

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: 43-17

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Section I – GATELINE ISSUES

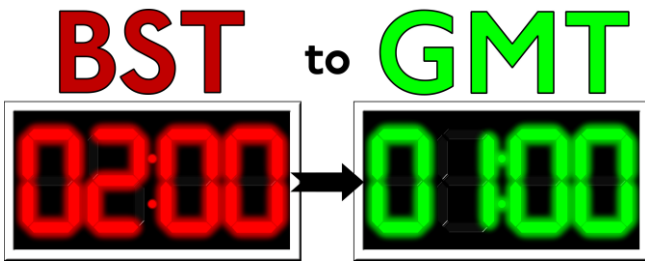
[Click here](#) 

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.

CLOCKS GO BACK THIS WEEKEND

NEW

Advance notice is given to Station & Revenue Control staff that on **Sunday 29 October** at 02:00 hours clocks go back by one hour to reflect the end of British Summer Time.



All CTS devices will revert back to GMT automatically and CTS technicians will be monitoring stations remotely to ensure a smooth transition.

Station Supervisors should report any issues arising from the time change to the CTS Help Desk on Auto 1610.



The change back to GMT also means that all iPads and MOVie devices will need to be checked to ensure the time change has implemented correctly.

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

NEW

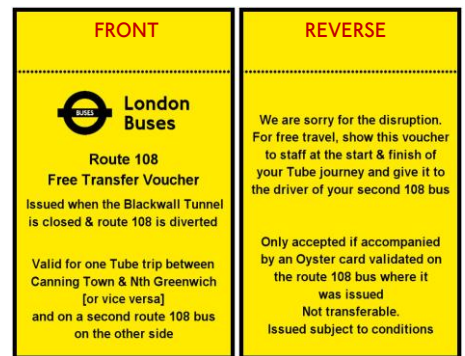
Advance notice is given to Station and Revenue Control staff that on the **night of Saturday 04 and morning of Sunday 05 November 2017** the Blackwall tunnel will close for floodgate testing.

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.*



Gate line 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 & REVENUE UPDATE 104 – OCTOBER 2017

NEW

TRU104 containing all the latest ticketing and revenue news, is due to be published early next week and will be available on iPads and PCs for download or printing from the T&R Intranet pages, or via the direct link provided in next week’s Hot Issues;

Printed copies will be distributed to all LU stations during next week.





Thursday 02 November is **London Poppy Day** and as with previous years, between the hours of 07:00 and 19:00 fundraisers and uniformed personnel from across the RAF, Army and Royal Navy will be making charity collections at LU stations.

This year customers will be able to make donations to the **British Legion's Poppy Appeal** (via official collectors) using both a Chip & PIN bank card or via contactless payment through a service supported by Barclaycard.

Volunteer fundraisers will be in possession of an official volunteer badge (↓ see below) which is to be used in conjunction with their **"Permit to fundraise on TfL Stations"** letter of authority to take collections and travel on TfL services throughout Thursday 02 November only.



Please note that there are no changes to the current travel agreement for Armed Forces personnel, who must be in full uniform AND present their forces MOD 90 identification card.

Permission has been extended to allow uniformed Armed Forces personnel (accompanied by RCIs) to make collections on Circle line trains from 09:15 hours.

There is currently no provision under this arrangement for free travel to veterans traveling without either of the above ID's or permits. Those traveling to ceremonies will be required to present a valid ticket or concession pass in these instances.

In advance of Poppy Day stocks of poppy presentation boxes, collection buckets and G4S secure money pouches will be sent to the following LU stations;



BAKER STREET	BANK / MONUMENT †	BLACKFRIARS	BOND STREET
CANARY WHARF * †	CANNON STREET	CHANCERY LANE	CHARING CROSS
COVENT GARDEN * †	EUSTON †	EUSTON SQUARE †	FARRINGDON
GREAT PORTLAND ST †	GREEN PARK †	HEATHROW T123 †	HOLBORN †
HYDE PARK CORNER	KINGS CROSS †	KNIGHTSBRIDGE †	LEICESTER SQUARE
LIVERPOOL STREET †	LONDON BRIDGE †	MANSION HOUSE †	MARBLE ARCH
MARYLEBONE	MOORGATE	NORTH GREENWICH	OXFORD CIRCUS
PADDINGTON †	PICCADILLY CIRCUS	SLOANE SQUARE	ST JAMES PARK
ST PAULS †	STRATFORD	TEMPLE	TOTTENHAM COURT RD
TOWER HILL	VAUXHALL	VICTORIA †	WARREN STREET
WATERLOO †	* Locations of Poppy Shops	† Locations that accept contactless donations	
WESTMINSTER	Alternative delivery arrangements have been made for a number of other locations		

Approval has been granted for the Cash Handling Devices to be used at the following stations to process the collected charity money.

ALDGATE	ALDGATE EAST	BAKER STREET	BANK
BOND STREET	EUSTON SQUARE	GREAT PORTLAND STREET	HYDE PARK CORNER
KNIGHTSBRIDGE	LEICESTER SQUARE	MARBLE ARCH	MOORGATE
NORTH GREENWICH	ST JAMES PARK	SLOANE SQUARE	STRATFORD
TOTTENHAM COURT RD	TOWER HILL	WARREN STREET	

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

TICKETING SUPPLIES LIST

REPEAT

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

IMPORTANT - MISSED COLLECTIONS!

REPEAT

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	+/-
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%

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

REPEAT

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

REPEAT

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

REPEAT

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.

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.

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.

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

The Train Operating Companies listed below will accept all London Underground paper tickets as per the dates, times, stations and routes shown. Customers using Oyster PAYG will be required to pay the appropriate fare for the journey they are making. TfL staff and nominee passes will also be accepted where indicated.

LU ticket acceptance on	London Underground Suspension	Dates and times	NR stations at which LU tickets are to be accepted	Ticket Types
Chiltern Railways	Bakerloo line (full closure)	SOT Sat 28-10-17 to COT Sun 29-10-17	Wembley Stadium to Marylebone	Customer and Staff

(*) If indicated next to station name – Please note that inter-availability agreements already exist on these routes.

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.

ACCEPTANCE OF TOC TICKETS AND PASSES ON LU SERVICES DURING PLANNED ENGINEERING WORKS

CONTINUED

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*	
	New Cross - Cannon Street	SOT Sat 28-10-17 to COT Sun 29-10-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank, Monument, London Bridge, North Greenwich	Customer and Staff
	Liverpool Street to Barking	SOT Sat 28-10-17 to COT Sun 29-10-17	West Ham*, Stratford*	Customer and Staff
	Barking to Pitsea via Laindon	SOT Sun 29-10-17 to COT Sun 29-10-17	Barking*, Upminster*	
	Fenchurch Street to Barking	SOT Sun 29-10-17 to 09:30 Sun 29-10-17	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	
	Liverpool Street to Shenfield	SOT Sat 28-10-17 to COT Sun 29-10-17	Liverpool Street*, Stratford*, Newbury Park	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.

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 28 Oct	02:30	Mon 30 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

ACTIVATING A NEW TSID CARD

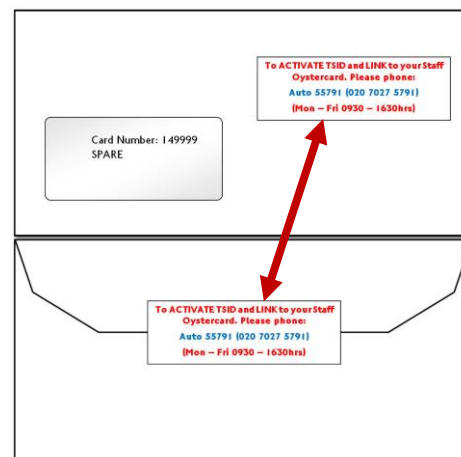
NEW

Station and Revenue Control staff are reminded that upon receiving the envelope containing their new TSID card, they must adhere to the following instructions;

- ✓ Only they (the TSID card holder) must open the envelope
- ✓ They must read the enclosed instructions right to the end
- ✓ They must contact the T&R Team on Auto 55791 to activate their card (a label is attached to the front and rear of the envelope)
- ✓ Retain their letter in a safe place, should they require a reminder of their PIN

Once activated, they must never;

- ✗ Leave their TSID card unattended at any time
- ✗ Disclose their PIN to anyone else



Section 3 – STATION ISSUES



QBM CHIP & PIN UNIT UPGRADE

UPDATED

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.

Station	QBM	Date
LIVERPOOL STREET (Central)	38	Sun 29 Oct
PICCADILLY CIRCUS	18	Mon 30 Oct
	19	Tue 31 Oct
STOCKWELL	39†	Wed 01 Nov
CLAPHAM COMMON	19	Thu 02 Nov
BALHAM	38*	
Renumber as	* - QBM 18	† - QBM 19

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

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

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
QUEENSWAY	THSCU, Ticket Hall	Sun 29 Oct
MARBLE ARCH	UMC, 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.


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 – Mon 30 Oct	KILBURN
Tue 31 Oct – Sun 05 Nov	MOOR PARK	