

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: 44-17 **Issue Date: Friday 03 November 2017**

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.

PROPOSED INDUSTRIAL ACTION ON SOUTHERN TRAINS SERVICES

NEW

The RMT have announced a 48 hour strike on Southern services between 0001 hours on Wednesday 08 and 2359 hours on Thursday 09 November.



London Underground and London Overground have agreed to accept Southern tickets on the following services.

NORTHERN	VICTORIA	LONDON OVERGROUND
<i>London Bridge and Euston</i>	<i>Victoria and Euston</i>	<i>Watford Junction and Euston</i>
<i>Not at intermediate stations</i>		<i>Clapham Junction and Watford junction via Willesden Junction</i>

PROPOSED INDUSTRIAL ACTION ON SOUTH WESTERN RAILWAY SERVICES

NEW

The RMT have also announced a 48 hour strike on South Western Railway services between 0001 hours on Wednesday 08 and 2359 hours on Thursday 09 November.



London Underground have agreed to accept cross-London tickets as follows;

Cross-London Tickets Dated for travel on	Can be used for cross-London Travel on
WEDNESDAY 08 NOVEMBER	TUESDAY 07 NOVEMBER
THURSDAY 09 NOVEMBER	FRIDAY 10 NOVEMBER

GateLine staff are required to ensure that only tickets accepted for travel are those presented to them that have been rejected by the gate as either used too early or out of date. Tickets that have been rejected as already used are not valid for travel.

- *Reject Code "12" – ticket not yet valid*
- *Reject Code "11" – ticket out of date*

BASE DATA CHANGE

NEW

Station and Revenue Control staff are advised that a Base Data release will take effect on the night of Saturday 04 November ready for Start of Traffic on Sunday 05 November.



This release includes;

- *a long-awaited software upgrade to add the Portuguese language on all POMs for the first time.*
- *an update to Safe information held on the TOM/SAF to;*
 1. *remove references to any safes removed as part of the ticket office closure or CHD installation programmes*
 2. *where only one safe now remains, to change the description of the remaining safe.*

MIAPPS – MISSED COLLECTIONS FORMS

NEW

A number of staff have recently reported issues accessing the Missed Collections form via MiApps on their staff iPads.

An investigation has found that there was an issue with connection to this application via WiFi, which has now been resolved. The desktop PC version of MiApps was unaffected and continued to work normally.

Any staff experiencing connection problems should report the matter to the IM Service Desk on Auto 1555.



BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

Station and Revenue Control staff are advised that on the night of Saturday 04 and morning of Sunday 05 November 2017 the Blackwall tunnel will close for floodgate testing.

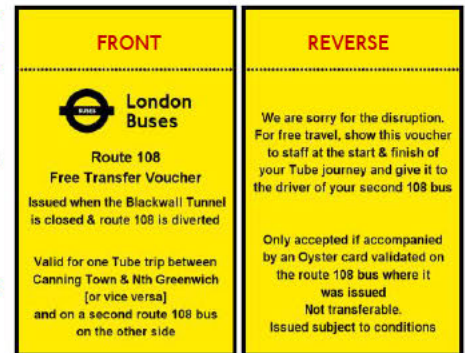
On this date, this work will directly affect bus routes 108 and N108, which as a consequence will operate in two sections:

- **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.*

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 & REVENUE UPDATE 104 – OCTOBER 2017

UPDATED

TRU104 containing all the latest ticketing and revenue news, has been published 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/TRU104.pdf>

Printed copies have been distributed to all LU stations.

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

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

Until 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, was 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

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	Customer and Staff
			Elephant and Castle*, Blackfriars* and London Bridge*	
	New Cross - Cannon Street	SOT Sat 04-11-17 to COT Sun 05-11-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank, Monument, London Bridge, North Greenwich	Customer and Staff
	Liverpool Street to Shenfield	SOT Sat 04-11-17 to COT Sun 05-11-17	Liverpool Street*, Stratford*, Newbury Park	Customer and Staff
	St Pancras International - London Bridge	SOT Sun 05-11-17 to COT Sun 05-11-17	West Hampstead*, Kentish Town*, Kings Cross St Pancras*, Farringdon*, Blackfriars*, Elephant & Castle*, London Bridge*	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 04 Nov	02:30	Mon 06 Nov
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

FAILED CARD PORTAL

NEW

From *Thursday 09 November* the Failed Card Portal facility will be extended to include a further 28 TSID card holders who had completed the module "[My role in privacy and data protection](#)" prior to *Tuesday 31 October 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.

STAFF OYSTER HELPLINE ACCESS

NEW

The Staff Oyster Helpline (SOHL) has been further updated to include another 75 staff who completed their TMS assessment and had their TSID card issued before *31 October 2017*.

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



ACTIVATING A NEW TSID CARD

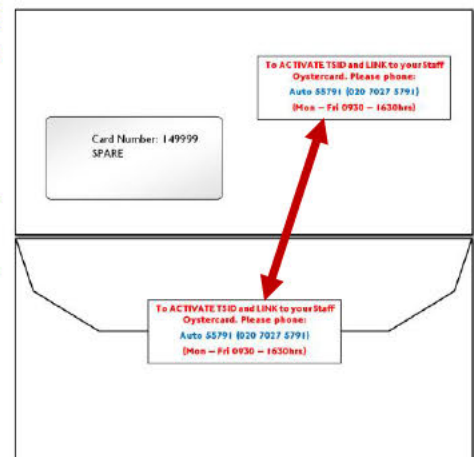
REPEAT

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

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:



Station				
BECONTREE	DAGENHAM EAST	ELM PARK		Mon 06 Nov
HORNCHURCH	UPMINSTER BRIDGE	BUCKHURST HILL	DEBDEN	Tue 07 Nov
THEYDON BOIS	BARKINGSIDE	CHIGWELL	HAINAULT	Wed 08 Nov
RODING VALLEY	SNARES BROOK	SOUTH WOODFORD	LEYTON	Thu 09 Nov

AFM CHIP & PIN UNIT UPGRADE

NEW

Cubic are continuing the rollout of the new PIN Entry device (PED) to replace the existing Chip & PIN units on the AFM and are now revisiting the remaining sites where they were previously unable to remove the AFM to complete the work.

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

The work will be undertaken during engineering hours and requires a TSID card holder to empty the AFM of all cash.

As the AFM will need to be moved to complete this work, it will also be necessary to clear all items off the top of the AFMs being upgraded, before the Cubic engineers arrive on site. A spare coin vault must also be available for the Cubic technicians to put into the AFM once the work is completed.

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

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

The AFM upgrade will also see some other changes being implemented:

- New device software written in a common code format, so that all devices can operate with software that is basically identical. This should make implementing future changes easier across all devices.
- Replacement of the interface board, power supply unit and the device PC with a new Windows 7 version.
- Switch to a new method of processing bankcard transactions, rather than the conventional route via The Cubic Bank Card Processor (BCP).

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 05 Nov	MOOR PARK
Mon 06 – Thu 09 Nov	SWISS COTTAGE	

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.

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

Station	QBM	Date
CANARY WHARF (West)	38	Sun 05 Nov
	39†	
TURNHAM GREEN	39†	Mon 06 Nov
HATTON CROSS	39†	
CANNING TOWN	39†	Tue 07 Nov
TOTTENHAM COURT ROAD	17	Wed 08 Nov
	18	
PICCADILLY CIRCUS	19	Thu 09 Nov
Renumber as	† - QBM 19	

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
BARBICAN	THSCU, Ticket Hall	Tue 07 Nov
TOWER HILL	Station Office, Ticket Hall	Wed 08 Nov

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