London Underground Control Centre (LUCC)
Customer Information Ecosystem (TOC & TfL Service Status As-Is)

Train Operating Company* (TOC) Control Rooms

* All London TOC's (excluding Heathrow Express)

InfoLink (Nexus Alpha)

Train Operating Company Personnel

1. Log Disruption

1. Inform NIM of service disruption

1. Check for Disruption

4. TfL Service Updates *(for TOCs to display)*

Incident Capture System (ICS)

Journey Planner (incl. 'JP Ticker')

TfL.Gov.UK (AKA 'TfL Real-Time')

Third Party Applications (E.g. Citymapper)

4. Content Pushed Out

TfL Unified API

TOC related data not pushed through

API

ESUI (NOC Admin)

4. Update Boards

Electronic Station Update Board (ESUB)

4. Update Internal Channels

4. Input Service Matrix Status Output

London Underground Service Control Centres (SCC)

Line Information Specialist

1. Inform NIM of service disruption

Connect Radio

5. Send Broadcast

5. Send Broadcast

Network Information Manager

8. Trigger Broadcast Message

2. Log Disruption

3. Validate

SAFE

8. Push Message (API)

TfL/LU Internal Channels (i.e. Heartbeat & LU Intranet)

4. Display Status

Customer

Service Status Matrix

Page One

8. SMS

8. Email

LU Personnel

London Overground Control Centre

Arriva Personnel

1. Inform NIM of service disruption

TfL Rail Control Centre

MTR Personnel

1. Inform NIM of service disruption

Docklands Light Railway Control Centre

KAD Personnel

1. Inform NIM of service disruption

Trams Control Centre

First Personnel

1. Inform NIM of service disruption

* NB. Tram Network does not have step-free assets

(IF REQUIRED) 6. Report incident

Cubic Helpdesk

7. Report Incident

Social Media Controller

7. Update Twitter Channel

HootSuite (Twitter)

KEY:

London Underground Personnel

Third Party Personnel

Optional Task

Automated Task

Manual Task

Radio Transmission

Telephone Call

Version 3.0 *(Draft)*

London Underground Control Centre (LUCC)
Customer Information Ecosystem (Step-Free Access & Station Messages As-Is)

Train Operating Company* (TOC) Control Rooms
* All London TOC's (excluding Heathrow Express)
Train Operating Company Personnel
1. Inform NIM of Step-Free Access asset unavailability

Real-Time Information (RTI) Mobile App
A. Report Step-Free Access Asset Unavailable (e.g. Lift)

RTI Dashboard
B. Review Pop-Up Notification *(New/Cleared)*

London Underground Service Control Centres (SCC)
LU Stations Staff
1. Report Station Message*
Line Information Specialist

London Overground Control Centre
Arriva Personnel
1. Station Messages
1. Step-Free-Access Asset Unavailability

TfL Rail Control Centre
MTR Personnel
1. Station Messages / Report SFA Unavailability

Docklands Light Railway Control Centre
KAD Personnel
1. Station Messages
1. Step-Free-Access Asset Unavailability

Trams Control Centre
First Personnel
1. Report Tram Stop Closure*
* NB. Tram Network does not have step-free assets

10. Inform Train Op
Train Operator
10. Inform Customer of SFA unavailability
Customer

* NB. not all messages will result in a route block in ICS & Journey Planner (for example 'Exit Only')

Network Information Manager
10. Inform Line Ops Re the SFA Unavailability
3. Validate

(IF REQUIRED) 6. Create 'Interchange' Entry
5. Create 'Stop Information' Entry
4. Create & Save Message
7. Enter into Major Events the message and Select the SFA icon
9. Send Broadcase
8. Trigger Broadcast Message
2. Log SFA / Station Message

Incident Capture System (ICS)
API
TOC related SFA data pushed through
ESUI (NOC Admin)
Connect Radio
SAFE
API
Page One

Step Free Access Sheet

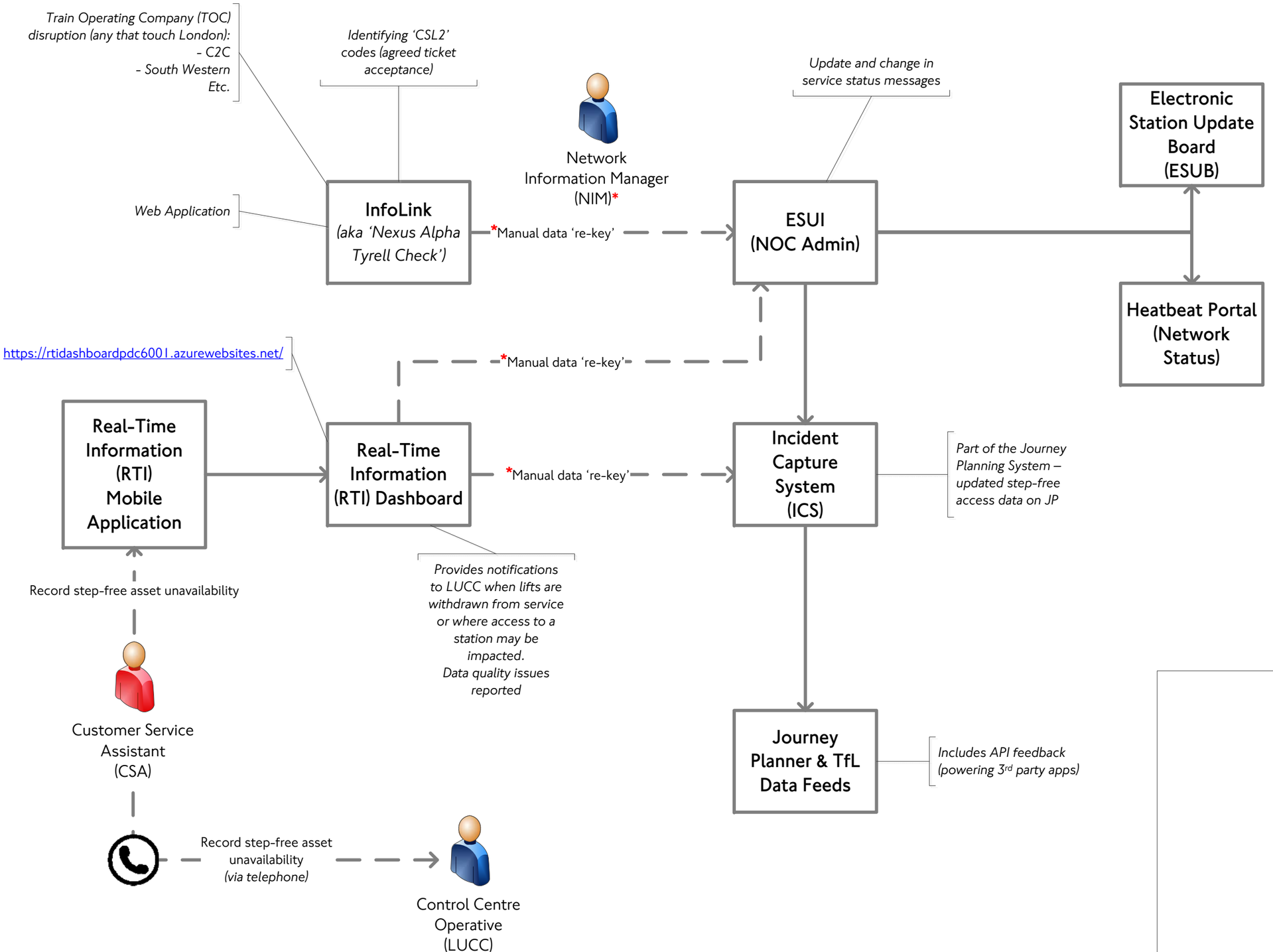
Journey Planner (incl. 'JP Ticker')
TfL.Gov.UK (AKA 'TfL Real-Time')
5. Content Pushed Out
TfL Unified API
Third Party Applications (E.g. Citymapper)
7. Update Boards
7. Update Internal Channels
Electronic Station Update Board (ESUB)
9. Send Broadcast
TfL/LU Internal Channels (i.e. Heartbeat & LU Intranet)
7. Display Message
Customer
8. SMS
8. Email
LU Personnel

10. Report Step Free Access / Station Message
Social Media Controller
Update Twitter Channel
HootSuite (Twitter)

KEY:
London Underground Personnel
Third Party Personnel
Optional Task
Automated Task
Manual Task
Radio Transmission
Telephone Call

Version 3.0 *(Draft)*

London Underground Control Centre (LUCC)
Customer Information Ecosystem (As-Is)



London Underground Control Centre (LUCC) Customer Information Ecosystem (As-Is)

Train Operating Company* (TOC) Control Rooms

* All London TOC's (excluding Heathrow Express)

InfoLink (Nexus Alpha)

Train Operating Company Personnel

1. Log Disruption

1. Inform NIM of service disruption

TfL Station/Stop Messages and Step Free Access Notifications (for TOCs to display via their customer channels)

TfL Service Updates *(for TOCs to display)*

1. Check for Disruption

4. Create 'Stop Information' Entity

Incident Capture System (ICS)

Journey Planner (incl. 'JP Ticker')

TfL.Gov.UK (AKA 'TfL Real-Time')

Third Party Applications (E.g. Citymapper)

TfL Unified API

TOC related data not pushed through

API

Real-Time Information (RTI) Mobile App

A. Report Step-Free Access Asset Unavailable (e.g. Lift)

RTI Dashboard

B. Review Pop-Up Notification *(New/Cleared)*

3. Save Message

4. Input Service Matrix Status Output

ESUI (NOC Admin)

4. Update Boards

4. Update Internal Channels

Electronic Station Update Board (ESUB)

London Underground Service Control Centres (SCC)

A. / 1.

LU Stations Staff

1. Report Station Message (e.g. Station Closed)*

Line Information Specialist

Inform Line Ops Re the SFA Unavailability

1. Inform NIM of service disruption

Network Information Manager

5. Send Broadcast

Connect Radio

5. Send Broadcast

8. Trigger Broadcast Message

2. Log Disruption

3. Validate

2. Validate

SAFE

API

TfL/LU Internal Channels (i.e. Heartbeat & LU Intranet)

5. Display Status

Customer

Service Status Matrix

Step Free Access Sheet

Page One

8. SMS

8. Email

LU Personnel

* NB. not all messages will result in a route block in ICS & Journey Planner (for example 'Exit Only')

London Overground Control Centre

1. Inform NIM of service disruption

1. Station Messages

Arriva Personnel

A. Step-Free-Access Asset Unavailability

Train Operator

Inform Customer of SFA unavailability

Customer

TfL Rail Control Centre

1. Inform NIM of service disruption

1. Station Messages / A. Report SFA Unavailability

MTR Personnel

(IF REQUIRED) 6. Report incident

Cubic Helpdesk

Docklands Light Railway Control Centre

1. Inform NIM of service disruption

1. Station Messages

KAD Personne

A. Step-Free-Access Asset Unavailability

7. Report Incident

Social Media Controller

Update Twitter Channel

HootSuite (Twitter)

Trams Control Centre

1. Inform NIM of service disruption

First Personnel

1. Report Tram Stop Closure*

* NB. Tram Network does not have step-free assets

KEY:

Step Free Access & Stations messages

Service Status Change

Telephone Call

Automated

Manual

Network Delivery Personnel

Customer Service Personnel