


T&R **HOT ISSUES** Bulletin

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: 04-18

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Section I – 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.

BUS HOPPER FARES

NEW

From *Tuesday 30 January 2018*, the Bus Hopper Fare will be further improved to allow PAYG customers to make unlimited free bus trips within one hour for the price of a Single Bus fare.

If the customer also makes any intermediate rail journeys between bus journeys, *but all are made within the same hour*, the bus journeys will still be charged as one Single Bus fare.

Customers are currently allowed to make just one transfer in this period.



TICKET HALL SCU CABINET SECURITY

NEW



Station and Revenue Control staff are reminded of the need to secure the cabinet doors of Ticket Hall Station Computer Units (SCU) after use, to prevent unauthorised access to the components within them and to ensure that injuries do not occur due to snagging, trapping or the door swinging open.

Stations are also reminded to inspect all gates to ensure that they are securely closed and locked as part of their standard gateline checks.

Any cabinet doors or gate lids which cannot be locked must be reported to the Cubic Helpdesk on Auto 1610.



CONDITIONS OF CARRIAGE

NEW

In connection with the changes to the Bus Hopper fare (above), the TfL Conditions of Carriage have been updated and from *Tuesday 30 January 2018* can be accessed from the T&R Intranet or by following the links provided below;

TfL Conditions of Carriage

http://luintranet.tfl/static/documents/coo/TfL_Conditions_of_Carriage.pdf

Rail for London Ticket & Travel Guide (to be used in conjunction with the NR Conditions of Carriage)

http://luintranet.tfl/static/documents/coo/Rail_for_London_Ticket_and_Travel_Guide.pdf

Other documents relating to Conditions of Carriage / Conditions of Use can also be accessed from the T&R Intranet pages or by following the link provided below;

http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/605.html

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

Station and Revenue Control staff are advised that on the night of Sunday 28 and morning of Monday 29 January 2018 the Blackwall tunnel will close for floodgate testing.

On this date, this work will directly affect bus routes 108 and N108, which as a consequence will operate in two sections:

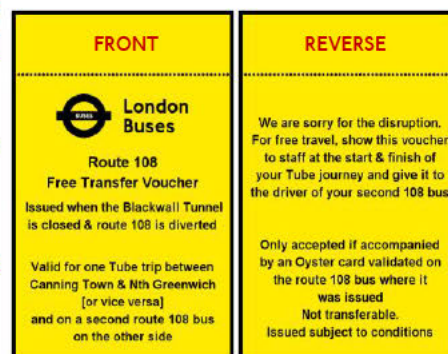
- **Lewisham – North Greenwich** and **Canning Town – Stratford**.

Customers using this bus service will temporarily be able to travel free on the Jubilee Line between North Greenwich and Canning Town;

- *If the customer has PAYG, Contactless, or a Bus & Tram Pass on Oyster, they must “touch in” on the bus card reader as usual.*
- *If they then wish to travel on both sections of route 108/N108, they will be issued by the driver with a special ‘yellow’ Transfer Voucher (shown above) at the North Greenwich or Canning Town terminus.*

Gateline staff at North Greenwich and Canning Town (following a visual inspection of the Transfer Voucher) must allow customers through the gate between the hours of 24:00 and 07:45 hours.

At the end of their Tube journey the voucher **must not** be retained by staff, as customers will need to show it to the bus driver for the second stage of their bus 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
Securing Ticket Hall SCU cabinets	NEW	Book 8, Section 13	26-01-18	HIB 04-18
Trial of 25-30 Digital Railcard		Book 2 / Book 8	06-12-17	HIB 48-17
Defective Security Seals		Book 1, Section 2	10-11-2017	HIB 45-17
Introduction of National Rail Digital Railcards		Book 2 / Book 8	08-08-2017	HIB 42-17
Bankcard acceptance (for POMs with PED Upgrade)		Book 5, Section 3.1	09-04-2017	HIB 23-17
New NR Staff Travel Card		Book 2, Section 5	01-04-2017	HIB 21-17
Metropolitan Police – Secondee Oyster card		Book 8, Section 10.1	24-04-2017	HIB 19-17
Non-chip bank cards no longer acceptance		Book 5, Section 3.3	05-05-2017	HIB 18-17
BTP Staff Oyster Cards		Book 8, Section 10.1	15-03-2017	HIB 10-17
T&R App replaces Ticketing Consumables Form		Book 5, Section 1.7	27-03-2016	HIB 12-16
T&R App replaces Missed Collection form		Book 7, Section 7	27-03-2016	HIB 12-16

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*

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.

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 27 Jan	02:30	Mon 29 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.





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
	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
	Liverpool Street to Barking	SOT Sun 28-01-18 to COT Sun 28-01-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Shenfield- Liverpool St	SOT Sun 28-01-18 to COT Sun 28-01-18	(Central Line) Newbury Park- Liverpool Street	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.

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Section 2 – TICKETING & SECURE SUITE ISSUES

SECURITY SEALS



REPEAT

A new security seal has now been approved for the purpose of securing;

1. *Secure Suite keys within Station Office key boxes*
2. *Safe keys inside a nominated POM within the Secure Suite*

This follows security issues that were recently identified with the type of seal shown in red on the far right of the table, that prevented their use for securing keys in POMs →.

The new security seals are now light green in colour instead of red and can be ordered from LU Uniform Services in the same manner as previous seals.

Effective		Defective
		
<ul style="list-style-type: none"> Green with raised text Serial No is on rear of seal 	<ul style="list-style-type: none"> White roundel White text "Enter" inscribed on rear of seal 	<ul style="list-style-type: none"> Dark roundel Dark text "Enter" inscribed on face of seal
NEW DESIGN APPROVED FOR USE	CONTINUE TO USE UNTIL DEPLETED	DO NOT USE FOR SAFE KEYS

Final design may differ from example shown above

ENVOSEAL
3522323

Until new seals are delivered, any stations requiring seals can temporarily use multisafe bags for safe keys and look to obtain seals from surrounding stations for use in key boxes.

Section 3 – STATION ISSUES

DATES FOR YOUR DIARY

ROUTER MIGRATION

NEW

Over the following week a team from T&D and Cubic will be carrying out some network changes which will involve switching the gate and ticket machines over from the existing router to the TfL IM network connection.

All the work will be carried out during engineering hours and a Cubic engineer will test the gates and the ticket machines following the change.

The changes next week will be at the stations listed in the table below on the nights shown:



Date	Mon 29 Jan	Tue 30 Jan	Wed 31 Jan	Thu 01 Feb
Stations	CANNON STREET	MOORGATE	KINGS CROSS (Western)	BAKER STREET (Bak)
	CHANCERY LANE	BAYSWATER	LEICESTER SQUARE	WESTMINSTER
	EUSTON SQUARE	BOND STREET	PIMLICO	BETHNAL GREEN
	GREAT PORTLAND ST	MAIDA VALE	SLOANE SQUARE	BROMLEY BY BOW
	RUSSELL SQUARE	MARBLE ARCH		

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
	Started – Tue 30 Jan 2018	SEVEN SISTERS
	Wed 31 Jan – Mon 05 Feb	HAINAULT

SC3 STATION COMPUTER REPLACEMENT

NEW

Following an initial Vanguard in 2016/17, Cubic will be rolling out further installations of a new SC3 Station Computer to a number of LU stations where high levels of traffic and data transmission since the launch of Faster Universal Load, or issues with the current SC have been identified.

The Station Computers in the table on the right will be upgraded on the dates shown;

Station	Date
MOORGATE (Northern)	Mon 29 Jan
FARRINGDON	Tue 30 Jan

This work will be undertaken during traffic hours and during the period that the SC is being switched over, there may a short period of time that the SCU and SCU controls may not be available. Any required changes to the direction of gates should be completed before the engineer commences work, or be completed from the service panel on the gate concerned if devices are offline to the SC.



Following completion of this upgrade, we would be grateful for observations of staff at the stations concerned, particular with regards to any issues they note including ones this release is attempting to address and any customer feedback ([Click Here](#)).

**HELP US
TO HELP
YOU**

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

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. Stations shown in the table below will be visited between 10.00 hours and 17.00 hours.

Station	AFM	Station	AFM	Station	AFM	Date
WHITECHAPEL	10	SLOANE SQUARE	26	SLOANE SQUARE	29	Mon 29 Jan
ALDGATE EAST	28		27	EDGWARE ROAD (C&H)	28	
	29		28			
WEMBLEY PARK	26	FINCHLEY ROAD	28	EUSTON	12	Tue 30 Jan
	29	UXBRIDGE	28		13	
	28	HARROW ON THE HILL	28		29	
BAKER STREET (Bakerloo)	26	TOTTENHAM COURT ROAD	28	QUEENSWAY	29	Wed 31 Jan
	27		29	LAMBETH NORTH	29	

P-GATE DUMP VALVE REPLACEMENT

UPDATED

Following an initial Vanguard and as part of ongoing improvement and upgrade works, Cubic are planning to replace the air main and dump valves at all stations which have Pneumatic (P) gatelines.

The Dump Valve is a piece of equipment often located either in the Upper Machine Chamber (UMC) or within the bottom of the Ticket Hall SCU (THSCU) cabinet and causes the air supply to be removed from all of the gates in the event of an Emergency Open (EMO) activation taking place.

As the air supply keeps the gates in the 'closed' position, the EMO activation will cause all gates to open and remain open until the air supply has been restored.

Station	Location	Date
ELEPHANT & CASTLE	Bakerloo	THSCU, Ticket Hall
	Northern	THSCU, Ticket Hall
		Tue 30 Jan
		Wed 31 Jan

This work undertaken during engineering hours, should not directly impact on station staff and visits are as detailed in the table below.

As a result of the high number of device restarts, which disrupted the customer usage count figures from the gates at Heathrow, Cubic temporarily reverted all of the gates at both stations back from the new LCP3 to previous configuration.

As the issue has now been resolved, approval has been given to re-upgrade the Heathrow gates back to the LCP3 in line with other E2 type gates on LU.

Cubic have now programmed this work to be undertaken over three nights as shown in the table below:

Station	WAG											Date
HEATHROW T1/2/3	60	61	62	63	64	65	70	71	72	73	74	Wed 31 Jan
	50	51	52	53	54	55	56	57				Thu 01 Feb
HEATHROW T4	50	51	52	53	54	55	56	57				Sun 04 Feb