


# 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: 49-17**

**Issue Date: Friday 08 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.

### FREE TRAVEL ARRANGEMENTS – GRENFELL TOWER MEMORIAL SERVICE

**NEW**

At 11:00 hours on **Thursday 14 December** a National Memorial service to mark the six month anniversary of the Grenfell Tower fire will be held at St Pauls Cathedral.

TfL is supporting this event by allowing free travel for up to 770 selected ticket holders, as outlined below;

➤ Free travel is allowed on presentation of:

A yellow or white Grenfell Tower National Memorial Service ticket (as illustrated above-right), displaying a ticket number and a St Paul's Cathedral watermark.



on the following services				
Outward journeys	From start of traffic to the following LU stations;			
	<b>ST PAULS</b>		<b>MANSION HOUSE</b>	<b>BANK / MONUMENT</b>
Return Journeys	Ticket holders must complete their return journey by 16:00. Travel outside this time will require a valid travel ticket or Oyster card.			

- Free travel on buses and trams is not permitted.
- Any customers seeking to travel with a green ticket or no ticket should be advised to buy a ticket or use PAYG.

### SKIMMING DEVICES

**NEW**

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.

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

- Inform their CSM / CSS, who will contact the BTP and CE Service Desk, arrange for CCTV footage to be retained and record details in the log book.
- **Don't touch or attempt to remove the device as vital evidence may get damaged.**





## LONDON MIDLAND FRANCHISE CHANGE

**NEW**

From *Sunday 10 December 2017* the West Coast franchise currently operated by London Midland will change to *London Northwestern* services.



The new franchise is to be 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.

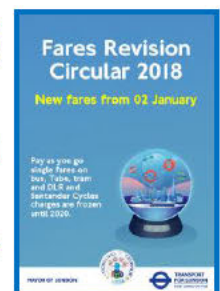
## FARES REVISION CIRCULAR

**UPDATED**

Full details of the new fares and all other changes to be introduced for 2018 will be included within the *Fares Revision Circular 2018*, which is expected to be published early next week.

Once published, an email notification with a link to the document will be sent to all Station and Revenue Control staff.

A further link will also be provided in both the weekly Hot Issues Bulletin and the December issue of the T&R Update.



## 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.

Future updates will now be included each month.

EXISTING ACCESS	
2772	
ADDITIONS	
6	
DELETIONS	
7	

## BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Advance notice is given to Station and Revenue Control staff 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:

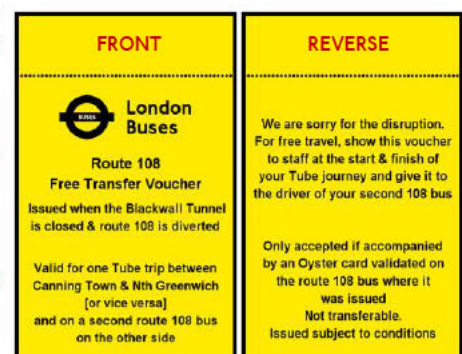
- *Lewisham – North Greenwich* and *Canning Town – Stratford*.

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

**NEW**

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](#).

## 26-30 RAILCARD TRIAL

**REPEAT**

From *Wednesday 06 December 2017* until March 2018, National Rail will be trialling a 26-30 Railcard with Greater Anglia customers living in the East Anglia region.

Customers will be able to purchase discounted tickets to travel anywhere on the NR network, as well as purchase discounted Day Travelcards (Off Peak) or use PAYG at a discounted rate on an Oyster card for travel within the Zones.

The 26-30 Railcard is based on the current 16-25 Railcard, with a few minor differences:

- Available as a 1-year digital Railcard (see image on the right) at a cost of £30
- Limited to 10,000 users during the initial trial only to customers living in East Anglia
- During this period, customers will be able to use the 26-30 Railcard to buy discounted travel (1/3 off) across the whole National Rail network
- Available only to customers buying Railcards online through [www.26-30railcard.co.uk](http://www.26-30railcard.co.uk)



## TICKETING & REVENUE UPDATE 105 – NOVEMBER 2017

**REPEAT**

[TRU105](#) 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/TRU105.pdf>

Printed copies have been distributed to all LU stations early next week.

## 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)

### 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 – Charing Cross	SOT Sun 10-12-17 to COT Sun 10-12-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank/Monument, London Bridge	Customer and Staff
	St Pancras International – London Bridge	SOT Sun 10-12-17 to COT Sun 10-12-17	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*	
	Liverpool Street to Barking	SOT Sun 10-12-17 to COT Sun 10-12-17	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	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 09 Dec	02:30	Mon 11 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.

## Section 2 – TICKETING & SECURE SUITE ISSUES

**FAILED CARD PORTAL****NEW**

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****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.

*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

NEW

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.

## Section 3 – STATION ISSUES

## DATES FOR YOUR DIARY

### 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 11 Dec	Tue 12 Dec	Wed 13 Dec	Thu 14 Dec
Stations	OSTERLEY	EAST FINCHLEY	VICTORIA	TOWER HILL
	SOUTH EALING	FINCHLEY CENTRAL	WEST FINCHLEY	BERMONDSEY
	ARNOS GROVE	HIGH BARNET	WOODSIDE PARK	BOROUGH
	COCKFOSTERS	MILL HILL EAST	ALDGATE	CANNON STREET
	OAKWOOD	TOTTERIDGE & WHETSTONE	ALDGATE EAST	CHANCERY LANE
			BOW ROAD	

### 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)