

# 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: 45-17** **Issue Date: Friday 10 November 2017**

## Section I – GATELINE ISSUES

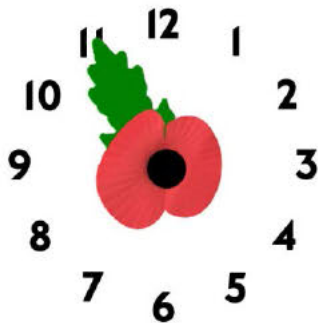
[Click here](#) 

*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.*

### NO CHANGES TO ARMED FORCES FREE TRAVEL ARRANGEMENTS

**NEW**

Station and Revenue Control staff are reminded that Armed Forces free travel arrangements have not been amended for either Armistice Day (11 November 2017) or Remembrance Sunday (12 November 2017).



In order to qualify for free travel, Armed Forces personnel **must**;

- (1) be in uniform **and**
- (2) present their MOD Form 90 identity card, as shown in the example on the right.

4 These terms and conditions have been specified by the *Ministry of Defence*.



This information, along with all other Free Travel arrangements can be found in Section 10 of T&R Book 8 – Helping Customers or [click here](#).

Please note that there are no arrangements for any other attendees for Remembrance events.

### BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

**NEW**

Advance notice is given to Station and Revenue Control staff that on the night of Saturday 18 and morning of Sunday 19 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:

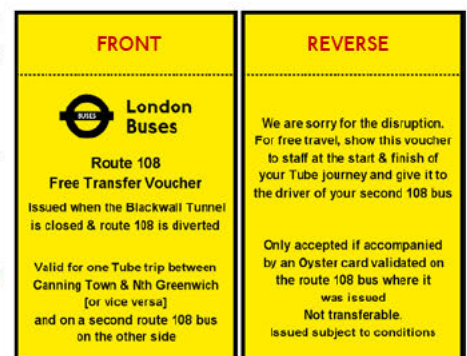
- **Lewisham – North Greenwich** and **Canning Town – Stratford**.

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.



## ITAL NAME & ADDRESS CHECKING FACILITY PERMISSIONS

NEW

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.

ADDITIONS	DELETIONS	EXISTING ACCESS
1299	767	1174

Future updates will now be included each month.

## BASE DATA CHANGE

REPEAT

Station and Revenue Control staff are advised that a Base Data release came into effect at Start of Traffic on Sunday 05 November.



The release included;

- 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

REPEAT

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.



## TICKETING & REVENUE UPDATE 104 – OCTOBER 2017

REPEAT

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

## 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
Defective Security Seals	<b>NEW</b>	Book 1, Section 2	10-11-2017	<a href="#">HIB 45-17</a>
Introduction of National Rail Digital Railcards		Book 2 / Book 8	08-08-2017	<a href="#">HIB 42-17</a>
Bankcard acceptance (for POMs with PED Upgrade)		Book 5, Section 3.1	09-04-2017	<a href="#">HIB 23-17</a>
New NR Staff Travel Card		Book 2, Section 5	01-04-2017	<a href="#">HIB 21-17</a>
Metropolitan Police – Secondee Oyster card		Book 8, Section 10.1	24-04-2017	<a href="#">HIB 19-17</a>
Non-chip bank cards no longer acceptance		Book 5, Section 3.3	05-05-2017	<a href="#">HIB 18-17</a>
BTP Staff Oyster Cards		Book 8, Section 10.1	15-03-2017	<a href="#">HIB 10-17</a>
T&R App replaces Ticketing Consumables Form		Book 5, Section 1.7	27-03-2016	<a href="#">HIB 12-16</a>
T&R App replaces Missed Collection form		Book 7, Section 7	27-03-2016	<a href="#">HIB 12-16</a>

## 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](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*	
	Liverpool Street to Barking	SOT Sun 12-11-17 to COT Sun 12-11-17	West Ham*, Stratford*, Liverpool Street*, Tower Hill*	Customer and Staff
	Fenchurch Street to Barking	20:30 (daily) Mon 13-11-17 to COT Thu 16-11-17	Tower Hill*, Liverpool Street*, Stratford*, Limehouse DLR, West Ham*, Barking*, Upminster*	
	Waterloo to Richmond	SOT Sun 12-11-17 to COT Sun 12-11-17	Richmond - Embankment	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.

**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 11 Nov	02:30	Mon 13 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.

**PLANNED GATELINE SETTINGS FOR SPECIAL EVENTS****ONGOING**

At the events and on the dates specified in the table below Selective Auto Completion (SAC) gateline settings for Oyster card and Contactless Payment customers will be applied at the stations and times as indicated. National Rail stations are shown in red text.

LORD MAYORS SHOW		SATURDAY 11 NOVEMBER			Settings Applied 08:00 and 18:00
BANK	BLACKFRIARS	CANNON STREET	CHARING CROSS	EMBANKMENT	
LIVERPOOL STREET	LONDON BRIDGE	MANSION HOUSE	ST JAMES PARK	ST PAULS	
TEMPLE	VICTORIA	WATERLOO	WESTMINSTER	BLACKFRIARS	↔
CANNON STREET	LIVERPOOL ST	LONDON BRIDGE	VICTORIA	WATERLOO	↔

REMEMBRANCE SUNDAY		SUNDAY 12 NOVEMBER			Settings Applied 07:00 and 14:00
CHARING CROSS	EMBANKMENT	GREEN PARK	ST JAMES PARK	VICTORIA	
WESTMINSTER	CHARING CROSS	VICTORIA			↔

**Section 2 – TICKETING & SECURE SUITE ISSUES****DEFECTIVE SECURITY SEALS****NEW**

T&R have recently been made aware of a defective design of security tags which is illustrated and described on the right.

With immediate effect this faulty type of seal must no longer be used to secure safe keys within POMs, although they may still be used to secure the Secure Suite keys within Station Office key boxes until further notice.

As a temporary workaround at stations that only have the faulty seals, Safe keys can be sealed within a Multisafe bag and placed within the nominated POM.

Stations that have a supply of effective (non-faulty) seals must continue to use them in accordance with the procedures outlined in [T&R Book 1 – Security](#).

The T&R Team are currently investigating this with LU Clothing Services who supply the seals to stations and will advise stations when replacement seals can be ordered.

Defective	Effective
	
<ul style="list-style-type: none"> <li>• Dark roundel</li> <li>• Dark text</li> <li>• "Enter" inscribed on face of seal</li> </ul>	<ul style="list-style-type: none"> <li>• White roundel</li> <li>• White text</li> <li>• "Enter" inscribed on rear of seal</li> </ul>
<b>DO NOT USE</b>	<b>CONTINUE TO USE</b>

## FAILED CARD PORTAL

REPEAT

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

REPEAT

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.



## Section 3 – STATION ISSUES



## E2 GATE SOFTWARE UPGRADE

NEW

Following a successful Vanguard of a new version of gate software on 250 electronic gates that had not been reporting correctly to back office monitoring systems, Cubic will now deploy the new software to all remaining E2 gates and WAGs on the night of *Saturday 11 November 2017*, to take effect from start of traffic on *Sunday 12 November 2017*.



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

## ROUTER MIGRATION

UPDATED

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					Date
PLAISTOW	UPTON PARK	FINCHLEY ROAD	KILBURN		Mon 13 Nov
LEYTONSTONE	STRATFORD	CANNING TOWN	EAST HAM		Wed 15 Nov
WEST HAMPSTEAD	WHITE CITY	WILLESDEN GREEN	LATIMER ROAD	SHEPHERDS BUSH MKT	Thu 16 Nov

## AFM CHIP & PIN UNIT UPGRADE

UPDATED

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.

Station	AFM	Date
SHEPHERDS BUSH (Central)	28	Tue 14 Nov

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).
- Addition of Portuguese language.

## 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 →.

Station	QBM	Date
CANARY WHARF (West)	38	Sun 12 Nov
TOTTENHAM COURT ROAD	17 18	Mon 13 Nov

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)
- Addition of Portuguese language
- 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.

## 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
	Sun 12 – Wed 15 Nov	BELSIZE PARK
Thu 16 – Tue 21 Nov	CHALK FARM	