

Internal emails regarding MSD: 16286156

From: Trudy Hems [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>
Sent: 08 December 2021 17:20
To: SCM Northern Line (Anthony O'Donnell) <[\[REDACTED\]@tube.tfl.gov.uk](mailto:[REDACTED]@tube.tfl.gov.uk)>
Subject: Faulty Dot Matrix Indicators

Hi Tony,

We have received a few complaints about faulty Dot Matrix Indicators from Edgware on the Northern line.

The customers state that this has been going on since early November and is affecting Edgware, Burnt Oak and Colindale.

There has also been mention of issues at Camden Town,

Are you aware of any faults affecting the DMI's on this stretch of the Northern line at all?

Thanks for any help you can give,

Trudy Hems | Customer Service Advisor

LU Resolutions Team

[REDACTED]

Endeavour Square

[REDACTED]

From: SCM Northern Line (Anthony O'Donnell) [REDACTED]@tube.tfl.gov.uk>
Sent: 10 December 2021 08:47
To: Trudy Hems [REDACTED]@tfl.gov.uk>
Subject: RE: Faulty Dot Matrix Indicators

Trudy,

There are faults – we had a complete breakdown of the line's dot matrices on Tuesday and Wednesday. As for Edgware, this has been going on for a while and I have highlighted the daily complaints to the line management team.

I will speak to the local area manager and find out what is happening at Edgware and the other two stations mentioned and find out what is happening.

Thanks

Tonyod