

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"> • Green with raised text • Serial No is on rear of seal | <ul style="list-style-type: none"> • White roundel • White text • "Enter" inscribed on rear of seal |
| NEW DESIGN APPROVED FOR USE | DO NOT USE FOR SAFE KEYS |



Final design may differ from example shown above

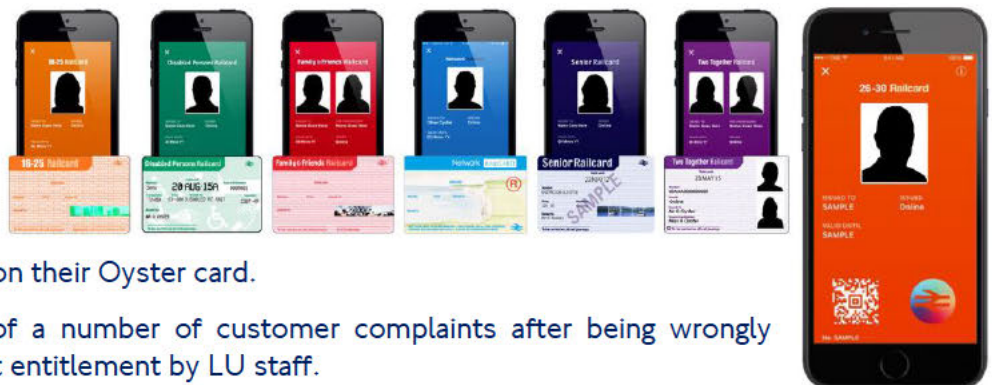
Until new seals are delivered, any stations requiring seals can temporarily use multisafe bags for safe keys and look to obtain seals from surrounding stations for use in key boxes.

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 | HIB 48-17 |
| Defective Security Seals | Book 1, Section 2 | 10-11-2017 | HIB 45-17 |
| 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

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 | Thu 25 Jan | | | |
| <table border="1"> <tr> <td>Central</td> <td rowspan="2">Main</td> </tr> <tr> <td>Main</td> </tr> </table> | Central | Main | Main | |
| Central | Main | | | |
| Main | | | | |
| STRATFORD (East) | Fri 26 Jan | | | |
| TOTTENHAM HALE | | | | |
| 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 | | |
| BRIXTON | 29 | | | | | Fri 26 Jan | |
| | 10 | HIGHBURY & ISLINGTON | 10 | CLAPHAM SOUTH | 27 | | |
| | 11 | | 11 | | 29 | | |
| | 27 | VAUXHALL | 28 | CLAPHAM COMMON | 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 |
|--|------------------------------|----------------------|
| | Started – Sun 21 Jan 2018 | HAMMERSMITH (D&P) |
| Mon 22 – Tue 30 Jan 2018 | SEVEN SISTERS | |