

From: [Williams Marcia \(Head of Northern Line Customer Service\)](#)
To: [Smit Gidion](#); [Williamson Dave](#); [Waite Margaret \(Head of Northern Line Operations\)](#); [Adlam Isabelle](#); [Richards Lee](#)
Cc: [Outten Richard](#); [Darke Nigel](#); [Stevenson Paul \(C&I\)](#); [SCM Northern Line \(Anthony O'Donnell\)](#); [+TOMs Northern Line](#)
Subject: RE: NOL VID issues
Date: 13 December 2021 08:55:01

Gidion

Thank you for the update and good news.

Can I ask if Brent Cross has been fixed the AM for that area says it not working again of this morning?

Regards

Marcia Williams

Head of Northern Line Customer Service, London Underground, 5Y7, 197
Blackfriars Road, London, SE1 8NJ

Phone: [REDACTED] **Auto:** [REDACTED] **Fax Number:** [REDACTED] **Fax Auto:** [REDACTED]
Mobile: [REDACTED]

From: Smit Gidion [REDACTED] >
Sent: 13 December 2021 08:34
To: Williamson Dave [REDACTED] >; Williams Marcia (Head of Northern Line Customer Service) <[REDACTED]>; Waite Margaret (Head of Northern Line Operations) <[REDACTED]>; Adlam Isabelle [REDACTED]; Richards Lee [REDACTED] >
Cc: Outten Richard [REDACTED]; Darke Nigel <[REDACTED]>; Stevenson Paul (C&I) [REDACTED]; SCM Northern Line (Anthony O'Donnell) [REDACTED] +TOMs Northern Line <TOMsNorthernLine@tfl.gov.uk>
Subject: RE: NOL VID issues

Morning all,

We just dialled in into the Camden Town area station this morning and they are all working.

We are working on a root cause analysis.

All surrounding stations all showing data and working,

Camden Town,

Chalk Farm,

Kentish Town

And Mornington Crescent.

Gidion Smit
LU COMMS Manager

[REDACTED]
[REDACTED]
Palestra 4th Floor

From: Williamson Dave [REDACTED]
Sent: 13 December 2021 08:27
To: Williams Marcia (Head of Northern Line Customer Service)
<[REDACTED]>; Waite Margaret (Head of Northern Line Operations)
[REDACTED] Adlam Isabelle <[REDACTED]>; Richards Lee
[REDACTED] Smit Gidion [REDACTED]
Cc: Outten Richard [REDACTED]; Darke Nigel <[REDACTED]>;
Stevenson Paul (C&I) [REDACTED]; SCM Northern Line (Anthony
O'Donnell) <[REDACTED]>; +TOMs Northern Line
[REDACTED]
Subject: RE: NOL VID issues

Morning Marcia. I'm just checking now with comms. we believe the 2nd problem was fixed Friday evening which resulted in all of the VEIDS working. there was then a further problem with a PC crashing Sunday morning which affected the Camden area- this was reset around midday. telent are re-testing Camden again now just to double check. I'm just hoping we haven't got a intermittent fault!. I will update shortly.
dw

David Williamson CMgr MCM1
Systems Manager
APCI
Systems and Infrastrucure

From: Williams Marcia (Head of Northern Line Customer Service)
[REDACTED] >
Sent: 12 December 2021 18:37
To: Waite Margaret (Head of Northern Line Operations) [REDACTED]
Williamson Dave [REDACTED] Area Manager Kentish Town (Isabelle
Adlam) [REDACTED]; Richards Lee [REDACTED]
Cc: Outten Richard [REDACTED]; Darke Nigel [REDACTED];
Stevenson Paul (C&I) [REDACTED]; SCM Northern Line (Anthony
O'Donnell) <[REDACTED]>; +TOMs Northern Line
[REDACTED]
Subject: Re: NOL VID issues

Hi Dave

The DMIs are not working around the Camden area and our customers are very angry and having a go at the staff, which is not good.

Can you please give us a date when they will be fixed as I know they were working got a short period but when out again either late Thursday or Friday,

I'm also getting enquiries from City Hall and the local MPs, asking what is the root cause of the problem and when it will be fixed.

Please keep us updated

Thank you

Regards

Marcia

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From: Waite Margaret (Head of Northern Line Operations) [REDACTED]
Sent: Friday, December 10, 2021 5:23:34 PM
To: Williamson Dave [REDACTED] Area Manager Kentish Town (Isabelle Adlam) [REDACTED] Richards Lee [REDACTED]
Cc: Outten Richard [REDACTED] Darke Nigel <[REDACTED]>; Stevenson Paul (C&I) <[REDACTED]> Williams Marcia (Head of Northern Line Customer Service) [REDACTED] SCM Northern Line (Anthony O'Donnell) [REDACTED] +TOMs Northern Line [REDACTED] >
Subject: Re: NOL VID issues

Thanks Dave

Kind regards
Margaret

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From: Williamson Dave [REDACTED]
Sent: Friday, December 10, 2021 4:31:37 PM
To: Waite Margaret (Head of Northern Line Operations) <[REDACTED]>; Area Manager Kentish Town (Isabelle Adlam) [REDACTED]; Richards Lee [REDACTED] >
Cc: Outten Richard [REDACTED]; Darke Nigel [REDACTED] Stevenson Paul (C&I) [REDACTED]; Williams Marcia (Head of Northern Line Customer Service) <[REDACTED]> SCM Northern Line (Anthony O'Donnell) [REDACTED] +TOMs Northern Line [REDACTED]
Subject: Re: NOL VID issues

Thanks Margaret- we're on the case. Looks like a repeat if the same! I'll update shortly thanks
Dw

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From: Waite Margaret (Head of Northern Line Operations) <[REDACTED]>
Sent: Friday, December 10, 2021 3:49:26 PM
To: Area Manager Kentish Town (Isabelle Adlam) [REDACTED] Williamson Dave
[REDACTED] Richards Lee [REDACTED]
Cc: Outten Richard [REDACTED]; Darke Nigel <[REDACTED]>
Stevenson Paul (C&I) <[REDACTED]>; Williams Marcia (Head of Northern Line
Customer Service) [REDACTED] SCM Northern Line (Anthony O'Donnell)
[REDACTED] +TOMs Northern Line [REDACTED]
Subject: Re: NOL VID issues

Hi Dave,

The boards seem to be out again, apparently it's most if not all of the line. I'm on the High Barnet branch now and can see for myself that they're not working. Could someone please take a look at them again.

Many thanks
Margaret

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From: Area Manager Kentish Town (Isabelle Adlam) [REDACTED]
Sent: Friday, December 10, 2021 8:19:10 AM
To: Williamson Dave [REDACTED] Richards Lee
[REDACTED]
Cc: Outten Richard [REDACTED]; Darke Nigel <[REDACTED]>
Stevenson Paul (C&I) <[REDACTED]> Waite Margaret (Head of Northern Line
Operations) [REDACTED]; Williams Marcia (Head of Northern Line Customer
Service) [REDACTED]; SCM Northern Line (Anthony O'Donnell)
[REDACTED] +TOMs Northern Line [REDACTED]
Subject: RE: NOL VID issues

Hi Dave,

Thanks for the update, this is good news and I can see the boards are working again at Kentish.

I have just copied in others in case there any outstanding issues on the line.

Kind regards,
Isabelle Adlam
Area Manager Kentish Town – Kentish Town and Tufnell Park – Northern Line
Phone: [REDACTED]
Email [REDACTED]

From: Williamson Dave [REDACTED]
Sent: 10 December 2021 07:43
To: Richards Lee [REDACTED]; Area Manager Kentish Town (Isabelle Adlam) [REDACTED] >
Cc: Outten Richard [REDACTED] >; Darke Nigel [REDACTED] >; Stevenson Paul (C&I) <[REDACTED]>
Subject: FW: NOL VID issues

Lee- the issue is updated on the morning report but this should now be fixed and the displays working and showing correct destinations/ times.

Isabelle- could you let me know if any further problems?

regards

dw

David Williamson CMgr MCM1
Systems Manager
APCI
Systems and Infrastructure

[REDACTED]
[REDACTED]

From: Smit Gidion [REDACTED] >
Sent: 10 December 2021 07:13
To: Williamson Dave [REDACTED] Ochelli Chidi [REDACTED]
Cc: Network Operations Engineer (LU Asset Control Centre) [REDACTED]
Subject: FW: NOL VID issues

Good Morning, updates in Blue – all done and working on the NOR VIDS.

There are 2 separate issues affecting the VIDS on the Northern Line, see below:

Issue 1

There is a WAN issue on the top section of the Northern Line affecting about 5 sites. This has gone back & forth with Connect. To get to the route cause, our System engineer is meeting up with Connect on Thursday night.

Update on this on Friday morning

[Met up with Thales engineers at Brent Cross. They found faults on 2 circuits which they resolved. RFIP is now working](#)

Issue 2

This is an intermittent issue affecting random stations across the network. The started a few days ago and from the investigation, the fault has been traced to the control PC at Highgate Control Centre. This will be failed over tonight in engineering hours to resolve this issue.

Update on this tomorrow morning.

Issue with the OCP Server now resolved & restarted successfully.

CMS connection restored

Gidion Smit

LU COMMS Manager

[REDACTED]

[REDACTED]

Palestra 4th Floor