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11 June 2015

Dear Anthony

Thank you for your letter of 22 May 2015 in which you share the recent research into passenger preferences for how the railway industry communicates incidents of suicides as part of customer information. I am responding on behalf of NTF and for RDG.

The recommendation to move from the phrase 'person hit by a train' to 'emergency services dealing with an incident' has been considered by the PIDD Programme which has agreed to adopt this, based on the research. The next step is for the industry's Information Development Group to co-ordinate the change across the industry and we will add this to the industry PIDD action plan so we can agree a practical timescale for the change and then track it. This was endorsed at the NTF meeting on 10 June 2015.

This is a sensitive subject, of course, which garners a wide spectrum of opinion and I thank you for sharing the research which helps to resolve this.

Yours sincerely

Chris Burchell
Managing Director, UK Trains

cc: Michael Roberts, RDG
Gary Cooper, NTF
Jason Durk, Pidd Champion

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