

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: 51-17

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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.

SEASON'S GREETINGS

NEW



Welcome to the final edition of the Hot Issues Bulletin for 2017, which covers the last two weeks of the year, as there will not be an edition of Hot Issues published on Friday 29 December 2017.



The T&R Team would like to wish all readers a Happy Christmas and a prosperous New Year.

PREPARATIONS FOR CHRISTMAS DAY

NEW

On Saturday 24 December Supervisors must ensure that the last TSID card holder on duty empties all coin and note vaults on all POMs and leaves devices in service with vaults inside, but with minimal amounts of cash within them prior to the closure of stations for Christmas Day.

To avoid a build-up of notes on the Cash Handling Device (CHD) rollers, TSID card holders must move notes into the cash collection sack.

COLLECTIONS AND CHANGE DELIVERIES OVER THE CHRISTMAS PERIOD

REPEAT

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 reminded that any amendments to Change Delivery orders over the Christmas period had to 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

TICKETING & REVENUE UPDATE 106 – DECEMBER 2017

NEW

[TRU106](#) containing all the latest ticketing and revenue news, has been published and is available on iPads and PCs for download or printing from the T&R Intranet pages, or via the direct link provided below;

<http://luintranet.tfl/static/documents/coo/TRU106.pdf>

Printed copies are being delivered to all LU stations, but may be delayed slightly due to Christmas postal arrangements.

JANUARY FARES REVISION OVERVIEW

NEW

On **Tuesday 02 January 2018** there will be changes to fares affecting London Underground, Docklands Light Railway, London Overground, Buses, Croydon Tramlink, TfL Rail and National Rail services within the London area. Full details are provided in the Fares Revision Circular and T&R Update 106.



Station staff are reminded that in order to ensure all fares tables are downloaded correctly on fares revision night, the gates must not be powered down. Any gates that go offline or fail during this time period must be reported immediately to the T&D Service Desk.

MOST FARES SET BY TfL ARE FROZEN

On **Tuesday 02 January 2018** the following fare types will remain frozen at the current 2017 prices:

BUS & TRAM FARES

LU & TfL RAIL PAYG FARES

LU SINGLE & RETURN FARES

Adult, Child and Group Day Travelcard fares will increase. Season tickets will increase by an average of 3.4% and Entry / Exit charges will increase between 5 – 30p

ANNUAL GOLD CARD RENEWALS

Customers are not able to purchase annual season tickets from LU stations. Therefore any station staff who are approached by customers who...

- are asking about options for buying an annual ticket should be advised to make their purchase via the TfL Ticketing App or TfL website.
- have made an online purchase, will need to have the Gold Card discount entitlement added to their Oyster card by a TSID card or CSID holder, on production of their Gold Record Card or if the member of staff can see an Annual Travelcard has been loaded onto an Oyster card
- have not received their Gold Record Card should be advised to contact the Customer Contact Centre to request this.



Procedures for setting the NR Railcard discount entitlement onto an Oyster card for holders of an Annual Gold card are covered in **T&R Book 2, Sections 4.1 and 4.4**.

ADVANCE ISSUE OF TICKETS

As with last January's Fares Revision, there will be a block on the advance issue of tickets from POMs between Friday 29 December and Monday 01 January, to prevent customers being able to purchase tickets to start after 02 January at the 2017 prices.

Following the introduction of Faster Universal Load (FUL) and the new TfL Ticketing App, customers will be able to make advance purchases of season tickets via the app and collect these when making a journey after 30 minutes.

These will be charged at the 2018 fare if the start date selected is after the fares revision.

POM SCREEN CHANGES

From Tuesday 02 January 2018, a warning / reminder will be added to all POM screens to inform customers, when purchasing a new Oyster card, that Bus and Tram Passes are not valid on the Underground or other rail services. Currently this warning will only appear if a customer attempts to add a Bus & Tram Pass to an existing Oyster card.

As the confusion over the validity of these tickets mainly affects tourists, it is important to have this text on screens when buying a new card, where customers will be adding products for the first time.

Following the PED upgrade it was identified that at stations outside of Zones 1&2, the range of zonal combinations for Travelcard season tickets offered on QBM's was different to other POMs at the station and included zonal combinations that were not valid at the station concerned.

As part of the 02 January changes this will be rectified to reflect the same range as on other devices at the station

CHANGES TO ALTERNATIVE CHARGEABLE ROUTES

Customers who use a Travelcard that doesn't include Zone 1 to make a journey from stations on the Bakerloo line and London Overground north of Willesden Junction will from **Tuesday 02 January** need to touch on the pink Route Validators when they change trains at **both Highbury & Islington and Stratford**.

Customers who do not do so, will be charged a fare via Zone 1.



Continued on next page

STAFF FARES LISTS

The changes to NR fares and Travelcards mean that a new set of Staff Fares Lists will be issued. These can be printed locally from a SharePoint site accessible to LU operational staff. The fares lists can also be saved to personal or shared drives or onto an iPad for future reference.

Fares lists are broken down by line and when the appropriate line is selected will show the current Areas and stations within each. Most stations will have two separate documents:

- *the first starting SOO followed by the last 3 digits of the station NLC – containing fares to LU, DLR and other stations on the TfL fare scale for which “Station of Origin” tickets are issued*
- *the second starting SOD followed by the last 3 digits of the station NLC – containing fares NR stations for which “Point to Point” or “Station of Destination” tickets are issued.*

To access the SharePoint site [click here](#)

OTHER CHANGES

The availability of Boundary Zone Extension tickets at West Ham will be expanded to include destinations on the C2C services to Grays including Chafford Hundred (the station for Lakeside).

These had previously been excluded as Oyster PAYG can be used at these stations, but this has caused issues for Freedom Pass holders as these are not valid for travel to stations beyond the Zone 6 boundary.

The option to buy tickets to Oxford via Paddington from POMs at Marylebone will be removed, following introduction of a direct Chiltern service from Marylebone to Oxford.

All stations between Wembley Stadium and Oxford charged via the direct Chiltern service will be added along with Monks Risborough and Little Kimble.

Boundary Zone extension tickets will also be added for the most popular destinations of Beaconsfield, Gerrards Cross, Denham, High Wycombe, Oxford, Bicester North / Village. Please note - This information is a change to the information published in TRU105.

Plans to remove NR ticket acceptance in conjunction with the completion of the major NR engineering works at London Bridge have now been deferred until the May Fares Revision, as although South Eastern services to Cannon Street will again call at London Bridge, Thameslink services through London Bridge will not be resuming on 02 January, due to the need to retrain train crews on the new route and signalling.

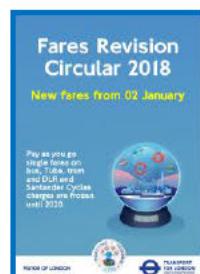
FARES REVISION CIRCULAR

REPEAT

The Fares Revision Circular containing new fares and ticketing changes effective from Tuesday 02 January 2018 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

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



SOHL CLOSED ON BOXING DAY

NEW

Station and Revenue Control staff are advised that the Customer Contact Centre will be closed on Boxing Day 26 December 2017.

On this date, staff will still be able to use the automated SOHL service (Option 1) when calling the helpline, but will be unable to speak directly to an agent (via Option 2).



T&R TEAM AVAILABILITY OVER CHRISTMAS AND NEW YEAR

NEW

The T&R Team availability over the Christmas and New Year period for CHD, TSID and CSID PIN issues, as well as general T&R advice is as follows;

Closed	Sun 24 Dec	Mon 25 Dec	Tue 26 Dec	Sat 30 Dec	Sun 31 Dec	Mon 01 Jan
Limited opening hours	Wed 27 Dec	Thu 28 Dec	Fri 29 Jan			

Due to the forthcoming fares revision, we will not be able to activate any TSID cards until Tuesday 02 January.

On New Year's Eve customers will be able to travel for free on TfL services (LU, London Overground, DLR, Bus and Tram) from 23:45 hours on Sunday 31 December 2017 until 04:29 hours on Monday 01 January 2017.

- Customers wishing to commence journeys between 23:45 hours on Sunday 31 December 2017 and 04:30 hours on Monday 01 January 2018 will not need to purchase a ticket for their journey. As a result, all POMs must be closed from the Station Control Unit (SCU) at 23:45 hours on Sunday 31 December 2017 and reopened at 04:29 hours on Monday 01 January 2018.
- Station Supervisors must ensure that all automatic gates are in normal operation until 23:44 hours. At 23:45 hours, all gatelines must remain powered up, but with the gates set to the open position from the SCU.
- Gates must not be powered down (including stations scheduled to be closed) to ensure that fare tables can be downloaded.
- A poster regarding the free travel arrangements will be sent to all poster plotters and Station Supervisors must ensure they are on display from start of traffic on Sunday 31 December 2017 to remind customers not to validate their Oyster card. The poster must be removed after 05:30 hours on Monday 01 January 2018.
- At stations where the gates need to remain operational for crowd control, customers must be advised not to validate their Oyster cards during the free travel period between 23:45 and 04:30 hours.
- If a Station Supervisor has problems with the gateline, they must contact the CTS Help Desk via Auto 1610 and obtain a fault reference number, which must be passed to the CE Service Desk.

Settings

Selective Auto Completion will be applied at the following stations from 17:00 hours on Sunday 31 December 2017 until 05:00 hours on Monday 01 January 2018:

CHARING CROSS	EMBANKMENT	GREEN PARK	LEICESTER SQUARE	OXFORD CIRCUS
PICCADILLY CIRCUS	ST JAMES PARK	VICTORIA	WATERLOO	WESTMINSTER

These settings will be applied for Oyster and for Contactless:

Refunds

The following refund process will apply on LU and DLR:

- *Unstarted journeys* where exit is between 0430 to 0600 hours on Monday 01 January 2018 - customers will be refunded the difference between the maximum journey charge and fare to zone 1.
- *Unstarted journeys* where exit is between 2345 on Sunday 31 December 2017 and 0430 on Monday 01 January 2018- customers will receive a full refund.
- *Unfinished journeys* where entry is between 2345 on Sunday 31 December 2017 and 0430 on Monday 01 January 2018- customers will receive a full refund.
- *Completed journeys* which started between 2345 on Sunday 31 December 2017 and 0430 on Monday 01 January 2018 - customers will receive a full refund.
- As automatic refunds will be applied, Staff should not resolve incomplete journeys occurring between 2345 on Sunday 31 December 2017 and 0430 on Monday 01 January 2018.

GATES LEFT OPEN DURING SPECIAL EVENTS

If gates are left in "Paddle Open Mode" for extended periods an issue can occur which may result in the Oyster card reader (RTD) failing if large volumes of customers pass through the walkway.

Stations that need to keep gates open to assist with customer flow during special events are reminded that gates must be set to operate in "No PAC" mode from the device service panel, rather than opening the paddles using the SCU;



- From the service panel on each gate enter 758E to set No PAC mode – this will allow the gate to operate as a PVal with the its paddles open and the light beams in the walkway disabled
- After the event each gate will need to be returned to normal operation as follows - From the service panel on each gate enter 759E to exit No PAC mode

The RMT have also announced a 24 hour strike on South Western Railway services between 0001 hours on Sunday 31 December and 0459 hours on Monday 01 January.



No special ticket acceptance arrangements for South Western Railway tickets are in place on LU.

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	+/-
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%

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 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

REPEAT

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 accepter 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.**

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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	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 – Secondee 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

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

ONGOING

The Train Operating Companies listed below will accept all London Underground paper tickets as per the dates, times, stations and routes shown. Customers using Oyster PAYG will be required to pay the appropriate fare for the journey they are making. TfL staff and nominee passes will also be accepted where indicated.

LU ticket acceptance on	London Underground Suspension	Dates and times	NR stations at which LU tickets are to be accepted	Ticket Types
South Western Railway	South Kensington to Ealing Broadway, Richmond and Edgware Road to Wimbledon, Earl's Court to Kensington (Olympia) and Turnham Green to Richmond (Sun only)	SOT Sun 24-12-17 to COT Sun 24-12-17	Wimbledon, Putney, Clapham Junction, Vauxhall, Waterloo	Customer and Staff
	Edgware Road to Aldgate via Victoria	SOT Sun 24-12-17 to COT Sun 24-12-17	Richmond - Vauxhall - Waterloo	
	South Kensington to Ealing Broadway, Richmond and Edgware Road to Wimbledon, Earl's Court to Kensington (Olympia) and Turnham Green to Richmond (Sun only)	SOT Wed 27-12-17 to COT Sat 30-12-17	Wimbledon, Putney, Clapham Junction, Vauxhall, Waterloo	
	Edgware Road to Aldgate via Victoria	SOT Wed 27-12-17 to COT Sat 30-12-17	Richmond - Vauxhall - Waterloo	

(*) If indicated next to station name - Please note that inter-availability agreements already exist on these routes.

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
	Fenchurch Street to Barking	SOT 23-12-17 to COT Sun 24-12-17	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	Customer and Staff
	Charing Cross & Cannon Street to New Cross and Charlton	SOT Sat 23-12-17 to COT Mon 01-01-18	King's Cross, Warren Street, Oxford Circus, Green Park, Victoria, Goodge Street, Tottenham Court Road, Leicester Square, Charing Cross, Embankment, Waterloo, Piccadilly Circus, Covent Garden, Holborn, Russell Square, Chancery Lane, St. Paul's, Bank, Liverpool St, Aldgate, Moorgate, Barbican, Farringdon, Angel Old Street, London Bridge, Elephant & Castle, St. James Park, Westminster, Temple, Blackfriars, Mansion House, Cannon Street, Monument, Tower Hill. Green Park - Canning Town Jubilee line. Tower Gateway/Bank to Lewisham & Woolwich Arsenal DLR	Customer and Staff
	St Pancras International - London Bridge	SOT Sat 23-12-17 to COT Mon 01-01-18	Newbury Park- Liverpool Street	Customer and Staff
	Ingatestone- Liverpool Street	SOT Sat 23-12-17 to COT Mon 01-01-18	Euston Square, Paddington, Hammersmith, Ealing Broadway, Acton Town, Notting Hill Gate, Marylebone, Waterloo, Hillingdon, Greenford	Customer and Staff
	Paddington - Harlington/Heathrow	SOT Sun 24-12-17 to COT Wed 27-12-17	Marylebone, Paddington, South Ruislip, West Ruislip, Sudbury Hill, South Harrow, Hammersmith, Paddington, Marylebone, White City, Wood Lane	Customer and Staff
	Sudbury Harrow Road to High Wycombe	SOT Wed 27-12-17 to Fri 30-03-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Liverpool Street to Barking	SOT Sat 30-12-17 to COT Mon 01-01-18	London Bridge, Bank, Moorgate, Old Street, Angel, King's Cross St Pancras, Cannon Street, Blackfriars	Customer and Staff
	Thameslink Programme (limited service northbound through central London)	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.

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 gatelanes.

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 gatelanes.

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 23 Dec	02:30	Mon 25 Dec
	SEVEN SISTERS – EOSI set for duration of escalator works		Sat 30 Dec	Started	Mon 01 Jan	Until further notice

* Please note that gateline settings are subject to late changes.

Section 2 – TICKETING & SECURE SUITE ISSUES

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.

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

Defective	Effective
<ul style="list-style-type: none">• Dark roundel• Dark text• "Enter" inscribed on face of seal	<ul style="list-style-type: none">• White roundel• White text• "Enter" inscribed on rear of seal
DO NOT USE	CONTINUE TO USE

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](#). T&R will advise stations when replacement seals can be ordered.

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) gatelanes.

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
EUSTON SQUARE	THSCU, Ticket Hall	Wed 03 Jan
EUSTON	UMC, Ticket Hall	Thu 04 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
Tue 02 – Sun 07 Jan 2018		BANK (All)