

Dear Member



Following our interim update on car parking following the member's meeting, this time we are providing a special on the Customer Information System ("CIS").

We're sending this email now in advance of a high level meeting between FCC and Network Rail on 13 June.

**In particular, Larry Heyman at FCC would like to hear about issues with the CIS before then. Please email us at the address on the web site. Our best contribution is to compile the "to do" list - whether it is missing or broken equipment, software faults or operation.**

As a starter, and to provide an indication of problems already known about / being addressed, here are extracts from my most recent discussions with Larry and FCC's comments at our recent meeting.

Context - My normal journey is between Harpenden and City Thameslink - I have not listed the problems at City Thameslink since they are already listed on posters at the Station.

#### Hardware problems

*Comment:* There was a monitor at the south end of Harpenden platform 3 (London bound fast line). This was not replaced during the migration.

*FCC Response:* FCC will be installing 2 new double sided LED displays at the south end of platforms 2/3 (installation due in November 2008)

*Observation:* My understanding is that Network Rail are expected to complete a like for like replacement, so please do report missing equipment.

*Comment:* Harpenden platform 3 north end monitor has 2 corrupt characters in the 2<sup>nd</sup> line. I always assumed this was hardware related, but the other day it was displaying the message correctly.

*FCC Response:* The display manufacturers are currently snagging all 78 new displays for pixel errors. This work should be complete in 2 weeks

#### Software/administration

*Comment:* The system does not display location of first class on the train (for me a nuisance, since I want to avoid it - but something that damages your first class offering). It now simply displays "8" (I guess the start of "8 coaches, first class middle rear [or what ever]"). This problem seems to manifest itself generally, but I notice it consistently on the 07:22. Interestingly, I've noticed this "disease" intermittently at City Thameslink as well (northbound).

*FCC Response:* The displaying of 1st class is manually input by the Service Delivery Centre on a daily basis. A fault has been highlighted as to why this information is not being displayed. The system on the next train indicator will display the number of cars (8 or 4) and then the position of the 1st class. This information will also be announced.

*Comment:* The system (or administration of it) cannot cope with disruption. During last week's broken down freight train between Harpenden and Luton, the platform 3 display claimed (at about 7:20) that:

- There was an 00:00 to somewhere
- The 07:02 to Wimbledon was due imminently (it never appeared, so had either passed through or had been cancelled)
- The 07:22 to Brighton was due in 10 minutes. It was still claiming the 07:22 was due soon when it turned up at platform 1.

*FCC Response:* The disruption on this day has highlighted some issues which are being dealt with.

*Comment (FCC meeting):* Many comments about lack of Customer Information Screens and working clocks, e.g. at St Albans (platforms 2 and 3) and Farringdon.

*FCC Response:* 2 additional screens will soon be introduced at the north end of Farringdon platforms. The platform CIS will be installed in June, as will additional loudspeakers. Once the new bridge is installed there will also be a summary of departure screen on it. At St Albans additional LED "next train" indicators will be installed at the south end of platforms 2/3 in summer, plus additional summary screens at the entrances to the station and the multi-storey car parks

Neil Middleton  
4 June 2008