

# 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: 01-18**

**Issue Date: Friday 05 January 2018**

## Section I – GATELINE ISSUES

[Click here](#) 


*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.*

### CAMDEN TOWN ESCALATOR REFURBISHMENT

**NEW**

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**.

### TOTTENHAM HALE - REDUCED TICKET ISSUING FACILITIES

**NEW**

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.

### PROPOSED INDUSTRIAL ACTION ON SOUTHERN TRAINS SERVICES

**NEW**

The RMT have announced a further 24 hour strike on Southern services between **0001 and 2359 hours on Monday 08 January**.

London Underground and London Overground have agreed to accept Southern tickets on the following services.



NORTHERN	VICTORIA	LONDON OVERGROUND
<i>London Bridge and Euston</i>	<i>Victoria and Euston</i>	<i>Watford Junction and Euston</i>
<i>Not at intermediate stations</i>		<i>Clapham Junction and Watford junction via Willesden Junction</i>

## PROPOSED INDUSTRIAL ACTION ON SOUTH WESTERN RAILWAY SERVICES

**NEW**

The RMT have also announced a series of 24 hour strikes on South Western Railway services over the forthcoming week, as outlined in the table on the right.

A reduced service will operate on most of the SWR network ([Click here](#)) to access a map of affected routes.

Please note that there are no special ticket acceptance arrangements for South Western Railway tickets on LU services.

South Western Railway	
Monday 08 January (00:01 to 23:59 hours)	
Wednesday 10 January (00:01 to 23:59 hours)	
Friday 12 January (00:01 to 23:59 hours)	

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

**NEW**

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.

## 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 – Secondee 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 06 Jan	02:30	Mon 08 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 January 2018	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

(\*) 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

**SCANCOIN HELPDESK – NON-FAULT RELATED CALLOUTS****NEW**

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

**UPDATED**

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>
<b>DO NOT USE</b>	<b>CONTINUE TO USE</b>



## Section 3 – STATION ISSUES



### AFM COIN BOWL MODIFICATION

**NEW**

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
LIVERPOOL STREET (Main)	11	LIVERPOOL STREET (Main)	28	LIVERPOOL STREET (Main)	98	Mon 08 Jan
	18		29	MOORGATE (Northern)	24	
	27		97	BAKER STREET (Met)	15	
HEATHROW T123 (Main)	11	HEATHROW T4	28	TOTTENHAM COURT ROAD	29	Tue 09 Jan
	12		29		28	
	14		27		29	
HEATHROW T123 (Remote)	29	SHEPHERDS BUSH (Central)	28			
EARLS COURT (Main)	10	HAMMERSMITH D&P (South)	26	CLAPHAM SOUTH	27	Wed 10 Jan
	11		29		29	
	29		28		27	
HAMMERSMITH D&P (Main)	27	ANGEL	29			
BLACKFRIARS	27	MILE END	26	BANK (Central)	28	Thu 11 Jan
TEMPLE	29		27		29	
KNIGHTSBRIDGE (West)	28		28	BANK (Northern)	26	
WESTMINSTER	14	BETHNAL GREEN	27			
LONDON BRIDGE (Main)	13	LONDON BRIDGE (Main)	80	LONDON BRIDGE (BHS)	10	Fri 12 Jan
	14		81		22	
	15		82	LONDON BRIDGE (Remote)	27	
	16		83		28	

## 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
WATERLOO (Main)	UMC, Ticket Hall	Tue 09 Jan
ELEPHANT & CASTLE	THSCU, Ticket Hall	Wed 10 Jan

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


## 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 – Sun 07 Jan 2018	BANK (All)
	Mon 08 – Sun 21 Jan 2018	HAMMERSMITH (D&P)