

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: 05-18

Issue Date: Friday 02 February 2018

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.

CHANGES TO MAGNETIC 7 DAY TRAVELCARD STOCK

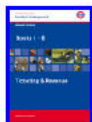
NEW

Magnetic 7 Day Travelcards are issued via TfL approved tourism partners such as Visit Britain and Corporate sales outlets.

From the end of January 2018 an updated design of 7 Day Travelcard ticket stock (as shown on the right) started to be phased in as existing stock runs out. Both designs are valid and must be accepted until further notice.

Changes to the design include;

- Text in top right hand corner now states "No photocard required"
- Roundel and NR logos changed from red to blue
- Conditions printed on the reverse have been updated



For further information on Ticket types and recognition, please refer to Section 6 of T&R Book 8 – Helping Customers, or [click here](#).

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

NEW

Station and Revenue Control staff are advised that on the night of Saturday 03 and morning of Sunday 04 February 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:

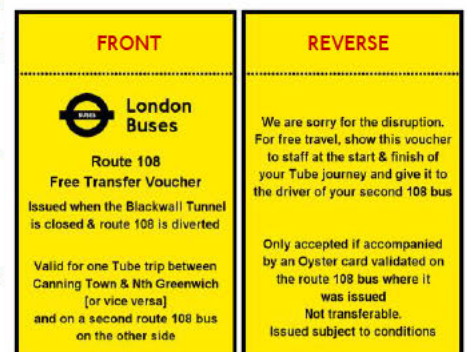
- **Lewisham – North Greenwich** and **Canning Town – Stratford**.

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.



TRU107 containing all the latest ticketing and revenue news, is due to be published next week and will be available on iPads and PCs for download or printing from the T&R Intranet pages, or via the direct link provided in next week's Hot Issues;

Printed copies will also be distributed to all LU stations next week.

BUS HOPPER FARES**REPEAT**

From *Wednesday 31 January 2018*, the Bus Hopper Fare was 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****REPEAT**

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****REPEAT**

In connection with the changes to the Bus Hopper fare (above), the TfL Conditions of Carriage have been updated and from *Wednesday 31 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

Continued on next page

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
Updated 7 Day Magnetic Ticket stock	NEW	Book 8, Section 6.5	31-01-18	HIB 05-18
Bus Hopper Changes	NEW	Book 8, Section 9	31-01-18	HIB 05-18
Securing Ticket Hall SCU cabinets		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 – Seconded 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 Sat 03-02-18 to COT Sun 04-02-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Fenchurch Street to Barking	23:10 (each day) Mon 05-02-18 to COT Thu 08-02-18	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	Customer and Staff
	Ingatstone - Liverpool Street	SOT Sat 03-02-18 to COT Sun 04-02-18	Newbury Park- Liverpool Street	Customer and Staff
	Tottenham Hale - Liverpool Street	SOT Sat 03-02-18 to 10:00 Sun 04-02-18	Tottenham Hale* - Liverpool Street*	Customer and Staff
	New Cross - Cannon Street	SOT Sun 04-02-18 to COT Sun 04-02-18	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank/ Monument, London Bridge, North Greenwich	Customer and Staff
	London Bridge-East Croydon	SOT Sun 04-02-18 to COT Sun 04-02-18	London Bridge, Canada Water, New Cross Gate	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

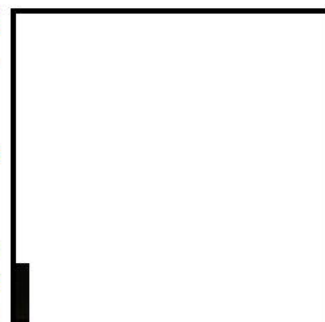
UNLOCKED TOM AND SAF PC CABINETS

REPEAT

The T&R team has received a number of reports regarding TOM and SAF PC cabinet doors being left unlocked, allowing unauthorised access to the equipment inside them.

These cabinets are required to be kept locked at all times and only Cubic technicians have keys to access them.

Any member of staff who finds these cabinets unlocked, damaged or with missing wheels **must** report this to the Cubic Helpdesk on Auto 1610 immediately and record details in the Secure Suite log book.



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 05 Feb	Tue 06 Feb	Wed 07 Feb	Thu 08 Feb
Stations	MANSION HOUSE	OXFORD CIRCUS (Main)	PADDINGTON (Praed St)	PICCADILLY CIRCUS
	BARBICAN	GREEN PARK	TEMPLE	ST JAMES PARK
	MARYLEBONE	HYDE PARK CORNER	SOUTH KENSINGTON	BOUNDS GREEN
	COVENT GARDEN	SOUTHWARK	CHALK FARM	HIGHBURY & ISLINGTON


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 – Mon 05 Feb	HAINAULT
	Tue 06 – Sun 11 Feb	BARKINGSIDE

NEW TOM / SAF VANGUARD

NEW

As part of a vanguard of new TOM and SAF hardware and software, Cubic will be upgrading the devices listed in the table on the right during extended engineering hours (starting from 22.00 hours) on the nights shown.

Station		TOM	SAF	Date
EMBANKMENT		01	07	Sun 04 Feb
EUSTON		01	07	Mon 05 Feb
HEATHROW T123	Main	01	07	Tue 06 Feb
	Remote	02		

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

The monitor stand with built-in Oyster card reader (RTD) will be replaced with a desk mounted version, which can be moved to a comfortable position on the desk by each user. A new keyboard will incorporate yellow and green keys to swap between TOM and SAF PCs and replaces the function of the KVM switch.

The transfer of data to the new PCs should be done seamlessly, but it is strongly advised that an audit of each safe is completed and a printout of the safe contents is taken and the details recorded on the Emergency Safe Contents Register before the work is due to be undertaken. 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".



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](#)).

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SAF BASE DATA CHANGES

NEW

On the night of **Saturday 03 February** as part of a scheduled base data update, Cubic will be loading new base data to the stations listed in the table, which will include the updating of the information regarding safes held on the TOM/SAF. The updates will remove references to safes that were removed as part of the ticket office closure or CHD installation programmes and where only one safe now remains.

The changes shown will take effect from the start of **Sunday 04 February**. Before this, please ensure that the SAF is checked to ensure that the safes indicated for removal do not have any contents incorrectly shown as being within the non-existent safe and if so, that they are reallocated to the safe that they are actually physically in. On previous rounds of changes we encountered a number of stations that had placed items in the Float safe, but had recorded these as being within the Deposit Safe.

The stations affected are;

Station		Float Safe (♦ renamed as)	Deposit Safe (♦ renamed as)	Consolidation Safe
BRIXTON		DELETED	♦ SAFE	
BURNT OAK		♦ SAFE	DELETED	
CAMDEN TOWN		♦ SAFE	DELETED	
CANARY WHARF (West)		DELETED	♦ SAFE	
EUSTON		NO CHANGE	NO CHANGE	DELETED
FINSBURY PARK (Station Place)		DELETED	DELETED	
HAMMERSMITH D&P	South	DELETED	♦ SAFE (SOUTH)	
	Main	DELETED	NO CHANGE	
HEATHROW T4		ALREADY DELETED	♦ SAFE	DELETED
LONDON BRIDGE (Remote)		♦ SAFE (REMOTE POM)	♦ DEPOSIT SAFE (REMOTE POM)	
PICCADILLY CIRCUS		DELETED	♦ SAFE	
SOUTH WOODFORD	Westbound	DELETED	♦ SAFE (WESTBOUND)	
	Eastbound	♦ SAFE (REMOTE POM)	♦ SAFE (EASTBOUND)	
WATERLOO	Main	DELETED	NO CHANGE	DELETED
	Assist	DELETED	NO CHANGE	
WEMBLEY PARK	Stadium	DELETED	♦ SAFE (STADIUM)	
	Bridge Road	DELETED	NO CHANGE	
WOODFORD	Westbound	♦ SAFE (WESTBOUND)	DELETED	
	Eastbound	♦ FLOAT SAFE (EASTBOUND)	♦ DEPOSIT SAFE (EASTBOUND)	

MFM REFUND SOFTWARE VANGUARD

NEW

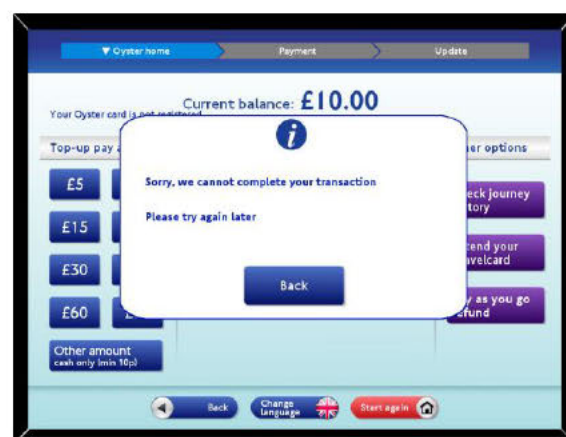
Following a successful upgrade of MFM30 at North Greenwich, the go-ahead has now been given to upgrade the other Vanguard devices listed in the table on the right during engineering hours, so that the new software can come into effect from the start of traffic hours on **Tuesday 06 February** ♦ and **Thursday 08 February** †.

Station	MFM	Date
CANARY WHARF (East)	30	Mon 05 Feb ♦
CANARY WHARF (West)	31	Wed 07 Feb †
	32	
NORTH GREENWICH	31	
EAST HAM	30	

This upgrade will be completed remotely and a Cubic engineer will be in attendance at the station in the morning to ensure the device swaps over to the new software without any issues. Once completed, the device will be left in service and will operate on the new software. The main changes are:

- Relaxation of restrictions on the refunding of Oyster cards purchased within the previous 48 hours
- Relaxation of restrictions on the refunding of the older Mifare format Oyster cards
- Correction of a number of incorrect error screen messages, including one which previously indicated that a customer's bankcard had been charged, when it hadn't
- A change to ensure local blacklisting information held by the device is correctly updated at End of Day
- Reduction in the delay between the issue of the first Oyster card and other Oyster cards, when a purchase of multiple cards is selected
- A change to reduce the occurrences of errors 97 and 113, which have occurred since the PED upgrade was completed
- A change to reduce some instances of error 204 (note jam) being reported on devices fitted with the BNA unit

The principle change being implemented, should allow some customers that were not able to obtain a refund on their Oyster card, to now receive this via the POM. However, in certain circumstances staff may observe some unfamiliar messages being displayed (as illustrated on the right) if a customer attempts to make a refund on an Oyster card which breaches one of a number of revised anti-fraud criteria which have been incorporated into the new refund arrangements.



If such a message is displayed, the customer should be advised to attempt the refund the next day.



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](#)).

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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
GLOUCESTER ROAD	THSCU, Ticket Hall	Mon 05 Feb
GREEN PARK	THSCU, Ticket Hall	Tue 06 Feb

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

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 during engineering hours.

Station	AFM	Station	AFM	Station	AFM	Date
HOUNSLOW CENTRAL	29	EALING COMMON	29	SOUTH HARROW	29	Sun 04 Feb
HOUNSLOW EAST	29	PARK ROYAL	29			
HOUNSLOW WEST	28	ALPERTON	29			
ARCHWAY	28	GOLDERS GREEN	28	COLINDALE	29	Mon 05 Feb
HIGH BARNET	29		29	BURNT OAK	29	
HAMPSTEAD	29	FINCHLEY CENTRAL	29			
TOOTING BROADWAY	28	COLLIERS WOOD	27	BALHAM	29	Tue 06 Feb
MORDEN	28		28	KENNINGTON	29	
PERIVALE	29	EDGWARE ROAD (Bak)	29	WARWICK AVENUE	29	Wed 07 Feb
NORTHOLT	28	MAIDA VALE	29			
WOOD LANE	26	GREENFORD	29	FULHAM BROADWAY	29	Thu 08 Feb
ROYAL OAK	29	SOUTH RUISLIP	29	RUISLIP	29	

WAG LCP SOFTWARE UPGRADE

UPDATED

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 T4 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 T4	50	51	52	53	54	55	56	57	Sun 04 Feb