

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: 42-17 **Issue Date: Friday 20 October 2017**

Section I – GATELINE ISSUES

[Click here](#) 

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**.

Period	Missed Collections	+/-	Of which were not reported	+/-
07	159	+6	49 (31%)	0
06	153	+21	48 (31%)	+1%
05	132	-58	39 (30%)	+10%
04	190	+15	38 (20%)	-26%
03	175	+34	80 (46%)	+19%
02	141	-11	52 (37%)	-9%



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 159 missed collections in Period 7, 49 (31% or nearly 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.

POLICE OYSTER CARDS AND WARRANT CARDS NEW

Station and Revenue Control staff are reminded that it is a mandatory requirement for *Metropolitan, City of London and British Transport Police (London Division)* officers to use their Police Oyster cards for journeys on London Underground. Officers from other police forces in the London area (listed below) entitled to free travel on LU, can still use their Police Warrant card.

The table below shows which police forces are entitled to free travel on London Underground services and whether they must use a **Police Oyster card** or present their **Warrant card** for inspection at the gateline. Certain BTP officers seconded to London Division have been issued with Contractor Oyster cards.



Police Oyster Cards	Contractor Passes	Warrant cards
BRITISH TRANSPORT POLICE (London Area) CITY OF LONDON POLICE METROPOLITAN POLICE	BRITISH TRANSPORT POLICE (Non-London officers seconded to London Division)	BRITISH TRANSPORT POLICE* (Outside London Area) ESSEX KENT SURREY HERTFORDSHIRE THAMES VALLEY

* BTP officers from outside the London area **must** be on duty as journeys for leisure purposes are not permitted. Gateline staff are required to record details of the officer's name, warrant card number and journey. These details must then be forwarded to the T&R Team who will confirm them with the BTP Professional Standards team.



Details of all Free travel on London Underground are provided in Section 10 of T&R Book 8 – Helping Customers or [click here](#).

ARMED FORCES FREE TRAVEL

NEW

The T&R Team have received a number of complaints about stations that have allowed free travel to armed forces personnel out of uniform, who had simply claimed at the start of their journey their Commanding Officer had authorised them to travel out of uniform.

The MOD have been clear that it is not the case and have regularly reminded all armed forces personnel of the terms of the agreement and have also asked their staff not to “try the patience of TfL staff”.



The MOD are keen to follow up any instances of irregular travel involving armed forces personnel, which would require details from the offender's MOD90 identification card. These particulars should be recorded on an [irregular travel form](#) along with details of the offence and forwarded to the T&R team as soon as possible.

DIGITAL RAILCARD – PHASE 2 LAUNCH

NEW

From **Wednesday 25 October 2017**, National Rail will be launching the second phase of Digital Railcards, with digital versions of two further Railcards being launched.

Two Together Railcard - Customers do not need to download a Railcard to each holder's mobile device. Only one Railcard is required which displays the photographs of both customers.

Family & Friends Railcard - Customers do not need to download a Railcard to each named cardholder's mobile device, unless they are travelling independently.

If both holders are travelling together, these Railcards will only need to be shown by one cardholder, in the same way as with a physical Railcard.



Details of the Digital Railcard scheme were provided in TRU101, [click here](#) to view the article in full. Further information will be included in TRU104, which is due for publication at the end of October.

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

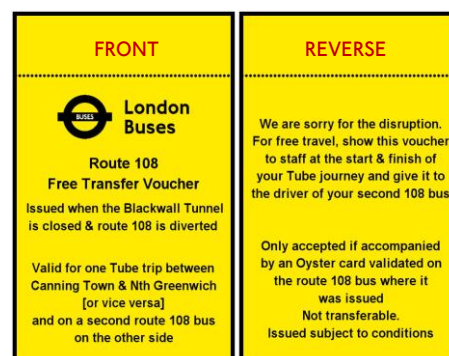
Station and Revenue Control staff that on the **night of Saturday 21 and morning of Sunday 22 October 2017** the Blackwall tunnel will close for floodgate testing.

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.

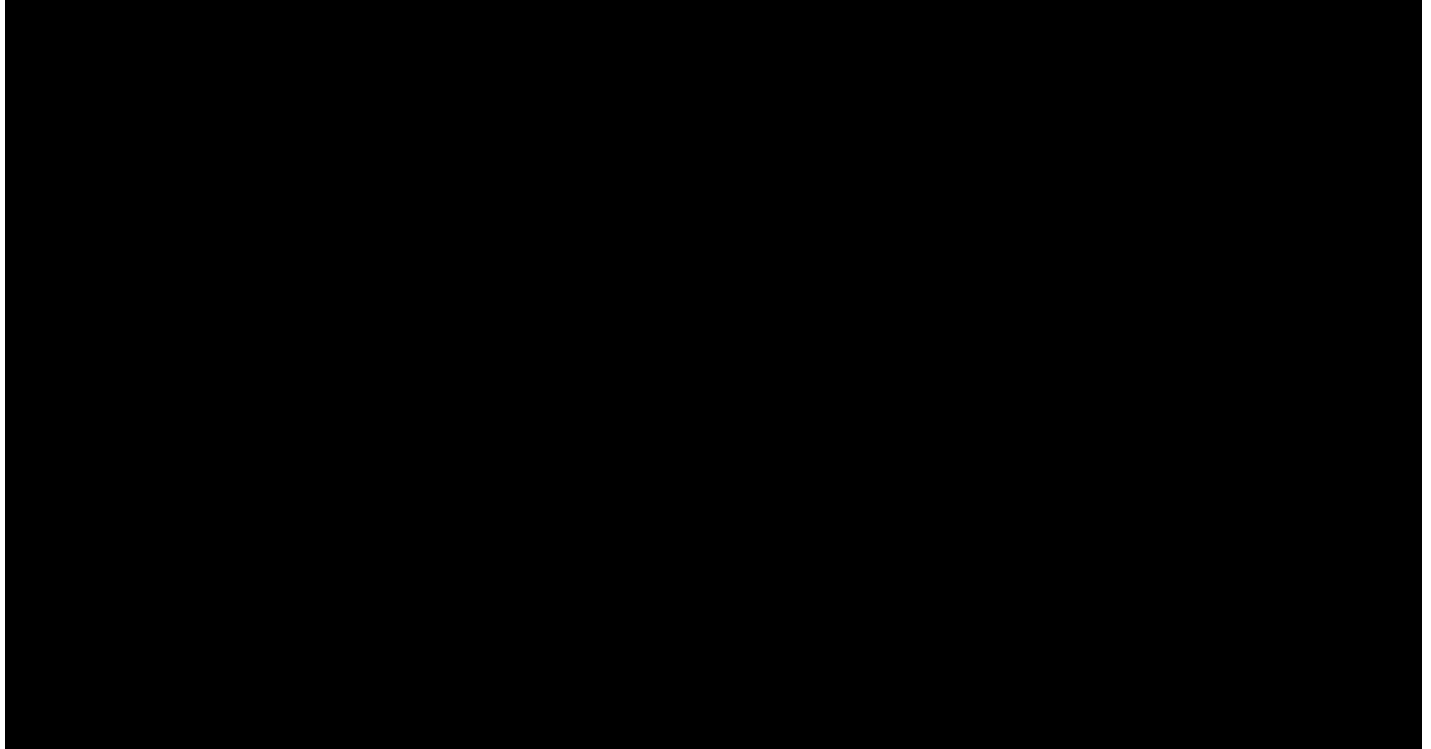
TICKETING SUPPLIES LIST

NEW

Station staff and Cover Group Administrators are reminded that all ticketing consumables are now ordered via MiApps. Once placed the app will automatically generate an email to the persons responsible for fulfilling the order as well as a confirmation for the originator.

The link provided below takes staff to a document outlining which products are available, who is responsible for fulfilling the order and instructions for placing them.

http://luintranet.tfl/static/documents/coo/Ticketing_and_Revenue_supplies.pdf



FREEDOM PASS HOTLISTING

REPEAT

London Councils have recently conducted a National Fraud Initiative check on deceased Freedom Pass holders. As a result, around **7,500 cards** are to be added to the hotlist, along with around 2,500 cards that have been reported lost or stolen.

From **Wednesday 11 October** details of 1,000 cards will be added to the hotlist twice a week (Wednesdays and Thursdays) over a five week period and prioritised according to most recently used.

As over half the cards haven't been used for a year or longer so the impact of hotlisting these volumes across the system shouldn't be too great.

As with all Oyster cards, any customers whose Freedom Pass is rejected at a gate and showing **Reject Codes 30 or 70** (unreadable / invalid) due to the card being disabled must be advised to:

- **buy another ticket / use another Oyster card or contactless payment card to travel.**
- **ask the Freedom Pass holder to contact their relevant London Council and arrange for a replacement pass if applicable.**



Any changes to these instructions will be communicated to stations in the Hot Issues Bulletin. Please **do not** accept any letters or internet printouts pertaining to be from the London Councils as an authority to travel.

TICKET & OYSTER CARD WALLETS

REPEAT

Station staff are instructed not to leave plastic ticket and Oyster card wallets in areas of the ticket hall, such as on top of POMs, where customers are able to help themselves to them.

Concerns have been identified about the number of these wallets that are ending up as litter in the streets and drainage systems and the lasting effects that plastic causes to the environment.

Only a small supply of wallets should be kept in ticket halls in staff areas such as the GLAP and should be only given to customers upon request.

Stations that have accumulated large stockpiles of ticket wallets must arrange for further deliveries to be suspended using the Ticketing Consumables eForm via Mi-Apps.



OLD £1 COIN NO LONGER LEGAL TENDER

REPEAT

Station and Revenue Control staff are reminded that the old "round pound" is now no longer legal tender.

Businesses are no longer obliged to accept the old £1 coin, however most high street banks, building societies and post offices will still exchange them, although some may only offer this service to existing account holders.

All POMs and CHDs have been upgraded not to accept old £1 coins.

Any old £1 coins which have been retained in safes must either be banked as loose coin in a counted bag (up to a maximum of £5) or included in a **RED** Bulk Coin Bag of mixed old and new £1 coins.

Only new £1 coins must be banked in the new **PURPLE** bulk coin bags.



LONDON OVERGROUND – TATTS AND TICKET IRREGULARITY RECEIPTS

REPEAT



A number of recent enquiries have been received from station staff regarding customers who have presented them with London Overground versions of the;

- ← ● Temporary Authority to Travel (TATT) receipt or
- Ticket Irregularity Receipt →

and have requested access through the gateline in order to travel on LU.

London Overground TATTs and Ticket Irregularity Receipts are not valid for travel on London Underground services.

LONDON OVERGROUND Ticket Irregularity Receipt	
Date (ddmm/yyyy)	Time (2-4hr clock)
Ticket/Oyster/Document no. & PAYG Balance (if applicable)	
Journey From	
Journey To	
Questioned /Withdrawn at/nr	
Title Adult/Child (tick if applicable)	
Passenger First/Last Name	
Inspector Signature /Badge no.	
<small>This receipt is your acknowledgment that ticket/system/document, no. has been withdrawn and/or you have been questioned due to a ticket irregularity. If you have not completed your journey please present this receipt if asked to do so by a member of railway staff or authorised agent. Your journey must be completed within 150 minutes from the time issued. The railway company will be in contact by post in due course. (For use on London Overground Services only)</small>	
Receipt no. 2826	(It is an offence to alter or misuse this receipt)

The TATTs are issued at London Overground stations when ticket issuing facilities are not available at that location and only allows the customer to travel to another designated London Overground interchange or destination station, where they can purchase the product they need.

Ticket Irregularity Receipts are issued when a customer's ticket has been withdrawn due to a suspected ticketing irregularity offence and allows them to complete their London Overground journey.

Customers presenting either of these items at a London Underground gateline must be advised to buy another ticket or use an Oyster card / contactless payment method if they wish to travel on LU.

WORLD FOOD DAY – MASTERCARD CONTACTLESS PROMOTION

REPEAT

Between the dates of **Monday 16 October** and **Sunday 05 November**, MasterCard will donate a school meal for every PAYG journey made using a contactless MasterCard payment card, or a MasterCard added to Apple Pay, Android Pay or Samsung Pay.



Monday 16 October, is **World Food Day** and each completed journey will provide a school meal for a child in need, through MasterCard's partnership with the World Food Programme (WFP). This is the first campaign of its kind on our network.

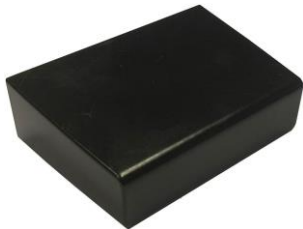


Gateline staff who are approached by customers who have questions relating to this promotion should be advised to contact MasterCard.

PED INFILL BLOCKS

REPEAT

Cubic have now completed the retrofit of all missing infill blocks (that we had been notified of) from POMs that have been fitted with the new PED.



Any further stations where the PED infill block is still missing need to advise [David Nix](#) by email as soon as possible, so that arrangements can be made for Cubic to revisit and refit any blocks that have been missed or removed.

Cubic will now transfer the current stock of insets to their maintenance team so that they can retrofit any reported insets in a timely manner

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
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






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 Elephant and Castle*, Blackfriars* and London Bridge*	Customer and Staff
	Liverpool Street to Ingatestone	SOT Sat 21-10-17 to COT Sun 22-10-17	Liverpool Street*, Stratford*, Newbury Park	Customer and Staff
	Liverpool Street to Barking	SOT Sat 21-10-17 to COT Sun 22-10-17	West Ham*, Stratford*	Customer and Staff
	Fenchurch Street to Barking	20:30 (daily) Mon 23-10-17 to COT Thu 26-10-17	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	
	St Pancras International to London Bridge	SOT Sun 22-10-17 to COT Sun 22-10-17	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*	

(*) 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.

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.

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 21 Oct	02:30	Mon 23 Oct
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

MANUAL HANDLING POSTERS

REPEAT

The recent inspection of a number of secure suites has revealed that a number of Manual Handling posters that are required to be displayed on the rear door of POMs, are either missing or to be too scratched or damaged to be of any use to staff.

There must be a minimum of one poster in each secure suite.

Replacement posters can be ordered using the Ticketing Consumables eForm, which is available via Mi-Apps.

Instructions for applying Manual Handling posters are available in the POM section of the T&R Intranet pages or by [clicking here](#).



STAFF OYSTER HELPLINE ACCESS

REPEAT

The Staff Oyster Helpline (SOHL) has been further updated to include another *105* staff who completed their TMS assessment and had their TSID card issued before **30 September 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




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 – Tue 24 Oct	EASTCOTE
Wed 25 – Mon 30 Oct	KILBURN	

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.

Station	Location	Date
RUSSELL SQUARE	Basement, Ticket Hall	Sun 29 Oct
TOWER HILL	THSCU, Ticket Hall	Mon 30 Oct

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

Following an initial Vanguard, Cubic have been given approval to rollout the new PED to all other QBMs.

The devices listed will be upgraded on the dates shown in the table to the right →.

The work undertaken during engineering hours, involves the swapping of the current device with an upgraded unit, rather than the engineers fitting new components to the existing machine.

On completion of the work customers will be able to use the new unit from start of traffic the following morning.

Station	QBM	Date
EARLS COURT (Warwick Rd)	QBM18	Sun 22 Oct
NOTTING HILL GATE	QBM39†	
MARBLE ARCH	QBM38*	Mon 23 Oct
CHARING CROSS (Traf Sq)	QBM19	
RUSSELL SQUARE	QBM19	Tue 24 Oct
BAKER STREET (Met)	QBM39†	
ST PAULS	QBM39†	Wed 25 Oct
WESTMINSTER	QBM19	
MARBLE ARCH (Remote)	QBM39†	Thu 26 Oct
Renumber as	* - QBM 18	† - QBM 19

The new PED is noticeably different to existing units, with the keypad and screen installed separately to the card reader which is now flush to the front of the device, making it difficult to attach a skimming device and conspicuous if anyone does try to. The new units also no longer read magnetic bankcards.

The QBM upgrade will also see some other major changes being implemented:

- New device PC
- New larger screen (same as AFM)
- Hardware modification to receipt printer
- Revised signing on arrangements using Staff Oyster rather than magnetic TSID card
- Green light on new PED card reader will now only illuminate when bankcard payment is available and the payment screen is displayed after selection of a product (as on MFM)
- Software on Windows 7 operating system
- Audible tones when screen pressed (as on AFM)
- Maximum Bankcard limit increased to £750

To sign on to the modified QBM, TSID card holders will now;

- ❖ Present their Staff Oyster card to the RTD
- ❖ When pink sign-on screen appears, enter TSID PIN

The upgraded QBM does not have the staff functions that appear on the AFM and MFM and holders of restricted CSID PINs will not be able to sign on to the device.



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