

# 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: 50-17**

**Issue Date: Friday 15 December 2017**

## 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.

### **COLLECTIONS AND CHANGE DELIVERIES OVER THE CHRISTMAS PERIOD**

**NEW**

Stations are reminded that there will not be any security collections on either Christmas Day or Boxing Day. Stations scheduled for weekly or fortnightly collections will be rescheduled to utilise their normal recovery window on Wednesday 27 / Thursday 28 as appropriate.

Change that would normally be delivered to stations on Christmas Day or Boxing Day, will instead be delivered on the next scheduled collection.

Stations are advised that any amendments to *Change Delivery* orders over the Christmas period must be submitted by Tuesday 19 December 2017 for either “weeks commencing” shown in the table on the right ➔.

**SUNDAY 24 DECEMBER  
and / or  
SUNDAY 31 DECEMBER**

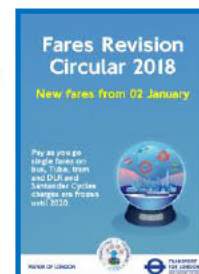
### **FARES REVISION CIRCULAR**

**UPDATED**

The Fares Revision Circular containing new fares and ticketing changes effective from Tuesday 02 January 2017 was published on Thursday 14 December and is now available via the T&R Intranet pages or to view, print or download by following the link provided below;

[http://luintranet.tfl/static/documents/coo/2018-01\\_Fares\\_Revision\\_Circular.pdf](http://luintranet.tfl/static/documents/coo/2018-01_Fares_Revision_Circular.pdf)

Printed copies will be distributed to all stations over the next few days.



### **IMPORTANT – MISSED COLLECTIONS!**

**NEW**

*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.

**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.

| Period | Missed Collections | +/- | Of which were not reported | +/-  |
|--------|--------------------|-----|----------------------------|------|
| 09     | 129                | +5  | 42 (33%)                   | +1%  |
| 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% |

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 129 missed collections in Period 9, 42 (33% or 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.



## SKIMMING DEVICES

UPDATED

Station staff are reminded that POMs should be checked regularly and to look out for anything unusual either attached to the area around the bankcard acceptor or any remnants of glue, Bluetak, double-sided tape or other sticky residue that may indicate that something has been attached and removed.



Attention should also be paid to the → actual card reader slot for any items inserted into the card acceptance area, ← such as on the examples shown here.

*Please note that attachments can differ in design and be better hidden.*



Upon discovery of a skimming device or attachment on any equipment, staff must;

- Inform their CSM / CSS, who will contact the BTP and T&D Operations Centre, arrange for CCTV footage to be retained and record details in the log book.
- Take devices out of card acceptance mode.
- *Don't touch or attempt to remove the device as vital evidence may get damaged.*

## LONDON MIDLAND FRANCHISE CHANGE

REPEAT

From *Sunday 10 December 2017* the West Coast franchise previously operated by London Midland changed to *London Northwestern* services.

The new franchise is operated by a consortium of three companies; *Abellio, JR East and Mitsui*.

The new name has been chosen as a nod to the original London and North Western Railway, seen as the ancestor of the West Coast Main Line.



All remaining London Midland services, operating in and around the Birmingham area, will be rebranded to West Midlands Railway.

## BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

Station and Revenue Control staff are advised that on the night of *Saturday 16* and morning of *Sunday 17 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:

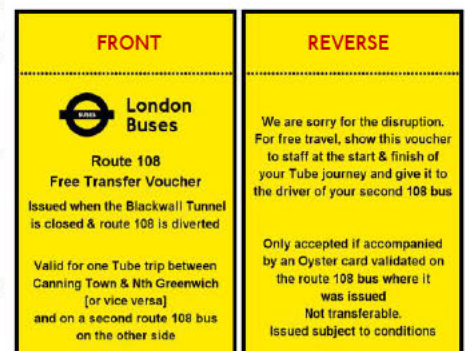
- *Lewisham – North Greenwich* and *Canning Town – Stratford*.

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.





## DIGITAL RAILCARDS

**REPEAT**

Station and Revenue Control staff are reminded that customers with Digital NR Railcards on their mobile devices **DO NOT** also need to be in possession of a physical Railcard to have their discount entitlement added or updated on their Oyster card.



T&R have been made aware of a number of customer complaints after being wrongly advised or refused the discount entitlement by LU staff.

Further information on the Digital Railcard scheme can be found in [TRU101](#) and [TRU104](#).

## ITAL NAME & ADDRESS CHECKING FACILITY PERMISSIONS

**REPEAT**

The ITAL operated *Penalty Fare Name and Address checking facility* (Auto 1803), which allows CSS/CSM and RCI grades to check customer names and addresses has recently been updated to include the most recent staff positions.

Future updates will now be included each month.

| EXISTING ACCESS |
|-----------------|
| 2772            |
| ADDITIONS       |
| 6               |
| DELETIONS       |
| 7               |

## 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 – Seconded 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)   | 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 |
|  | New Cross – Cannon Street   | SOT Sun 17-12-17 to COT Sun 17-12-17 | Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank, Monument, London Bridge, North Greenwich  | 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 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 16 Dec | 02:30                | Mon 18 Dec |
| 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.

Continued on next page

## Section 2 – TICKETING & SECURE SUITE ISSUES

### FAILED CARD PORTAL

**REPEAT**

From *Thursday 14 December* the Failed Card Portal facility will be extended to include a further 32 TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to Thursday 30 November 2017.

This training needs to be refreshed annually and staff will be sent a reminder in advance. Failure to complete the assessment will result in access being removed.

The Failed Card Portal allows station staff access to Oyster card details as well as limited access to customer data when they have to replace a failed Oyster card for a customer and will no longer need to call the Staff Oyster Helpline (SOHL) to verify the Oyster Card details.



Staff are reminded that although the new app is a useful additional tool, it should be only used as a last resort when dealing with failed Oyster cards.

### DEFECTIVE SECURITY SEALS

**REPEAT**

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.

*Please do not place orders for replacement seals until further notice. Stations requiring seals should use multisafe bags for safe keys and look to obtain seals from surrounding stations for key boxes.*

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>   |

### STAFF OYSTER HELPLINE ACCESS

**REPEAT**

The Staff Oyster Helpline (SOHL) has been further updated to include a total of 188 staff who completed their TMS assessment and had their TSID card issued before 30 November 2017.

Staff who have recently had their TSID cards activated will be added to the database in future updates scheduled at fortnightly intervals.



Continued on next page



## Section 3 – STATION ISSUES



### 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>EUSTON SQUARE</b> | THSCU, Ticket Hall | Mon 18 Dec |
| <b>EUSTON</b>        | UMC, Ticket Hall   | Tue 19 Dec |
| <b>WATERLOO</b>      | UMC, Ticket Hall   | Wed 20 Dec |
| <b>GOODGE STREET</b> | THSCU, Ticket Hall | Thu 21 Dec |

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          |
|--|---------------------------|-------------------|
|  | Started – Sun 07 Jan 2018 | <b>BANK (All)</b> |