


# T&R **HOT ISSUES** Bulletin **UNDERGROUND**

*This Bulletin replaces the Revenue section of the Traffic Circular and is required reading for all Station and Revenue Control staff. Upon publication, Late-Turn Station Supervisors must ensure that sufficient copies are printed and made available to all staff.*

**Issue No: 02-18**

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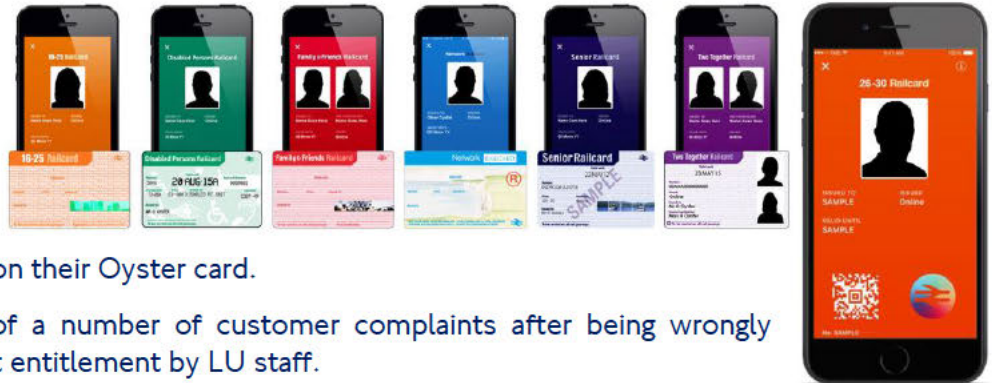
## Section 1 – GATELINE ISSUES

Recipients reading the Hot Issues Bulletin on their iPads or PCs are advised that many articles now have  embedded links to allow easy access to useful reference documents. Simply click or touch on each link to activate.

### IMPORTANT – DIGITAL RAILCARDS

**NEW**

Station and Revenue Control staff are again reminded that customers with Digital NR Railcards on their mobile devices **DO NOT** also need to be in possession of a physical Railcard to have their discount entitlement added or updated on their Oyster card.



T&R have been made aware of a number of customer complaints after being wrongly advised or refused the discount entitlement by LU staff.

Further information on the Digital Railcard scheme can be found in [TRU101](#) and [TRU104](#).

### IMPORTANT – MISSED COLLECTIONS!

**NEW**

*Although there was a sizeable increase in the number of missed collections in Period 10, there has been a significant improvement in the number of these reported by stations.*

*At the end of the two hour window for security collections, Supervisors must ensure that the collection has taken place or has been reported as a missed collection.*



As a reminder any missed or partial collections must be;

- Reported via the Missed Collection Notification e-form and
- Recorded as an entry in the Station log book.

Please note –

- The Station log book entry does not send a notification about the missed collection.
- It is the responsibility of the CSS / CSM on duty to ensure collections are completed.

Where there is a missed collection at stations with weekly or fortnightly collections, a further notification must be completed on the day of the recovery collection, to confirm this has been completed or not.

Period	Missed Collections	+/-	Of which were not reported	+/-
10	144	+15	21 (15%)	-18%
09	129	+5	42 (33%)	+1%
08	124	-35	40 (32%)	+1%
07	159	+6	49 (31%)	0
06	153	+21	48 (31%)	+1%
05	132	-58	39 (30%)	-



**Out of 144 missed collections in Period 10, 21 (15% or 1 in almost every 7) were not reported via the iPad MiForms app.**

Need the MiApps link? – [Click here](#) for the guide on how to install it to your iPad.



## AFM SCREEN FREEZES

**NEW**

On Sunday 05 November 2017 a base data language update was made to all POMs to include the Portuguese language.

Since this change there has been a significant decrease in AFM performance with a link identified between the PC and the touchscreen on this device type.

As an interim solution, from start of traffic on *Sunday 14 January* Cubic will roll back the base data language update during engineering hours and remove the Portuguese language on AFMs, whilst their engineering team conducts a full investigation and provides a fix. The changes will be effective from start of traffic on Sunday morning until further notice.

Please note that only AFMs are affected and Portuguese speaking customers should be directed to use other devices available.



## BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Station and Revenue Control staff are advised that between 22:00 hours on Sunday 14 and 05:00 hours on Monday 15 January 2018 the Blackwall tunnel will close for floodgate testing.

On this occasion customers using this bus service **will not** be able to travel free on the Jubilee Line between North Greenwich and Canning Town.

Drivers will not be issuing the yellow transfer voucher shown on the right and any retained from previous closures **must not** be accepted by gateline staff.

Any Bus only customers wishing to travel on LU, must be advised to purchase a tube ticket or use PAYG.




## CAMDEN TOWN ESCALATOR REFURBISHMENT

**UPDATED**

On *Tuesday 09 January 2018*, refurbishment work will start on the escalators at Camden Town station. Work on the first escalator is scheduled to finish in early March. The second escalator will be refurbished later in the year.

While the work is carried out, there will be **no entry** to the station during the following times:

	On weekdays between 16:00 and 19:00 – the station will be exit and interchange only
	On Saturdays and Sundays between 13:00 and 17:30 – the station will be exit and interchange only
	During Night Tube between 00:30 and 04:30 – the station will be exit and interchange only
	At all other times – access will be via the spiral staircase only (96 steps). There will be no 'down' escalator at the station at any time while the works are taking place

For customers wishing to interchange from Camden Road to Camden Town an Emergency Out of Station Interchange (EOSI) has been set up between *Camden Road and Chalk Farm* from 16:00 – 19:00 hours *Monday to Friday*. The time limit between the two stations has been set at 30 minutes.

## CANNON STREET (NR) SERVICES NOW CALL AT LONDON BRIDGE (NR)

**REPEAT**

On *Tuesday 02 January 2018* London Bridge (NR) station reopened after 10 days of major engineering work. The work to finish the final 5 new platforms, marked the completion of the 15 platform concourse, allowing Southeastern Cannon Street trains to resume calling at London Bridge. Thameslink services through this station will not resume until later in the year.



## TOTTENHAM HALE - REDUCED TICKET ISSUING FACILITIES

**REPEAT**

From start of traffic on *Wednesday 10 January 2018* Tottenham Hale LU station will have reduced ticket issuing facilities following the removal of its MFM and AFMs, which have been replaced with 2 free-standing QBMs that can only accept bank card payments to buy and renew season tickets and top-up PAYG.



Although customers will no longer be able to make cash payments or purchase LU Single and Return magnetic tickets, the nearby ticketing issuing facilities will continue to be available at Tottenham Hale NR station.

Station staff are reminded that customers must be in possession of valid travel documents before commencing their journey.

## PROCEDURAL CHANGES SINCE LAST T&R BOOK UPDATES

**ONGOING**

The table below shows sections of the current editions of the T&R Books which have been superseded by revised instructions, with a cross reference to documents where the change was communicated.

Nature of change	Book & Section affected	Effective date	Reference document
Trial of 25-30 Digital Railcard	Book 2 / Book 8	06-12-17	<a href="#">HIB 48-17</a>
Defective Security Seals	Book 1, Section 2	10-11-2017	<a href="#">HIB 45-17</a>
Introduction of National Rail Digital Railcards	Book 2 / Book 8	08-08-2017	<a href="#">HIB 42-17</a>
Bankcard acceptance (for POMs with PED Upgrade)	Book 5, Section 3.1	09-04-2017	<a href="#">HIB 23-17</a>
New NR Staff Travel Card	Book 2, Section 5	01-04-2017	<a href="#">HIB 21-17</a>
Metropolitan Police – Seconded Oyster card	Book 8, Section 10.1	24-04-2017	<a href="#">HIB 19-17</a>
Non-chip bank cards no longer acceptance	Book 5, Section 3.3	05-05-2017	<a href="#">HIB 18-17</a>
BTP Staff Oyster Cards	Book 8, Section 10.1	15-03-2017	<a href="#">HIB 10-17</a>
T&R App replaces Ticketing Consumables Form	Book 5, Section 1.7	27-03-2016	<a href="#">HIB 12-16</a>
T&R App replaces Missed Collection form	Book 7, Section 7	27-03-2016	<a href="#">HIB 12-16</a>

## TICKET ACCEPTANCE & GATELINE SETTINGS

**ONGOING**

Please note



- Customers and staff are not permitted to board or alight at any other stations other than those listed.
- Instances where both LU and TOC sections are quoted as accepting each others tickets, refers to travel on Replacement Bus Services.
- Further information about weekend closures can be found on the LU Intranet; [http://luintranet.tfl/ops\\_maintenance/helping\\_customers/1530.html](http://luintranet.tfl/ops_maintenance/helping_customers/1530.html)

## PLANNED CROWD CONTROL SETTINGS ON LU GATELINES

**ONGOING**

Over the next 7 days gateline settings will be applied on London Underground gates at stations within the areas below on the dates and times indicated.

Line	Area affected	Reason	Start time and date		End time and date	
NORTHERN	CAMDEN TOWN – settings applied at Chalk Farm and Mornington Crescent	Crowd control	04:30	Sat 13 Jan	02:30	Mon 15 Jan
VICTORIA	SEVEN SISTERS – EOSI set for duration of escalator works	Crowd control	Started		Until further notice	

\* Please note that gateline settings are subject to late changes.

## PLANNED EOSI SETTINGS ON LU GATELINES

**ONGOING**

There are no partial or full suspensions over the next 7 days which require Emergency Out of Station Interchange gateline settings to be applied on LU gatelines.



**PLANNED EOSI SETTINGS ON NR GATELINES****ONGOING**

There are no partial or full suspensions over the next 7 days which require Emergency Out of Station Interchange gateline settings to be applied on NR gatelines.





**ACCEPTANCE OF LU TICKETS AND PASSES ON TOC SERVICES DURING PLANNED ENGINEERING WORKS****ONGOING**

There are no planned engineering works over the next 7 days which require acceptance of LU tickets on NR services.

**ACCEPTANCE OF TOC TICKETS AND PASSES ON LU SERVICES DURING PLANNED ENGINEERING WORKS****ONGOING**

LU will accept all NR paper tickets from the relevant Train Operating Companies listed in this section as per the dates, times and stations shown. TOC staff passes should also be accepted where indicated.

Customers using PAYG will be required to pay the appropriate fare for the journey they are making. Tickets being accepted will generally not work the automatic gates, so the holders should be passed through the manual gate following a visual check for validation.

TOC	National Rail Suspension	Dates and times	LU stations at which NR tickets are to be accepted	Ticket Types
	Gospel Oak – Barking (Blockade)	Ongoing until COT Sun 15-01-18	Archway, Barking, Blackhorse Road, East Ham, Finsbury Park, Manor House, Seven Sisters, Tottenham Hale, Tufnell Park, Walthamstow Central, Highbury & Islington, Leyton, Leytonstone	Customer and Staff
	Sudbury Harrow Road to High Wycombe	SOT Wed 27-12-17 to Fri 30-03-18	Marylebone, Paddington, South Ruislip*, West Ruislip*, Sudbury Hill, South Harrow	Customer and Staff
	Thameslink Programme (limited service n/bound through central London + trains not serving London Bridge)	SOT Tue 02-01-18 to COT Fri 30-03-18	London Bridge*, Bank, Moorgate, Old Street, Angel, King's Cross St Pancras*, Cannon Street, Blackfriars*	Customer and Staff
	Fenchurch Street to Barking	20:30 (daily) Mon 15-01-18 to COT Thu 18-01-18	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	Customer and Staff

(\*) If indicated next to station name - Please note that inter-availability agreements already exist on these routes.



Examples of National Rail Staff passes and accompanying Photocards can be found in [T&R Book 8](#) along with their normal validity and conditions of use on LU services.

**Section 2 – TICKETING & SECURE SUITE ISSUES****FAILED CARD PORTAL****NEW**

From *Thursday 18 January* the Failed Card Portal facility will be extended to include a further 25 TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to Sunday 31 December 2017.

This training needs to be refreshed annually and staff will be sent a reminder in advance. Failure to complete the assessment will result in access being removed.

The Failed Card Portal allows station staff access to Oyster card details as well as limited access to customer data when they have to replace a failed Oyster card for a customer and will no longer need to call the Staff Oyster Helpline (SOHL) to verify the Oyster Card details.



Staff are reminded that although the new app is a useful additional tool, it should be only used as a last resort when dealing with failed Oyster cards.



It has come to the attention of the T&R Team that some stations have been contacting the Scancoin Helpdesk to request an engineer to attend to remove their full cash sack.

TSID card holders are reminded that Scancoin should not be contacted in this situation as their engineers are there to attend and correct faults with the Cash Handling Device.

In the event of a full cash sack, an emergency collection should be requested and, in the meantime, counted bags should be created and transferred into the safe.



For further information on these procedures, please refer to [T&R Book 4 – Section 10](#) and [‘Introduction of Cash Handling Devices’ – Section 8](#).

## DEFECTIVE SECURITY SEALS

## REPEAT

T&R have been made aware of a defective design of security tags which is illustrated and described on the right.

With immediate effect this faulty type of seal must no longer be used to secure safe keys within POMs, although they may still be used to secure the Secure Suite keys within Station Office key boxes until further notice.

As a temporary workaround at stations that only have the faulty seals, Safe keys can be sealed within a Multi-safe bag and placed within the nominated POM.

*A new, more secure seal has now been identified and is currently being procured by LU Clothing Services. As soon as they are available details will be published in the Hot Issues Bulletin.*

*Until then and stations requiring seals should use multisafe bags for safe keys and look to obtain seals from surrounding stations for use in key boxes.*

Stations that have a supply of effective (non-faulty) seals must use them in accordance with the procedures outlined in [T&R Book 1 – Security](#).

Defective	Effective
<ul style="list-style-type: none"> <li>Dark roundel</li> <li>Dark text</li> <li>“Enter” inscribed on face of seal</li> </ul>	<ul style="list-style-type: none"> <li>White roundel</li> <li>White text</li> <li>“Enter” inscribed on rear of seal</li> </ul>
DO NOT USE	CONTINUE TO USE

## Section 3 – STATION ISSUES



## VANGUARD OF NEW TOM AND SAF HARDWARE AND SOFTWARE

## NEW

In preparation for the forthcoming installation of TVMs in the *Stratford (Mezzanine)* ticket hall, Cubic will be undertaking some preparatory work during extended engineering hours (starting from 22.00 hours) on the night of *Sunday 21 January*.

The work will involve the removal of the current Station Control Unit (SCU) and monitor and the replacement of the separate TOM and SAF units with a new combined TOM / SAF unit.

As part of the upgrade all of the current equipment attached to the TOM will also be replaced with new black hardware, including the barcode scanner, receipt printer, customer display, monitor and keyboard.

- The new keyboard incorporates bespoke yellow and green keys to replace the function of the KVM switch fitted at other locations, that allows operators to swap between the TOM and SAF PCs.
- The SAF PC and the cabinet it is housed in will also be replaced as part of this upgrade work.

*Continued on next page*





- There will be a number of changes to the TOM and SAF software used by the new devices, so a number of menus and options will be different after the upgrade has taken place.

The transfer of data from the old PC to the replacement unit should be done seamlessly, but to avoid the risk of data not transferring, an audit of each safe must be completed on Sunday evening, a printout of the safe contents taken and the details recorded on the Emergency Safe Contents Register in the rear of the new style Secure Suite Log Book. In the unlikely event of the data not being transferred correctly, the safe contents can be restored back onto the SAF using the "Declare Bag" option as a "Cold Start".

## ELECTRICAL TESTING OF TICKETING EQUIPMENT

**ONGOING**

As part of a rolling programme of electrical testing, CTS will be visiting the station(s) on the dates shown in the table below, to undertake testing of devices and the power circuits supplying them ↓

On the first night CTS will test gates and other assets that do not need to be prepared by station staff prior to their arrival.

The CTS team leader will liaise with the Supervisor and advise of any POMs to be tested on subsequent nights to ensure that cash and vaults are removed in advance.

	Date	Stations
	Mon 08 – Sun 21 Jan 2018	HAMMERSMITH (D&P)

## AFM COIN BOWL MODIFICATION

**UPDATED**

Since completion of the AFM PED upgrade it has been identified that a number of devices have had the coin bowl assembly refitted incorrectly. To remedy this a Cubic engineer will visit each of the affected devices to refit the coin bowl correctly. The issue does not affect every AFM, so no remedial work is needed on a number of our devices.

Devices will need to be emptied of cash by a TSID card holder before the Cubic engineer can access the device to undertake the work.

During the visit Cubic will also replace any missing PED blocks from these and other devices on the station.

Stations shown in the table below will be visited between 10.00 hours and 17.00 hours and work on the devices indicated.

Station	AFM	Station	AFM	Station	AFM	Date
KINGS CROSS (Northern)	10	KINGS CROSS (Western)	12	KINGS CROSS (Western)	26	Mon 15 Jan
	11		14		29	
	13		15	KINGS CROSS (Tubes)	11	
	14		17		13	
	27		19		25	
	29		24			
LEICESTER SQUARE	27	COVENT GARDEN	27	SOUTH KENSINGTON	28	Tue 16 Jan
	28	RUSSELL SQUARE	28	FARRINGDON	28	
KNIGHTSBRIDGE (East)	27	GLOUCESTER ROAD	10	BARBICAN	29	
KNIGHTSBRIDGE (West)	29		28		28	
PADDINGTON (Main)	14	PADDINGTON (Main)	28	PADDINGTON (Praed Street)	15	Wed 17 Jan
	16		29		26	
PADDINGTON (Suburban)	45	PADDINGTON (Bakerloo)	25			
VICTORIA (District)	11	VICTORIA (North)	05	VICTORIA (Vic)	10	Thu 18 Jan
	12		06		11	
	13		09		13	
	14		81		16	
	15		83		17	
OXFORD CIRCUS (Main)	10	MARYLEBONE	28	TOWER HILL	27	Fri 19 Jan
	28		29		28	
OXFORD CIRCUS (Remote)	14	TOWER HILL	26		29	
BLACKFRIARS	27					