6 January. No explanation was provided on the NRE website to indicate why – only “following poor weather conditions on Tuesday 3 January”. The industry needed to be more frank and honest about why particular lines remain affected. See Figure 28.
- Mid-afternoon on 3 January the live departures information for Edinburgh on the East Coast website showed East Coast trains to be cancelled, but Scotrail departures as on time – despite numerous routes being closed at the time. It is unclear whether this happened because of a technical problem or because, as discussed above, of failure to keep Darwin accurate at this time. Figure 29 illustrates this.

Figure 1: Example of good practice in high profile disruption warnings on a train company homepage – South West Trains

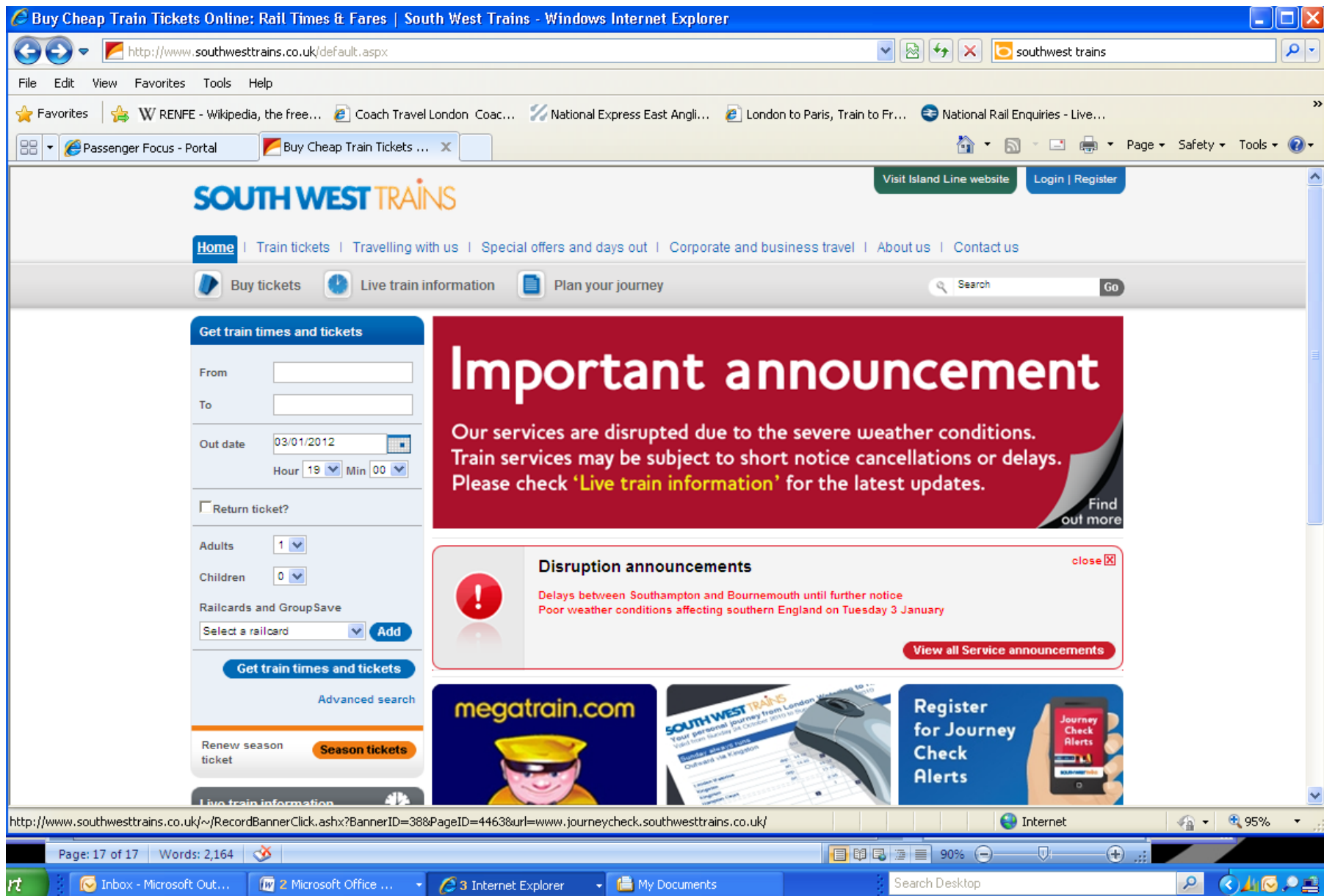


Figure 2: Example of good practice in high profile disruption warnings on a train company homepage – London Midland

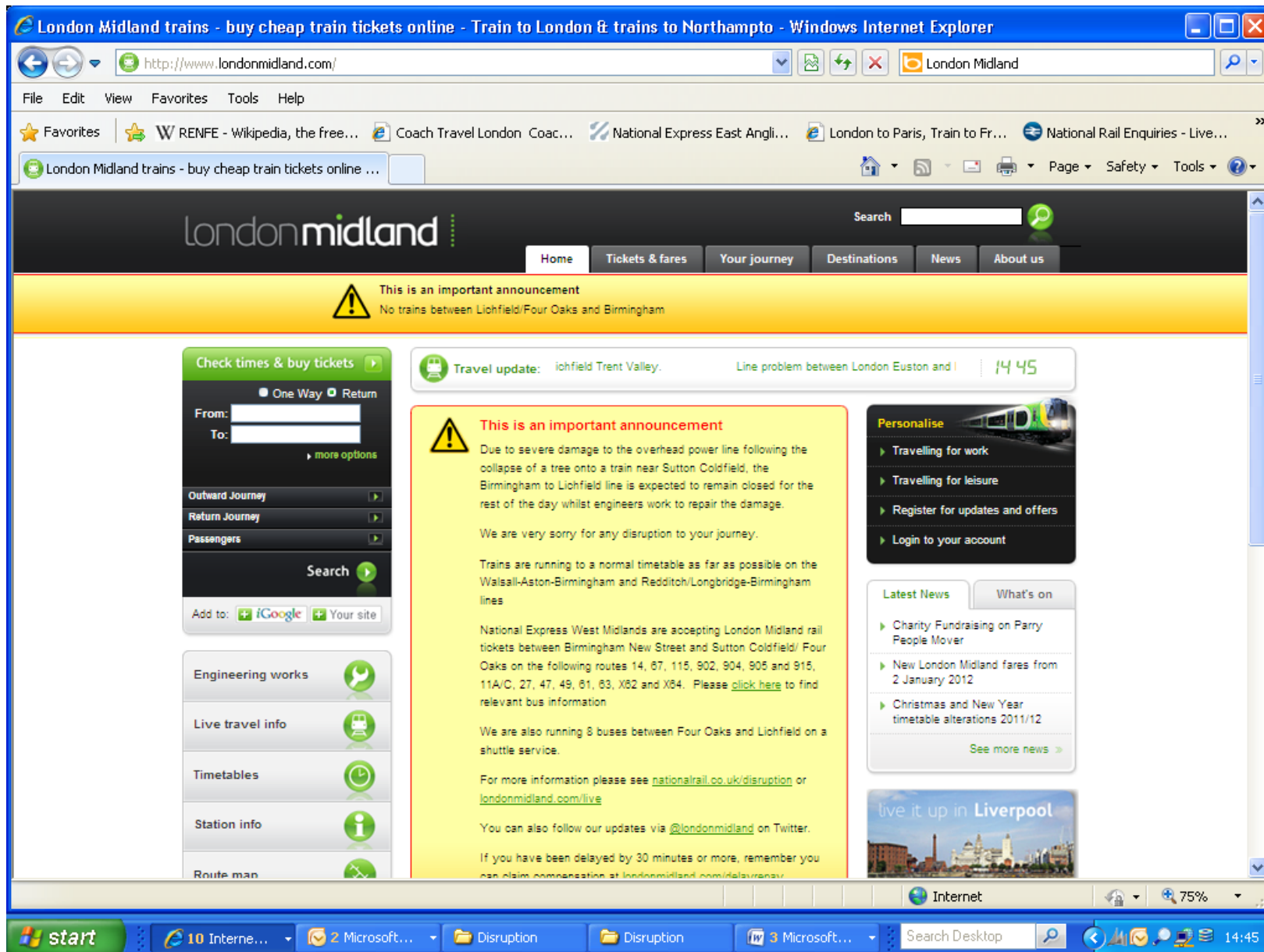


Figure 3: Example of good practice in showing which parts of a TOC's network are disrupted and which are not - Southeastern

The screenshot shows the Southeastern railway website's 'Live running information' page. The page is designed to provide users with real-time status updates on different rail lines. A key feature is the 'Live travel information' section, which lists various lines and their current service status. The status is color-coded: green for 'Good Service', yellow for 'Minor Disruption', and red for 'Major Disruption'. For example, the Chatham Line is marked as 'Major Disruption', while the Ashford Line is 'Good Service'. The page also includes a search bar, navigation tabs (Home, Your journey, Tickets & fares, News, Offers, About Us), and a sidebar with links to other services like 'Network map' and 'Timetables'. At the bottom, there is a 'Line Updates' section with a 'Back to top' button and a 'Transport for London' logo.

Line	Status
Bedeleyheath Line	Good Service
Bromley South Line	Good Service
Hayes Line	Good Service
Sevenoaks Line	Good Service
Sidcup Line	Good Service
Greenwich Line	Good Service
mainline	
Ashford Line	Good Service
Chatham Line	Major Disruption
Hastings Line	Good Service
Maldstone East Line	Good Service
Medway Valley Line	Minor Disruption
high speed	
High Speed Line	Good Service

Line Updates
Line problem: between Shepherds Well and Dover Priory.

Figure 4: Example of good practice in showing which parts of a TOC's network are disrupted and which are not – Scotrail

The screenshot shows the ScotRail website interface. At the top is a search form with fields for 'From', 'To', 'Departing Date', 'Returning Date', 'Travellers' (Adults and Children), and a 'Buy tickets' button. Below the search form are two main sections: 'Travel information' and 'Offers & promotions'.

The 'Travel information' section features a 'Latest Service News' sub-section with the heading 'Service updates' and a timestamp 'Last update: 07:14'. It contains a table of service status updates:

Region/Route	Status
Strathclyde North	Severe Disruption
Highland	Severe Disruption
Ayrshire	Severe Disruption
Glasgow - Gourrock Wemyss Bay	Severe Disruption
Kilmarnock Ayr	Minor Disruption
Glasgow-Ardrossan Ayr Larqs	Good Service
South West	Minor Disruption
Strathclyde South	Minor Disruption

Below the table is a 'Check your journey' section with 'from' and 'to' dropdown menus set to 'All stations' and a 'JourneyCheck' button.

The 'Offers & promotions' section features a banner for the 'Caledonian Sleeper' train, with the text 'Caledonian Sleeper - London's just a sleep away' and 'Overnight train to London. Bargain berths from only £19 single.' Below the banner is a link to register for offers.

Figure 5: Good practice from scotrail.co.uk in driving home why it is not possible for trains to run, 0700 5 January

Hurricane-force winds - ScotRail - Windows Internet Explorer

http://www.scotrail.co.uk/weatherimages

Hurricane-force winds - ScotRail

These images show how the hurricane-force winds on Tuesday 3 January 2012 affected our rail services.

Fallen trees blocked railway lines and caused damage to overhead lines and other infrastructure.

We apologise to any customers who were inconvenienced by the effects of the extreme weather.

From: Station name (CODE)

To: Station name (CODE)

return one way

Departing

Date: 05/01/12

Depart afe

Returning

Date: 05/01/12

Depart afe

Travellers

Adults:

Children:

Add railcard

Buy tickets >>

A BETTER WAY TO GO.

Done

Internet 100%

start Busi... 4 I... Inb... We... My ... Search Web 07:00

Figure 6: Failure to help passengers understand what will happen ‘tomorrow’ – no information on the National Rail Enquiries website about services on 4 January at 2247 on 3 January

The screenshot shows the National Rail Enquiries website in a Windows Internet Explorer browser. The page title is "National Rail Enquiries - Current Service Alterations". The URL is "http://www.nationalrail.co.uk/service_disruptions/today.html#no".

Latest travel news
 PAGE LAST UPDATED: 03/01/2012 22:47. [Update now](#)
 Find out details about how services are running and be informed on any disruption on your journey. What's more, you can even set up alerts so that you receive text messages on your mobile phone with any issues on your regular journeys.

Check my journey
 From to
 Today at

Service disruptions

	Last updated	Details
Delays between Doncaster and London Kings Cross until end of service	22:09 - 03/01/2012	>
Buses replace trains between Eaglescliffe / Middlesbrough and Newcastle until end of service	21:20 - 03/01/2012	>
Major disruption due to poor weather conditions in Scotland on Tuesday 3 January	20:51 - 03/01/2012	>
Poor weather conditions affecting southern England on Tuesday 3 January	19:53 - 03/01/2012	>
Amended East Coast timetable on Tuesday 3 January	18:39 - 03/01/2012	>

Current engineering work

Late night engineering work affecting Southern from Tuesday 3 to Friday 6 January 2012 [>](#)

Not travelling today? Check for planned engineering work on your route before you travel.
[> Check planned engineering work](#)

The right sidebar contains a "Download Chrome" advertisement and a "Click here" button with a "70% OFF" and "60% OFF" promotion.

Figure 7: virgintrains.co.uk 3 January - the 1240 Glasgow to Central showing “on time” below information that services to or from Scotland are suspended

Buy cheap train tickets online & find train times | Virgin Trains - Windows Internet Explorer

http://www.virgintrains.co.uk/

File Edit View Favorites Tools Help

Buy cheap train tickets online & find train times | Virgi...

One way
 Return Open return
 03/01/2012
 Same day | Next day
 Time Depart 14 00
 Passengers
 Adult 1
 Children (5-15 years) 0
 Promo code
Get times and tickets
 Need more options? [Advanced journey search](#)
 Our site is the best place for buying Virgin Trains fares.

Download our free app
Now on iPhone and Android >>

Live train times | Travel Updates

Services suspended in Scotland
 Poor weather conditions mean no trains are running to or from Scotland. No trains are running between England and Scotland on either the West or East Coast routes. [Find out more about this disruption](#)

Glasgow Central Remember station
 Arrivals Departures

Time	Destination	Expected	PLT
12:00	London Euston	Cancelled	-
12:40	London Euston	On time	-

Powered by National Rail Enquiries.
[About the results](#) | [Accessible version](#) | [Set preferences](#)

Ways to save

- Our best fares are online, with advance booking prices and no fees.
- Be flexible with dates and use our [Best Fare Finder](#).
- The further in advance you book, the more you save (up to 3 months).
- Travel off-peak to find a cheaper ticket.

Find out other ways to save

Figure 8: At 1319 only trains up until the 1453 departure from Largs to Glasgow had actually been cancelled in Darwin

The screenshot shows the National Rail Enquiries website interface. The main heading is "Choose train times & fares" with an "Edit journey" link. The journey is from Largs [LAR] to Glasgow (All stations) on Tuesday, 3rd January. A button indicates "Buy cheapest for £7.20".

The "Earlier trains" section is expanded, showing a table of train services:

Dep.	From	To	Arr.	Dur.	Chg.	Status	Fare
13:53	Largs [LAR] Platform 2	Glasgow Central [GLC] Platform 15	14:52	59m	0	cancelled Alternative trains	Single from £7.20
14:53	Largs [LAR] Platform 2	Glasgow Central [GLC] Platform 12	15:52	59m	0	cancelled Alternative trains	Based on 1 adult
15:53	Largs [LAR] Platform 2	Glasgow Central [GLC] Platform 14	16:52	59m	0	Warning	£7.20 Anytime More fares
16:50	Largs [LAR] Platform 2	Glasgow Central [GLC] Platform 14	17:55	1h 05m	0	Warning	£7.20 Anytime More fares
17:35	Largs [LAR] Platform 2	Glasgow Central [GLC] Platform 12	18:34	59m	0	Warning	£7.20 Anytime More fares

The sidebar on the right contains a "Download Chrome" advertisement and a "Click here" button with a "70% OFF" offer. The Windows taskbar at the bottom shows the Start button, several Microsoft Office applications, and Internet Explorer.

Figure 9: scotrail.co.uk 0723 5 January – advice that Glasgow to Gourock trains are expected to be withdrawn throughout 5 January



Figure 10: elsewhere on the Scotrail website at 0723 on 5 January tickets are on sale for journeys between Gourock and Glasgow for later that day – and without any warning of actual or possible disruption

FirstScotRail: Train tickets, travel information, train times and train timetables - Windows Internet Explorer

http://www.buytickets.scotrail.co.uk/combinedmatrix.aspx?Command=TimeTable

FirstScotRail: Train tickets, travel information, train ti...

	Out Thursday 05 Jan 2012 Gourock GRK to Glasgow Central GLC				Return Thursday 05 Jan 2012 Glasgow Central GLC to Gourock GRK			
	« Earlier		Later »		« Earlier		Later »	
Depart	GRK 14:23	GRK 14:36	GRK 15:06	GRK 15:23	GLC 18:25	GLC 18:35	GLC 19:05	GLC 19:25
Arrive	GLC 15:03	GLC 15:29	GLC 15:58	GLC 16:06	GRK 19:06	GRK 19:27	GRK 19:57	GRK 20:06
Duration	0h 40m	0h 53m	0h 52m	0h 43m	0h 41m	0h 52m	0h 52m	0h 41m
Changes	0	0	0	0	0	0	0	0
Cheapest Standard Single	£6.20	£6.20	£6.20	£6.20	£6.20	£6.20	£6.20	£6.20

[View all single tickets](#)

	Cheapest						
Off-Peak Day Return Any off-peak train. Return same day.	£7.20	●	○	○	○	○	○
Anytime Day Return Travel any time of day, return same day.	£10.10	○	○	○	○	○	○
Anytime Return Travel any time of day, return within 1 month.	£11.20	○	○	○	○	○	○

Journey summary

£7.20 [Next](#)

Price for 1 Adult and 0 Child

Out: 14:23 05 Jan 2012
Gourock (GRK) to Glasgow Central (GLC)
0 change(s)

Return: 18:25 05 Jan 2012
Glasgow Central (GLC) to Gourock (GRK)
0 change(s)

- Any off-peak train. Return same day.
- This ticket allows travel on any permitted route.

[Monthly tickets from £147.50](#) [Annual tickets from £1,536.00](#)

Done, but with errors on page. Internet 100%

start Busi... 4 I... Inb... We... My ... Search Web 07:21

Figure 11: information regarding suspension of trains between Dalmuir and Larkhill on Friday 6 January 2012, National Rail Enquiries disruption message, 1718

#no - Windows Internet Explorer

http://www.nationalrail.co.uk/service_disruptions/today.html#no

Search Results

#no

Last updated

Amended service to / from Oban and Mallaig until further notice	15:52 - 06/01/2012	>
Disruption to trains between Glasgow Central and Motherwell / Lanark until further notice	13:25 - 06/01/2012	>
Disruption to services to and from Larkhill until further notice	09:19 - 06/01/2012	▼

Incident created 06/01/2012 08:45

Route affected Dalmuir, Hyndland, Glasgow Central, Rutherglen, Blantyre, Hamilton Central, Chatelherault, Merryton & Larkhill

Train operator affected ScotRail

Description

Overhead wire problems, resulting from the poor weather in Scotland on Tuesday 3 January, are disrupting services to / from Larkhill.

Because of this, the following alterations will apply until further notice:

- Dalmuir - Larkhill services are currently suspended.
- Buses are running between Larkhill and Motherwell to connect with trains at Motherwell.

To find out whether this will impact your journey and to get alternative options planned for you, please use the National Rail Enquiries real-time [Journey Planner](#), or call TrainTracker on 0871 200 49 50.

For the latest rail travel news, why not follow National Rail Enquiries on [Twitter](#), or find us on [Facebook](#).

Amended timetable between Dover Priory and Canterbury East until late-January 08:41 - 06/01/2012 >

Advertisement

JOIN NOW

RSPB

Advertisement

Current engineering work

Not travelling today? Check for planned engineering work on your route before you travel.

> [Check planned engineering work](#)

start 5 Micr... Informa... My Pict... 5 Inte... Search Web Internet 100% 17:18

Figure 12: Dalmuir to Larkhill on Friday 6 January 2012, National Rail Enquiries journey planner, 1724. As a result of the failure to cancel the trains in Darwin, they continue to show as “on time”, albeit with a yellow warning triangle, even moments before the 1731 departure should leave.

National Rail Enquiries - Journey Planner - Trains Times and Fares - Windows Internet Explorer

http://ojp.nationalrail.co.uk/service/timesandfares/DMR/LRH/today/1730/dep?directonly

Choose train times & fares [Edit journey](#) [Print](#) [Save journey](#) [Share](#)

Dalmuir [DMR] → Larkhill [LRH]

[Set up journey alerts](#) [Buy cheapest for £5.60](#)
Other cheap fares

Outward **Fri 06 Jan**

Earlier trains Single from **£5.60**

Dep.	From	To	Arr.	Dur.	Chg.	Status	Price
17:31	Dalmuir [DMR] Platform 2	Larkhill [LRH] Platform 1	18:30	59m	0	on time	CHEAPEST FARE £5.60 Anytime More fares
18:01	Dalmuir [DMR] Platform 2	Larkhill [LRH] Platform 2	19:00	59m	0	on time	£5.60 Anytime More fares
18:31	Dalmuir [DMR] Platform 2	Larkhill [LRH] Platform 2	19:30	59m	0	on time	£5.60 Anytime More fares
19:01	Dalmuir [DMR] Platform 2	Larkhill [LRH] Platform 2	20:00	59m	0	on time	£5.60 Anytime More fares
19:31	Dalmuir [DMR] Platform 2	Larkhill [LRH] Platform 2	20:30	59m	0	on time	£5.60 Anytime More fares

Later trains

[Show the cheapest](#) [Tickets](#) [Price](#)

Advertisement: cottages4you. Whatever you want, we've got the perfect holiday cottage for you. [View Cottages](#)

Windows taskbar: start, 5 Mic..., Informa..., My Pict..., 7 Inte..., Search Web, Internet, 100%, 17:24

Figure 13: Dalmuir to Larkhill on Friday 6 January 2012. The 1731 continued to show on the Scotrail website. It is notable that there is not even a warning of possible problems.

FirstScotRail: Train tickets, travel information, train times and train timetables - Windows Internet Explorer

http://www.buytickets.scotrail.co.uk/combinedmatrix.aspx?Command=TimeTable

ScotRail is operated by First

Home My account Help Sign-up for an account Login

1. Journey details | 2. Train times | 3. Choose seats | 4. Getting tickets | 5. Payment | 6. Confirmation

Thank you for choosing to buy your ticket from us. Please check the details below.

Return from Dalmuir to Larkhill

.....

	Out Friday 06 Jan 2012 Dalmuir DMR to Larkhall LRH					Return Friday 06 Jan 2012 Larkhall LRH to Dalmuir DMR			
	« Earlier		Later »			« Earlier		Later »	
Depart	DMR 17:31	DMR 17:35	DMR 18:01	DMR 18:05		LRH 20:37	LRH 21:07	LRH 21:37	LRH 22:07
Arrive	LRH 18:30	LRH 18:30	LRH 19:00	LRH 19:00		DMR 21:32	DMR 22:02	DMR 22:32	DMR 23:02
Duration	0h 59m	0h 55m	0h 59m	0h 55m		0h 55m	0h 55m	0h 55m	0h 55m
Changes	0	1	0	1		0	0	0	0

[Show prices](#)

Results are based on the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.

[Back](#) [Print](#)

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Error on page. Internet 100%

start 4 Mic... Informa... My Pict... 5 Inte... Search Web 17:10

Figure 14: Dalmuir to Larkhill on Friday 6 January 2012, National Rail Enquiries live departure boards for Dalmuir 1724. The 1731 to Larkhill shows as “on time”

National Rail Enquiries - Live Departure Boards - Windows Internet Explorer

http://ojp.nationalrail.co.uk/service/ldbboard/dep/DMR

National Rail Enquiries - Live Departure Boards

Departing | Arriving

from to

Due	Destination	Status	Platform	Details
17:30	Helensburgh Central	On time	3	Details
17:31	Larkhall via Singer	On time		Details
17:35	Edinburgh	On time	4	Details
17:38	Springburn via Yoker	On time	5	Details
17:46	Airdrie via Singer	On time	2	Details
17:51	Helensburgh Central	On time	1	Details
17:53	Motherwell via Yoker	On time		Details
17:59	Helensburgh Central	18:02 3 mins late	3	Details
18:01	Larkhall via Singer	On time		Details
18:05	Edinburgh	On time		Details

LAST UPDATED: 17:25 | [Update now](#)

Stations services & facilities

Find out if your station has:
Parking facilities, accessibility access, toilets & baby changing facilities and much more.

Enter station name or 3-character code

JOIN NOW

RSPB

Advertisement

Done

Internet 100%

Figure 15: Dalmuir to Larkhill on Friday 6 January 2012. Even after the 1731 should have left, there was no intervention to correct Darwin, with the train continuing to show “Delayed*”

National Rail Enquiries - Windows Internet Explorer

http://ojp.nationalrail.co.uk/service/ldbdetails/Ea%23RHjH6qPz5tZ5%23Vbmdqw%3D%3D

National Rail Enquiries

17:50 Partick to Larkhall
ScotRail

Departs	Station	Status	Platform
17:31	Dalmuir	Delayed*	Train last reported
17:33	Singer	Delayed*	
17:35	Drumry	Delayed*	
17:38	Drumchapel	Delayed*	
17:40	Westerton	Delayed*	
17:44	Anniesland	Delayed*	
17:47	Hyndland	Delayed*	
17:50	Partick	Delayed	
17:53	Exhibition Centre (Glasgow)	Delayed*	
17:55	Anderston	Delayed*	
17:56	Glasgow Central	Delayed*	
17:58	Argyle Street	Delayed*	

Call for live arrival/ departure information over the phone.

> Find out about TrainTracker

SMS Text 8 49 50

Text for arrival/ departure information of your station or journey.

> Find out about TrainTracker Text

Stations services & facilities

Find out if your station has:
Parking facilities, accessibility access, toilets & baby changing facilities and much more.

Enter station name or 3-character code

Station name / code

Search

Advertisement

holiday cottage for you

View Cottages

Are you feeling the cold?

JOIN NOW

Done

Internet 100%

start Microsoft My Pictures Internet Ex Search Web 17:40

Figure 16: tickets for the 1431 Dalmuir to Larkhall on 6 January on sale through the Scotrail website at 1000 even though the line did not re-open until the evening

FirstScotRail: Train tickets, travel information, train times and train timetables - Windows Internet Explorer

https://www.buytickets.scotrail.co.uk/shoppingbasket.aspx

Home (Alt+M) ScotRail is operated by First

Home My account Help Shopping basket Logout

1. Journey details | 2. Train times | 3. Choose seats | 4. Getting tickets | 5. Payment | 6. Confirmation

Shopping basket

Items will remain in your basket for up to two hours.

[-] Journey: Dalmuir to Larkhall £5.60

Outward - Friday 6th January 2012

Depart	Arrive	Seating	Travel by
14:31 Dalmuir	15:30 Larkhall	Reservation not required	Scotrail

Getting your tickets

Collect at window
Collect your ticket(s) from the ticket office at Dalmuir.

Ticket details

[Anytime Day Single](#) £5.60

1 Adult(s) Full Fare @ £5.60
This ticket allows travel on any permitted route.
Flexible ticket with no time restrictions on when you can travel.

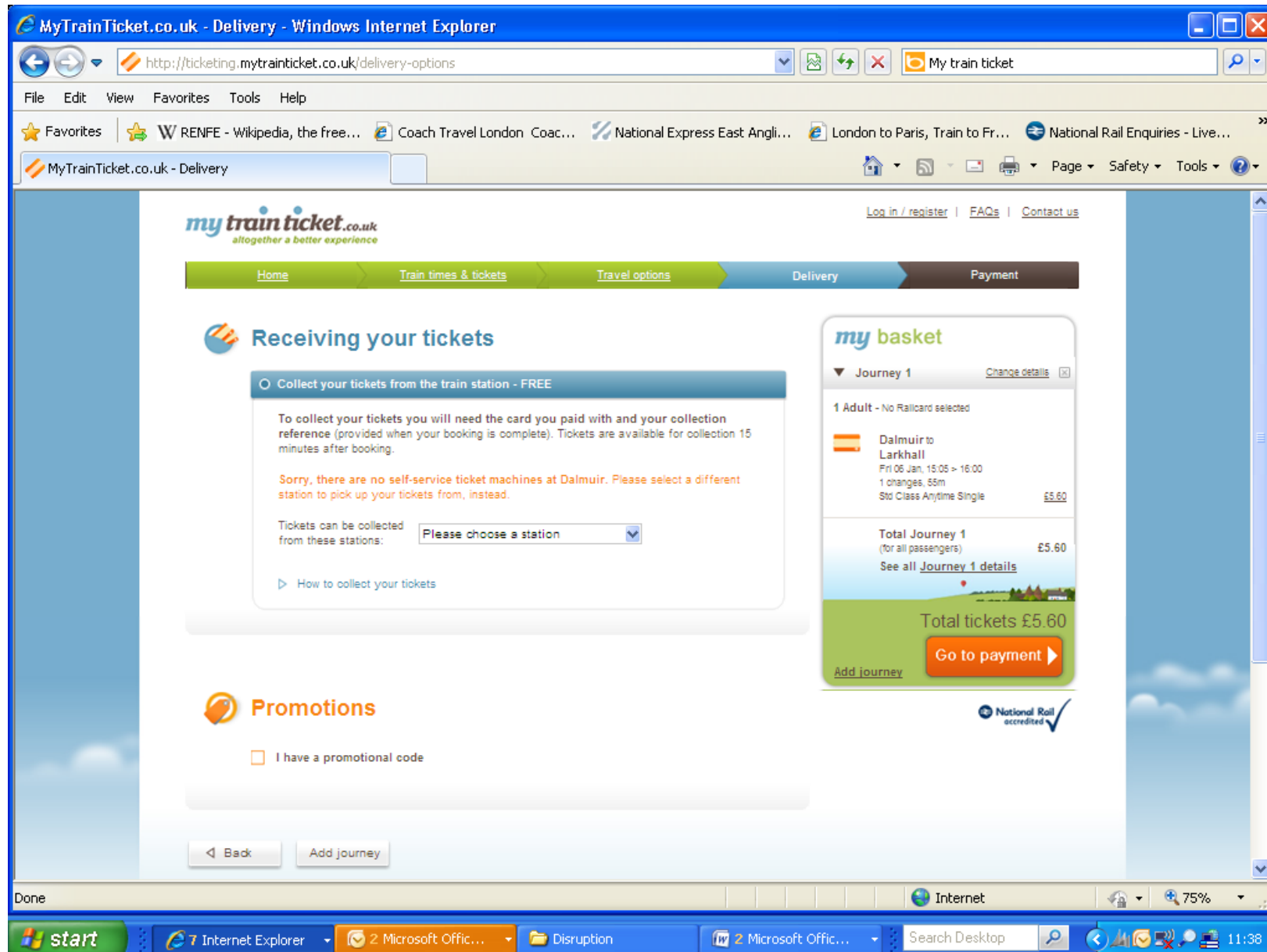
Journey price £5.60

Booking summary

Internet 75%

start 4 Internet Explorer 2 Microsoft Office... Disruption 2 Microsoft Office... Search Desktop 10:00

Figure 17-20: by 1122 trains to/from Larkhall had been cancelled in Darwin, but tickets remained on sale from Dalmuir to Larkhall through MyTrainTicket, Raileasy, Takethetrain and Quno



RAILEASY.CO.UK || NATIONAL RAIL TICKETS & INFORMATION - SAVE UP TO 80% NOW - Windows Internet Explorer

https://raileasy.co.uk/go/home?content=creditcard.default

raileasy

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raileasy **1 WEEK AHEAD** the earlier you book

Book Online Travel Info Why raileasy? Help Contact Us Terms & Conditions 4 Business

your journey

Step: Search Timetable Select tickets Review & Preferences Purchase

Dalmuir to Larkhall One way
 Adults: 1, Children: 0, Railcard: None

Outward
 Departing: 06 January 2012 at 15:05, Arriving: at 16:00, Changes: 1
 Leg 1: Dalmuir - Hyndland seat reservations are not possible on this train
 Leg 2: Hyndland - Larkhall seat reservations are not possible on this train

Travel Insurance
 This covers you against cancellation of your trip, your possessions and costs/losses due to delays. Click [here](#) for details. The full policy will be emailed to you. Available to UK Residents only.
 Insure your journey for £1.00 per person
 no thank you yes please

ticketing options

Easy & FREE - collect at the station!
 Using Raileasy means that you never have to worry about lost tickets - we automatically enable collection of your tickets from the self-service machines right at the departure station (or any station that offers ticket collection), whenever you want! This service is free of charge and you never have to worry about lost tickets!
 All you need is the **credit/debit card you booked with** and your **Ticket Reference Number**. [Check here](#) for station opening times.

billing and contact details

Title
 Initial
 Surname
 Address line 1

National Rail accredited

This page is secure

For more information, double-click the padlock at the bottom of your browser window.

Done Internet 75%

start Internet Explorer 2 Microsoft Office Disruption 2 Microsoft Office Search Desktop 11:41

Buy cheap train tickets online at takethetrain.co.uk - Windows Internet Explorer

https://www.takethetrain.co.uk/apps/WebObjects/TTT.woa/wo/28.0

File Edit View Favorites Tools Help

Buy cheap train tickets online at takethetrain.co.uk

takethetrain.co.uk
hop onboard for less

hi there Heather!
my account sign out

your travel options
please tell us a little bit more about your journey

Please select a form of payment

Seat Reservations
Do you need seat reservations?

No thanks
 Yes please

Ticket Delivery Options
 Collect from the station | Free of charge

Select station:
DALMUIR DMR *

* Stations denoted with a star indicate that no self service ticket machine is available, tickets must be collected from the stations ticket window during opening hours

Tickets will be available for collection 2 hours after booking at any self-service ticket machine in most train stations. To collect your tickets you will need the card used to make payment, and the collection reference number which will be provided when your booking is complete.

Payment Options
You currently have no stored credit cards. Please [add a credit card](#)

Terms & Conditions
 I confirm that I have read and accept the [takethetrain.co.uk terms & conditions](#)

Confirm my booking

journey summary
Outbound 06/01/2012

Departs 1505
Dalmuir (DMR)

Arrives 1600
Larkhall (LRH)

Standard class, 1 changes
[View journey detail](#)

Tickets & Travellers
ANYTIME DAY
Travel any time of day.
[View fare costs & conditions](#)
1 Adult, No Children

Cost
Train Tickets: 5.60 GBP
Delivery: 0.00 GBP
Grand total: 5.60 GBP

Change

Internet 75%

start | Internet Explorer | 2 Microsoft Office... | Disruption | 2 Microsoft Office... | Search Desktop | 11:47

Quno - Windows Internet Explorer

https://quno.com/mainPage.xhtml;jsessionid=DE5EEE4BCA59382C664273F05E38653C#/#%2Ftr: Quno

File Edit View Favorites Tools Help

★ Favorites | W RENFE - Wikipedia, the free... | Coach Travel London Coac... | National Express East Angli... | London to Paris, Train to Fr... | National Rail Enquiries - Live...

Quno

Home RSS Email Print Page Safety Tools

Search > **Results** > **Passengers** > **Payment** > **Confirm**

Journey Details

1 Adult

Depart Fri 6 Jan
[Dalmuir \(DMS\)](#) at 15:30.
 Arrive [Larkhall \(LPH\)](#) at 16:30.
 No changes

[see all details](#)

Journey Price £5.60*

* Price does not include fees.

Traveller Information

Friday, 6 January 2012

Departs	Arrives	Details
15:30 Dalmuir	16:30 Larkhall	Journey Time: 1h 0m (Overtaken Train), Standard Class, ScotRail Trains

Ticket Details:

1 Adult

Depart Anytime Day Fare £5.60

1 Adult @ £5.60

Rules: Any route permitted.

Journey Price £5.60*

* Price does not include fees.

Primary Passenger

Please provide contact details for the primary passenger. This information will be used to retrieve your booking should you call customer service.

Prefix	First Name	Last Name
Mr. <input type="checkbox"/>	<input type="text"/>	<input type="text"/>

Done

Internet 75%

start | Internet Explorer | 2 Microsoft Office... | Disruption | 2 Microsoft Office... | Search Desktop | 12:20

Figure 21: confirmation that Dalmuir to Larkhall trains had been cancelled in Darwin until c. 1630 on 6 January 2012

The screenshot shows the National Rail Enquiries website interface. The main heading is "Choose train times & fares" for the route Dalmuir [DMR] to Larkhall [LRH] on Friday, 6 January. A yellow banner indicates "Buy cheapest for £5.60". The train schedule table shows several services that have been cancelled.

Dep.	From	To	Arr.	Dur.	Chg.	Status	Price
16:01	Dalmuir [DMR] Platform 2	Larkhall [LRH] Platform 2	17:01	1h 00m	0	cancelled Alternative trains	Single from £5.60
16:31	Dalmuir [DMR] Platform 2	Larkhall [LRH] Platform 2	17:30	59m	0	cancelled Alternative trains	
16:35	Dalmuir [DMR] Platform 4	Larkhall [LRH] Platform 2	17:30	55m	1	cancelled Alternative trains	
16:38	Dalmuir [DMR] Platform 5	Larkhall [LRH] Platform 1	17:48	1h 10m	1	Cancelled	£5.60
17:08	Dalmuir [DMR] Platform 5	Larkhall [LRH] Platform 2	18:15	1h 07m	1	Cancelled	£5.60

At the bottom of the page, a "Tickets" summary shows a "Total" price of £00.00. The browser's taskbar at the bottom shows the Windows Start menu, Internet Explorer, and Microsoft Office applications.

Figure 22: Birmingham to Lichfield tickets remain on sale through londonmidland.com on trains that have been cancelled in Darwin, 5 January

The screenshot displays the London Midland website interface within a Windows Internet Explorer browser window. The address bar shows the URL: <https://tickets.londonmidland.com/lm/en/purchase/JourneyDetails>. The page content is organized into several sections:

- Navigation:** Home, Text only, NEW - Season tickets, GroupSave, The key smartcard, 2012 Games train tickets, New journey enquiry.
- Buy rail tickets:** 1 Adult, 0 Children, 0 Railcards. A "Return to search" button is present.
- Journey details:**
 - Journey 3: Birmingham New Street to Lichfield Trent Valley** (5 Jan 2012)
 - Outward journey:** Depart: Birmingham New Street dep. 18:35; Arrive: Lichfield Trent Valley, 19:15; Changes: 0; Duration: 0h 40m.
 - Return journey:** No return journey.
 - Passengers:** 1 Adult.
 - Anytime Day Single:** £4.40.
 - Valid via: Via Any Permitted Route.
 - Valid on the date printed on the ticket and by all services on the route/operator shown.
 - Terms and conditions link.
- Order summary:**
 - Journey 1:** £4.40, Birmingham New Street to Lichfield Trent Valley, Depart: Thu, Jan 5th.
 - Journey 2:** £4.40, Birmingham New Street to Lichfield Trent Valley, Depart: Thu, Jan 5th, 17:25.
 - Journey 3:** £4.40, Birmingham New Street to Lichfield Trent Valley, Depart: Thu, Jan 5th, 18:35.
 - sub total: £13.20
 - Delivery details:** amend, ticket machine at station (Ticket on Departure)
 - Payment details:**
 - Total cost:** £13.20 when booked online.
- Additional options:**
 - PlusBus for Lichfield Trent Valley on Thu, Jan 5th
 - PlusBus for Birmingham Stations on Thu, Jan 5th
- Welcome:** Sign in, register, saved journeys (0).
- VeriSign Trusted:** VERIFY About SSL Certificates

The browser's taskbar at the bottom shows the start button, several open applications (Internet Explorer, Microsoft Office), and the system clock indicating 15:00 on 5 January 2012.

Figure 23: the East Coast website failed on 3 January 2012, users seeing this. Clicking to “continue to the full East Coast website” did not work

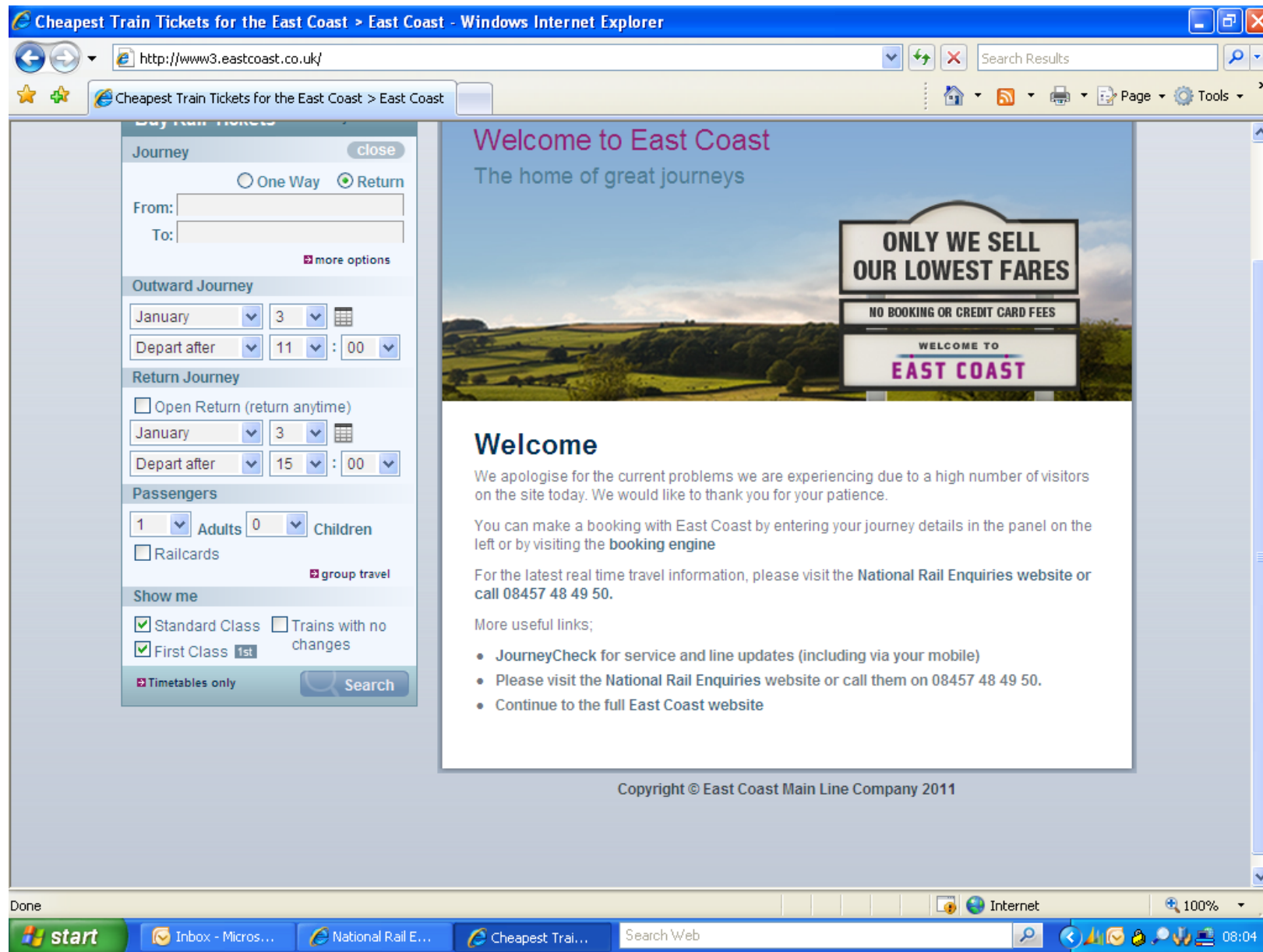


Figure 24: the 0700 and 0726 departures from Kings Cross became merged in the real time running database, Darwin. Error not identified

The screenshot shows the National Rail Enquiries website in a Windows Internet Explorer browser. The main content is a table of train departures from London Kings Cross. The table has four columns: 'Departs', 'Station', 'Status', and 'Platform'. The 07:47 departure to Peterborough is highlighted in yellow. To the right of the table is a vertical timeline with blue dots indicating 'Train last reported' for the 07:45 and 07:47 departures. Below the table, it says 'LAST UPDATED: 07:28 | Update now'. On the right side of the page, there are two advertisements: one for 'Text 8 49 50' and another for 'Stations services & facilities' with a search box. At the bottom right, there is an advertisement for 'Tempus Restaurant Edinburgh' with the text 'Reduced rate for breakfast & dinner*'. The Windows taskbar at the bottom shows the start button, several open applications, and the system clock at 07:27.

Departs	Station	Status	Platform
07:00	London Kings Cross	Cancelled	
07:45	Peterborough	Cancelled	Train last reported
08:53	York	Cancelled	
09:21	Darlington	Cancelled	
09:53	Newcastle	Cancelled	
10:38	Berwick-upon-Tweed	Cancelled	
11:25	Edinburgh	Cancelled	
07:26	London Kings Cross	On time	
07:47	Peterborough	On time	Train last reported
08:55	York	On time	
09:23	Darlington	On time	
09:55	Newcastle	On time	
10:40	Berwick-upon-Tweed	On time	
11:51	Edinburgh	On time	

Figure 25: the 0630 Bradford to London Kings Cross was terminated at Doncaster at c. 0730, but online live arrivals information for Kings Cross showed the train as expected at 1103 two hours later

The screenshot shows the National Rail Enquiries website in a Windows Internet Explorer browser. The page displays live train information for the route from Bradford Forster Square to London Kings Cross. The train is shown as cancelled at Wakefield Westgate and late at London Kings Cross.

Show me live trains Automatically refresh this page

[Back to all live trains](#)

08:59 London Kings Cross from Bradford Forster Square East Coast

Departs	Station	Status	Platform
06:30	Bradford Forster Square	Departed On time	
06:35	Shipley (Yorks)	Departed On time	
07:00	Leeds	Departed On time	
07:12	Wakefield Westgate	Cancelled	
08:59	London Kings Cross	11:03 124 mins late	Train last reported

LAST UPDATED: 09:38 | [Update now](#)

TrainTracker
Call 0871 200 49 50
Call for live arrival/ departure information over the phone.
[Find out about TrainTracker](#)

Text
8 49 50
Text for arrival/ departure information of your station or journey.
[Find out about TrainTracker Text](#)

Stations services & facilities
Find out if your station has:
Parking facilities, accessibility access, toilets & baby changing facilities and much more.

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Figure 26: the journeycheck pages of a train company website would benefit from giving an overview of the situation during major disruption – this may otherwise be missed by passengers who have come to those pages other than via their homepage. Below is how the journeycheck pages of the South West Trains website looked at the time when their homepage was showing the “Important Announcement” in Figure 1

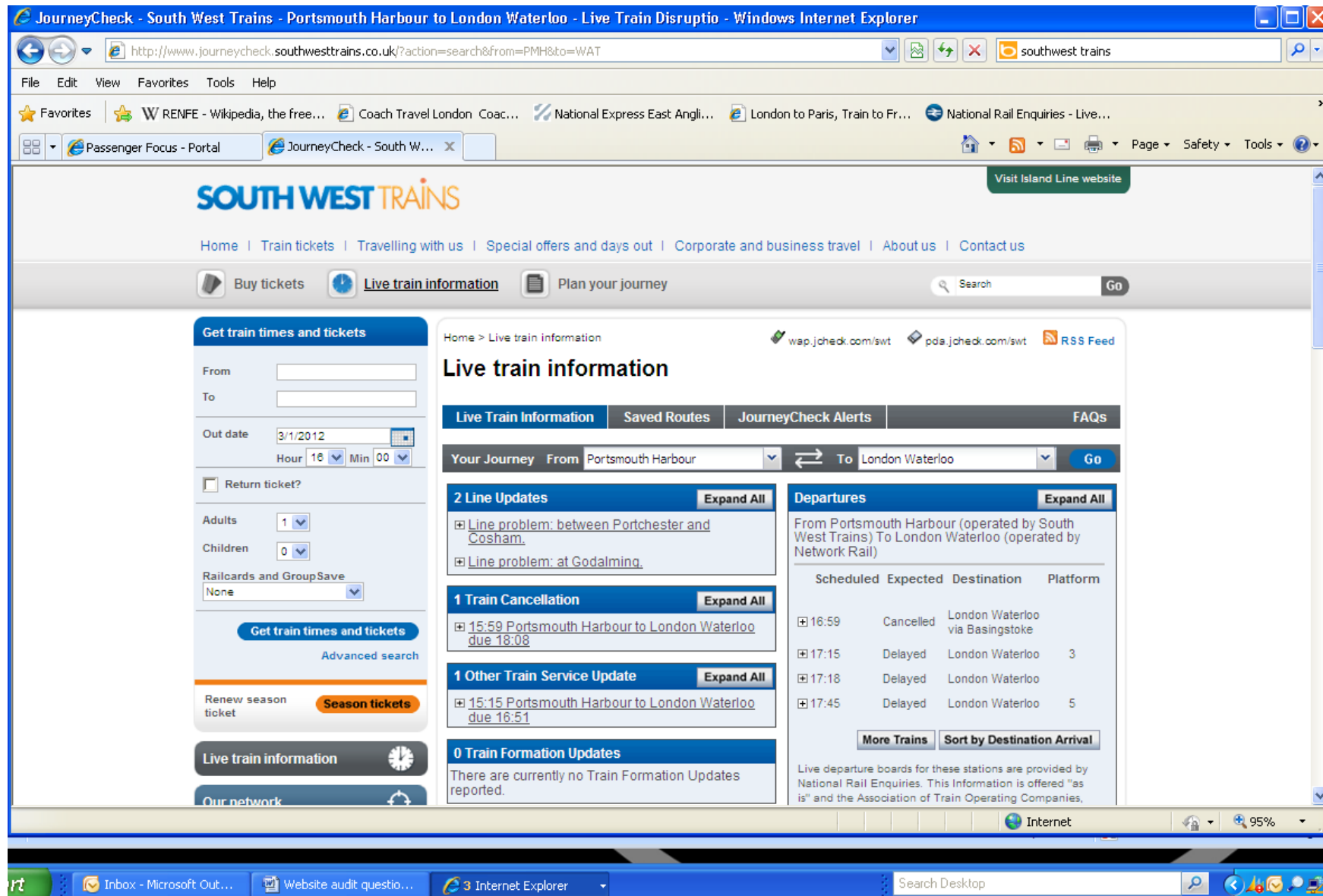


Figure 27: the Scotrail journeycheck pages do not convey the severity of the situation on 3 January. The context that Scotrail were advising passengers not to travel is missing – it appears to be just a couple of cancellations

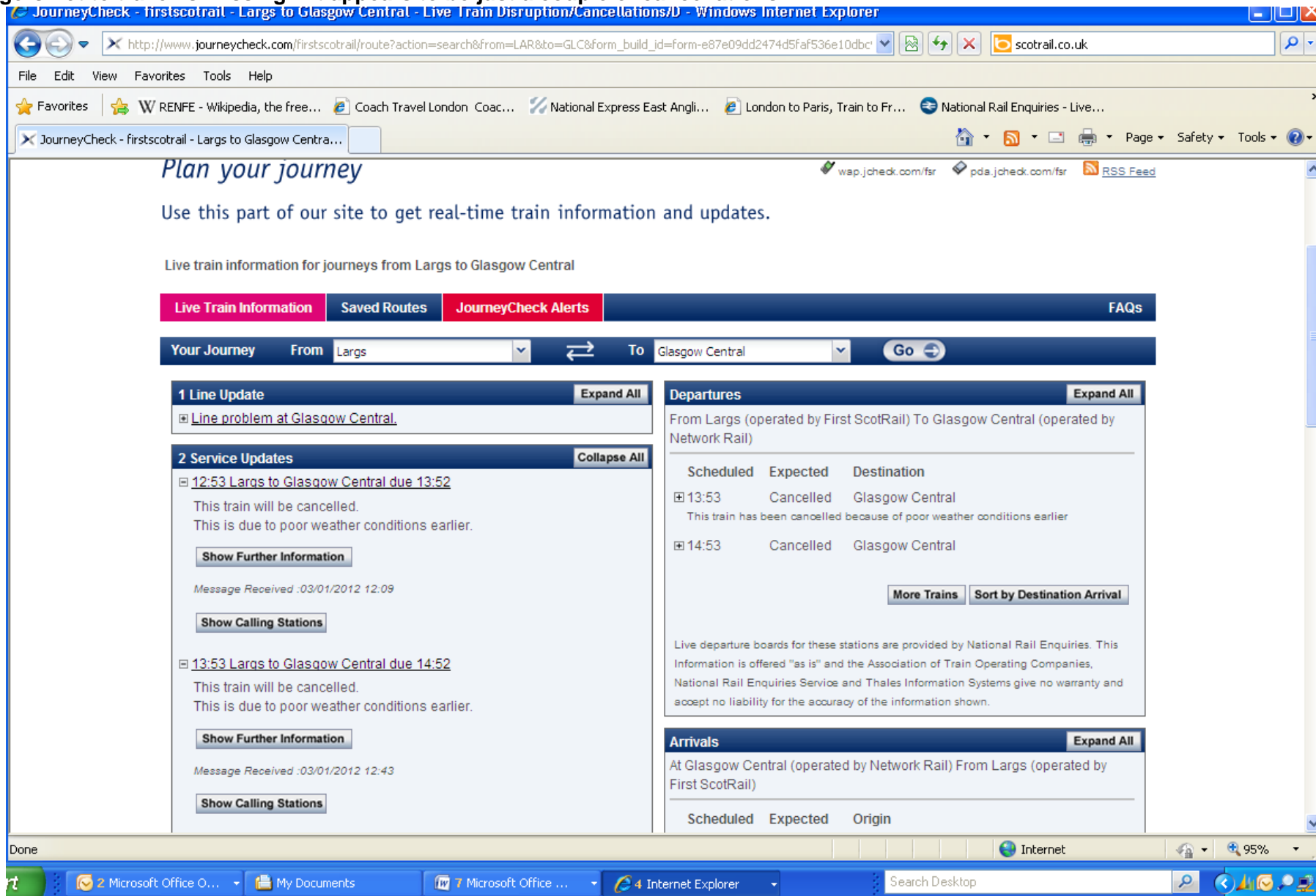


Figure 28: no explanation on Friday 6 January 2012 of why these three routes remain disrupted four days after the storms

National Rail Enquiries - Service Alteration Details

PAGE LAST UPDATED: 06/01/2012 09:38

Find out details about how services are running and be informed on any disruption on your journey.

Check my journey

From to

Today at 09:45

Disruption due to poor weather conditions in Scotland on Friday 6 January	
Incident created	03/01/2012 08:38
Route affected	Routes in Scotland
TOC affected	ScotRail
Description	<p>Following the poor weather conditions on Tuesday 3 January, the following services will continue to be disrupted today, Friday 6 January:</p> <ul style="list-style-type: none"> Milngavie - Motherwell / Lanark: Services from Lanark to Milngavie are not calling at Holytown, Airbles, Hamilton Central, Hamilton West and Blantyre. Passengers at Lanark, Carluke and Wishaw travelling to Holytown should speak to a member of station staff at Motherwell to arrange replacement road transport. Passengers at Lanark, Carluke and Wishaw travelling to Airbles, Hamilton Central, Hamilton West and Blantyre should change at Motherwell for an onward train connection (Motherwell to Milngavie train service) Services to Lanark via Holytown will operate as normal. This is expected to continue until the end of service. Helensburgh Central - Edinburgh: Trains between Helensburgh Central and Edinburgh will start from and terminate at Dumbarton Central. A replacement bus service will run between Helensburgh Central and Dumbarton Central. This is expected to continue until further notice. Dalmuir - Larkhall: Services are currently suspended. Customers should travel on alternative trains to/from Motherwell, and buses are running between Motherwell and Larkhall. This is expected to continue until further notice.

To find out whether this will impact your journey and to get alternative options planned for you, please use

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Figure 29: the live departure board for Edinburgh on the East Coast website showed Scotrail trains running as normal at a time of widespread cancellations

The screenshot shows a Windows Internet Explorer browser window displaying the live train departure board for Edinburgh on the East Coast website. The URL is <http://www.eastcoast.co.uk/travel-information/live-train-times/?dest=GLC&type=DepartTime>. The browser window title is "Live Train Times > East Coast - Windows Internet Explorer".

The departure board displays the following information:

Train Number	Route	Status	Operator
1526	Glasgow Central via Shotts	Expected to depart on time	ScotRail
1528	Inverurie	Expected to depart on time	ScotRail
1530	Glasgow Queen Street via Falkirk High	Expected to depart on time	ScotRail
1530	London Kings Cross	Cancelled	East Coast
1531	Dunblane	Expected to depart on time	ScotRail

The cancelled service (1530 London Kings Cross) is highlighted in red. The status "cancelled" is displayed in a red box with a white "C" icon. The message "This service has been cancelled" is also visible.

A context menu is open on the right side of the board, showing options: "Arrange Icons By Refresh", "Paste", "Paste Shortcut", "Graphics Properties...", "Graphics Options", "New", and "Properties".

The Windows taskbar at the bottom shows the Start button, several open applications (Sent Items - Microsoft..., FW: Weather disrupti..., 7 Microsoft Office...), and 3 instances of Internet Explorer. The system clock shows 15:16.