


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: 46-17 **Issue Date: Friday 17 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.

IMPORTANT – MISSED COLLECTIONS! NEW

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 | +/- |
|--------|--------------------|-----|----------------------------|------|
| 08 | 124 | -35 | 40 (32%) | +1% |
| 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% |

-  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 124 missed collections in Period 8, 40 (32% 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.

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108 UPDATED


Station and Revenue Control staff are advised 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.

| FRONT | REVERSE |
|---|---|
|  <p>London Buses Route 108 Free Transfer Voucher Issued when the Blackwall Tunnel is closed & route 108 is diverted</p> <p>Valid for one Tube trip between Canning Town & Nth Greenwich [or vice versa] and on a second route 108 bus on the other side</p> | <p>We are sorry for the disruption. For free travel, show this voucher to staff at the start & finish of your Tube journey and give it to the driver of your second 108 bus</p> <p>Only accepted if accompanied by an Oyster card validated on the route 108 bus where it was issued Not transferable. Issued subject to conditions</p> |

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.

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.

| ADDITIONS | DELETIONS | EXISTING ACCESS |
|-----------|-----------|-----------------|
| 1299 | 767 | 1174 |

Future updates will now be included each month.

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 | 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 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 18-11-17 to COT Sun 19-11-17 | 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.

| 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 Elephant and Castle*, Blackfriars* and London Bridge* | Customer and Staff |
|  | Gospel Oak – Barking (Blockade) | Sat 18-11-17 until January 2018 | Archway, Barking, Blackhorse Road, East Ham, Finsbury Park, Manor House, Seven Sisters, Tottenham Hale, Tufnell Park, Walthamstow Central, Highbury & Islington, Leyton, Leytonstone | Customer and Staff |
|  | New Cross - Cannon Street | SOT Sat 18-11-17 to COT Sun 19-11-17 | Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank/Monument, London Bridge, North Greenwich | Customer and Staff |
|  | Liverpool Street to Shenfield | SOT Sat 18-11-17 to COT Sun 19-11-17 | Liverpool Street*, Stratford*, Newbury Park | Customer and Staff |
|  | Liverpool Street to Barking | SOT Sat 18-11-17 to COT Sun 19-11-17 | West Ham*, Stratford*, Liverpool Street*, Tower Hill* | Customer and Staff |
|  | Amersham to Marylebone | SOT Sun 19-11-17 to COT Sun 19-11-17 | Amersham*, Chalfont & Latimer*, Chorleywood*, Rickmansworth*, Harrow-on-the-Hill*, Wembley Park*, Baker 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.

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 18 Nov | 02:30 | Mon 20 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

DEFECTIVE SECURITY SEALS

REPEAT



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 Multi-safe 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"> • Dark roundel • Dark text • “Enter” inscribed on face of seal | <ul style="list-style-type: none"> • White roundel • White text • “Enter” inscribed on rear of seal |
| DO NOT USE | CONTINUE TO USE |

Section 3 – STATION ISSUES

DATES FOR YOUR DIARY

E1 GATE SOFTWARE UPGRADE

NEW

Following a successful Vanguard of a new version of gate software on E2 gates and WAGs fitted with the new LCP3 that had not been reporting correctly to back office monitoring systems, Cubic will now deploy the new software to all E1 gates on the night of *Saturday 18 November 2017*, to take effect from start of traffic on Sunday 19 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 |
|---------------|-------------------|-----------------|---------------|----------|------------|
| CHISWICK PARK | RAVENS COURT PARK | STAMFORD BROOK | TURNHAM GREEN | | Mon 20 Nov |
| WEST HAM | WEST KENSINGTON | WESTBOURNE PARK | | | Tue 21 Nov |
| DOLLIS HILL | CANNONS PARK | KINGSBURY | NEASDEN | | Wed 22 Nov |
| BURNT OAK | BRENT CROSS | COLINDALE | QUEENSBURY | STANMORE | Thu 23 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.

Except where specified (*) all work will be undertaken during engineering hours and prior to any work starting a TSID card holder will be required to empty the AFM of all cash.

| Station | AFM | | Date |
|------------------------|-----|-----|------------|
| CANNON STREET | 28* | 29* | Sun 19 Nov |
| LONDON BRIDGE (Remote) | 26 | 29 | Mon 20 Nov |
| ELEPHANT & CASTLE | 27 | 28 | Tue 21 Nov |
| KINGS CROSS (Tubes) | 27 | | Wed 22 Nov |
| * During traffic hours | | | |

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.

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 |
|-----------------------|--------------------|------------|
| TOWER HILL | THSCU, Ticket Hall | Tue 21 Nov |
| PADDINGTON (Praed St) | UMC, Ticket Hall | Wed 22 Nov |

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 – Tue 21 Nov | CHALK FARM |
| Wed 22 – Sun 26 Nov | FINCHLEY CENTRAL | |