

# T&R **HOT ISSUES** Bulletin **UNDERGROUND**

*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: 03-18**

**Issue Date: Friday 19 January 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.

### SECURITY SEALS



**NEW**

A new security seal has now been approved for the purpose of securing;

1. Secure Suite keys within Station Office key boxes
2. Safe keys inside a nominated POM within the Secure Suite

This follows security issues that were recently identified with the type of seal shown in red on the far right of the table, that prevented their use for securing keys in POMs ➔.

The new security seals are now light green in colour instead of red and can be ordered from LU Uniform Services in the same manner as previous seals.

Effective		Defective
		
<ul style="list-style-type: none"> <li>• Green with raised text</li> <li>• Serial No is on rear 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>	<ul style="list-style-type: none"> <li>• Dark roundel</li> <li>• Dark text</li> <li>• "Enter" inscribed on face of seal</li> </ul>
<b>NEW DESIGN APPROVED FOR USE</b>	<b>CONTINUE TO USE UNTIL DEPLETED</b>	<b>DO NOT USE FOR SAFE KEYS</b>



Final design may differ from example shown above

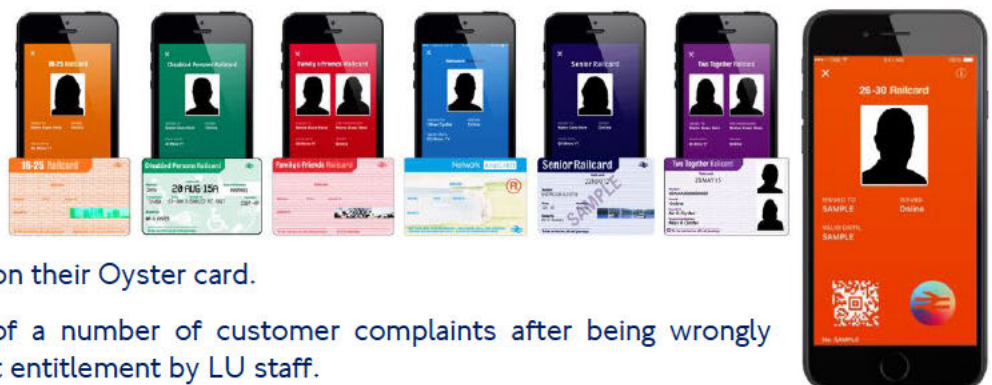
*Until new seals are delivered, any stations requiring seals can temporarily use multisafe bags for safe keys and look to obtain seals from surrounding stations for use in key boxes.*

Stations are reminded that security seals must be used accordance with the procedures outlined in [T&R Book I – Security](#).

### IMPORTANT – DIGITAL RAILCARDS

**REPEAT**

Station and Revenue Control staff are again 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](#).



## BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Advance notice is given to Station and Revenue Control staff that on the night of Sunday 28 and morning of Monday 29 January 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.



## AFM SCREEN FREEZES

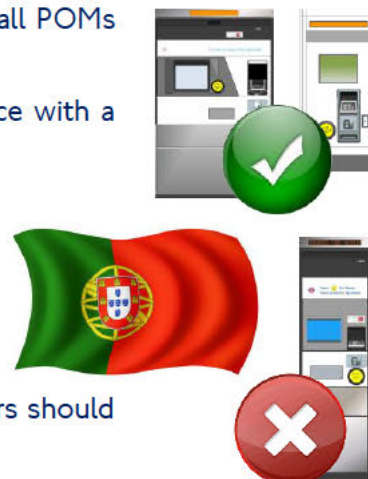
**REPEAT**

On Sunday 05 November 2017 a base data language update was made to all POMs to include the Portuguese language.

Since this change there has been a significant decrease in AFM performance with a link identified between the PC and the touchscreen on this device type.

As an interim solution, from start of traffic on **Sunday 14 January** Cubic will roll back the base data language update during engineering hours and remove the Portuguese language on AFMs, whilst their engineering team conducts a full investigation and provides a fix. The changes will be effective from start of traffic on Sunday morning until further notice.

Please note that only AFMs are affected and Portuguese speaking customers should be directed to use other devices available.




## CAMDEN TOWN ESCALATOR REFURBISHMENT

**REPEAT**

On **Tuesday 09 January 2018**, refurbishment work started on the escalators at Camden Town station. Work on the first escalator is scheduled to finish in early March. The second escalator will be refurbished later in the year.

While the work is carried out, there will be **no entry** to the station during the following times:

	On weekdays between 16:00 and 19:00 – the station will be exit and interchange only
	On Saturdays and Sundays between 13:00 and 17:30 – the station will be exit and interchange only
	During Night Tube between 00:30 and 04:30 – the station will be exit and interchange only
	At all other times – access will be via the spiral staircase only (96 steps). There will be no 'down' escalator at the station at any time while the works are taking place

For customers wishing to interchange from Camden Road to Camden Town an Emergency Out of Station Interchange (EOSI) has been set up between **Camden Road and Chalk Farm** from 16:00 – 19:00 hours **Monday to Friday**. The time limit between the two stations has been set at 30 minutes.



## IMPORTANT – MISSED COLLECTIONS!

**REPEAT**

Although there was a sizeable increase in the number of missed collections in Period 10, there has been a significant improvement in the number of these reported by stations.

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.

Period	Missed Collections	+/-	Of which were not reported	+/-
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%
05	132	-58	39 (30%)	-



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.

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 144 missed collections in Period 10, 21 (15% or 1 in almost every 7) 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
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)

## PLANNED GATELINE SETTINGS ON LU GATELINES

**ONGOING**

Over the next 7 days EOSI gateline settings will be applied on London Underground gates at stations within the areas below on the dates and times indicated.

Line	Area affected	EOSI set on gates at	Start time and date		End time and date	
CENTRAL LINE	TRAINS NON-STOPPING AT BANK STATION	Mansion House, Bank and St Pauls (Oyster and Contactless	04:30	Sat 20 Jan	02:30	Mon 22 Jan

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



## 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 20 Jan	02:30	Mon 22 Jan
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.

## 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
	Sudbury Harrow Road to High Wycombe	SOT Wed 27-12-17 to Fri 30-03-18	Marylebone, Paddington, South Ruislip*, West Ruislip*, Sudbury Hill, South Harrow	Customer and Staff
	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
	Barnes - Feltham	SOT Sat 20-01-18 to COT Sun 21-01-18	Richmond - Embankment	Customer and Staff
	Liverpool Street to Barking	SOT Sun 21-01-18 to COT Sun 21-01-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	St Pancras International - London Bridge	SOT Sun 21-01-18 to COT Sun 21-01-18	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*	
	Shenfield- Liverpool St	SOT Sun 21-01-18 to COT Sun 21-01-18	(Central Line) Newbury Park- Liverpool Street	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.



## Section 2 – TICKETING & SECURE SUITE ISSUES

### FAILED CARD PORTAL

**REPEAT**

From *Thursday 18 January* the Failed Card Portal facility will be extended to include a further 25 TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to Sunday 31 December 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.

## Section 3 – STATION ISSUES

### DATES FOR YOUR DIARY

#### ROUTER MIGRATION

**NEW**

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 22 Jan	Tue 23 Jan	Wed 24 Jan	Thu 25 Jan
Stations	HIGH BARNET	OLD STREET	WARREN STREET	HOLLAND PARK
	TOTTERIDGE & WHETSTN	ST PAULS	WARWICK AVENUE	NOTTING HILL GATE
	WEST FINCHLEY	ANGEL	CHARING CROSS (Traf Sq)	GANTS HILL
	ALDGATE	EUSTON	VAUXHALL	REDBRIDGE
	ALDGATE EAST	GOODGE STREET	GLOUCESTER ROAD	WALTHAMSTOW CNTRL
	BOROUGH	HOLBORN		MILE END

#### SC3 STATION COMPUTER REPLACEMENT

**NEW**

Following an initial Vanguard in 2016/17, Cubic will be rolling out further installations of a new SC3 Station Computer to a number of LU stations where high levels of traffic and data transmission since the launch of Faster Universal Load, or issues with the current SC have been identified.

The Station Computers in the table on the right will be upgraded on the dates shown;

Station		Date
Highbury & Islington		Wed 24 Jan
Liverpool Street	Central Main	Thu 25 Jan
Stratford (East)		Fri 26 Jan
Tottenham Hale		Fri 26 Jan
Canada Water		Sat 27 Jan

This work will be undertaken during traffic hours and during the period that the SC is being switched over, there may a short period of time that the SCU and SCU controls may not be available. Any required changes to the direction of gates should be completed before the engineer commences work, or be completed from the service panel on the gate concerned if devices are offline to the SC.



Following completion of this upgrade, we would be grateful for observations of staff at the stations concerned, particular with regards to any issues they note including ones this release is attempting to address and any customer feedback ([Click Here](#)).

**HELP US  
TO HELP  
YOU**



## 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 between 10.00 hours and 17.00 hours.

Station	AFM	Station	AFM	Station	AFM	Date
NORTH GREENWICH	10	STRATFORD (North)	16	CANARY WHARF (West)	14	Mon 22 Jan
	11		17		15	
	12		91		21	
STRATFORD (East)	13	STRATFORD (East)	93			
BOND STREET	26	SWISS COTTAGE	29	MARBLE ARCH	28	Tue 23 Jan
	27	EARLS COURT (Main)	10	NOTTING HILL GATE	28	
	28		11	LANCASTER GATE	29	
	29		29	BAKER STREET (Met)	29	
GREEN PARK	25	GREEN PARK	29	WATERLOO (Main)	88	Wed 24 Jan
	26	PIMLICO	29		89	
	27	SOUTHWARK (East)	10	WATERLOO (Assist)	25	
	28	SOUTHWARK (West)	12		87	
SEVEN SISTERS	26	WALTHAMSTOW CENTRAL	28	CALEDONIAN ROAD	28	Thu 25 Jan
BLACKHORSE ROAD	29	MANOR HOUSE	28	TURNPIKE LANE	29	
	28	WOOD GREEN	29		27	
	29		29			
BRIXTON	10	HIGHBURY & ISLINGTON	10	CLAPHAM SOUTH	27	Fri 26 Jan
	11		11		29	
	27	VAUXHALL	28		27	
	28	ANGEL	28			
	29		29			

## VANGUARD OF UPGRADED MFM REFUND SOFTWARE

NEW

A new version of MFM software is to be vanguarded on the devices listed in the table on the right for a period of two weeks.

The software is scheduled to be remotely downloaded to the devices by Cubic during the afternoon / evening of Monday 22 January. This will lie dormant until End of Day when the devices should automatically switch to the new software, ready for start of traffic on Tuesday 23 January.

Station	MFM	Date
CANARY WHARF (East)	30	Mon 22 Jan
CANARY WHARF (West)	31	
	32	
NORTH GREENWICH	30	
	31	
EAST HAM	30	

Cubic will monitor devices remotely to ensure that they have successfully accepted the upgrade. The main impacts of the new software are:

- Relaxation of restrictions on the refunding of Oyster cards purchased within the previous 48 hours
- Relaxation of restrictions on the refunding of the older Mifare format Oyster cards
- Correction of a number of incorrect error screen messages, including one which previously indicated that a customer's bankcard had been charged, when it hadn't
- A change to ensure local blacklisting information held by the device is correctly updated at end of day
- Reduction in the delay between the issue of the first Oyster card and other Oyster cards, when a purchase of multiple cards is selected
- A change to reduce errors 97 and 113, which have occurred since the PED upgrade was completed
- A change to reduce some instances of error 204 (note jam) being reported on devices fitted with BNA units



Following completion of this upgrade, we would be grateful for observations of staff at the stations concerned, particular with regards to any issues they note including ones this release is attempting to address and any customer feedback ([Click Here](#)).

HELP US  
TO HELP  
YOU

## 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 21 Jan 2018	HAMMERSMITH (D&P)
	Mon 22 – Tue 30 Jan 2018	SEVEN SISTERS