


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: 07-18

Issue Date: Friday 16 February 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.

GOOGLE PAY REPLACES ANDROID PAY + GOOGLE WALLET

NEW

Station and Revenue Control staff are advised that from *Tuesday 20 February 2018*, the name of Android Pay will change to become *Google Pay*.



On this date Google will merge their two current payment platforms “Android Pay” and “Google Wallet” to provide a faster unified checkout process.



Except for the change of logo, customers who currently use Android Pay to make contactless payment PAYG journeys on LU are unlikely to notice any difference with their transactions.

PAPER £10 NOTES - NO LONGER LEGAL TENDER FROM 01 MARCH

NEW

Station and Revenue Control staff are given advance notice that the old design of paper £10 note (shown left) will cease to be legal tender from *Thursday 01 March 2018* and will no longer be accepted for purchases in shops and other retail outlets.

However, customers will still be able to exchange old £10 notes at high street banks.

In advance of this date, Cubic will need to visit the 98 MFM's that are fitted with Bank Note Recycler (BNR) units to upgrade them to no longer accept and dispense old £10 notes. Devices fitted with the older Bank Note Acceptor (BNA), which are not able to dispense old notes, will be upgraded in a separate programme following 01 March.

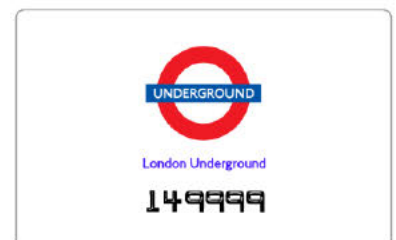


TSID CARD REISSUE

NEW

Station and Revenue Control staff are reminded that in order to facilitate a smooth transition of the TSID card reissue, any staff who successfully complete their TMS assessment after *Friday 16 February*, will not be issued with a TSID card until after the new “180000” series goes live on *Sunday 01 April*.

Further information regarding the reissue can be found in [TRU107](#).



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	+/-
11	109	-35	38 (35%)	+20%
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%

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 109 missed collections in Period 11, 38 (35% or 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.

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

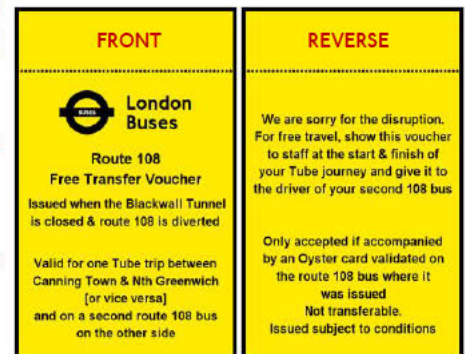
Station and Revenue Control staff are advised that on the night of Saturday 17 and morning of Sunday 18 February 2018 the Blackwall tunnel will close for floodgate testing.

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.

ITAL NAME & ADDRESS CHECKING FACILITY PERMISSIONS

REPEAT

The ITAL operated *Penalty Fare Name and Address checking facility* (Auto 1803), which allows CSS/CSM and RCI grades to check customer names and addresses has recently been updated to include the most recent staff positions.



EXISTING ACCESS	ADDITIONS	DELETIONS
2493	42	17

TICKETING & REVENUE UPDATE 107 – JAN / FEB 2018

REPEAT

[TRU107](#) containing all the latest ticketing and revenue news, was published on Tuesday 06 February 2018 and is available on iPads and PCs for download or printing from the T&R Intranet pages, or via the direct link provided below;

<http://luintranet.tfl/static/documents/coo/TRU107.pdf>

Printed copies have been distributed to all LU stations.

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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
Updated 7 Day Magnetic Ticket stock	Book 8, Section 6.5	31-01-18	HIB 05-18
Bus Hopper Changes	Book 8, Section 9	31-01-18	HIB 05-18
Securing Ticket Hall SCU cabinets	Book 8, Section 13	26-01-18	HIB 04-18
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

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 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
	Ingatestone - Liverpool Street	SOT Sat 17-02-18 to COT Sun 18-02-18	Newbury Park- Liverpool Street	Customer and Staff
	Liverpool Street to Barking	SOT Sat 17-02-18 to COT Sun 18-02-18	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Waterloo - Richmond	SOT Sun 18-02-18 to COT Sun 18-02-18	Richmond - Embankment	Customer and Staff
	Alexandra Palace – Welwyn Garden City	SOT Sun 18-02-18 to COT Sun 18-02-18	Cockfosters, Oakwood, Southgate, Arnos Grove, Bounds Green, High Barnet, Totteridge & Whetstone	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 17 Feb	02:30	Mon 19 Feb
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

STAFF OYSTER HELPLINE ACCESS

NEW

The Staff Oyster Helpline (SOHL) has been further updated to include a total of 125 staff who completed their TMS assessment and had their TSID card issued before 31 January 2018.

Staff who have recently had their TSID cards activated will be added to the database in future updates scheduled at regular intervals.



FAILED CARD PORTAL

REPEAT

From Thursday 15 February the Failed Card Portal facility has been extended to include a further 34 TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to Wednesday 31 January 2018.

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

RSLU TVM UPGRADE – WITHDRAWAL OF PAPER £10 NOTE

NEW

The paper version of the £10 note will cease to be legal tender on Thursday 01 March. In advance of this, Cubic will be visiting all of the TVMs at RSLU stations to load a new note set, which will prevent these devices accepting the old design of note.

The devices listed in the table on the right will be visited between 10:00 hours and 17:00 hours on the dates indicated.

Station	TVM				Date
QUEENS PARK	36	37	38		Mon 19 Feb
NORTH WEMBLEY	39				
WEMBLEY CENTRAL	37	38	39		
KENSAL GREEN	37	38			
STONEBRIDGE PARK	38	39			
HARROW & WEALDSTONE	36	37	38	39	
GUNNERSBURY	37	38			Tue 20 Feb
KEW GARDENS	38	39			

As the number of old notes still in circulation are small, the fact that our devices will stop being able to take the notes ahead of the official withdrawal date should not create any major issues.

The updating process is relatively quick and only one device should be out of service at any time.



On this occasion it will not be necessary to dump and remove coins from the device, so the device will not have to be re-floated after the work has been completed. Only the BNR is required to be dumped and the note vault removed by staff.

NEW TOM / SAF VANGUARD

UPDATED

As part of a vanguard of new TOM and SAF hardware and software, Cubic will be upgrading the devices listed in the table on the right during extended engineering hours (starting from 22.00 hours) on the dates indicated.

Station	TOM	SAF	Date
LIVERPOOL STREET	03	14	Mon 19 Feb
	04		Tue 20 Feb
	02	26	Wed 21 Feb
C&H	01	13	

As part of the upgrade all of the current equipment attached to the TOM/SAF will also be replaced with new black hardware, including the barcode scanner, receipt printer, customer display, monitor and keyboard.

The monitor stand with built-in Oyster card reader (RTD) will be replaced with a desk mounted version, which can be moved to a comfortable position on the desk by each user. A new keyboard will incorporate yellow and green keys to swap between TOM and SAF PCs and replaces the function of the KVM switch.

The transfer of data to the new PCs should be done seamlessly, but it is strongly advised that an audit of each safe is completed and a printout of the safe contents is taken and the details recorded on the Emergency Safe Contents Register before the work is due to be undertaken. In the unlikely event of the data not being transferred correctly, the safe contents can be restored back onto the SAF using the “Declare Bag” option as a “Cold Start”.



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 ([Click Here](#)). A Trial log book has also been supplied to each secure suite involved in this Vanguard. TSID card holders are encouraged to record any faults, comments and observations they feel would be useful.

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 18 Feb	EAST HAM
	Mon 19 – Thu 22 Feb	CANNING TOWN

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.

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

Station	Location	Date
PIMLICO	UMC, Ticket Hall	Tue 20 Feb
BRIXTON	THSCU, Ticket Hall	Wed 21 Feb

MFM REFUND SOFTWARE VANGUARD

UPDATED

Due to issues identified during the testing of the first two MFMs at North Greenwich and Canary Wharf, a decision was taken not to deploy the new software to any more of the vanguard devices for the time being.

Station	MFM	Date
CANARY WHARF (East)	30	Mon 19 Feb
NORTH GREENWICH	31	

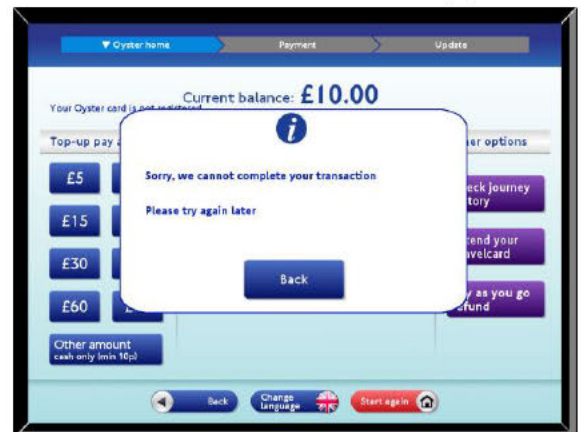
A further version of the software has been developed and it is planned to deploy this to the two devices listed in the table above, to take effect from start of traffic on *Tuesday 20 February*.

This will initially be with the link to the server that processes the Oyster card refund requests switched off, so these two devices will apply the same refund rules for Oyster cards as were in place previously. The full refund software will then be switched in with effect from start of traffic on *Thursday 22 February* when T&D will undertake a further round of tests on the devices to check that everything is functioning as it should and that the fixes applied within this latest software have been successful.

The main changes of the 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 instances of 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 the BNA unit

The principle change being implemented, should allow some customers that were not able to obtain a refund on their Oyster card, to now receive this via the POM. However, in certain circumstances staff may observe some unfamiliar messages being displayed (as illustrated on the right) if a customer attempts to make a refund on an Oyster card which breaches one of a number of revised anti-fraud criteria which have been incorporated into the new refund arrangements.



If such a message is displayed, the customer should be advised to attempt the refund the next day.



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

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 during engineering hours.

Station	AFM	Station	AFM	Station	AFM	Date
COLLIERS WOOD	27	COLLIERS WOOD	28	WEST KENSINGTON	28	Sun 18 Feb