


# 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: 06-18**

**Issue Date: Friday 09 February 2018**

## 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.

### 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	+/-
11	109	-35	38 (35%)	+20%
10	144	+15	21 (15%)	-18%
09	129	+5	42 (33%)	+1%
08	124	-35	40 (32%)	+1%
07	159	+6	49 (31%)	0
06	153	+21	48 (31%)	+1%

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 109 missed collections in Period 11, 38 (35% 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.

### BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Advance notice is given to Station and Revenue Control staff that on the night of Saturday 17 and morning of Sunday 18 February 2018 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 07:45 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.

FRONT	REVERSE
 <p><b>London Buses</b> Route 108 Free Transfer Voucher Issued when the Blackwall Tunnel is closed &amp; route 108 is diverted  Valid for one Tube trip between Canning Town &amp; Nth Greenwich (or vice versa) and on a second route 108 bus on the other side</p>	<p>We are sorry for the disruption. For free travel, show this voucher to staff at the start &amp; finish of your Tube journey and give it to the driver of your second 108 bus</p> <p>Only accepted if accompanied by an Oyster card validated on the route 108 bus where it was issued. Not transferable. Issued subject to conditions</p>



## ITAL NAME & ADDRESS CHECKING FACILITY PERMISSIONS

**NEW**

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.



EXISTING ACCESS	ADDITIONS	DELETIONS
2493	42	17

## TICKETING & REVENUE UPDATE 107 – JAN / FEB 2018

**UPDATED**

[TRU107](#) containing all the latest ticketing and revenue news, was published on Tuesday 06 February 2018 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/TRU107.pdf>

Printed copies have been distributed to all LU stations.

## CHANGES TO MAGNETIC 7 DAY TRAVELCARD STOCK

**REPEAT**

Magnetic 7 Day Travelcards are issued via TfL approved tourism partners such as Visit Britain and Corporate sales outlets.

From the end of January 2018 an updated design of 7 Day Travelcard ticket stock (as shown on the right) started to be phased in as existing stock runs out. Both designs are valid and must be accepted until further notice.

Changes to the design include;

- Text in top right hand corner now states "No photocard required"
- Roundel and NR logos changed from red to blue
- Conditions printed on the reverse have been updated



For further information on Ticket types and recognition, please refer to Section 6 of T&R Book 8 – Helping Customers, or [click here](#).

## 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
Updated 7 Day Magnetic Ticket stock	Book 8, Section 6.5	31-01-18	<a href="#">HIB 05-18</a>
Bus Hopper Changes	Book 8, Section 9	31-01-18	<a href="#">HIB 05-18</a>
Securing Ticket Hall SCU cabinets	Book 8, Section 13	26-01-18	<a href="#">HIB 04-18</a>
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 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
	Liverpool Street to Barking	SOT Sat 10-02-18 to COT Sun 11-02-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Barking to Upminster	23:10 (each day) Mon 12-02-18 to COT Thu 15-02-18	Barking*, Upminster*	Customer and Staff
	Ingatstone - Liverpool Street	SOT Sat 10-02-18 to COT Sun 11-02-18	Newbury Park- Liverpool Street	Customer and Staff
	London Bridge-New Cross Gate	SOT Sun 11-02-18 to COT Sun 11-02-18	London Bridge, Canada Water, New Cross Gate	Customer and Staff
	Waterloo - Richmond	SOT Sun 11-02-18 to COT Sun 11-02-18	Richmond - 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 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 10 Feb	02:30	Mon 12 Feb
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.

## Section 2 – TICKETING & SECURE SUITE ISSUES

### FAILED CARD PORTAL

**NEW**

From *Thursday 15 February* the Failed Card Portal facility will be extended to include a further 34 TSID card holders who had completed the module [“My role in privacy and data protection”](#) prior to Wednesday 31 January 2018.

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.

## Section 3 – STATION ISSUES



### PNEUMATIC (P) GATE – LCP3 ROLLOUT

**NEW**

Following the successful rollout of the new LCP3 to E1 and E2 gatelines, Cubic are ready to start a rollout of LCPs in Pneumatic gates.

The work will be undertaken within engineering hours on the gates shown in the table above and will require a visit to site by a Cubic engineer.

If for any reason the gate is powered down once the gates have been fitted with the new LCP3 it will now take a lot longer for the device to fully shut down. If it becomes necessary to perform a “hard reset” (power off and on) it is recommended that to clear a problem the code “96E” is entered on the device service panel rather than operating the power key switch at the end of the master stanchion.

Station		P-Gates	E2 Gates	Date
KNIGHTSBRIDGE	East	6	2	Sun 11 Feb
	West	5	2	
EUSTON SQUARE		6		Mon 12 Feb
GREAT PORTLAND STREET		8	2	
WARREN STREET		8		
HYDE PARK CORNER		6	2	Tue 13 Feb
GLOUCESTER ROAD		6	2	
SOUTH KENSINGTON		9	2	
EARLS COURT (All)		9	5	Wed 14 Feb
MARBLE ARCH		4	6	
HIGH STREET KENSINGTON		8	2	
BAKER STREET (Met & Bak)		8		Thu 15 Feb
ELEPHANT & CASTLE	Bakerloo	8		
	Northern	6	1	

If the key switch is used, staff will need to ensure the device has fully shut down and all lights have gone out, before the power is switched back on. Failure to do so may mean that the reset will not be successful.



## 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 11 Feb	<b>BARKINGSIDE</b>
	Mon 12 – Sun 18 Feb	<b>EAST HAM</b>

## 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.

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

Station	Location	Date
<b>BAYSWATER</b>	THSCU, Ticket Hall	Thu 15 Feb

## AFM COIN BOWL MODIFICATION

**UPDATED**

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. During the visit Cubic will also replace any missing PED blocks from these and other devices on the station.

*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. Stations shown in the table below will be visited during engineering hours.*

Station	AFM	Station	AFM	Station	AFM	Date
KINGSBURY	29	CHALFONT & LATIMER	29	NORTHWOOD HILLS	29	Sun 11 Feb
NORTHWICK PARK	29	CHORLEYWOOD	29	WATFORD	29	
EASTCOTE	29	NORTHWOOD	29			
CANNING TOWN	10	EAST HAM	27	PLAISTOW	29	Mon 12 Feb
WEST HAM	10		28	UPTON PARK	27	
CHIGWELL	29					
WOODFORD	29	LOUGHTON	29	FAIRLOP	29	Tue 13 Feb
NEWBURY PARK	29	GANTS HILL	29	BUCKHURST HILL	29	
STEPNEY GREEN	29	DAGENHAM EAST	29	CHISWICK PARK	29	Wed 14 Feb
BROMLEY BY BOW	29	TURNHAM GREEN	29	WEST KENSINGTON	28	
ARSENAL	29	EAST ACTON	29	THEYDON BOIS	29	Thu 15 Feb
COCKFOSTERS	29	BARKINGSIDE	29	EPHING	29	
HOLLAND PARK	29					