

# Circle, District, Hammersmith and City Lines

09<sup>th</sup> August, 2021

Colleagues

As the south-of-the-Circle blockade runs into its second week, we have decided to react to customer feedback about the on-train customer information messaging produced by the CIS system.

You may have noticed that at certain points on the line, there is no customer information (scrolling messages and audio). This is caused by a fault and we are working on a fix, along with other improvements to the system. However, some of our customers rely on the audio or visual information, particularly those with disabilities.

The system doesn't cope very well with a timetable where a Hammersmith and City line train operates with an Upminster destination and where a District line train operates with a Hammersmith destination.

For the remainder of the blockade, could I ask that all Train Operators use the following destinations on their trains:

**From Upminster heading westbound – show Aldgate East on the front – switching to a Hammersmith destination when the train is at Barking;**

**From Hammersmith heading eastbound – show Barking on the front – switching to an Upminster destination when the train is at Aldgate East;**

The station dot matrix information will continue to show the correct destination and customer service staff will be displaying posters explaining this change.

Best wishes

[REDACTED]  
[REDACTED]

Chris Taggart

Head of Line Operations, Circle, District, and Hammersmith & City lines

For distribution to T/Ops at Upminster, Barking, Hammersmith and Edgware Road from start of traffic, Monday 9<sup>th</sup> August.