

Clearly in control

# Tubelines

TO DELIVER AN OUTSTANDING TUBE FOR LONDON

solutions

Tube Lines works in partnership with London Underground to modernise the Jubilee, Northern and Piccadilly lines.

Under the thirty-year public-private partnership (PPP), Tube Lines are responsible for the maintenance, renewals and upgrades of the infrastructure including track, trains, signals and stations.



reliable

"With Harps success of the Jarvis installation at York, the control room with the video wall was planned in at early stage of the conception of Tubelines. Harps known ability to integrate different feeds from sources was a high factor in choosing Harp again. Again they delivered a system on time and installed to a highly professional standard.

As more centres are developed Harp will considered first."

Ian Machen  
Control Centre Manager  
Tubelines

# CASE STUDY

## Challenge

Tubelines set out to create a state of the art management centre that would incorporate best industry practices. Extensive research was done by Tubelines by visiting international railway and subway operators to identify best practice and what works and what does not work. The management centre was to be designed as the focus point of the company. It would identify what is important to Tubelines and their client, London Underground in terms of safety and service availability. It is the first point of contact for operational issues, these calls have to be responded to in a set period of time to avoid penalties. If and when incidents occur this is the centre that will deal with them be they minor or major.



The room was to be set out so that during normal operations staff will deal with day to day issues. Planning teams also work in parallel with the operations teams to ensure a seamless handover of tracks from operational to maintenance and back once they are released. In the event of a major incident even the CEO has a position.

Harp was commissioned to deliver a display wall that could provide all of the operators an image of the status of the network, call statistics, maintenance information and local and international news. Based on the system installed at Jarvis 18 months previously the knowledge of how the management centre works and the need of the operators was a great advantage to Harp.

## Strategy

Much of the strategy of what the display wall would do and deliver had been thrashed out on the previous Jarvis installation. The key was now to identify the differences in operations and re-fine the design to best suit Tubelines operational requirements. Both physical needs and image information needs had to be identified at an early stage of the project so that the design of the control room could incorporate these requirements during the concept design.

## Solution

Harp worked as part of the design team to ensure all aspects of the video wall implementation was covered. The design of the structure containing video wall was a key part of the room ensuring that all environmental needs of the video wall were catered for. Further development of Harp's serial line to text window parser was generated so that information normally seen on LED wall boards could be sent to the video wall environment. The height of the room and the operators positions dictated the size of the video wall. A 50" DLP cube was identified as the best display solution and coupled with Harp's DWC video display wall controller delivered a system that incorporated all of Tubelines physical and displayed information needs.



## Result

Tubelines has created a control room that delivers the right information to the people who need to know how the tubes are operating minute to minute. Managers and operators can make decisions based on the latest information. Problems can be identified earlier and resolved before they become incidents that affect the safety and efficient running of the Jubilee, Northern and Piccadilly lines.



# HARP

VISUAL COMMUNICATION SOLUTIONS

Harp Visual Communications Limited  
Unit 7 Swanwick Business Centre  
Bridge Road  
Lower Swanwick  
Southampton  
SO31 7GB

Tel. 01489 580011

Fax. 01489 580022

[www.harvisual.com](http://www.harvisual.com)