


# 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: 47-17**

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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.

### CHANGE DELIVERY

**NEW**

From Sunday 26 November changes will come into effect to speed up the process for delivering change to stations.

Following discussions with the suppliers that prepare our change orders for G4S to deliver, it has been agreed that any orders placed or amended by CSMs before 12:00 hours each Wednesday will now be delivered as part of the first collection of the following week.

Week Comm	Order By	Delivered
Sun 26 Nov	Wed 29 Nov	w/c 03 Dec
Sun 03 Dec	Wed 06 Dec	w/c 10 Dec

More information on this subject is provided in next week's edition of the T&R Update.



Procedures for dealing with Change Delivery are detailed in Section I of T&R Book 4 – ESAF & cash handling or [click here](#).

### TICKETING & REVENUE UPDATE 105 – NOVEMBER 2017

**NEW**

TRU105 containing all the latest ticketing and revenue news, is due to be published early 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 be distributed to all LU stations during next week.

### BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Advance notice is given to Station and Revenue Control staff that on the night of Saturday 02 and morning of Sunday 03 December 2017 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:

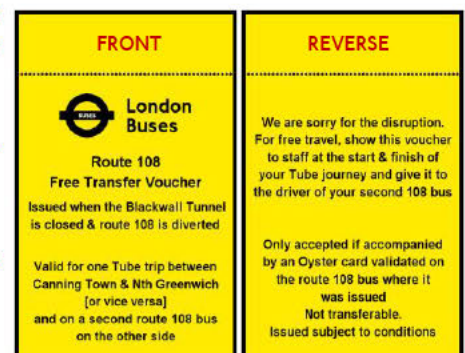
- **Lewisham – North Greenwich** and **Canning Town – Stratford**.

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 09:00 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.





## SECURING OF E2 GATE AND WAG LIDS

**NEW**

Station and Revenue Control staff are reminded of the need to secure the lids of E2 gate and WAG stanchions after use, to prevent unauthorised access to the components within them and to ensure that injuries do not occur due to snagging or trapping.

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 gates which cannot be locked must be reported to the Cubic Helpdesk on Auto 1610.

## IMPORTANT – MISSED COLLECTIONS!

**REPEAT**

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.

Period	Missed Collections	+/-	Of which were not reported	+/-
08	124	-35	40 (32%)	+1%
07	159	+6	49 (31%)	0
06	153	+21	48 (31%)	+1%
05	132	-58	39 (30%)	+10%
04	190	+15	38 (20%)	-26%
03	175	+34	80 (46%)	+19%

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.



Out of 124 missed collections in Period 8, 40 (32% or nearly 1 in every 3) 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.

## 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
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)



## 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
	Thameslink and Southeastern (Cannon Street services) not calling at London Bridge	Ongoing until Mon 01-01-18	Charing Cross, Blackfriars*, Elephant and Castle*, London Bridge* and Cannon Street. DLR between Greenwich and Lewisham	Customer and Staff
			Elephant and Castle*, Blackfriars* and London Bridge*	
	Gospel Oak – Barking (Blockade)	Sat 18-11-17 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
	New Cross – Charing Cross	SOT Sun 26-11-17 to COT Sun 26-11-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank/ Monument, London Bridge	Customer and Staff
	St Pancras International – London Bridge	SOT Sun 26-11-17 to COT Sun 26-11-17	West Hampstead*, Kentish Town*, Kings Cross St Pancras*, Farringdon*, Blackfriars*, Elephant & Castle*, London Bridge*	Customer and Staff
	Sevenoaks services diverted from Blackfriars into Victoria		Victoria, Blackfriars*, Kings Cross St Pancras*	
	Waterloo – Byfleet	SOT Sun 26-11-17 to COT Sun 26-11-17	Wimbledon – Embankment	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.

## 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 25 Nov	02:30	Mon 27 Nov
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.



*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.*

## Section 2 – TICKETING & SECURE SUITE ISSUES

### CUBIC TECHNICIANS WORKING ON POMs

**NEW**

Station staff are reminded that whenever a POM on their station requires work to be carried out by a Cubic Technician, it will firstly require a TSID card holder to dump the device and remove the coin and note vaults (as applicable) before the Technician can work on it.

Spare empty vaults must also be left by the device, to enable the Technician to bring the device back into service once the work has been completed.



Procedures for dealing with POM failures are detailed in Section 8 of T&R Book 3 – POMs or [click here](#).

### DEFECTIVE SECURITY SEALS

**REPEAT**



T&R have recently 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.

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

The T&R Team are currently investigating this with LU Clothing Services who supply the seals to stations and will advise stations when replacement seals can be ordered.

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



### OYSTER CARD READER (RTD) UPGRADE

**NEW**

On *Sunday 26 November* an upgrade to all Oyster card readers will be taking place to fix known issues related to the acceptance of Danish Contactless Payment Cards and card collision.

This follows a successful 2 week Vanguard at a small number of stations.

As this change will be delivered to the entire gate reader estate, heightened monitoring of reader availability from the time of the change taking effect from Start of Traffic to Close of Traffic on Sunday will be taking place. Cubic will have support staff on stand-by in the event of any significant reader incidents.





## ROUTER MIGRATION

**UPDATED**

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 27 Nov	Tue 28 Nov	Wed 29 Nov	Thu 30 Nov
Stations	AMERSHAM	BARONS COURT	CHESHAM	EASTCOTE
	CHALFONT & LATIMER	HIGH STREET KENSINGTON	MOOR PARK	HILLINGDON
	GOLDERS GREEN	PUTNEY BRIDGE	NORTH HARROW	RAYNERS LANE
	HENDON CENTRAL	SOUTHFIELDS	NORTHWICK PARK	RUISLIP GARDENS
		WIMBLEDON PARK	PINNER	RUISLIP MANOR

## AFM CHIP & PIN UNIT UPGRADE

**UPDATED**

Cubic are close to completing the rollout of the new PIN Entry device (PED) to replace the existing Chip & PIN units on the AFM and QBM, with only the sites where there was difficulty in removing the original devices remaining.

All work will be undertaken during engineering hours and prior to any work starting a TSID card holder will be required to empty the AFM of all cash.

The devices listed in the table on the right will be → upgraded on the date shown.

Station	AFM	QBM	Date
EAST PUTNEY	29	19	Sun 26 Nov

As the devices will need to be removed to complete this work, it will be necessary to clear all items off the top of the AFM, before the Cubic engineers arrive on site. A spare coin vault must also be available for the Cubic technicians to put into the new AFM once the work is completed.

On completion of the work customers will be able to use the new units from start of traffic.

- The PED is noticeably different to existing units, with the keypad and screen installed separately to the card reader.
- The card reader is now flush to the front of the device, making it more difficult to attach a skimming device and conspicuous if anyone does try to.
- The new units no longer have the capability of accepting magnetic swipe bankcards.

The upgrade will also see some other changes being implemented:

AFM	QBM
<ul style="list-style-type: none"> <li>• New device software written in a common code format, so that all devices can operate with software that is basically identical. This should make implementing future changes easier across all devices.</li> <li>• Replacement of the interface board, power supply unit and the device PC with a new Windows 7 version.</li> <li>• Switch to a new method of processing bankcard transactions, rather than the conventional route via The Cubic Bank Card Processor (BCP).</li> <li>• Addition of Portuguese language</li> </ul>	<ul style="list-style-type: none"> <li>• New device PC</li> <li>• Software on Windows 7 operating system</li> <li>• New larger screen (same as AFM)</li> <li>• Audible tones when screen pressed (as on AFM)</li> <li>• Hardware modification to receipt printer</li> <li>• Increase in maximum bankcard transaction limit to £750</li> <li>• Addition of Portuguese to foreign languages offered</li> <li>• Green light on new PED card reader will now only illuminate when bankcard payment is available and the payment screen is displayed after selection of a product (as on MFM)</li> <li>• Revised signing on arrangements using Staff Oyster rather than magnetic TSID card (as outlined below)</li> </ul>

To sign on to the modified QBM, TSID card holders will now;

- Present their Staff Oyster card to the RTD
- When pink sign-on screen appears, enter their TSID PIN

The upgraded QBM does not have the staff functions that appear on the AFM and MFM and holders of restricted CSID PINs will not be able to sign on to the device.

## 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.

Station	Location	Date
<b>PADDINGTON (Bak)</b>	THSCU, Ticket Hall	Sun 26 Nov
<b>MANSION HOUSE</b>	Ticket Hall	Mon 27 Nov
<b>EUSTON SQUARE</b>	THSCU, Ticket Hall	Tue 28 Nov
<b>WATERLOO</b>	UMC, Ticket Hall	Wed 29 Nov
<b>GOODGE STREET</b>	THSCU, Ticket Hall	Thu 30 Nov

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.

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
	<b>Started</b> – Sun 26 Nov Mon 27 – Thu 30 Nov	FINCHLEY CENTRAL EAST FINCHLEY