

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: 01-16

Issue Date: Friday 08 January 2016

Section I – GATELINE ISSUES

BARCLAYCARD CONTACTLESS MOBILE

NEW

From **Tuesday 12 January 2016**, Barclaycard will launch their new mobile payment application “**Barclaycard Contactless Mobile**” allowing customers with an eligible Barclaycard Visa account to use an android application on a Near Field Communication (NFC) enabled mobile phone to make contactless payments for PAYG journeys on TfL services.



To make PAYG journeys, customers must ensure that;

- ***Their phone screen is turned on***
- ***NFC is enabled***
- ***Their phone has sufficient battery power for the whole of their journey***
- ***Their phone is touched flat onto the RTD (card reader)***
- ***They use the same device to card for all journeys to get the benefit of the appropriate cap.***

Barclaycard Contactless Mobile can be recognised by RCI Revenue Inspection Devices (RIDs), but the customer will need to ensure that their phone is ready for validation before presenting it to the RID.

Should the battery on the customer's phone fail during their journey, the customer is likely to be charged the maximum fare or a Penalty Fare if checked by an RCI.

If a customer presents their phone to a card reader and reject codes **70**, **94** or **97** are indicated on the gate POD, the customer must be advised to present the NFC area of their phone flat onto the RTD. If they continue to have problems, they must be advised to contact their service provider.

BUS OPERATOR NOMINEE PASSES - HOTLISTING

NEW

As part of a regular audit, TfL Staff Travel have written to bus operating companies asking them to confirm that their staff who hold a Bus Operator Nominee Oyster card nominees are still eligible.

Any staff who have not responded to their letter, have been advised that their associated Bus Operator Nominee Oyster cards will be hotlisted from **Monday 11 January 2016** onwards unless they have either:

- ***returned a form confirming continued eligibility, or***
- ***returned the card if they were no longer eligible***

As with all Oyster cards, any customers whose Bus Operator Nominee Oyster card is rejected at a gate due to the card being disabled should be advised to;

- ***buy another ticket / use another Oyster card or contactless payment card to travel***
- ***contact their associated member of staff, who in turn should contact their Bus Operator Administration team***



PAYG ACCEPTANCE EXTENDED TO GATWICK

NEW

From **Monday 11 January 2016**, customers will be able to use pay as you go for travel between London and Gatwick Airport on Gatwick Express, Thameslink and Southern rail services. Pay as you go travel will also be available to and from:

| | | | | |
|------------|-------------|-----------|------------|----------|
| MERSTHAM ➡ | EARSLWOOD ➡ | REDHILL ➡ | SALFORDS ➡ | HORLEY ➡ |
|------------|-------------|-----------|------------|----------|

Different fares apply according to the service used.

| Thameslink and Southern services | Gatwick Express services |
|--|---|
| <ul style="list-style-type: none"> ➤ peak and off-peak fares are charged ➤ discounted fares are charged for; <ul style="list-style-type: none"> • holders of 11-15 and 16+ Zip Oyster Photocards • customers who have Jobcentre Plus, National Railcard, Disabled Railcard, Gold Card, Young Visitor or Priv All Rail discount set on their Oyster card. ➤ children with a 5-10 Zip Oyster photocard can travel free between London Terminals and Coulsdon South. If their journey includes travel to/from any station between Merstham and Gatwick Airport they must add PAYG to their 5-10 Zip Oyster photocard and will be charged a child-rate fare for the whole journey ➤ journeys on these services count towards capping ➤ Freedom Passes, 60+ London and Veterans Oyster photocards are not valid between Coulsdon South and Gatwick Airport. | <ul style="list-style-type: none"> ➤ premium fares are charged at all times ➤ discounted fares are charged for; <ul style="list-style-type: none"> • holders of 5-10*, 11-15 and 16+ Zip Oyster photocards (*children with a 5-10 Zip Oyster photocard do not travel free) • customers who have Jobcentre Plus, National Railcard, Disabled Railcard, Gold Card, Young Visitor or Priv All Rail discount set on their Oyster card. ➤ journeys on these services do not count towards capping ➤ Freedom Passes, 60+ London and Veterans Oyster photocards are not valid. ➤ Travelcards are not valid |

| | Thameslink / Southern | | Gatwick Express |
|-------------------------------------|-----------------------|---------|-----------------|
| Adult PAYG Fare | Standard | Reduced | All times |
| London Terminals to Gatwick Airport | £14.00 | £8.00 | £19.80 |

| Adult PAYG journeys in | Daily Cap | | Monday to Sunday cap (Contactless payments only) |
|----------------------------------|-----------|----------|---|
| | Peak | Off Peak | |
| Zones 1-9 plus Merstham / Horley | £29.80 | £19.00 | £100.30 |
| Zones 1-9 plus Gatwick Airport * | £30.50 | | |

* Journeys on Gatwick Express do not count towards caps

Other information

- The TfL single fare finder can be used to find other fares between Gatwick Airport and London (inc intermediate stations) <https://lemon.online.tfl.gov.uk/fares-and-payments/fares/single-fare-finder>
- PAYG to/from Gatwick Airport will be the easiest way to pay but some National Rail tickets will be cheaper – in particular returns, season tickets and group tickets.
- Staff Oyster cards are not valid on any service to Gatwick Airport.

CONDITIONS OF CARRIAGE

NEW

In conjunction with the January fares revision and the extension of PAYG acceptance to Gatwick Airport, the following Conditions of Carriage have been updated and 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_02_Jan_2016.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_02_Jan_2016.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

MAXIMUM BANK CARD TRANSACTIONS ON POMs

NEW

On **Wednesday 06 January 2016** the maximum bankcard limit for Chip & PIN transactions was increased from £500 to **£655** to allow for the expansion of products available from POMs. There is no change to the transaction limits for magnetic swipe transactions, which regulate both the maximum value of transactions and the number of times a card can be used on the LU network within the same traffic day.

ADDING AND RENEWAL OF DISCOUNTS

REPEAT

TSID card holders and CSID licensed staff are reminded of the following points when renewing or adding discount entitlements;

- Customers renewing Priv discounts **do not** need a form if the Priv discount has been previously set on their Oyster card.
- Customers adding a new Priv discount **do** require an authorised application before it can be added to their Oyster card.
- Staff must ensure they **do** set the correct Priv discount.
- Staff must ensure they **do not** overwrite another discount already set on the customers card.

Staff who do not have a TSID or CSID and are unable to add a discount for a customer, must advise them when a qualified member of staff will be available to assist them or where a discount can be added. The CCC have reported a high level of customer complaints from customers who have requests to add or update a discount refused without any guidance as to where or when this could be done.

RENEWAL OF PRIVILEGE DISCOUNTS

REPEAT

TfL Staff Travel have recently commenced the process of reissuing PTACs to eligible staff whose current PTAC expires at the end of the year. On receipt of their new PTAC, holders who have previously had a Privilege discount set on their Oyster card will need to get the discount entitlement updated to reflect their new PTAC details. This can be done on a TOM, or by any TSID card or CSID PIN holder using the staff sign-on screens on an AFM or MFM.

Please note that PTAC or NR Staff Travel Card holders wishing to update their privilege discount **do not** need to complete an application form if they are renewing an existing discount entitlement.

The new design of PTAC (shown upper right) now includes the description of the holder's Priv entitlement (circled).

When renewing a Privilege discount for Oyster Photocard holders, you must ensure the correct Privilege discount is applied and that care is taken not to override any other discount entitlements on the card.

Where a customer is purchasing a Privilege Season ticket from a POM and is in possession of a completed and authorised Privilege Season ticket application form they will need to present this to a member of staff to have their discount entitlement set on their card. If the expiry date on the authorised form extends beyond the expiry date of their PTAC or NR Staff Travel Card this should be updated to match the date on the form.

The Privilege discount must be updated with the PTAC number and expiry date of the new PTAC. Full details of this process are contained within **T&R Book 2, Section 5.5**.



New PTAC



Current PTAC

TICKETING & REVENUE UPDATE 89 – DECEMBER 2015

REPEAT

The latest edition of the TRU was published on **Tuesday 22 December 2015** and is available for download or printing from the T&R Intranet pages or via the following link;
<http://luintranet.tfl/static/documents/coo/TRU89.pdf>

Printed copies have been distributed to all LU stations.



FARES REVISION CIRCULAR 2016

REPEAT

The Fares Revision Circular containing new fares and ticketing changes effective from **Saturday 02 January 2016** was published on Friday 18 December 2015 and will be available from the T&R Intranet pages or by following the link provided below;

http://luintranet.tfl/static/documents/coo/2016-01_Fares_Revision_Circular_v1.pdf

Printed copies have been distributed to all LU stations.



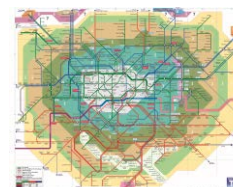
PAYG MAP

REPEAT

An updated PAYG map has been produced to coincide with the January Fares Revision and will be distributed to all stations along with the Fares Revision Circular.

This map will also be available to view or download from the T&R Intranet pages and a link.

http://luintranet.tfl/static/documents/coo/Oyster_PAYG_Map_v13.pdf



PROCEDURAL CHANGES SINCE LAST T&R BOOK UPDATES

ONGOING

The table below provides a summary to sections of the current editions of the T&R Books which have been superseded by revised instructions, together with a cross reference (and T&R Intranet hyperlink) to the document in which the change was communicated.

All T&R Books have now been updated and distributed to stations. Future changes will be included here;

| Nature of change | Book & Section affected | Effective date | Reference document |
|------------------|-------------------------|----------------|--------------------|
| | | | |

NR STATUS PASSES

REPEAT

Staff are reminded that the three National Rail Status Passes (Gold, Silver and Blue) covered in T&R Book 8 are in the process of being renewed and current designs replaced with a new design on ITSO format smartcards. These passes will be valid for travel from Friday 01 January 2016.

Further details of the new NR Status Passes, along with their designs have been provided in TRU89 (December 2015) and the updated edition of T&R Book 8 (January 2016).

TICKET ACCEPTANCE

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*

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

UPDATED






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

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

UPDATED

LU will accept all NR paper tickets from the relevant Train Operating Companies listed in the following table as per the date, 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 may not work the automatic gates, so the holders should be allowed through the gates following a visual check for validity.

| TOC | National Rail Suspension | Dates and times | LU stations at which NR tickets are to be accepted | Ticket Types |
|---|---|--|---|--------------------|
|    | Thameslink and Southeastern (Charing Cross services) not calling at London Bridge | Ongoing until Thu 28-08-16 | Waterloo, Southwark, London Bridge*, Charing Cross, Cannon Street, Embankment, Blackfriars*, Elephant and Castle* | Customer and Staff |
|  | London Bridge to Cannon Street | SOT Sat 09-01-16 to COT Sun 10-01-16 | Victoria, Cannon Street, London Bridge, Charing Cross, Southwark | Customer and Staff |
| | Cannon Street to New Cross/Charlton | | London Bridge, Charing Cross, Canada Water, Southwark, Victoria, Cannon Street, London Bridge, Monument | |
|  | Barking to Upminster | SOT Sat 09-01-16 to COT Sun 10-01-16 | Tower Hill, Barking, West Ham, Stratford | Customer and Staff |
| | | 22:30 Mon 11-01-16 to COT Fri 15-01-16 | Barking, Upminster | |

(*) 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.

PLANNED GATELINE SETTINGS ON LU GATELINES

ONGOING





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

| Line | Area affected | Suspension | Start time and date | | End time and date | |
|------------|----------------------------|------------|---------------------|------------|-------------------|------------|
| DISTRICT | Barking to Upminster | Partial | 04:30 | Sat 09 Jan | 02:30 | Mon 11 Jan |
| PICCADILLY | Acton Town to Rayners Lane | Partial | 04:30 | Sat 09 Jan | 02:30 | Mon 11 Jan |

PLANNED GATELINE SETTINGS ON NR GATELINES

ONGOING

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

| Line | Area affected | Suspension | Start time and date | | End time and date | |
|---|--------------------------------|------------|---------------------|------------|-------------------|------------|
|  | Hither Green to Chislehurst | Partial | 04:30 | Sat 09 Jan | 02:30 | Mon 11 Jan |
| | Plumstead to Dartford | | | | | |
|  | Barking to Upminster | Partial | 04:30 | Sat 09 Jan | 02:30 | Mon 11 Jan |
|  | Liverpool Street to Stratford | Partial | 04:30 | Sat 09 Jan | 02:30 | Mon 11 Jan |
|  | Richmond to Willesden Junction | Partial | 04:30 | Sun 10 Jan | 02:30 | Mon 11 Jan |
| | South Tottenham to Barking | | | | | |

Section 2 – TICKETING ISSUES

T&R Book Checklist Returns

NEW

T&R Book update packs were delivered to all stations in advance of the January fares revision. The packs consist of the following T&R Books and version numbers;

| T&R Book | Subject | Version | T&R Book | Subject | Version |
|----------|----------------------|---------|----------|--|---------|
| 1 | Security | 6 | 6 | Ticket issuing and acceptance on behalf of other operators | 8 |
| 2 | LU ticket issuing | 13 | | | |
| 3 | POMs | 8 | 7 | Ticketing & Revenue Supervision | 6 |
| 5 | Ticketing procedures | 13 | 8 | Helping customers | 13 |

The form is titled 'T&R Book Replacement Checklist'. It contains sections for 'Enter the name of your location', 'Enter the name of your T&R Book', and 'Enter the name of your T&R Book'. A yellow highlight is placed on the 'Security' section of the checklist.

- **New T&R Books must be placed in the existing box in the POM room or Station Office and previous versions of the books removed and destroyed.**
- **T&R Book 1 must be checked as per the important information provided below**
- **T&R Book 4 has not been reprinted for this edition and the existing copy must be retained**
- **T&R Book Contents & Glossary is now printed in an online format and is only available from the T&R Intranet site.**
- **T&R Book checklists (shown on the left) must be completed at all locations where a pack has been supplied and sent by fax (██████████) to the T&R team as soon as possible. All sections must be completed as per the instructions on the checklist.**

Important information

Due to a printing error affecting a small number of update packs, all stations are instructed to check the inside page of **T&R Book 1 – Security** to ensure that the heading “**Security**” is written in white text on the blue banner at the top of the page (as shown in the images on the right).

If the heading is “**Ticketing procedures**”, the book will need replacing by the T&R team for a correct version.

Please record details of this on the checklist (as shown in yellow on the example above) and a replacement will be sent to your location in exchange. DO NOT destroy the original copy.

T&R Book checklists can be printed from the T&R Intranet pages or by following the link below. A checklist has also been added to the distribution list for this bulletin.

<http://luintranet.tfl/static/documents/coo/TR Book replacement Checklist 06-16.pdf>

| Ticketing procedures | |
|----------------------------------|------|
| Section | Page |
| 1 General section | 2 |
| 2 Customer payments - cash | 12 |
| 3 Customer payments - bank cards | 16 |
| 4 Other payments | 18 |
| 5 Interruption of train service | 22 |
| 6 Checking ticket details | 24 |

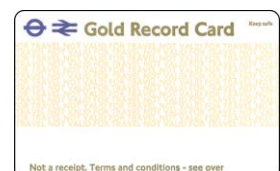
| Security | |
|---------------------------|------|
| Section | Page |
| 1 General security | 2 |
| 2 Secure suite keys | 3 |
| 3 Access to secure suites | 7 |
| 4 Safes | 10 |
| 5 Safe audits | 12 |
| 6 Safe PINs | 15 |

GOLD CARD RECORD CARD STOCK

NEW

Stations with any remaining stock of Gold Card Record cards are requested to contact the T&R team with details of estimated quantities. Arrangements will then be made for their collection and removal.

Contact: ██████████



COMBINED TOM / SAF OPERATIONS

REPEAT

At locations where a combined TOM / SAF switch has been installed in the POM or Consolidation Room, TSID card holders are reminded that the KVM switch (shown right) must always remain set for full “TOM” functionality and must not be changed to the restricted “SAF” position unless instructed by the Cubic Helpdesk following the report of a TOM failure.

In TOM mode, the KVM switch displays a green aspect and changes to a yellow aspect when in SAF mode. Further details can be found in TRU87; <http://luintranet.tfl/static/documents/coo/TRU87.pdf>



Section 3 – STATION ISSUES



EI GATE UPGRADE

UPDATED

Following a number of reliability issues with EI gates which have been upgraded with new motors and paddle shafts, the upgrade programme was suspended to allow investigation into the causes of these issues.

The programme resumed and Cubic will now be replacing the paddle shafts on the gates shown in the table on the right.

The motors will be replaced at a later date

| Station | Gate | Date Planned |
|-------------|------|--------------|
| BURNT OAK | 41 | Sun 10 Jan |
| LEYTONSTONE | 40 | |
| BURNT OAK | 41 | Mon 11 Jan |
| COLINDALE | 42 | |
| LEYTONSTONE | 40 | Tue 12 Jan |
| COLINDALE | 42 | |
| LEYTONSTONE | 43 | Wed 13 Jan |
| COLINDALE | 41 | |
| LEYTONSTONE | 42 | Thu 14 Jan |
| LEYTONSTONE | 44 | |

SAF PC UPGRADE / TRIAL OF MODIFIED SAF CABINET

UPDATED

Cubic are now close to completing a programme of upgrading all of the SAF PCs across the network to operate on a Windows 7 platform.

During the next week they will be completing the final stations, including the sites listed below, which have been identified as trial sites to install the TOM and SAF PCs within a modified version of the SAF cabinet. This will mean that at the sites where the TOM has not previously been reinstalled, TOM functionality will now be available in the POM Room utilising the KVM switch as installed at other stations.

The upgrades will be completed as specified in the table below;

| Station | SAF | Date | Work to be completed |
|----------------------------------|-----|--------|--|
| REGENTS PARK | 07 | Tue 12 | Pilot of revised cabinet -+ reinstatement of TOM |
| WOOD LANE | 07 | Jan | |
| BANK (Northern) | 08 | Wed 13 | |
| CHARING CROSS (Trafalgar Square) | 08 | Jan | |