

# Customer information

## Information

There are three types of information boards:

- electronic service update boards
- manual service update boards
- general service information boards

Manual service update and general service information boards are not always fixed and can sometimes be moved around. Extra care must be taken when moving and positioning information boards in your station.

Make sure information boards are positioned:

- near escalators only if they can be secured, or if it is essential that the board is placed there
- considerately for visually impaired customers
- where they are unlikely to be blown over or knocked down by passing customers

Consider using information boards with foot-pads rather than wheels for breezy locations; however, you should remember they are not easy to move. If you decide this is the best option, notify your customer service manager or area manager.

Also make sure information boards are not:

- positioned causing a visual or physical obstruction
- positioned on platforms, even behind a barrier, as they might be blown or pushed on to the track

## Information

Fixed boards can be a better option if information boards are frequently used for the same purpose and location. These can be ordered from the Tube publicity helpline (auto 44411).

If you do not have enough information boards, notify your customer service manager or area manager.

Use of these information boards is covered in the Customer service handbook.

Make sure damaged information boards are reported to the [fault reporting centre](#), giving full details of the damage so a decision can be made whether to repair or replace.

## Manual service update boards

### Warning

Only use the authorised magnetic strips to update the manual service update boards.

Do **not** allow stickers or paper to be displayed on the manual service update boards.

Store unused magnetic strips in:

- the Gate Line Attendant Point (GLAP)
- an appropriate location near the gate line

If you need a new manual service update board, notify your customer service manager or area manager.

## General service information boards

### Information

General service information boards can be used in conjunction with manual service update boards to provide additional posters or handwritten information.

When cleaning general service information boards, make sure the cleaner:

- uses a soft cloth or information board eraser to clean the board properly
- does not use graffiti removing solvents, as these will damage the surface of the whiteboard

Make sure the following are reported to the [fault reporting centre](#):

- boards that remain stained and cannot be cleaned
- damaged or defaced boards

## Information for problems lasting more than five hours

### Information

If the service is adversely affected for more than five hours, tube publicity will produce service disruption posters. These will be sent directly to station plotters.

Service disruption posters must be displayed on general service information boards.

## Train operators' information boards

### Warning

Train operators' information boards must not be used to communicate safety critical information.

Detail service disruption or station closures on train operator information boards, so that the train operator can make public address announcements.

You must:

- include the date and time at the top
- write clear messages
- regularly update them, in line with service information boards

If your train operators' information board is damaged, make sure this is reported it to the [fault reporting centre](#).

Further information regarding station presentation can be found in the [Station Presentation Handbook](#).