



Tottenham Court Road – assisted dispatch;

Tier Two THSC first heard a referral from White City depot some 6 months ago, after first navigating the cumbersome and delaying local machinery, which is bad enough, the incident is still without a report that shows who decided not to staff the platform in question which had an obscured view covering the last set of doors on the rear carriage.

Despite the requirement to do so and alleged daily checks being undertaken, this was not done and Benchmark images from 2004 are still being used today, yet platform furniture has been moved many times since those images were produced, yet the rule book requiring the platform to be staffed was breached here; if this was a train operator, we're pretty sure the appropriate rule and code of conduct would be found to discipline them.

Of course, when required to staff that platform, the rules covering this were not found or followed by Service Control. No SOO was involved in this process at all and no log entries of who decided to ignore the rule book can be found, funny that.

The company have failed to appropriately address this issue for over 18 months now, although the actual obscured

view has since been rectified, this is a non-compliance issue and sets a dangerous precedent, as such this was referred to a Directors meeting for action.

Previous referrals and items;

Several other previous referrals were updated at THSC on the 21st December.

Pigeon netting at Queens Park; while the netting was installed the voids in the roof structure still remain, as a result so does the original problem of dead pigeons decomposing over head. When we told Management they wanted us to go to site and send pictures, really, our word isn't enough now? We thought TfL were under budget constraints yet they fritter money on items without fully dealing with all issues rendering the work done ineffective.

Door latching and CSDE modification on the Piccadilly line; we were given a date of the end of January 2019 for these two projects to be completed, we are optimistic and hopeful of a resolution soon.

Garth House boiler at Morden; after many months of being told this issue would be addressed and fixed, we had confirmation just before Christmas the boiler was replaced and is now working.

Its amazing train crew can be left without heat yet those working in offices, which are warm, are not able to address a relatively simple problem.

Provision of sunglasses; LU require, by rule book a second pair of glasses to be carried, they even provide the sunglasses to assist as they rightly should. It was confirmed that the current process of obtaining these remains as it was, so please advice of any problems and issues should they arise.

What is clear on the face of issues we discuss now are the financial constraints applied to decision making and resources, this needs to be addressed. Items such as those above are not 'nice to have's' but are required for health, safety and welfare purposes.



LU need to start putting train operator's welfare and facilities we use before those in warm water tight offices as goodwill is being lost, almost as much as the heat from a roofless dilapidated outhouse.

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