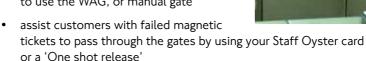# 13   Gateline

When working on the gateline, you must:

- position yourself at an appropriate location to monitor the gateline and assist customers in the ticket hall

- encourage customers with large or bulky items, or who may have difficulty in using the automatic gates to use the WAG, or manual gate

- assist customers with failed magnetic tickets to pass through the gates by using your Staff Oyster card or a 'One shot release'

- maximise revenue by preventing and reporting fraudulent travel

- make sure that gate lids are locked shut

- deal appropriately with ticket jams, Oyster card rejections and error messages

- monitor customer flows and manage the gateline to avoid congestion and overcrowding

- open all gates in an emergency

- attempt to clear any faults on the gates and promptly report any repeat failures or defects that cannot be cleared.

> Gatelines are normally monitored by station staff, but at certain stations where site specific risk assessments have been completed, the gateline may be monitored from the secure suite or supervisor's office, for all or part of the day.

Where no station staff are available to monitor the gateline, the gates must be left operational with the paddles in the open position.

13.1 Setting the gateline

Automatic gates can be set using the Station Control Unit (SCU) or the service panel to peform a 'one shot release' of the gate

- take the gate out of service
- set the gate to entry or exit mode
- set the gate to paddle open mode.

Where a single gate or gate array is off line to the station computer, it will not be possible to control the gate or gate array from the SCU. Any changes of setting will need to be made using the keypad on the service panel of the device.

Commands on the device service panel.

Set gate for Normal Operation	750E
Close a gate (take out of service)	751E
Emergency Open Mode	752E
Remove Emergency Open Mode	753E
Set WAG to FCFS Mode	756E
Take WAG out of FCFS Mode	757E
Set for No PAC Mode	758E
Remove No PAC Mode	759E
Set reversible gate to entry	760E
Set reversible gate to exit	761E
Set Child alarm	780E
Inhibit Child alarm	781E

The following settings can be used to assist with station operations and crowd control;

Paddle Open Mode – Gate and Oyster card reader work normally, but the paddles remain open at all times If a ticket card is rejected, the customer will not be physically stopped from entering or exiting.

First Come First Served (FCFS) – at stations with a single WAG, allows the WAG to operate in both entry and exit mode. The gate will alternately check for customers wishing to enter and exit, but allows successive validations in the same direction if there is a flow of customers.

No PAC Mode – The Oyster card reader and ticket handling unit continue to work normally, but the paddles remain open and the light beams within the walkway are inoperative. The gate effectively operates as a validator.

13.2   Gateline crowd control

Where station control is required to control crowds, automatic gates can provide effective control of customer flows.

When monitoring the gateline and crowds, you must:

- observe the flow of customers
- make sure customers do not block-back from the gates towards escalators, or onto fixed stairways
- switch gates from entry to exit (as appropriate) to reflect customer flows.

Where it is necessary to introduce station control, you must:

- reduce the number of entry gates, or
- use the 'Gate Array' command to stop further customers entering.

You must only use the manual gate where the gateline is not able to meet the flow of customers.

You must avoid using the manual gate or emergency open facilities to deal with entry flows, as it will be difficult to reduce the flow of customers if required.

13.3 One shot release

The 'one shot release' facility enables one customer to pass through a gate in either direction without the validation of a ticket and closes the gate behind them.

The facility is available from:

- any SCU,
- the service panel on the master stanchion of the gate
- OSR key switch at either end of an electric gate.

You can use the 'one shot release' to:

- open a gate when a customer or their property is trapped between the paddles
- allow customers with damaged magnetic tickets to enter or leave the station
- help children who are travelling free with an adult ticket holder.

At a number of stations a facility to perform a 'one shot release' of a WAG is provided, from a switch situated below the emegency open plunger in the station office.

13.4 Emergency Open Facility

The gateline can be put into emergency open mode by one of the following means:

- plunger within the secure suite

- plunger within the ticket hall SCU cabinet

- key switch on the manual gate pillar

- plunger within the station control room, or supervisors office

- activation of the fire control panel.

In emergency open mode, the paddles of all gates will open, an audible alarm will sound and the manual gate will be released.

In the event of a power failure, or loss of the air supply to pneumatic gates, all gates will open and it will not be possible to normalise them until the supply is restored.

13.5 Gateline validation

To enable the validation of Oyster cards and the correct charging for PAYG journeys, it is essential that gates are not powered down, as this will make the card readers inoperative.

In an emergency open mode, gates at stations that have been upgraded to the latest gate software, will continue to allow entry and exit validations. At these sites, the Passenger Validator next to the manual gate will also now allow validation in both directions.

13.6   Ticket Capture

All magnetic tickets are returned to customers on entry and on exit if there is any possible further validity (including all NR tickets).

If a magnetic ticket has no further validity, it will be cancelled by the gate and captured.

Last ticket captured

The last ticket captured is held within the ticket transporter and approximately ten further tickets within the gate escrow. Tickets are then deposited into the capture bin.

Checking the gate for a customer's ticket

To check a gate for a customer's ticket, you must:

• confirm with the customer which gate was used

• check the ticket transporter

• empty the escrow of the tickets held.

If the ticket is not found, you must check the capture bin.

Emptying the gate capture bin

You must empty capture bins:

- regularly to avoid a build up of tickets
- at the end of each traffic day
- if an '80% full' warning is displayed.

If the capture bin is not emptied, an '80% full' warning will be displayed on the SCU. The gate will close itself if it believes the capture bin to be full.

All captured tickets must be placed in a rubbish bag and stored in the bin room, until collected as part of the station rubbish collection.

13.7   MOVie devices

When working on the gateline, you must obtain a MOVie device from the supervisor and complete the MOVie Device Register.

The MOVie device must be used to check the validity and journey history of any Oyster cards that are presented to you.

MOVie devices cannot currently read ITSO format smartcards.

Replacement of Lost, stolen and defective MOVie devices are managed by the T&R team.