

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: 48-17

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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.

TICKETING & REVENUE UPDATE 105 – NOVEMBER 2017

UPDATED

[TRU105](#) 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/TRU105.pdf>

Printed copies will be distributed to all LU stations early next week.

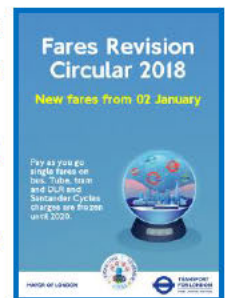
FARES REVISION CIRCULAR

NEW

Full details of the new fares and all other changes to be introduced for 2018 will be included within the *Fares Revision Circular 2018*, which is expected to be published in early December.

Once published, an email notification with a link to the document will be sent to all Station and Revenue Control staff.

A further link will also be provided in both the weekly Hot Issues Bulletin and the December issue of the T&R Update.



26-30 RAILCARD TRIAL

NEW

From *Wednesday 06 December 2017* until March 2018, National Rail will be trialling a 26-30 Railcard with Greater Anglia customers living in the East Anglia region.

Customers will be able to purchase discounted tickets to travel anywhere on the NR network, as well as purchase discounted Day Travelcards (Off Peak) or use PAYG at a discounted rate on an Oyster card for travel within the Zones.

The 26-30 Railcard is based on the current 16-25 Railcard, with a few minor differences:

- Available as a 1-year digital Railcard (see image on the right) at a cost of £30
- Limited to 10,000 users during the initial trial only to customers living in East Anglia
- During this period, customers will be able to use the 26-30 Railcard to buy discounted travel (1/3 off) across the whole National Rail network
- Available only to customers buying Railcards online through www.26-30railcard.co.uk



SECURING OF E2 GATE AND WAG LIDS

REPEAT

Station and Revenue Control staff are reminded of the need to secure the lids of E2 gate and WAG stanchions after use, to prevent unauthorised access to the components within them and to ensure that injuries do not occur due to snagging or trapping.

Stations are also reminded to inspect all gates to ensure that they are securely closed and locked as part of their standard gateline checks.

Any gates which cannot be locked **must** be reported to the Cubic Helpdesk on Auto 1610.

On *Sunday 26 November* changes came into effect to speed up the process for delivering change to stations.

Following discussions with the suppliers that prepare our change orders for G4S to deliver, it has been agreed that any orders placed or amended by CSMs before *12:00 hours each Wednesday* will now be delivered as part of the first collection of the following week.

Week Comm	Order By	Delivered
Sun 26 Nov	Wed 29 Nov	w/c 03 Dec
Sun 03 Dec	Wed 06 Dec	w/c 10 Dec

More information on this subject is provided in next week's edition of the T&R Update.



Procedures for dealing with Change Delivery are detailed in Section 1 of T&R Book 4 – ESAF & cash handling or [click here](#).

BLACKWALL TUNNEL CLOSURE – BUS ROUTE 108

UPDATED

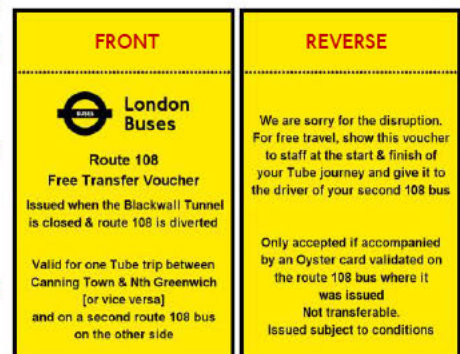
Station and Revenue Control staff are advised that on the night of *Saturday 02* and morning of *Sunday 03 December 2017* the Blackwall tunnel will close for floodgate testing.

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.

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 NEW	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 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*	
	Gospel Oak – Barking (Blockade)	Ongoing 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 02-12-17 to COT Sun 03-12-17	Victoria, Cannon Street, Charing Cross, Waterloo, Southwark, Bank/Monument, London Bridge, North Greenwich	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 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 02 Dec	02:30	Mon 04 Dec
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 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.

Section 2 – TICKETING & SECURE SUITE ISSUES

CUBIC TECHNICIANS WORKING ON POMs

REPEAT

Station staff are reminded that whenever a POM on their station requires work to be carried out by a Cubic Technician, it will firstly require a TSID card holder to dump the device and remove the coin and note vaults (as applicable) before the Technician can work on it.

Spare empty vaults must also be left by the device, to enable the Technician to bring the device back into service once the work has been completed.



Procedures for dealing with POM failures are detailed in Section 8 of T&R Book 3 – POMs or [click here](#).

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



STANMORE TOM/SAF UPGRADES

NEW

As part of the Chip & PIN unit replacement project, all of the bankcard processing equipment on POMs has now been upgraded and attention has now turned to the small number of TOMs that still accept bankcards.

The two "Event" TOMs at Stanmore are yet to be updated and Cubic will be undertaking this work during extended engineering hours (starting from 22.00 hours) on the night of *Sunday 03 December*.

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:



Date	Mon 04 Dec	Tue 05 Dec	Wed 06 Dec	Thu 07 Dec
Stations	SOUTH RUISLIP	VICTORIA	HANGER LANE	SUDBURY TOWN
	ALPERTON	NORTH EALING	PARK ROYAL	BOSTON MANOR
	EALING COMMON	WEST ACTON	PERIVALE	HOURSLOW CENTRAL
	EAST ACTON	ACTON TOWN	SOUTH HARROW	HOUNSLOW EAST
	NORTH ACTON	GREENFORD	SUDBURY HILL	NORTHFIELDS

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
EUSTON SQUARE	THSCU, Ticket Hall	Tue 05 Dec
WATERLOO	UMC, Ticket Hall	Wed 06 Dec

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.

	Date	Stations
	Sun 03 Dec 2017 – Sun 07 Jan 2018	BANK (All)

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.