UNDERGROUND

AUGUST 2017   TICKETING & REVENUE UPDATE

Where's Olly? ➔

KEY STORIES INSIDE

Page 2   SEPTEMBER FARES REVISION
Ahead of the next fares revision on Sunday 03 September, we preview some of the main changes that are due to be implemented, including the revision of some fares and Oyster charges for journeys to and from Watford Junction.

Page 4 & 5   COLLECTION CHANGES
We provide details on some forthcoming changes to the cash collection contract and the introduction of a new type of bulk coin bag.

Page 6   CHANGES AT RSLU STATIONS
We provide an update on forthcoming changes to QBMs at the RSLU stations and progress in the rollout of a new device to replace the ageing NR TVMs at these stations.

Pages 13-15   POM PED UPDATE
Over 3 pages of our Project Updates section, we provide an update on the rollout of the new PED on AFMs and QBMs, together with an update on some of the issues which have been highlighted since the programme started.

Page 17   TOM/SAF UPGRADE
We provide a further update on recent progress towards the deployment of new TOM hardware and a more detailed look at some of the changes being incorporated into the new software which will support the deployment of the new TOMs.
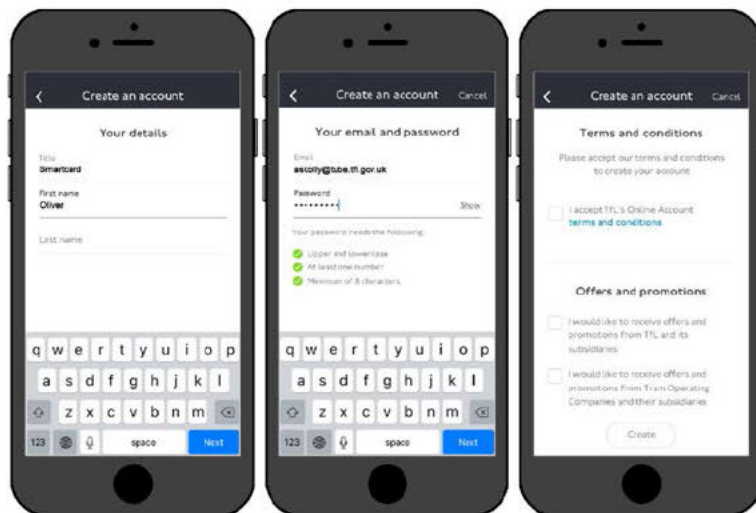
TICKETING APP

From late August 2017, customers will be able to use a new TfL Ticketing App which will be available for devices on the Android and Apple platforms.

After downloading the new app customers who already have an existing Oyster online account, will be able to sign-in using their existing details and password. Customers who don't have an Oyster online account will be able to use the app to create one.

Once they have created an account, users will be able to add details of their Oyster cards to the app, by entering the full card number and the answer to their security question. They will then be able to add PAYG or season ticket products to their Oyster cards and pay for these directly using the app.

Initially purchases via the app will be restricted to PAYG top- ups of between £10 and £50 and the purchase of 7 Day, Monthly and Annual Travelcards. The purchase of Bus & Tram Passes and the ability to collect products purchased via the app on TfL buses will be added when the app is officially launched in the autumn.

Following implementation of **Faster Universal Load (FUL)** last month these purchases made via the app will be available for collection from a gate or validator at any rail station, tram stop or river pier after 30 minutes.

Further details of the new App are included on Page 3 inside.

Written and compiled by

IN THE NEWS...
SEPTEMBER FARES REVISION
PREVIEW

SUNDAY 03 SEP 17 FARES REVISION

In last month's TRU, we took a rather belated look back at the events surrounding the implementation of the May Fares Revision and what went well or not quite as well.

Hot on the heels of this, we now look ahead to the next fares revision which is scheduled to take place on **Sunday 03 September**. The main changes currently planned are:

CHANGES TO TRAVELCARD ALTERNATIVE CHARGEABLE ROUTES

Customers who use a Travelcard that doesn't include Zone 1 to make a journey between:
- ➢ *stations north of Highbury & Islington and*
- ➢ *stations east of Stratford*

will from **Sunday 03 September** need to touch on the pink Route Validators when they change trains at **both Highbury & Islington** and **Stratford**.

Customers who do not do so, will be charged a fare via Zone 1.

TfL will email registered customers who are known make these journeys and posters will be displayed at relevant Tube stations, reminding customers to use the pink Route Validators when changing trains.

LONDON MIDLAND FARE CHANGES FROM WATFORD JUNCTION

From **Sunday 03 September** there will be changes to PAYG fares, Daily and weekly caps and to the price of the Z1-9A Day Travelcard (Off Peak) covering journeys to and from **Watford Junction**.

These fares are set by London Midland and historically change at the September Fares Revision, rather than in January when other Travelcard and capping prices generally change. The new prices are shown in red in the table below.

Adult PAYG		Child PAYG		Day Travelcard (Off Peak)		Adult PAYG Daily Price cap		Child PAYG Daily Price cap	
Standard	Reduced	Standard	Reduced	Adult	Child	Peak	Off Peak	Peak	Off Peak
£9.30	£6.70	£4.65	£3.35	£17.70	£8.80	£23.00	£17.70	£11.50	£8.80

CHANGES TO TICKETING ARRANGEMENTS FOR LONDON BRIDGE NR WORKS

The special arrangements which have been in place during the major works at London Bridge NR, allowing NR tickets to be accepted for travel on London Underground services and for PAYG journeys which would normally be charged at the TfL+NR rate to be charged at the NR only rate are being withdrawn for selected journeys on **Sunday 03 September**.

From this date Southeastern trains to / from Charing Cross will stop again at London Bridge (at all times). The following changes to PAYG fares and acceptance of NR tickets at **Charing Cross**, **Embankment**, **Southwark** and **Waterloo** will be made:
- ➢ *NR only tickets to London Terminals (magnetic and ITSO singles / returns and season tickets) will no longer be accepted on London Underground services*
- ➢ *PAYG journeys involving travel on London Underground will no longer be charged at the NR rate and fares will revert to being charged at the TfL+NR rate.*

Arrangements will remain in place for customers using Southeastern services to / from Cannon Street which will still not call at London Bridge (NR), until completion of the works there.

STAFF FARES LISTS

The changes to some NR fares and Travelcards valid to Watford Junction mean that a new set of Staff Fares Lists will be issued. These can be printed locally from a SharePoint site accessible to LU operational staff. The fares lists can also be saved to personal or shared drives or onto an iPad for future reference.

Fares lists are broken down by line and when the appropriate line is selected will show the current Areas and stations within each. Most stations will have two separate documents;
- ➢ *the first starting SOO followed by the last 3 digits of the station NLC – containing fares to LU, DLR and other stations on the TfL fare scale for which "Station of Origin" tickets are issued*
- ➢ *the second starting SOD followed by the last 3 digits of the station NLC – containing fares NR stations for which "Point to Point" or "Station of Destination" tickets are issued.*

To access the SharePoint site click here

TICKETING APP

In addition to the ability for customers to be able to buy a Travelcard or add PAYG to their Oyster card, the new app will also allow customers to see their current PAYG balance and the expiry date of any Travelcards loaded onto the Oyster card.

The PAYG balance displayed when using the app will not be completely real time, so very recent journeys or top-ups may not be reflected when the balance is checked.

Like the FUL functionality, it will take around 30 minutes for details of a journey or top-up to be reflected on the app.

It should be noted that it is possible that this may take a little longer at times of high demand, or if the device used was temporarily "off-line".

The app will also allow the user to set up alerts to remind them when their PAYG balance falls below £10 or when their period season ticket is 7 days from expiring.

In the future it may be possible for users of the app to customise these alerts to tell them when their PAYG balance falls below £5.
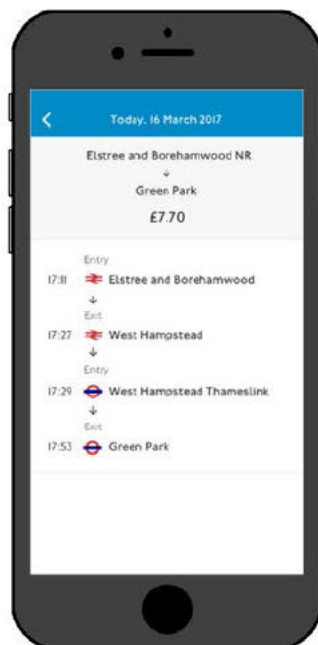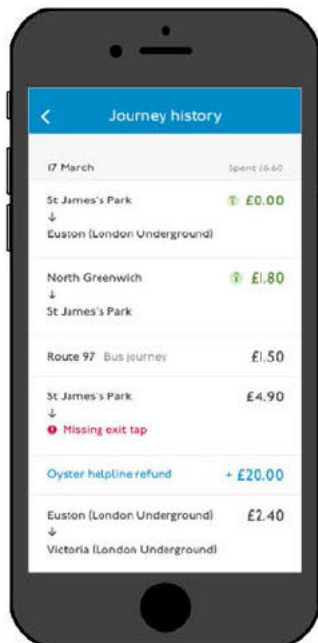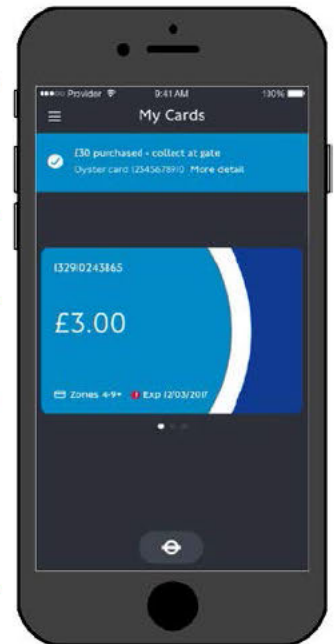
Other features of the new app include access to maps and other useful information and the ability for users to see details of all the journeys made using the linked Oyster cards over a period of the last 8 weeks.

As we outlined in TRU101, it will not be possible for users of the older Mifare Classic format Oyster cards to link their card to the app and customers who attempt to do so will see a warning message and a link to information on how to change their Oyster card to one of the newer format cards which are compatible.

If you receive any queries from customers requiring help in using the new app, they should be directed to call the **Customer Contact Centre** on a dedicated telephone line – **0343 222 1115** (please note - this is not the usual customer contact number) or via an online form, which can also be used for providing feedback on the app; https://tfl.gov.uk/help-and-contact/mobile-ticketing-app

Further developments of the app are planned over the next year, initially with the expansion of the FUL functionality to buses and the ability to buy Bus & Tram Passes via the app, as mentioned earlier.

Further planned enhancements include the ability for customers to use this app to add and manage the contactless payment cards they use for travel.

This will then give customers the ability to view contactless journey details and receive alerts on their mobile device.

Other developments could see functionality expanded to include facilities for customers to resolve incomplete journeys and to apply for refunds via the app.

As ever, ensure you follow future articles in the TRU and Hot Issues Bulletin on any further developments in this area.
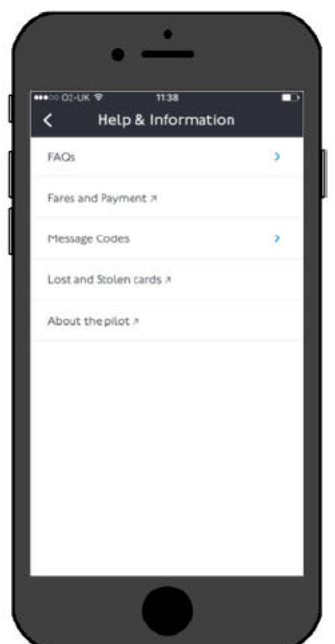
IN THE NEWS...

SECURITY COLLECTION RE-TENDERING

The current contract for security collections and cash processing with G4S is due to expire at the end of **February 2018**. As a result TfL have recently commenced the process of re-tendering these activities, with a view to having a new contract in place, to follow on at the expiry of the current arrangement.

Requirements and questions to be answered by prospective bidders, to demonstrate how they would provide the required level service are currently being formulated.

It is likely that the initial contract will embrace both cash collections and processing, but during the life of this contract it is possible that the cash processing element will be absorbed into a separate exercise to re-tender TfL's banking arrangements.

Our longer term aim is for the cash collection contract to cover collections and change deliveries from all of our stations and the delivery of cash collected to a cash centre where it can be processed once, straight into our bank account. Apart from possible cost savings, this would also mean money is banked more quickly and from an environmental prospective it should reduce vehicle miles in moving cash around London.

This is now easier to implement as all LU stations have CHDs and we are no longer constrained by time locks or the need to consolidate cash bags. This also brings us into line with most other users of the security companies, who expect a next day revisit if their collection is missed.

COLLECTIONS REVIEW

In a separate piece of work, we are currently reviewing the frequency of cash collections from all of our stations to ensure that the frequency of pick-ups is in line with the current cash take at each location.

This is an exercise that we undertake each year and over the last 3 or 4 years has generally resulted in a slight reduction in the overall number of collections, reflecting the decline in the percentage of transactions paid in cash. The steady increase in the use of contactless payments to pay directly for travel is likely to have added to that effect.

We will shortly be circulating proposed changes to the areas affected giving an opportunity to make suggestions for changes of collection days or times if this would help operationally.

All changes will be consolidated into one set of changes which will be implemented in the autumn, on a date to be agreed with G4S.

We are also continuing to look at ways to reduce the current lead times for the ordering of change deliveries, which currently takes 2 weeks.

It has been identified that a simple change to the cut-off date for processing orders could reduce the lead time to around 7 days.

PURPLE IS THE NEW RED!

The introduction of the new design of £1 coin earlier this year has led to the introduction of a new type of Bulk Coin Bag for banking the new £1 coins.

The new bags will be colour-coded purple rather the traditional red bags we have previously used.

Arrangements are being made for the new bags to be listed on the T&R Consumables Order Form accessed via MiApps.

Initially we will arrange for a small quantity of these new bags to be supplied to each station once their AFMs have been upgraded not to accept the old design of £1, ready for similar changes to be made on the CHD by Scancoin.
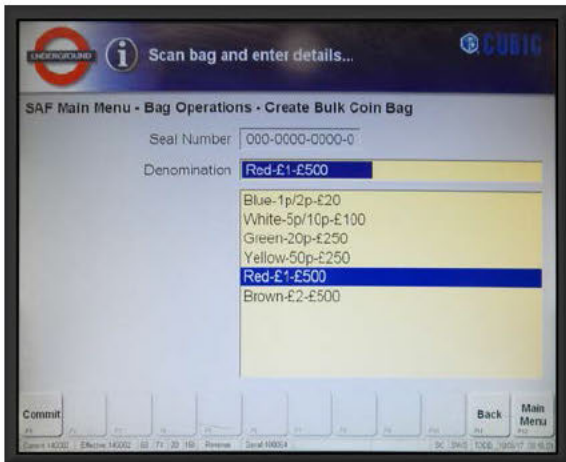
We will then withdraw remaining stocks or red £1 coin bags from these stations, to avoid accidental use.

The existing red bags should continue to be used for banking bulk bags of the old £1 coin or bags of mixed old and new £1 coins at locations where the CHD has not been upgraded to reject the old £1.

The bulk coin bag denominations on the SAF will need to be updated to take account of this change to Bulk Coin bags. Further information on this change will be communicated once details have been confirmed.

BANKCARD PROBLEMS AGAIN

In our *Late News* section of TRU101, we outlined details of a couple of recent failures of the new bankcard processing service used by POMs that have been upgraded with the new PED (see **Page 13 &14** for further information on this programme).

Unfortunately since publication of that report, there have been two further interruptions to card processing. The first of these occurred on **Monday 31 July,** which like a couple of previous outages occurred during the Monday morning peak, at a time when usage of POMs is probably at its highest. Following this, testing was successfully completed to temporarily move transmission of these transactions onto a temporary internet based solution, with a much higher capacity.

The last failure which occurred after the switch to an internet based back-up appears not to be related to the previous problems, but still caused a disruption to about 100 devices for a period of around 20 minutes at lunchtime on **Tuesday 08 August.** Initial feedback concerning this disruption to service appears to point towards this being due to our card processers; The Logic Group (TLG) who are part of Barclaycard for Business, loading some test software on to the system.

Hopefully this will be very much a one-off event and the transfer of all bankcard transactions onto a new high capacity line, should enable us to complete the rollout of the new PED to the remaining POMs, without risk that the additional load at peak transaction times, might lead to further outages and disruption to customers' ability to top-up or purchase products from POMs.

Please insert your card with the chip facing up

IN THE NEWS...

REDUCED FUNCTIONALITY ON RSLU QBMS

In Hot Issues Bulletin 28, we rather prematurely published an item concerning a base data change scheduled to take place on **Sunday 16 July**, to restrict the functionality of four QBMs at *Regulated Stations on London Underground* (RSLU) stations where we are constrained to follow NR ticketing rules.

The four devices listed in the table on the right, were scheduled to have the range of products customers can load restricted to PAYG top-ups only.

Station	QBM	Station	QBM
GUNNERSBURY	39	QUEENS PARK	39
KENSAL GREEN	39	SOUTH KENTON	39
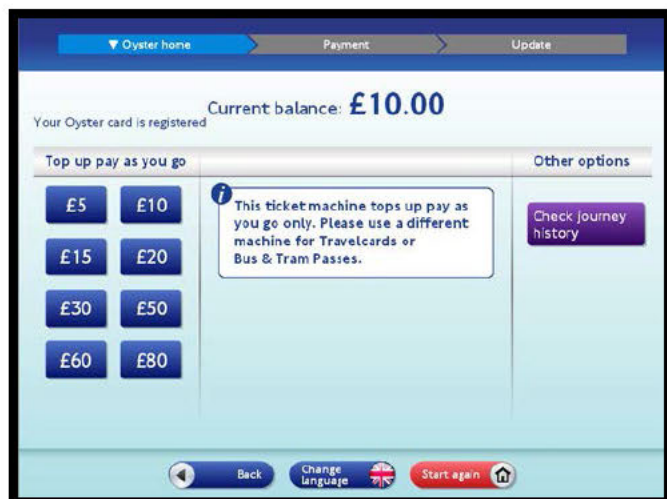
Although the necessary base data changes were made, the necessary tables had been prepared to operate with the upgraded PED software and since none of the four machines had been upgraded and were therefore operating on standard device software, the changes had no impact.

Once these devices have been replaced with machines fitted with the new PED, the customer screens will be upgraded as shown on the left.

There are also a further five QBMs which are planned to be installed at other RSLU stations, to supplement the new TVMs when installed.

These devices will be installed ready fitted with the new PED and will only offer PAYG top-ups.

The devices concerned are listed in the table below.

Station	QBM	Station	QBM
HARLESDEN	19	KEW GARDENS	19
HARROW & WEALDSTONE	19	NORTH WEMBLEY	19
KENTON	19		

All other QBMs will continue to have the facility to sell season tickets. Further details about the PED upgrade on the QBM are included in our Project Update on .

NEW TVMS AT RSLU STATIONS

Earlier this year following a previous vanguard of two bankcard only devices at **Stratford** (NR), the first of a new Cubic design of Ticket Vending Machine (TVM) were installed at a number of TfL Rail stations and at the Bus Stations at Brent Cross Shopping Centre and Victoria station.

In June the first of these devices were deployed at two of the RSLU stations (Regulated Stations on London Underground).

These first devices, which are designed to replace the current ageing NR TVMs, have been installed at **Kew Gardens** and **Gunnersbury** on the Richmond branch of the District line.

The new machines which are linked to the NR accounting system and also receive fares data from the NR system can offer a similar range of NR tickets and destinations to their current TVMs, the ticket on departure facility for collection of online ticket purchases but also have an enhanced Oyster capability.

The staff sign-on arrangements for the new TVM are very similar to that on the upgraded QBM, with TSID card holders using their Staff Oyster card and TSID PIN to sign-on to the device. On the TVM, after signing on staff can select to access the pink staff facility screens, or access the device for servicing.

Following the installations at Kew Gardens and Gunnersbury, the planned rollout to the other 9 RSLU stations on the north end of the Bakerloo line, has been temporarily suspended due to concerns over the reliability and performance of these new devices. A software upgrade is planned, which Cubic hope will address some of these performance issues.

PRIVILEGE SEASON TICKETS

One of the most common causes of complaint and confusion is the setting of discount entitlements and in particular the different entitlements for holders of various types of *Privilege Travel Authority Card* (PTAC) or *NR Staff Travel Card*.

Since the closure of LU ticket offices, we have had a steady stream of complaints via NR Staff Travel, regarding members of their staff who have been unable to buy or renew a Privilege Season ticket at one of our stations.

Part of the problem seems to be a misconception amongst NR staff requiring a Privilege Season ticket, that they would be sold this by a member of LU staff, when in reality as long as the discount entitlement was set on the Oyster card and covered the while of the period the ticket was required for, then the customer should actually be able to serve themselves.

Staff assistance is therefore only required if a discount entitlement needs to be added or updated.

In the case of NR Staff Travelcards which are reissued annually and have a common expiry date of **30 June**; it is likely that the expiry date of the discount entitlement will always have to be updated before an annual season can be loaded.

The authorised Privilege Season application form is the authorisation to extend the expiry date of the Privilege discount entitlement to match the expiry date of the required ticket.

← The step by step process to buy a Privilege Season ticket has now been passed to NR Staff Travel to pass on to applicants. We have reproduced an extract of the process on the left. The box labelled 2 towards the foot of the screen in the image is the button that must be used by Privilege discount holders to select and purchase a Privilege Season ticket.

Having selected the start date, zones and period required, if the screen to the left is displayed to the customer, this is an indication that their discount entitlement needs to be updated, before a season ticket can be purchased.

Like other tickets, the POMs allow purchase of a Privilege Season ticket up to four days in advance.
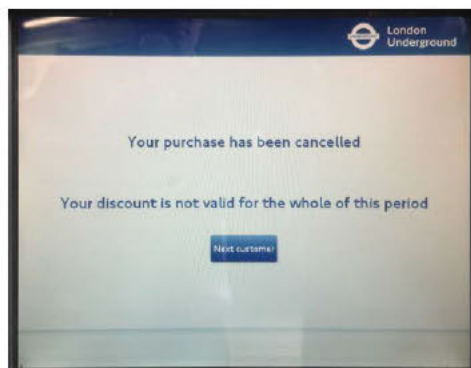
Where the Privilege Season Ticket Application form is used as authorisation to update the Privilege discount entitlement on the customer's Oyster card, it must be retained and placed in your V&C multi-safe bag.

Part 2 – Following a Privilege travel related theme

Q1) Which categories of customer are not eligible to purchase a Privilege season ticket?

A	NR staff holding a NR Staff Travel Card	**B**	Child dependent holding a NR Staff Travel Card
C	TfL staff holding a 'Priv All Rail' PTAC	**D**	Child dependent holding a TfL Rail only PTAC

Ticketing & Revenue T&R Trivia

Answers on Page 19

ASK OLLY!

askolly@tube.tfl.gov.uk

From: ▮▮▮▮▮▮
Sent: 11 August 2017 17:28
To: Ask Olly
Subject: Group Day Travelcards

Hi Olly,

We had a customer purchasing Group Day Travelcards the other day (2 adults and 15 child tickets). The customer tried to pay by cash on MFM 33, but the transaction was cancelled and the cash came back out!!
I also tried without luck, but when I tried again and the customer paid by bankcard that worked.

Just wondering is this a common thing as I have not seen this before?

▮▮▮▮▮▮

Customer Service Assistant
Hammersmith Area

Hi ▮▮▮,

Thank you for your email and query. This was actually an issue that was raised several times during the training of staff for the introduction of the Cash Handling Device.

Yes it is possible to change a £50 note in this way to assist a customer to buy the ticket or product they require, but the £50 note should always be deposited into the CHD and validated before the change required is dispensed. It is sensible to keep a small amount of £5 and £10 notes on the recycler rollers for this purpose or for making refunds to customers.

Regards

Olly Oyster

From: ▮▮▮▮▮▮
Sent: 10 August 2017 15:12
To: Ask Olly
Subject: CHD Receipts

Hi Olly

Receipts generated by activity on the POMs/CHD clog up the new Secure Suite Log Book, we staple the G4S receipts to the SSLB, so we have started collecting the other receipts and saving them in a Lever Arch Box File. Is this method officially recommended by the T&R team?

▮▮▮▮▮▮

Customer Service Supervisor
Greenford Area

Hi ▮▮▮

The issue you have described is a problem that came to light on the MFM recently, with cash purchases of Group Day Travelcards where the transaction value exceeds £100.

The good news is that the problem has been fixed and is currently being rolled out within the latest version of MFM software over the next 10 days. All MFMs should have received the updated software by Wednesday 23 August.

Regards

Olly Oyster

From: ▮▮▮▮▮▮
Sent: 01 August 2017 13:01
To: Ask Olly
Subject: CHD

Hi Olly,

In the interest of customer care, are we allowed to give change to customers, who say come to the station with £50 notes?
In saying that am I right in thinking that we should be keeping enough notes in the top chamber of the CHD, avoiding the need of servicing the machines to obtain the change required?

▮▮▮▮▮▮

Customer Service Supervisor
Euston Square Area

Hi ▮▮▮

The only receipts that need to be retained and attached to the Secure Suite Log Book are those relating to the collection. Other receipts from the CHD are purely for the information of the member of staff undertaking the transactions and there is no requirement for these to be retained. All of the data relating to CHD transactions is retained within back office reports which can be retrieved in the event of a query.

Regards

Olly Oyster

From: ▓▓▓▓▓
Sent: 05 August 2017 12:34
To: Ask Olly
Subject: Bankcard Transactions

Hello Olly,

It's been noted recently that a number of customers have got charged twice for the same transaction, whilst paying with Bankcards on the POM's.

One customer complained that she got charged for a 7 Day ticket but ticket was never loaded on to her Oyster, as the message on MFM 30 said "Remove bankcard" and nothing after that. She showed me her bank transaction on the phone which was 3 days ago. I asked her to contact customer services to get it sorted as the money should have been returned for an unfinished transaction.

Similar experience from 2-3 customers complaining about getting charged twice and only once the product gets loaded.

Have you come across this? Kindly share your experience.

Regards,

▓▓▓▓▓
Customer Service Supervisor
Acton Town Area

Hi ▓▓▓▓▓

It is extremely unusual for a customer to be charged twice as a result of a failed bankcard transaction. The actual charge against the card is only made one the first ticket or Oyster card has been issued or a product or PAYG has been confirmed as being loaded onto the Oyster card. Therefore if the 7 Day ticket wasn't loaded the customer would not be charged.

What does tend to cause some confusion with customers is that if a transaction has been "authorised" but not actually completed, the funds concerned have effectively been reserved for when the completed payment details come through. If a further sale is then completed it may initially appear that two lots of money have been paid to LU, but if the original transaction is not completed within a couple of days, the bank will normally cancel the authorisation and release the reserved funds.

In the event of a customer's bankcard being debited for a failed transaction, details will be shown as a "Failed Sale" on the SAF Journal.

Regards

Olly Oyster

Hi ▓▓▓▓▓

Thanks for your email and query.

In the scenario you describe, probably the best course of action is to get the customer to touch-out correctly with their contactless payment card/device to complete their journey. You would then be able to void the last PAYG event on their Oyster card to remove their exit, which would then return the maximum fare to their PAYG balance. This falls within one of the criteria for resolution of an incomplete journey; *"a recent customer error at your station"*. This avoids the need for the customer to contact the Customer Contact Centre.

In relation to Same Station Exits, the POM may not be able to resolve these if they occurred on a previous day or at another location. Straight forward cases can be dealt with by station staff if they meet one of the criteria for resolving the journey. There is further information on incomplete journeys on **Pages 10-12** of this edition of TRU.

Regards

Olly Oyster

From: ▓▓▓▓▓
Sent: 01 August 2017 05:22
To: Ask Olly
Subject: TSID function

Dear Olly,

I would like to ask that if a customer touched in with contactless and by mistake touch-out with Oyster, then realised his mistake. What would be your best advice on this?
Should we touch-out with his contactless and fix his Oyster journey to £0 or do we ask them to call customer services?

Also, can we void same station exits for customers? If we can't void why is that option there for station staff with TSID POM functions.

Best regards,

▓▓▓▓▓
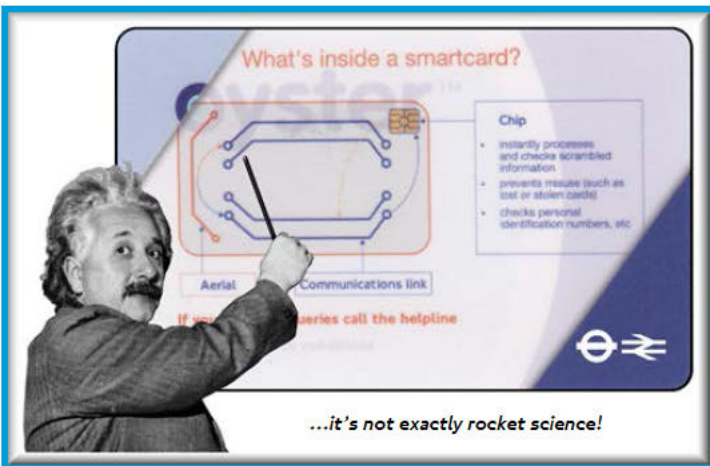**CSA**
Edgware Road (Circle Line)

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OYSTER EXPLAINED

Click here
This+page+contains+embedded+links+

For the return of our Oyster Explained feature this month we revisit a topic we previously covered in *TRU42* and *TRU89*.

INCOMPLETE JOURNEYS

Recent months have seen a steady increase in the number of customers failing to touch in out correctly and ending up with an incomplete journey as a result.

On the face of it, the fact that each incomplete journey attracts a maximum fare of £7.80, or £5.40 when reduced rate PAYG charges apply, should mean that any revenue loss is covered, but this does not take account of journeys which are subsequently resolved at a lower fare. We also take a potential loss of revenue in cases where we resolve an incomplete journey which actually occurred on another operator's service.

Before wading into the financial consequences, let us first refresh ourselves about how incomplete PAYG journeys are handled by Oyster.

What is an incomplete journey?

When a customer uses Oyster to make a PAYG journey or uses their Oyster season ticket at a station outside of the zones covered, an Entry charge is deducted by the gate or validator when they touch in. For PAYG this will be the maximum fare (£7.80/£5.40) depending upon time of day, but for Travelcard holders travelling out of zone, a lower "mixed travel" entry charges (£5.60/£4.40) will be deducted. Lower entry charges also apply for Oyster Photocard users and holders of other discount entitlements. Full details of all Entry Charges are included in the **Fares Revision Circular** and **T&R Book Appendix 1**.

If the customer subsequently fails to touch out at the end of their journey, an incomplete journey will be recorded when the card is next validated on entry (unless Auto Completion, Auto Continuation or another emergency gate setting has been applied) or if the journey isn't completed by the end of the traffic day.

Details of the last incomplete journey are held in a special slot on the Oyster card, which is either cleared when an incomplete journey is resolved on a TOM or POM, or overwritten should a further incomplete journey occur.

The last 8 transactions held on the Oyster card may potentially hold details of more than one incomplete journey, but the POM and TOM only allow resolution of the last one. On the central Oyster card management data used by Customer Contact Centre staff, the complete journey history can be viewed allowing Contact centre staff a much better picture of the customer's travelling habits.

Can an incomplete journey occur even though the customer touched in and out?

We have previously documented in TRU, that Out of Station Interchanges (OSIs) and emergency gate settings can sometimes result in a customers incurring two maximum fares as a result of two separate legs of a return journey being joined together to make a single trip starting and finishing at the same station and exceeding the one allowed for a "Same Station Exit".

ENTRY
Charge £5.40

EXIT
Refund £3.00

10 MINS

ENTRY
Charge £3.00

EXIT
Charge £5.40
for Kennington to Kennington journey

KENNINGTON → **KING'S CROSS** → **KING'S CROSS** → **KENNINGTON**

Fare £2.40

Original journey reopened

Journey exceeds same station exit time
Total Fare = £10.80

Prices shown in examples are 2017 fares

A similar result can occur if for some reason a customer takes too long to complete their journey and exceeds the Maximum Journey Time allowed.

In both these scenarios station staff will not be able to resolve the issue for the customer. As stated above, the Oyster card only holds the last incomplete journey in the slot that allows resolution. It will therefore be necessary to refer such cases to the Customer Contact Centre.

When should an incomplete journey be resolved?

The current level of journey resolutions indicates a common misconception that any incomplete journey should be resolved and the customers PAYG balance restored.

The procedures agreed with other train operators are actually quite restrictive and only specify two reasons for resolving the journey at less than the maximum fare applied.

These are listed in T&R Book 2-Section 10 which states, "*if the incomplete journey was due to*;

1. *any known incident which prevented the customer validating correctly*			
Station evacuation	Service disruption	Failure of validation equipment	Major events
2. *a recent customer error at your station*			
Accidental validation when using another ticket for a journey		Validated but the decided not to travel	

If the incomplete journey occurred for any other reason, particularly if the customer just failed to validate then the correct course of action is to close off the incomplete journey leaving the maximum fare in place and advise the customer to contact the Customer Contact Centre to claim any refund.

One of the other big pitfalls is the number of incomplete journeys being resolved at no charge to the customer. So the journey fare is being entered as zero and the whole of the maximum fare is being credited back to the customers PAYG balance.

So what about customer service?

Another common misconception is that it is not customer service to not be able to give a refund to a customer immediately.

One of the key elements of good customer service is consistency – Getting the same service or response at each outlet. Sadly this is something that we often fail on, due to staff being unaware if correct process or choosing to ignore the correct T&R procedure to avoid having to refuse a customer. Unfortunately this only succeeds in making the customer concerned disgruntled when they later encounter staff at other locations following correct procedures.

Apart from inconsistency, it also does not represent very good customer service if the journey is resolved wrongly. As incomplete journeys do not count towards the Daily Price Cap, even if they have been subsequently resolved, there is a high chance that even if a journey has been resolved on a POM, the customer may still be overcharged for their days travel as a result of their card not capping correctly.

If the customer contacts the Customer Contact Centre the following day, they would be able to accurately calculate what the customer should have paid for the whole day and make an appropriate refund if necessary. They should also be able to determine whether any automatic refund has already been applied.

Resolution at a station, particularly if it happens sometime after the original incident could also mean that the customer is refunded twice, as automatic refunds that are applied, do not close off the details of the last incomplete journey actually held on the card. It is for this reason that for major events such as New Years Eve and the Notting Hill Carnival (see Page 20) staff are instructed not to resolve any journeys occurring on the given date.

One of the other potential failings is resolution at the wrong price. We have already mentioned journeys being resolved at zero charge, but there are also occasions where things may not go the customer's way. PAYG charges are now quite complex, with different tariffs applying depending upon the time of day, modes used, direction of travel and previous trips made. As a result of this it is often quite difficult to determine what the PAYG fare should be.

There are also a number of non-standard PAYG charges for short journeys across zonal boundaries. In consequence it is very difficult to calculate the fare for the journey made, particularly if the journey concerned started and finished at other stations.

OYSTER EXPLAINED

The Revenue issues

Earlier we touched upon the issue of revenue apportionment; so how do incomplete journeys affect this?

It's quite a complicated area, but in very basic terms all the money from PAYG top-Ups goes to TfL. As PAYG validations are made, money is allocated to the relevant operator according to the journey made.

If there is an incomplete journey all of the maximum fare is taken from the TfL PAYG pot and goes to the operator of the station at which the incomplete journey started or finished. So if we resolve an incomplete NR journey where the customer says they forgot to touch-out, the money being returned to the customers card is effectively deducted from LU's portion of PAYG revenue and added back to the TfL pot to be allocated when it is used. The TOC concerned would still retain the maximum fare, but LU potentially loses out.

So in the case of £5.40 entry charge at a TOC station, which is subsequently resolved at an LU station as a Zone 1-3 Reduced rate NR PAYG journey at £2.60. Then the customer would get £2.80 added back to their PAYG balance, the TOC would receive the full £5.40 entry charge and the £2.80 would be deducted from the PAYG revenue LU received from TfL.

So why have the number of incomplete journeys gone up?

This is difficult to say definitively. Part of the increase is almost certainly down to poor gateline management at certain times. When gates are regularly left open, customers may be encouraged not to validate at the start of their journey if they think there is a high chance they may not be forced to validate their card at the end of their journey.

Ease of getting an incomplete journey removed and a maximum fare refunded, undermines the effectiveness of the maximum fare in encouraging customers to touch-in and out.

SPECIAL FEATURE

NR EXTENSIONS ON POMs

Since an initial trial at **Buckhurst Hill** in **November 2016,** the facility for customers with Travelcards excluding Zone 1 availability to buy extension tickets to popular NR destinations outside of the zonal area has been gradually expanded. Initially this was expanded to 10 further stations in **March 2017** and since the May Fares Revision to all other stations.

Initially the facility for Oyster Season ticket holders to buy paper extensions for NR journeys was only available to holders of Travelcards that included Zone 1. However, this is now also available to customers who have a Travelcard on their Oyster card that doesn't include Zone 1 availability.
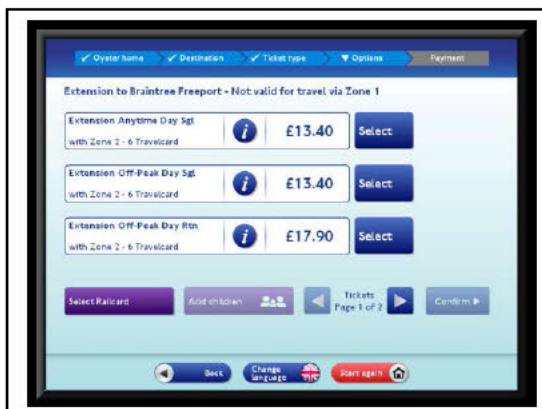
We have recently had a few queries, mainly from stations at the north end of the Metropolitan line, regarding the ability of customers to purchase extension tickets to NR stations that are not covered by Oyster, so we thought it would be useful to clarify what is available.

Due to limitations on capacity, it is not possible to offer every possible NR destination and the range of stations offered is based on a cut-down version of the range of tickets offered for Singles and Returns etc. The range is tailored for each location to ensure the most popular destinations are available and any that would be more logically completed by bus etc. are excluded.

At most of our stations, popular Chiltern Rail destinations beyond Amersham, such as **Aylesbury, Aylesbury Vale Parkway, Great Missenden, Stoke Mandeville** and **Wendover** will be available.

The facility to buy extension tickets also extends to Freedom Pass holders, which the POM treats as a Z1-9 Travelcard, who can buy a magnetic extension from the edge of the zonal area to their chosen destination, by presenting their Freedom pass to the reader on the POM.

QBM PED UPGRADE

UPDATE!

EMBANKMENT

Following an extension of the QBM PED vanguard to embrace a total of 27 devices, a temporary halt was called on further installations whilst we investigated a couple of issues.

The initial QBM PED vanguard device at **Embankment** was beset with a number of problems, which led to almost all of its components being swapped (some more than once) in an effort to keep it operational.

Machines upgraded after Embankment proved much more reliable and suspicion therefore turned to an issue on this particular unit. Here we took the rather unusual step of removing the whole device and replacing it with another upgraded QBM from stock.

This will allow the original device to be carefully examined within the Cubic workshop, to determine whether there is an internal wiring or other fault which may have contributed to the high level of failures.

Another issue that prevented us from moving from a Vanguard on a small number of QBMs to the rollout to the rest of the devices involved some on system testing if the revised facility for staff to sign on to the QBM and the associated arrangements for activating and deactivating cards.

Most of the tests conducted worked as expected, apart from those undertaken on the QBM at **Tower Hill**, which appeared to be behaving in a completely different manner to other devices. It was eventually identified that at some point after the new device was commissioned, settings had been skewed and the device had adopted a hybrid identity where it acted as if it were an AFM, which through the lack of a coin handling or ticket handling units was in service but in a degraded mode.

As a result it offered the pink staff functions screens, which aren't currently available on the QBM, when an attempt was made to sign on. Once the root cause of this issue had been identified, the device was recommissioned with correct QBM settings.

Successful completion of further testing of the sign-on facility allowed approval to be given for Cubic to commence the rollout of the upgraded QBM at a rate of 2 devices per night (10 per week) from **Sunday 10 September**, however if the fares revision goes to plan we should be able to resume PED upgrades on the QBM from **Tuesday 05 September.**

The rate that the upgrade can be completed is constrained by the speed at which machines that have been removed from stations can be processed through the Cubic workshop.

The QBM programme is scheduled to be completed in **mid November**.

AND NOW THE DIFFICULT ONES!!

The completion of the main AFM PED rollout on **Thursday 17 August** leaves us with a small number of around 15 AFMs that we were not able to upgrade on the original visit, due to structures obstructing the AFM from being pulled forward.

LONDON BRIDGE
Extreme POM frame engineering

At a number of these locations, this was due to frames that hold panelling, being installed after the POMs had been put in place.

ELEPHANT & CASTLE
POM frame installed in FRONT of AFMs, instead of to the side

We are currently planning to revisit each of the affected sites to complete the outstanding works, with appropriate support from other contractors who can remove and reinstall the offending structures.
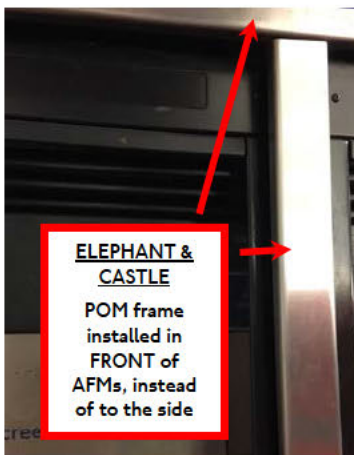
Station	AFM	
CANNON STREET	28	29
EAST PUTNEY	29	
ELEPHANT & CASTLE (Northern)	27	28
HOUNSLOW EAST	29	
KINGS CROSS (Tubes)	27	
LONDON BRIDGE (Main)	26	29
SHEPHERDS BUSH (Central)	26	28
STRATFORD (East)	12	
TOTTENHAM COURT ROAD	28	29

PED STICKERS

In response to feedback from a number of stations concerning customers being confused as to where to insert their bankcard on the MFM following the PED upgrade earlier this year, we have recently trialled the use of one of the stickers provided for devices fitted with a Bank Note Recycler (BNR), to highlight where customers should insert their notes into the device.

The "Notes here" sticker illustrated on the right was fitted at around a dozen central London sites, but unfortunately a couple of these stickers were found to have disappeared a couple of weeks later.

There was concern that the adhesive used may not have been strong enough, but enquiries have since established that the NHUs on the two machines concerned had been replaced due to faults.

Since the sticker is fixed to part of the actual NHU assembly, rather than to the fascia of the device, the sticker has gone back to the Cubic workshop with the defective unit.

We have now sent a batch of these stickers to the workshop so they can fit them as other units pass through for servicing and repair. As a result, some devices that have recently had their NHU replaced, will have received a replacement with the sticker already in place.

Stickers and fitting instructions are being distributed to stations with MFMs with BNA units by the T&R team. If your station has a MFM that doesn't yet have this sticker in place and you are yet to receive a sticker to apply to the NHU, please contact ▮▮▮▮▮▮▮▮▮▮▮▮ or via email to ▮▮▮▮▮▮▮▮▮▮

PED INFILL BLOCKS

Early in the PED rollout we identified a problem with the metal blocks which had been ordered to fill in the gap in the casting that holds the Chip & PIN unit, where the green throat of the old device used to fit.

Unfortunately despite assurances that all of the castings were identical, early in the PED replacements we encountered devices where the standard block didn't fit. A pattern then emerged of 100 or more POMs where the castings had openings that were very fractionally smaller.

Cubic have since ordered a second batch of blocks which are fractionally smaller and should fit all of the PED castings.

These were due to be delivered at the beginning of August and the missing blocks will then be fitted by a day shift engineer.

We will also be picking up several sites where insufficient application of the glue used to stick the block in place, resulted in blocks coming loose or being removed.

LAL MXIDE PU

Part 3 – We've mixed up the letters in these station names. Can you work them out?

Ticketing & Revenue T&R Trivia

(a) WOOD BAR

(b) CAN AWARD TEA

(c) MET BANK MEN

(d) KNOTS WHITEN

(e) EARN MOST

– You decide.
Answers on Page 19.

POM SOFTWARE

UPDATE!

As we reported in TRU101, at the beginning of July Cubic deployed a revised version of MFM software to 11 MFMs that had been showing high levels of Error 96, which relates to a card possibly being stuck in the PED, when actually there isn't.

The software deployed in July aimed at alleviating the cause of most of these Error 96s, but also introduced some additional event logging to try and determine the cause of any other occurrences of error 96. A further updated version of MFM software was then deployed to the same 11 MFMs on the night of **Tuesday 08 August**.

This release also included two additional changes not included in the previous version. These addressed what we believe to be the cause of the remaining error 96 failures and a second fix to reduce the frequency of devices with a Bank Note Accepter (BNA) reporting error 204. This relates to a jam or failure of the note accepter.

The new MFM software was then deployed to a further 5 MFMs with BNA units, which had also previously reported high levels of error 96 occurring, on the night of **Thursday 10 August**.

After a short period of monitoring, authorisation was given for this MFM software to be deployed to the remaining 320 MFMs starting on **Sunday 13 August** and then continuing at a rate of 30 devices per night until the final devices were upgraded on the night of **Wednesday 23 August**.

Following on from the MFM, revised software is scheduled to be deployed to the first 7 QBMs fitted with the new PED during week commencing **20 August**. After this Vanguard, it is planned to try to deploy the updated software to the other 20 QBMs with new PEDs before the fares revision and to then deploy this version of software to all further devices as they are upgraded from September onwards.

The software releases for the AFM and QBM includes the fixes for the error 96 issue identified on the MFM.

STAFF OYSTER HELPLINE

We were recently alerted by a number of staff from several different stations, that they were having problems accessing the Staff Oyster Help Line (SOHL) facility.

On calling 1265, instead of being able to input their employee number to be able to check card details automatically, callers were receiving a message offering only option 2, to speak to an operator and a suggestion to use the Failed Card Portal instead. Unfortunately as only a small number of TSID card holders have completed the Data Privacy course to gain access to the Failed Card Portal, it left most users having to queue to speak to somebody. At times of high customer demand, this led to several very long waits for an answer.

Subsequent investigations established that the SOHL service had actually been down since the lunch of Faster Universal Load last month. Regrettably, the T&R team had not been advised of this outage or consulted regarding the wording on the temporary message.

The good news is that all should be resolved on **Thursday 17 August**, when the SOHL service should be restored with an upgraded version of software. This will include the resolution of a couple of issues that previously prevented details being given on the automated system, if the card contained a current discount entitlement, or had previously had a discount loaded onto it.

CASH HANDLING DEVICE UPGRADE

SCAN COIN

As previously reported in our coverage of plans for the withdrawal of acceptance, from **the end of August** Scancoin will commence a programme to upgrade all Cash Handling Devices to reject the old design of £1 coin.

Their programme will follow a similar order to the Cubic schedule to stop acceptance of the old pound coin on AFMs and on this occasion will be completed remotely, without the need for an engineer to attend each site.

A further onsite upgrade will see Scancoin update the software that controls the user sign-on, change the SIM within the modem of devices that are not connected via a fixed IM line and replacement of the coin sorting wheel.

The sorting wheel has led to a regular number of fault being raised due to coins being correctly validated, but ending up being misdirected into the wrong hopper. Investigations have established that in many cases this was due to wear on a rubber section of the wheel.

A number of new sorting wheels have been trialled at Problem sites, which have improved performance, but recently a further hardware modification has been tested at two stations.

NOTTING HILL GATE

LADBROKE GROVE

At **Ladbroke Grove** and **Notting Hill Gate,** a modified sorting wheel has been fitted with an additional spring to help direct the coins to the right pot and prevent them dropping prematurely into the wrong hopper.

Scancoin have reported that since the modification was made at these stations, there have been no reports of coins being deposited into the wrong hopper.

On the basis of these results the modified sorting wheel has since been deployed to 5 other devices. Once components are available, this will be progressively extended to other CHDs.

THE LAST CHD

The final device from the batch of Cash Handling Devices (CHDs) bought for the network wide deployment of the new technology is due to be installed at **Bromley By Bow** shortly, once installation drawings have been approved.

BROMLEY-BY-BOW

Installation of this unit last year had been deferred pending the completion of major works at the station and a pending removal of the POMs.

This had left Bromley By Bow as the only LU site without a CHD and resulted in staff working there having to manually count cash and us the previous system of creating counted cash bags.

However, a change in project scope has seen less work being completed and opened up the opportunity to now install the CHD.
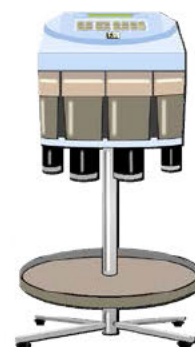
COIN COUNTERS

As part of the CHD project, arrangements were made for the removal of the old coin counting machines from each station as the new devices were commissioned. At some sites the coin counter was to be removed on the night that the CHD was delivered.

At other sites where there was a period between installation and the CHD becoming operational, the coin counters were temporarily retained and should have been removed by the contractors responsible for the delivery of the CHD units, at a later date.

Recent visits to a number of stations have highlighted that quite a number of the old coin counters have not been collected and at some sites are taking up valuable space within the Secure Suite. Since the introduction of the new £1 coin, the units gave not been modified to be able to process the new design of coin.

We are currently following up with Scancoin as to how we can get the devices removed from stations.

A small number will be retained for use at RSLU stations which weren't included within the scope of the CHD Project.
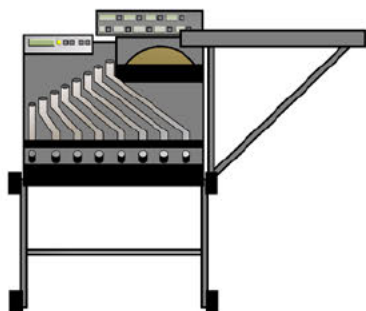
TOM/SAF & SCU UPGRADES

We continue to take steps towards the start of the planned upgrade of the TOM/SAF, with the recent completion of a further round of testing on the latest version of the new TOM software.

Discussions are continuing with Cubic on a couple of further changes that we would like to make, but this is not likely to prevent the start of the planned vanguard. Any further changes are likely to be incorporated into a further software release which would be scheduled for the start of the full rollout.

Timescales for the TOM/SAF vanguard have had to be revised slightly due to interdependencies with other projects (see Page19) and the first TOM/SAF to be upgraded will now not be until early October.

The six vanguard sites selected are:

2 x standard TOM/SAF combinations	EMBANKMENT	EUSTON
2 x TOM/SAF combinations with additional TOMs	HEATHROW T123	LEICESTER SQUARE
2 x complex sites with multiple TOM/SAF combinations	LIVERPOOL STREET	BAKER STREET

Apart from the update of the TOM and its associated hardware (as we outlined in our article in TRU100), this upgrade includes software changes to facilitate the operation of the TOM on the Windows 7 operating system.

The new software will also address some known defects which have been fixed since the last TOM software was implemented and generally update the TOM to remove a number of redundant functions, prevent errors being reported due to the removal of the PED and THU and remove screen options that are not required for LU operations.

The main software changes between the current and upgraded TOM are:

➤ Screen indicates whether in TOM or SAF mode under Cubic logo
➤ TOM Main Menu redundant options removed
➤ TOM Main Menu Option 8 changed from "System Admin" to "Secure TOM"
➤ Tenders that are no longer accepted have been removed from Recent Refund tenders menu
➤ Miscellaneous Transaction Menu has been re-arranged back into alphabetical order. "Transfer to CHD" and "Transfer from CHD" will now be adjacent options if "T" is selected
➤ Receipt generated when a "Transfer to the CHD" is made will no longer be printed with spurious text about a cash refund
➤ When a "Transfer to the CHD" is made the screen will no longer display spurious message about giving a refund to the customer
➤ Oyster cards issued before 13.39 hours will show the correct time of issue
➤ Ticket Sales Menu only Option 5 "Refund" remains, with all other magnetic ticket functions have been removed
➤ Refunds Menu has Non-ticket, 7 Day and Season Refund options removed
➤ Recent Refunds on tickets purchased from POM by bankcard will be processed as a Cash refund
➤ If an Annual Travelcard is issued from the TOM the receipt will now indicate that no Gold Card Record Card has been issued
➤ Spurious messages relating to the now defunct OEP have been removed from screens where PAYG is being added to an Oyster card
➤ SAF Main Menu redundant options removed and Option 10 now renamed "Network Messages"

NEW TOM/SAF

Part 4 – Following on from our coverage of bankcard acceptance on POMs on Pages 13 and 14...

Ticketing & Revenue T&R Trivia

Q2) Which of the following card schemes are not accepted by our POMs

A	American Express	B	Non-UK Maestro cards
C	JCB cards	D	Diners Club International

Answers on Page 19

PROJECT UPDATES

E2 GATE LIDS

In TRU97 and TRU100, we updated readers on the long running trial of a redesigned lid and locking mechanism on the E2 gateline at **Kings Cross (Western)**.

Since introduction of the E2 type of gate, we have had concerns about the design of the lid and the risk of it being dropped when the securing arm is released to close it.

Work on a modified design of lid started way back in 2011 and eventually led to the start of the original trial at **Kings Cross (Western)** in **July 2015**. Although largely successful in introducing a soft close mechanism, it was identified that the design could be greatly improved if the original locking mechanism was replaced with one that would self-lock; similar to that on the E1 gate.

The latest design of lid has a mechanism, which slowly closes the lid when it is released and allows the gate key to be removed and the lid can then be secured by pushing the lightly downwards.

Following a visit with Health & Safety Representatives from the Stations & Revenue Control Safety Council on **Tuesday 01 August**, the lid trial has been concluded and we will now look to deploy the new design to other gates.

Unfortunately, this has come too late for the redesigned lid to be incorporated into the last batch of WAGs which were recently installed. Future gate orders will include the new lid as standard, but some forthcoming gate installations may be completed with units that had already been ordered or manufactured.

We now have a sizeable number of both standard E2 gates and WAGs, all of which have the original design of lid. We are currently looking at opportunities to retrofit these in the quickest and most cost effective manner.

One of the big problems with the original design is that the lids and licking bar often get knocked out of alignment, making it difficult /sometimes impossible, to lock the lid. It would greatly help our case for getting these lids changed, if station staff can report all instances where the gate lid is either damaged, or the lid will not lock shut, to the Cubic Helpdesk.

P-GATE LCP VANGUARD

The vanguard of the new LCP3 on Pneumatic gates at **Liverpool Street (Central)**, **Old Street** and **Tower Hill** continues.

Since our last edition it has become apparent that a further version of software will be needed before we can progress towards a full rollout to the other stations with P-gates.
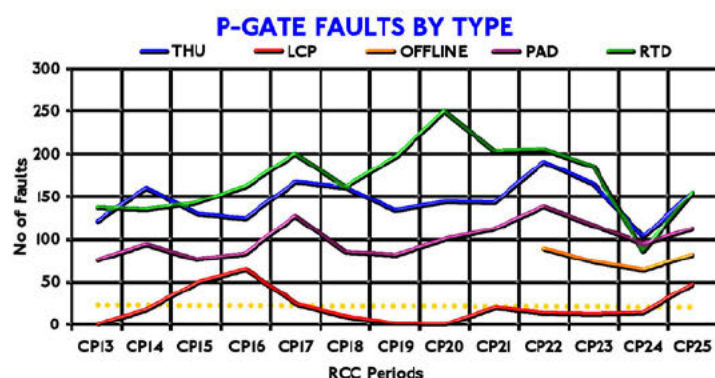
The latest issue concerns the way these devices report their status and how the Tech & Data team and Cubic can effectively monitor individual gate performance.

Concern has also recently been raised over the performance of the pneumatic gates fitted with LCP3, as in a recent 4-week reporting period, the 21 gates making up the vanguard accounted for 50 separate fault reports and 53% of these LCP faults required an engineer to attend site to perform a cold start on the device.

At **Old Street** a further issue has also been reported concerning the volume of the gate alarms on the LCP3 gates there. An initial investigation by Cubic has established that the volume on the LCP3 gates is higher than on the original pneumatic gates and this is now being reviewed with Cubic.

SC3 ROLLOUT

In TRU100 we reported on the vanguard of a new version of Station Computer, known as the SC3, at four stations in June.

Successful completion of the vanguard at **Canary Wharf (Mezzanine)**, **Euston**, **Oxford Circus** and at the original site **Tooting Broadway**, means that we can now rollout the new Station Computers (SC) to all other LU sites after the forthcoming fares revision.

The SC3 has already been widely deployed to NR, DLR sites and Tram stops where the SC is located within one of the PVal cabinets, but a vanguard on LU was required due to the higher transaction volumes and numbers of devices attached to each SC.

The SC3 rollout is scheduled to commence in **early September** and will be completed during engineering hours. As with other upgrade work, email notifications will be sent to each area, the week before the planned upgrade date.

This particular upgrade needs to be completed before we can deploy the new TOM and associated software and planned upgrade of the Station Control Unit (SCU) next year.

The timescales for these projects are shown in the table in the article below.

UPGRADE TIMELINE

As outlined above and on **Page 17**, there are inter-dependencies between a number of the forthcoming Cubic projects which will require the rollouts to be co-ordinated.

To summarise the timescales for the forthcoming work, we have included the start and projected completion dates for each project in the table below.
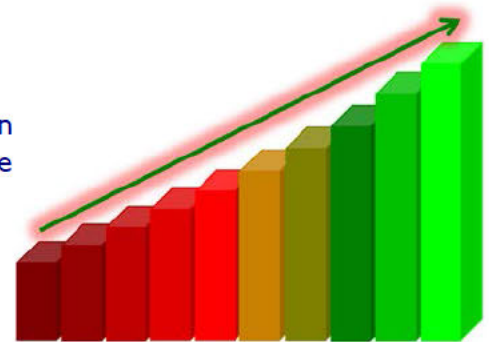
Device	Project	Planned start	Estimated completion	Comments
Station Computer	SC3 Rollout	Sep-17	Feb-18	
QBM	PED upgrade	Sep-17	Nov-17	Vanguard completed
Pneumatic gates	Dump Valve replacement	Sep-17	Nov-17	Preparatory works underway
TOM/SAF	Hardware & software upgrades	Oct-18	Mar-18	Follow similar order to SC3 deployment
SCU	Upgrade to PC based SCU	Mar-18	Aug-18	
Pneumatic gates	LCP3 upgrade	TBA	TBA	Awaiting Vanguard of new software

ANSWERS TO T&R TRIVIA

How did you do?

WHERE'S WOLLY?

Pt.1   SEE PAGE 1

GREAT PORTLAND STREET

Pt.2 Q.1   **D**   Children holding a restricted TfL PTAC have to use PAYG

SEE PAGE 7

SEE PAGE 17

Pt.3   LAL MXIDE PU   SEE PAGE 14

Pt.4 Q.2   **D**   Diners Club International

(a) **BOW ROAD**   (b) **CANADA WATER**   (c) **EMBANKMENT**   (d) **KENTISH TOWN**   (e) **STANMORE**

...AND FINALLY!

NOTTING HILL CARNIVAL

This year the Notting Hill Carnival will take place over the Bank Holiday weekend of **Saturday 26** and **Monday 28 August 2017.**

Arrangements for 2017 will be very similar to last year, with the emphasis being placed on minimising incomplete journeys by encouraging customers to touch-in and touch-out wherever possible and by the use of *Station Aliasing*, *Auto-fill* and *Selective Auto-completion* at stations within the Carnival area.

Aliasing to Notting Hill Gate – Using this facility, customers forced to travel to a station beyond their intended destination who cross a zonal boundary, will not be charged for the extra zone. Aliasing will not be applied to any NR stations. These settings are to be applied to the following stations from the start of traffic on **Sunday 27 August** until close of traffic on **Monday 28 August 2017.**

BAYSWATER	HIGH STREET KENSINGTON	HOLLAND PARK	LADBROKE GROVE
LANCASTER GATE	LATIMER ROAD	PADDINGTON	QUEENSWAY
ROYAL OAK	SHEPHERDS BUSH MARKET	WESTBOURNE PARK	

The T&D Service Desk will be applying *Auto-completion* and *Selective Auto-completion* at the following stations, to ensure that any customers who are unable to touch-out when exiting will have their unfinished journey completed when they touch-in on their return journey;

BAYSWATER	EALING BROADWAY	HIGH ST KENSINGTON	HOLLAND PARK
KENSAL GREEN	KENSAL RISE (LO)	LADBROKE GROVE	LANCASTER GATE
LATIMER ROAD	MAIDA VALE	NOTTING HILL GATE	PADDINGTON
PADDINGTON (NR)	PADDINGTON (Suburban)	QUEENS PARK	QUEENSWAY
ROYAL OAK	SHEPHERDS BUSH (Central)	SHEPHERDS BUSH MARKET	SHEPHERDS BUSH (LO)
WARWICK AVENUE	WESTBOURNE PARK		

For this facility to function, gates should where possible be left in normal operation and **must not** be powered down, as this will prevent tables been loaded to the device and may cause depletion of the device battery which is used to open the paddles in the event of a power failure.

Any customers, whose journeys are not Auto-completed, will be picked up by the T&D Operations Centre and appropriate refunds will be downloaded to these cards via the Faster Universal Load facility. For this reason on the days following the Carnival, station staff **must not** resolve incomplete journeys which occurred between 26 and 28 August, due to the risk of customers receiving a double refund. Customers should be advised to contact the Customer Contact Centre if they do not receive their automatic refund by **Monday 04 September 2017.**

An issue has recently been identified affecting gates when left in 'Paddle Open Mode', which can result in the RTD failing if large volumes of customers pass through the walkway. For this reason, stations within the immediate area of the carnival that need to have their gate paddles open to assist with customer flow, must set each gate to 'No PAC' mode from the device service panel, rather than opening the paddles from the SCU. More detailed instructions will be sent to the stations affected and will be included in the *Hot Issues Bulletin* covering the Carnival weekend.

LOOKING AHEAD TO TRU103

Our next edition, TRU103 is scheduled to be published at the end of September and will include:

- *Review of the September Fares Revision implementation*
- *A first view of what the new PC SCU may look like*
- *Update on progress towards stopping our devices from Accepting the old £1 coin*
- *Latest news on POM software upgrades*
- *Oyster Explains revisits Emergency Gate Settings*

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