



# March 2018

## INSIDE EDITION #108

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## ALL CHANGE!!



This month's news is largely dominated by changes, with the completion of the annual switch from Greenwich Mean Time to British Summer Time on Sunday 25 March (covered on [Page 3](#)) and then the following weekend the switchover to a new series of TSID cards.

On [Page 4](#) we provide you with a final update on the arrangements for the switch to the new 180000 series of TSID cards, which will become active on Sunday 01 April. Please note that this isn't one of our traditional April Fools Day stories.



Please make sure you are conversant with the arrangements for the implementation of the new cards and that you make sure that you have your new card and new PIN with you when you come to work on Sunday 01 April or if you are lucky enough to be off that day, for your first shift in April.

The changes don't finish there either. The May Fares Revision on Sunday 20 May is fast approaching and this will see a further expansion of PAYG availability, with the launch of TfL Rail services from Paddington and changes to a number of routings following the opening of the expanded Thameslink network.

Full details of all the May Fares Revision changes will appear in the next edition of TRU.



We had hoped to include a report on the findings of the November 'On-Train Fraud Survey' within this edition, but unfortunately we have still not received these results.

However we hope to be in a position to report on both the November survey and the more recent survey undertaken during February, within TRU109 next month.

## KEY STORIES INSIDE

### Page 3 [BULK COIN BAG UPDATE](#)

We review the recent change to the TOM/SAF bulk coin bag menu and why some stations had problems after the change was implemented.

### Page 5 [SCHOOL PARTY TRAVEL](#)

We might be heading for the Easter holidays, but we outline changes to the TfL School party travel scheme and a new method of reporting potential misuse.

### Page 12 [MFM UPDATES COMPLETED](#)

We report on the completion of two recent upgrade programmes covering refunds and note acceptance.

### Pages 13 [NEW PROJECTS](#)

We outline two further programmes which are due to start after Easter.

### Page 14 [LCP COMPLETION](#)

We report on final completion of the LCP project.

# IN THE NEWS...

## VISITOR TICKETING TRIAL UPDATE

The planned start of the 17 station trial of new 2 and 3 day tickets for visitors from outside the UK, who arrive in London without having sorted out their ticketing arrangements, has been delayed.

Originally scheduled to commence from Sunday 18 March, the start date had to be delayed pending the Greater London Authority (GLA) approval of the pricing of the new tickets. Unfortunately, as the original proposed prices had already been loaded into fares tables as part of the January Fares Revision, it was not possible to then change them immediately.

The first opportunity to do so would be the forthcoming May Fares Revision on 20 May, but Cubic were not keen to add extra changes on revision day due to the amount of other changes they need to make.

	2 Day Visitor Pass	3 Day Visitor Pass
Adult	£25.40	£38.10
Child	£12.60	£18.90

Agreement has therefore been reached for the amended fares tables to be loaded on Sunday 24 June. This will therefore be the new launch date for the start of the trial of the issue of Visitor Tickets on POMs at the 17 stations and from 7 Visitor Information Centres.

The new tickets will now be priced at 2 or 3 times the price of the comparable Zone 1-6 Day Travelcard (Off Peak), rather than at a premium price as had originally been proposed. However, please remember that they will not have the same availability as a Day Travelcard as they will not be valid on any National Rail train service, the Emirates Air Line or on River Bus services.

We will provide further information in the April / May edition of TRU, which will also include details of the May Fares Revision changes. Prices will be included in updated versions of the [2018 Fares Revision Circular](#) and [T&R Book Appendix 1](#), which will be reissued for the May Fares Revision.

## T&R BOOK UPDATE

The planned publication date for the update of the T&R Books has again been delayed by the need to incorporate a number of planned changes and has now been put back until after the May Fares Revision. The revised publication date will now be towards the end of May 2018.

This will enable several major changes due to happen in May and June to be incorporated into the new books, rather than publishing an edition which then quickly becomes out of date.

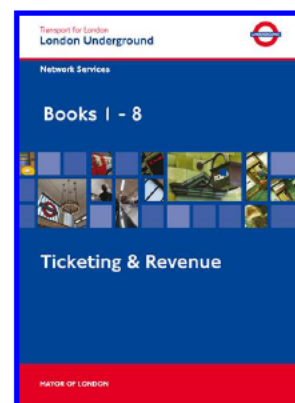
The further delay to publication of the books is mainly due to delays to several major projects, some of which are documented elsewhere in this edition.

Nature of change	Book & Section	Date	Hot Issues
Replacing Part-used Ticket Rolls	Book 3, Sec 3.1	Mar-18	<a href="#">HIB 11-18</a>
Irregular Travel Reports	Book 8, Sec 12	Mar-18	<a href="#">HIB 10-18</a>
Updated 7 Day Magnetic Ticket stock	Book 8, Sec 6.5	Jan-18	<a href="#">HIB 05-18</a>
Bus Hopper Changes	Book 8, Sec 9	Jan-18	<a href="#">HIB 05-18</a>
Securing Ticket Hall SCU cabinets	Book 8, Sec 13	Jan-18	<a href="#">HIB 04-18</a>
Trial of 25-30 Digital Railcard	Book 2 / Book 8	Dec-17	<a href="#">HIB 48-17</a>
Defective Security Seals	Book 1, Sec 2	Nov-17	<a href="#">HIB 45-17</a>
Introduction of National Rail Digital Railcards	Book 2 / Book 8	Aug-17	<a href="#">HIB 42-17</a>
Bankcard acceptance (for POMs with PED Upgrade)	Book 5, Sec 3.1	Apr-17	<a href="#">HIB 23-17</a>
New NR Staff Travel Card	Book 2, Sec 5	Apr-17	<a href="#">HIB 21-17</a>
Metropolitan Police – Secondee Oyster card	Book 8, Sec 10.1	Apr-17	<a href="#">HIB 19-17</a>
Non-chip bank cards no longer acceptance	Book 5, Sec 3.3	Mar-17	<a href="#">HIB 18-17</a>
BTP Staff Oyster Cards	Book 8, Sec 10.1	Mar-17	<a href="#">HIB 10-17</a>
T&R App replaces Ticketing Consumables Form	Book 5, Sec 1.7	Mar-16	<a href="#">HIB 12-16</a>
T&R App replaces Missed Collection form	Book 7, Sec 7	Mar-16	<a href="#">HIB 12-16</a>

A summary of the major changes which have been implemented since the publication of the last edition of each book, are included within our weekly [Hot Issues Bulletin](#), together with a link to where further information can be obtained. This table has been reproduced on the left and highlights the sections of the current edition of each of the T&R Books that are no longer valid.



**Trial Starts – SUNDAY 24 JUNE 2018**





## TIME CHANGE – GMT TO BST



The switch from Greenwich Mean Time to British Summer Time in the early hours of Sunday 25 March went extremely smoothly with no reports of any ticketing devices failing to switch over to the correct time.



For the second year running, the time change was implemented whilst night tube services were running on several lines. The Tech & Data team (T&D) will apply automatic refunds to any PAYG customers who were travelling at the time of the change and whose journeys as a result exceeded the maximum journey time allowed for the journey they were making.



## NO LONGER AVAILABLE IN COLOUR?

As part of a regular base data update in Sunday 18 March, changes were made to the TOM / SAF bulk coin bag menus, to remove references to the colour of the bags. This was largely driven by the move from red to purple bags for £1 coin and the use of clear multi-denomination bags when there is a need to bank 1p or 2p coins.

But what appeared to be a relatively straight forward text change didn't go completely to plan.

During this change, on certain devices, the text relating to 1p/2p was repeated on the entry below, which should have related to 5p/10p, with the 5p/10p text appearing on the next line instead of 20p (as shown in the image on the right).

Staff were initially advised to ignore the denomination and select the correct bag value to avoid SAF discrepancies and once created, bags then showed both the correct value and correct denomination when viewed on a safe audit.

**SAF Main Menu - Bag Operations - Create Bulk Coin Bag**

Seal Number: 000-0000-0000-0

Denomination: Bulk coin-1p/2p-£20

Bulk coin-1p/2p-£20

Bulk coin-1p/2p-£100

Bulk coin-5p/10p-£250

Bulk coin-50p-£250

Bulk coin-£1-£500

Bulk coin-£2-£500

Commit F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 Back F11 Main Menu F12

The issue was subsequently identified by Cubic as being due to the affected devices not loading the new table correctly and was easily rectified by a remote reset of the device by the Cubic Helpdesk.

## LONDON MARATHON

This year the 38th London Marathon, sponsored by Virgin Money, will take place on Sunday 22 April 2018.



As with previous Marathons, TfL will be offering free travel on the following services;

<p><b>From 04:30 to 18:30 hours on;</b></p> <div style="display: flex; flex-wrap: wrap;"> <div style="margin: 5px;"></div> <div style="margin: 5px;"></div> <div style="margin: 5px;"></div> <div style="margin: 5px;"></div> <div style="margin: 5px;"></div> </div>	<p><b>Race Officials and Runners</b> showing their (1) official running number or (2) Route Access pass.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>1</p> </div> <div style="text-align: center;"> <p>2</p> </div> </div> <p>While all running numbers show the same sponsor logos top and bottom, the digit and background colours will vary. Elite athletes' running numbers will also display their name.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>St John Ambulance volunteers → who are on duty, in uniform and showing their ID card</p> </div> <div style="text-align: center;"> </div> </div>
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Selective Auto-Completion will be applied to all gates and Passenger Validators at stations along the route between the hours of 04:30 until 17:00 hours. The full list of stations will be reproduced in the [Hot Issues Bulletin](#) published in advance of the race.

**Most importantly;** please remember to advise all customers to touch-in, as Auto-completion and automatic refunds cannot work if customers are discouraged from touching-in, as has been noticed at certain stations during events.

# IN THE NEWS...

## TSID CARD REISSUE

Sunday 01 April will see the change from the current 14-series of TSID cards to a new 18-series and by now all holders of an active TSID card should have received their new card and PIN notification. If you haven't, you must contact your CSM or cover group admin team as soon as possible.

Staff who successfully completed their TMS training, but failed to get their TSID activated will not have been issued with a new TSID. They will need to contact the *TSID Activation line* (██████████) to arrange for a new card to be issued to them.

Any staff that completed their TMS training after 16 February will be sent their TSID card in early April, once the TSID card swap-over has been completed. These cards will need to be activated in the normal way, by calling the *TSID Activation line*, as outlined on the outside of the envelope containing their new card.



The new card series will become active from 04.30 on Sunday 01 April, but please retain your current TSID card until you have successfully signed-on with your new TSID card.

To allow a smooth transition between the old and new ranges, staff who are on night duty on Saturday 31 March, must not use their TSID card to service POMs or to sign onto the CHD between 01.00 hrs and 04.30 hrs on Sunday 01 April.

Any POM activities should where possible be completed before 01.00 hrs and SAF accounts finalised and closed before 02.00 hrs at the very latest.

To assist with the transition, we have compiled some questions and answers in the table below.



When using your new card on any SAF for the first time, you will need to re-enter a user name.

This must be done in the format "first name" then "family/surname" followed by the number 1 or 2 as appropriate, as outlined in [T&R Book 5 Section 1.3](#).

## FREQUENTLY ASKED QUESTIONS

Q	Will I get a new PIN with my new TSID card?
A	Yes each card will be supplied with a new PIN
Q	Can I change the PIN for my new card to one of my choice?
A	No. Unfortunately the system used does not allow you to change the PIN for your TSID. However, you can select a different CHD PIN if you wish, as the CHD operates slightly differently.
Q	Will I have to use my new TSID PIN on the CHD when I use the new card?
A	When you use your new card on a CHD for the first time, you will need to use your current CHD PIN. You will then be prompted to change the PIN. We recommend changing this to your TSID PIN, so you only have one PIN to remember, but you can choose another PIN if you prefer. Once changed you should then be able to use your new PIN on all other CHDs.
Q	Will I also have to use the new TSID card PIN on the front of the POM?
A	Yes. If your TSID is linked to your Staff Oyster card it will automatically be re-mapped to link your new TSID card, to allow you to access pink screens on POMs and to sign on to the QBM and upgraded TOM.
Q	What if I have mislaid or forgotten my TSID PIN?
A	You will need to get your immediate manager to request a PIN reminder on your behalf, via the TSID mailbox. We will not be able to send out PIN reminders until after 09 April, so ensure that you keep your PIN safe.
Q	I received a TSID card after completing my TMS training, but have not activated it yet. Will I get a new TSID?
A	You will need to contact the TSID Activation line to arrange for the issue of a new card for you.
Q	Can I use the new TSID card I have received as soon as I receive it?
A	No. The new cards will not be activated until 01 April. You should use your current card until then.
Q	I don't have a TSID, but have a CSID PIN, will that be changing?
A	No. Staff that have the restricted access offered by a CSID PIN will not be affected and will continue to use their existing PIN.
Q	I am working nights over Easter weekend, what TSID card do I need to use?
A	On Saturday night you will need both your old and new TSID cards with you. You will be able to use the existing card up until 01.00 hrs after which it will be deactivated. You should be able to sign on using your new TSID card from 04.30 hrs on Sunday 01 April.
Q	Do I need to return my old TSID card?
A	No. You need to retain your current card until you have successfully signed on with new card. After that it can be destroyed.





## FREEDOM PASSES

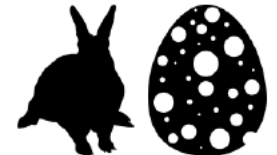
### 1 BULK HOTLISTING

As part of a National Fraud Initiative (NFI) London Councils have conducted a check on all Freedom Pass holders to confirm their eligibility to continue within the scheme.

As a result a request for 37,000 Freedom Passes to be added to the hotlist and disabled has been submitted to TfL, which will take around 2 months to complete starting from **Thursday 14 March**.

As with all Oyster cards, any customers whose Freedom Pass is rejected at a gate and showing **Reject Codes '30' or '70'** (unreadable / invalid) due to the card being disabled should be advised to;

- buy another ticket / use another Oyster card or contactless payment card to travel.
- ask the Freedom Pass holder to contact their relevant London Council and arrange for a replacement pass if applicable.



### 2 FREEDOM PASSES SET TO EXPIRE 31 MARCH 2018

Not to be confused with the above is the routine expiry of Freedom Passes with an expiry date of **Saturday 31 March 2018**, as displayed on the front of the holder's Freedom Pass.

Approximately 60,000 Freedom Passes are affected and although London Councils started the renewal process in February, a number of holders did not apply for a new Freedom Pass in time to receive their new card by the time their current one expires. Expired Freedom Passes rejected at a gate display **Reject Code '57'**.

Therefore TfL has agreed to continue to accept Freedom Passes with an expiry date of 31 March 2018 until **Tuesday 15 May 2018** and Staff should:

- Check the Freedom Pass and the reject code and allow the customer to travel if it would otherwise be valid
- Advise the customer to apply for a new Freedom Pass as soon as possible (do not advise them they can continue to use their expired pass until 15 May)



Any changes to any of these instructions will be communicated to stations via the Hot Issues Bulletin. Please **do not** accept any letters or internet printouts pertaining to be from the London Councils as an authority to travel.

## SCHOOL PARTY TICKET CHANGES



April will also see some changes to the TfL scheme which provides free travel for school parties making educational and sporting trips.

The format of the ticket issued to schools making a trip using the scheme is being updated and tickets will now be emailed to the school as a PDF, rather than them having to be sent via the post.

An image of the new style of ticket, which will now clearly display both the date and the stations at which the ticket is valid, appears on the right, with the relevant sections ringed in red.

Please be aware that during the transition period, both the old and the new tickets will be in circulation. Both are valid as long as they're used on the correct date and between the correct stations.

Another element being introduced is that if you're shown a ticket with the wrong date, or that is being presented at a different station to that shown on the ticket then it is not valid for travel.

Any such misuse, can now be reported directly from the iPad, by taking a photo of the ticket (making sure the photo includes the school details, the date and the stations it's valid at and then email this along with a brief description of the incident to; [REDACTED])

**TRANSPORT FOR LONDON**  
SCHOOL PARTY TRAVEL SCHEME

TfL School Party Travel Scheme  
14 Por Walk  
London  
SE10 0ES  
0343 222 1000

Application Number XX 000000

Name of Organisation  
Name of School  
Address Line 1  
Address Line 2  
London  
Post Code

VALID ONE: DD Month YYYY  
VALID AT: Acton Town/Aldgate

Dear (Name of Organisation)  
This is your ticket for travel under the TfL School Party Travel Scheme. Please print it and bring it with you when you make your trip. If you don't, you will have to pay for all your travel.

Ticket number: 00000000 Visiting: City's Oyster Emporium

Date of travel: DD/MM/YYYY Ticket type: Return

Outward trip from: 0600 AM Return trip before: 0600 PM

No. of children: 5 No. of adults: 2

Service	From	To
Tube	Acton Town	Aldgate

- All children and adults using this ticket must travel together at all times.
- The ticket holder must be at the front of the group when entering or exiting a station, bus or train - this will make your journey quicker and safer.
- You are responsible for the safety of your group. Please take care when using our services and follow any instructions from staff.
- The Terms and Conditions of the scheme apply when using this ticket - available at [schoolparty.tfl.gov.uk](http://schoolparty.tfl.gov.uk)

See tfl.gov.uk/schoolparty for more information

MAYOR OF LONDON National Rail

# IN THE NEWS...

## FARE FREE MONDAYS RETURN

April will see the return of 'Fare Free Mondays' for MasterCard customers using contactless payment via Samsung Pay, to make PAYG journeys on London Underground, buses, trams, DLR, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Bus and most National Rail services in London.

The promotion will cover all five Mondays during April (including Easter Monday) for journeys made between the times shown in the table below:



04:30 on 2 April and 04:29 on 3 April
04:30 on 9 April and 04:29 on 10 April
04:30 on 16 April and 04:29 on 17 April
04:30 on 23 April and 04:29 on 24 April
04:30 on 30 April and 04:29 on 1 May

Arrangements will be the same as those for similar promotions last year. Customers will be required to touch-in and out for any journeys made in the normal way, with eligible customers receiving a refund on their card statement within 28 days, directly from MasterCard. The refund is limited to a maximum of £32.50 per day.

Any customers querying the promotion should be advised to contact MasterCard.



## CASH IN TRANSIT CONTRACT AWARD

Further to our last update in [TRUI07](#), we at last have some positive news regarding this project.

The process took a lot longer than planned, but the re-tendering of our Cash Collection and Cash Processing contract, often referred to as 'Cash in Transit' has recently been completed, with the new contract being awarded to our current service provider G4S.

The new contract is effective from Sunday 01 April, although the revised schedules and arrangements will not be implemented until early May, as we have to now agree the finer points with G4S and the areas that will be affected by potential time or day changes.

Further information on the transition arrangements and a reminder of the changes involved will be included within the next edition of TRU.



## NR STAFF TRAVEL CARD REISSUE

Rail Staff Travel have recently started the process of reissuing NR Staff Travel Cards to eligible staff. Although their existing cards run until 30 June 2018, station and Revenue Control staff may start to see the new cards with a blue band across the top from 01 April.



### Please remember:

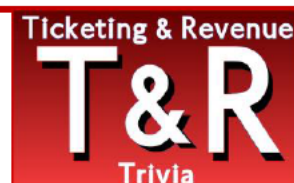
- if the holder has already had a Privilege discount set on their Oyster card, there is no need for them to complete an application form
- to ensure the correct Privilege discount is set and not to overwrite other valid discounts on the card
- to update the photocard field with the number of the new NR Staff Travel Card

### Part I – This month we test your PAYG knowledge

Q1) Between what hours Monday – Friday do Standard Rate PAYG charges apply?

Answers on [Page 15](#)

A	07:00 – 19:00 hrs	B	Before 09:30 hrs
C	06:30– 09:30 and 16:00 – 19:00 hrs	D	07:00– 09:30 and 16:00 – 18:30 hrs







Sent: 21 March 2018 12:23  
To: Ask Olly  
Subject: **Gate LEDs**

Hi Olly,

Many stations have the older electric gates installed and mostly work well. However, many of them have very poor visibility on the POD displays, especially directional displays at the top of the gate, and if you happen to have a sky light in your station, these are virtually invisible. This is obviously due the LEDs themselves coming to the end of their lives.

My question is, are the LEDs supposed get replaced as part of planned maintenance or is this a fault that we should be raising via Cubic? If neither, are there plans in the pipe for an overall upgrade of all POD displays for older gates?

Regards

Customer Service Supervisor

Hi [REDACTED]

The problem you have raised with the older E1 gates, is one that is a particular issue at some of the stations on the Jubilee line extension and at stations that have been rebuilt to provide naturally lit ticket halls, where direct sunlight can often cause the Passenger Orientated Displays (PODs) to be difficult to see.

A trial of a design of POD with brighter LEDs was undertaken at Bermondsey, but a decision was taken at the time, not to extend this to other LU sites on the grounds of cost.

All is not completely lost as Cubic are currently looking at an alternative design of POD, based on the current E2 gate design, which could be applied to both E1 gates and the older Pneumatic gates, as part of a rolling programme of asset updates. This would hopefully both improve visibility and provide a more consistent experience for customers across the network.

In the short term, if visibility of parts of the POD is poor, you could report this to the Cubic Helpdesk, as it could be that an internal clean of the POD might improve matters.

Regards

*Olly Oyster*



Hi [REDACTED],

Thanks for your email and query.

You are correct that this scheme is designed to help visitors to London that have children with them, as they are unable to obtain a Zip card for their stay.

Any London residents would need to apply for a replacement Zip card if their card is lost or damaged.

Setting the Young Visitor discount could well provide a discount to someone whose Oyster card has either been withdrawn or has been disabled due to misuse.

Regards

*Olly Oyster*

Sent: 13 February 2018 19:33  
To: Ask Olly  
Subject: **Young Visitors**

Hi Olly,

My question is, can you set a Young Visitor discount for 2 weeks on a normal Oyster card for a child that is living in London, whose 11-15 Oyster Photocard has failed?

My perception is that the Young Visitor discount is for children visiting London only, and not for those living here.

Regards

Customer Service Supervisor

Sent: 06 March 2018 08:28  
To: Ask Olly  
Subject: **Intermediate Oyster Validators**

Hi Olly,

Something I've encountered quite a bit since moving to Kentish Town: If customers travel to Kentish Town via National Rail, they sometimes touch out on the Oyster validator (PVal) in the interchange passageway. They then have to touch out again at our gateline to exit the station. (It also occurs in the opposite direction – they touch-in on our gates and again on the PVal when heading towards the National Rail platforms). Does this have an adverse effect on their journey fare for PAYG, as they're realistically touching out and in (or in and then out) at the same station?

A more complex example: If a PAYG customer touches in at Highgate and travels via the Northern line to Kentish Town and then touches the PVal enroute to the National Rail platforms and finally touches out at City Thameslink station, would this incur a Highgate to Kentish Town PAYG fare and then a 'no touch in' journey to City Thameslink for which they would be charged a maximum fare?

I think the reason behind customers touching their card on the PVAL is the signage demanding that PAYG customers touch the readers. I know that the PVAL is officially there for customers that have a National Rail season ticket that have to start or finish a Tube journey without passing through gates – but it is confusing. Perhaps the signage could be clearer.

Kind regards,

**Customer Service Manager**

Hi [REDACTED],

Kentish Town is set as what we call a "**Continuation Exit**" station. This means that the validators will end a journey if a customer touches out on one of the PVals, but at the same time, they also put a marker onto the Oyster card. This means that if the card is then validated on an exit gate, it will disregard the previous PVal exit and charge the correct fare for the journey that the customer has made.

The functionality can cause confusion if the Oyster card is read between the PVal validation and the customer exiting at their destination, as the card will not show a current journey at this point.

In relation to the possible confusion amongst customers, it is possibly worth checking that the PVals are displaying the right version of sticker. It should be as shown below or something very similar (depends on type of casing). This version of PVal sticker is different to those that appear on devices at other LU stations.

Regards

*Olly Oyster*



Hi [REDACTED],

Thank you for your email and queries.

You are correct that on some NR Railcards there are too many digits to enter as the photocard number. In such cases you should record the last nine digits of the number. This is covered within [T&R Book 2 Section 4.1](#).

The combination of discounts that are permitted on an Oyster card and which photocard number should be given priority, where more than one discount is permitted are also set out in a table [T&R Book 2 Section 4](#). In the example you have quoted the customer is not permitted to have a Railcard and Bus & Tram discount on the same card.

Regards

*Olly Oyster*

From [REDACTED]  
Sent: 04 February 2018 13:35  
To: Ask Olly  
Subject: **NR Railcards**

Hi Olly,

A couple of questions for you regarding Railcards on Oyster.

First of all (and I'm sure this was asked before), the photocard number on the Railcard is sometimes too long to enter. Which part of the number is relevant and should we enter?

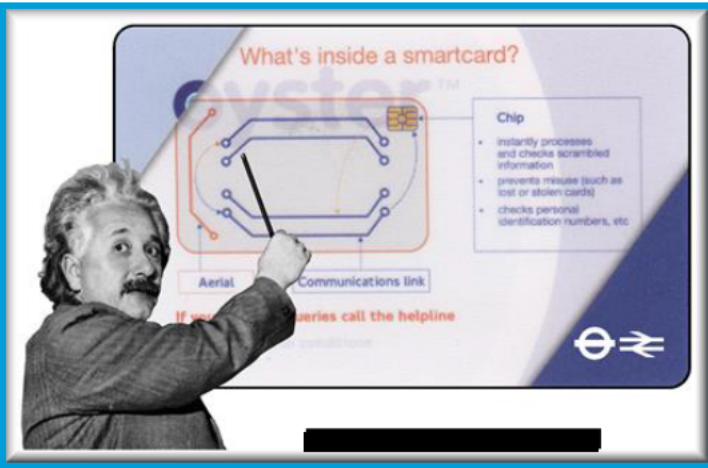
I recently assisted a customer who possessed both a Disabled Railcard AND a Bus & Tram Discount. The POM allows me to apply both discounts to his Oyster card. But which number should I use as Photocard number? Please enlighten us.

Many thanks,

**CSS2**



# OYSTER EXPLAINED



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



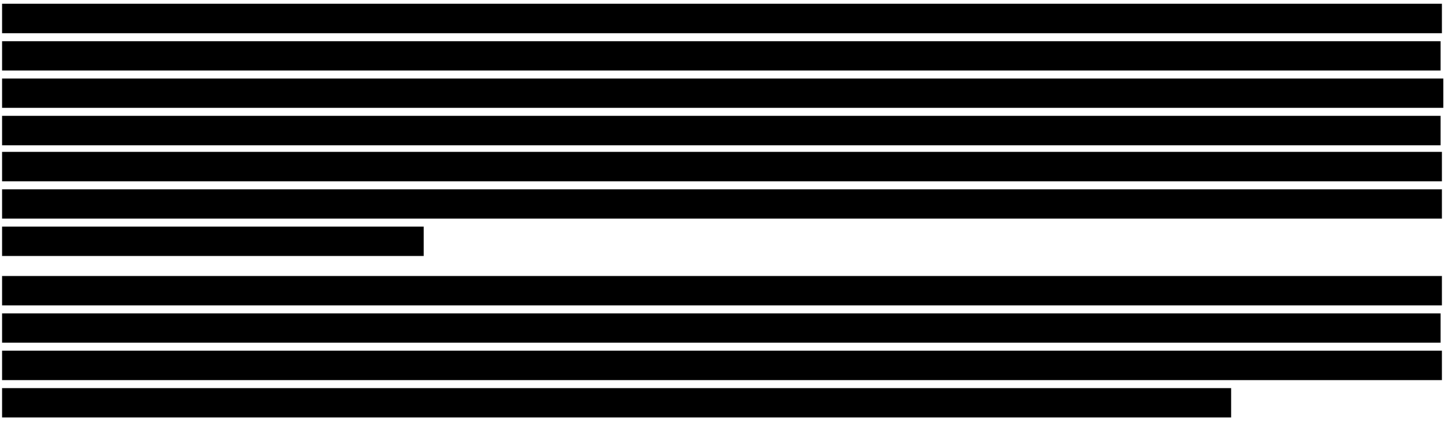
## Example 2



[REDACTED]

[REDACTED]

## COMPLICATED JOURNEYS – continued



Example 3



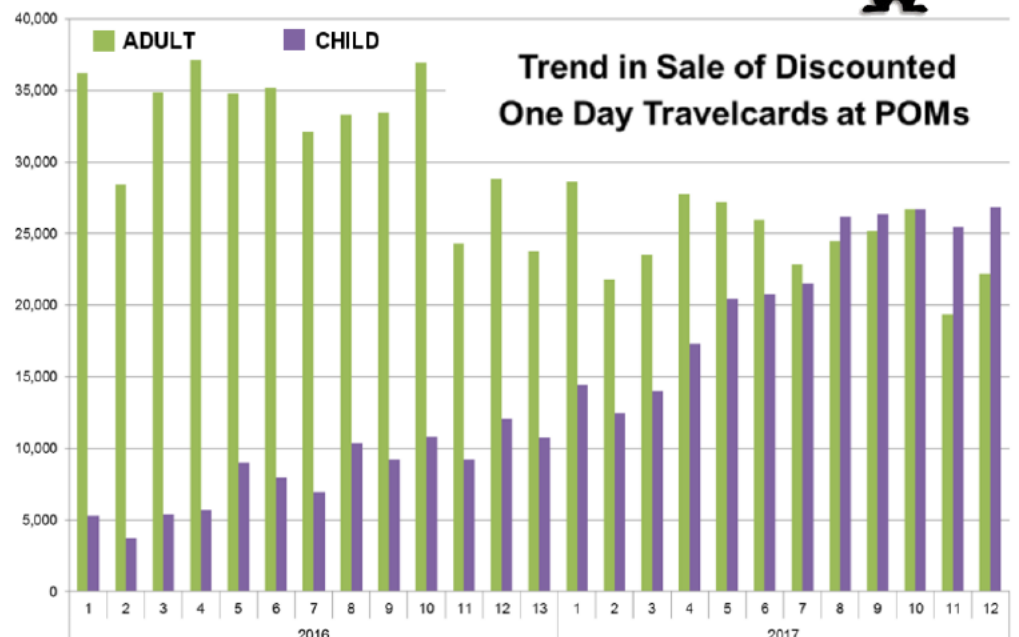
## SPECIAL FEATURE

## DISCOUNTED DAY TRAVELCARD SALES SOAR

In [TRUI07](#), we featured a couple of letters within our *Ask Olly* section, concerning a perceived growth in the use of Discounted Child Day Travelcards, by customers who are neither children nor railcard holders and therefore not eligible to use this discounted ticket.

Since the last edition, some analysis has been undertaken of sales of both Adult and Child versions of the NR Railcard discounted Day Travelcard by the Performance Analysis team.

The graph on the right clearly shows a pronounced growth in sales of the child version of the Discounted Day Travelcard over the last year, against a background of a general decline in Day Travelcard sales and a fall in sales of the adult version of the Discounted Day Travelcard.



Since the beginning of the year, we have now reached a point where sales of the child version of the Discounted Day Travelcard now exceed the adult version.





## ROLL STOCK ROUND-UP!

In early 2017, in preparation for the planned introduction of a new design of pink ticket roll stock, we undertook an audit of current stock at our stations. We had previously had feedback from a number of different sites that they had excessive stock, but the actual results showed that levels of stock were far greater than we had imagined.

In [TRUI01](#) we reported on some of the worst cases, including Roding Valley, which had an estimated 92 years of stock. As a result from April 2017, we asked Cubic to suspend all further deliveries of ticket rolls to LU stations.

Approaching a year later, this embargo is still in place and although some stations have now run down their stockpiles, we still believe that we have almost a years' worth of rolls spread across the network.



WILLESDEN GREEN'S  
STOCK WOULD HAVE  
LASTED UNTIL JUNE 2032



Towards the end of March, Cubic agreed to collect a number of large stocks of rolls from stations identified by the T&R team and re-delivered these to some of our high consumption sites, to keep them going for a few months.

Our objective is to equalise stock across the network, so that all sites have approximately 6 months stock available. This should hopefully facilitate the introduction of the new design of roll stock in the autumn.



The new stock is then likely to be delivered to low consumption sites, with the current design being used up at sites with high issuing volumes, mainly in central London.

## ASHFIELD HOUSE UPGRADES

A flurry of recent activity has seen the training equipment at Ashfield House upgraded to more closely reflect the devices currently in use on our stations.

Over the last two weekends of March, all of the TOM and SAF terminals were updated with the new TOM / SAF hardware and software, as already installed at the 7 current TOM vanguard stations.

The upgrade also saw the removal of the old Chip & PIN and ticket issuing units (THU) as LU station TOMs no longer have the capability of issuing magnetic tickets or processing bankcard payments.

In a separate piece of work, we will also be upgrading all of the POMs at Ashfield House with the new style PED to bring these up to date.

Although Ashfield House should have been included in the original MFM PED vanguard in late 2016, there were difficulties in configuring these training devices to talk to The Logic Group's (TLG) back office, which is now owned by Barclays.

This process has dragged on, during which time we have completed the rollout of the new PED to all MFMs and subsequently to all AFMs and QBMs. The net result of this is that apart from still having the old style POM Chip & PIN units, the POMs have also not received a number of the recent software upgrades, which were only written to work with devices fitted with the new PED.

The first stage in this process, saw the replacement of the Ashfield House QBM with a new device fitted with a new training PED on Sunday 11 March and the replacement of the PED in the TVM at Ashfield House, which was discovered to have been installed with a "live" PED rather than a training or test unit.

Both devices are now fully operational and approval to upgrade the remaining POMs after Easter is expected shortly.



# REVENUE PROJECTS

## JAM TODAY, NO JAM TOMORROW?

As reported in [TRUI07](#), investigation of the note jam issues on MFM Bank Note Acceptor (BNA) units by their manufacturers, has identified a change to the firmware used by these units, which will hopefully avoid polymer notes being wrongly routed and causing many of the jams which have dogged these devices since the introduction of polymer notes.

Deployment of this new firmware is being combined with the updating of the note images held by the unit, to remove the acceptance of paper versions of the £10 note. Deployment of the new firmware started on Monday 05 March, with a 5 device Vanguard on the MFMs listed below.

Station	MFM	Station	MFM	Station	MFM	Date
GANTS HILL	30	GREAT PORTLAND STREET	30	NORTH GREENWICH	30	Mon 05 Mar
NOTTING HILL GATE	30	HAINAULT	30			

Results from these 5 sites saw a marked reduction in note jams on all but one device. Problems continued on the MFM at Great Portland Street after the upgrade, which were attributed to that particular device rather than the new firmware. Based on these results a decision was taken to upgrade a further device MFM30 at Kilburn on Friday 09 March and to then start the rollout to all devices with BNA units from Sunday 11 March.

This rollout was split between both day and night upgrades. Most sites within central London being upgraded during the day (10.00-16.00 hrs) and those at outer London stations during engineering hours.

On this occasion, there were a few exceptions to this rule, with a small number of outer London stations being scheduled during the day to even out numbers of devices between days and nights and to shorten the completion date for the programme.

All being well, all devices should have been completed by Saturday 24 March, just in time for Easter.

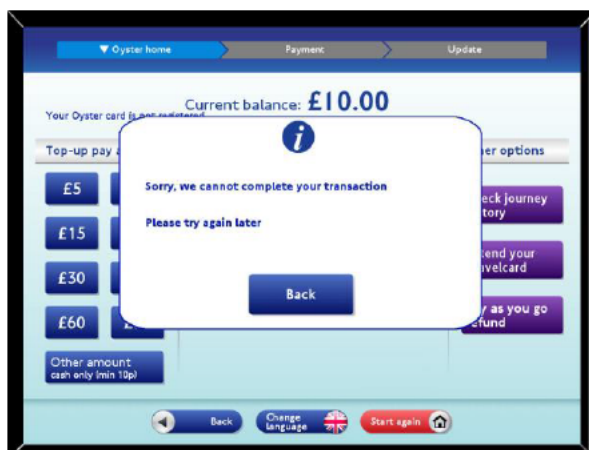
Following on from this, a further programme of work will be undertaken after Easter by Scancoin, to update all of our Cash Handling Devices (CHDs) not to accept paper £10 notes. This will require an engineer visit to each device to ensure there are no paper notes within the recyclers.

Stations will be notified in advance of these visits and details will also be published in the weekly [Hot Issues Bulletin](#).



## MFM REFUND SOFTWARE

After a few issues with the initial Vanguard at Canary Wharf and North Greenwich, the vanguard of the new MFM Refund software was restarted on one device at Canary Wharf on Monday 15 February, before being extended to the remaining MFMs at that station and to devices at three other stations (Earl's Court, Gants Hill and Queensway) on Sunday 25 February and then to Leyton and Barkingside on Thursday 01 March.



The rollout to all other MFMs then commenced on the night of Monday 05 March, initially with MFMs at Heathrow and Kings Cross, before other stations were remotely upgraded at a rate of 50 devices per night between Tuesday 06 March and Monday 12 March, when the final 50 devices received the upgrade.

When processing Oyster card refunds, all devices now connect to a web server, which applies a series of rules to determine whether the card can be refunded or not. This has allowed some relaxation to the previous blanket no refund within 48 hours rule, but there may still be times that the refund cannot be made, if the card history raises concern that it may be a potentially fraudulent refund.





## AFM UPGRADE COMMENCE

A lot of recent attention has focused on the MFM, with upgrades to change refund software, remove paper £10 note acceptance and improve the performance of the Bank Note Acceptor (BNA) units. After Easter, attention will turn to the AFM, when Cubic commence an upgrade programme covering our 593 AFMs on Wednesday 04 April.



UNINTERRUPTABLE POWER SUPPLY (UPS) UNIT

The programme will mainly focus on the replacement of components within the Oyster card dispenser unit, but a large number of devices will also see the replacement of the *Uninterruptible Power Supply* (UPS) unit, since the UPS has been by-passed on a number of devices, whilst only a small number of devices have the most up to date version of UPS fitted.

The UPS is designed to ensure that in the event of a power supply failure, the PC controlling the device is shut down in a controlled manner. An uncontrolled shutdown can often result in the device not recovering once the power has been restored and we have seen large numbers of AFMs adversely affected in the past.



The AFM upgrade programme is due to run through until 22 July 2018, with a schedule of around 8 devices being updated per night.

## SC3 ROLLOUT

As a couple of projects reach a conclusion, early April will see the start of a couple of further programmes across the network.



Following on from our previous coverage of the deployment of the new SC3 Station Computer in [TRU105](#), further units were installed at Canary Wharf on Wednesday 14 March, to address further issues with the old Station Computers (SC) struggling with transaction volumes since the launch of Faster Universal Load (FUL).



From Tuesday 03 April, Cubic will be starting to roll out the new SC3 to all other stations at a rate of 4 stations per night. The programme is due to run through to 24 July, but no upgrades will take place during the weeks leading up to and following the May Fares Revision.

In our previous coverage, we mentioned that the Vanguard SC3 sites together with other stations where SC3 units had already been deployed, would need to be revisited to replace the current unit with one with a more up to date version of software, capable of supporting the new PC based SCU.

Recently it has been confirmed that this will no longer be necessary, as the existing units can be updated in situ with the latest profile ready to interface with the new SCU. This should enable us to upgrade the SC3 just ahead of the new SCU being installed at a station and avoid the need to replace hardware twice.

To accommodate the forthcoming SCU vanguard, the stations that don't already have the SC3 installed, have been programmed to have their SC replaced in the first few weeks of the rollout.

Part 2 – ...a further PAYG question to test your knowledge.

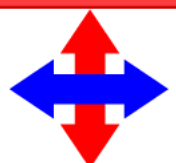
Answers on [Page 15](#)

Q2) When do directional PAYG charges apply?

- |   |   |   |   |
|---|---|---|---|
| A | During Peak hours for customers travelling away from Zone 1 | B | 16:00-18:59 hrs for journeys from outside of Zone 1 and finishing in Zone 1, plus 06:30 - 09:30 for NB journeys between Euston and Watford Junction |
| C | From 16:00 – 18:59 hrs for journeys into Zone 1             | D | Only for journeys between Watford Junction and Euston (NR)  |

Ticketing & Revenue

**T&R**  
Trivia



# REVENUE PROJECTS

## COIN COUNTERS RECYCLED

After a very long wait we have recently made major progress towards the removal of a large number of redundant coin counters which had been left at stations following installation of the new Cash Handling Devices (CHD).

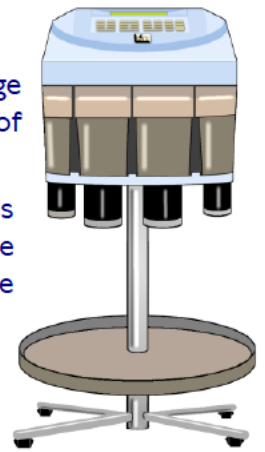
Following a recent round of station surveys, we have been able to identify all of the devices that need to be removed, what model they are and where they are being stored. With the help of Scancoin we have also been able to identify which models can potentially be updated to handle the new £1 coin and which are economically not viable to update.

Initially it appeared that units would require the purchase of new sorting plates, but following some recent testing, we have established that some of the units can be adapted by a very simple modification to the current sorting plate, to enable them to accurately count the new £1 coins.

Within the next few weeks, these devices will be collected or modified on site by Scancoin for reuse at the eleven RSLU stations that aren't equipped with Cash Handling Devices.

Other counters, most of which cannot be economically updated, will be collected by Scancoin's sub-contractor Cennox in a second wave of collections scheduled to take place during April.

This is a bit later than we had originally planned due to the need to move some of the collections to Engineering hours and to rework the schedule to take account of devices that have already been moved to RSLU sites for reuse.



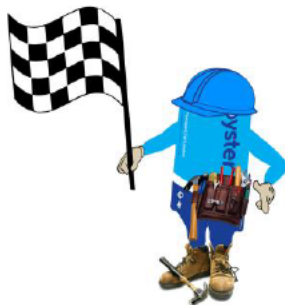
MACH 6 COIN COUNTER

## LCP CROSSES THE FINISH LINE

It's probably one of our longest running projects ever, but on Sunday 25 February we entered what is hopefully the final phase of the LCP3 deployment.



Between 25 February and Tuesday 20 March, Cubic upgraded Pneumatic gates and associated WAGs at approximately 40 central area stations, thereby completing the rollout of the LCP3 to all LU gates.



Unfortunately after this rollout had started, it was discovered that the new LCPs being installed, had not been loaded with the most up to date version of Pneumatic gate software, that we have had in use at the two remaining vanguard sites (Liverpool Street (Central) and Tower Hill). One consequence of this was that a number of changes and improvements that had been incorporated into the later versions of software were missing from that initially deployed during the Pneumatic gate LCP rollout.

Probably the most noticeable element missing was a change which reduced the tones emitted by the gates, an issue that had initially been highlighted by staff at Old Street, when their gates were upgraded last year. This issue was quickly addressed following the completion of the pneumatic gate rollout, with deployment of the correct software, initially to the pneumatic gates at South Kensington on the night of Tuesday 20 March and then to all other stations with pneumatic gates on the night of Wednesday 21 March. Following the deployment of the software the volume of the alarms and tones sounded by the gates will have been reduced, and will be the same as those on the E1 and E2 generation gates. Previously pneumatic gates had a different mechanism and sound to other gates.

In theory this should have meant that all gates would report to the Device Monitoring app on staff iPads, but although the capability is now there, a decision has not yet been taken to extend gate monitoring beyond the small number of LCP sites that were used for initial testing of the app.

Discussions have taken place recently with Cubic and the TfL T&D team, in an attempt to rectify a couple of issues that are currently hampering use of the app. This is predominantly around old faults not clearing from the app, giving the impression that a device is out of service or in a degraded mode, when the problem has been rectified and the device is in full service. We are hopeful that these issues will finally be resolved in the coming months.



## GATE PADDLE REDESIGN

Cubic are currently looking at a redesign of gate paddles, since more modern materials have become available, that will potentially improve the appearance and performance of the current designs.

Our current paddles are quite heavy and basically consist of a metal frame with a rubberised coating. Some time ago it was identified that the weight of these paddles was forcing the motors on electric gates to work much harder each time the gate opened or closed.

A number of these new materials have now been tested and we hope to be in a position to trial a new lightweight design of paddle on some of our gates in July this year.

This is a little later than we had originally intended, due to the need for the new composite material being used in the paddles, to have to go through further rigorous fire testing.

It is only through testing the new design in the live environment with real customers and the use and misuse that they will get, that we will be able to judge whether they are suitable and durable enough.



The station selected for the forthcoming trial is Euston Square.

This station was selected as it has a small number of E2 gates in a separate array. For the trial each of the E2 walkways will be fitted with the new design of paddle, but the adjacent WAG will not be included.

The paddles of the WAG are significantly bigger and it was not cost effective to produce these in the new material for this initial trial. Euston Square is also one of the stations earmarked for the forthcoming SCU vanguard.

Ahead of the planned trial of the new paddles, in early April, Cubic will be trialling an improved version of paddle software on one of the gates at Euston Square.

The changes affect the force the paddles close with and how they react if they come into contact with anything within the paddle sweep, rather than just between the paddles as is currently the case.

This should hopefully reduce the risk of injury should a gate close on a customer.

Some key facts about the new software are:

- *The gate will still close within the same time as it currently does*
- *Customers will experience a reduced force if the gate closes on them for any reason*
- *The 'Break through' force from paid to unpaid side will be slightly reduced*
- *The 'Break through' force from unpaid to paid side remains the same.*

In reality to customers using the updated gate, the changes will not be apparent.



CURRENT E1 PADDLE DESIGN

EUSTON SQUARE



COMPOSITE PADDLE PROTOTYPE

Pt.1 **C** 06:30- 09:30 and 16:00 – 19:00 hrs

Pt.2 **B** 16:00-18:59 hrs for journeys from outside of Zone 1 and finishing in Zone 1, plus 06:30 - 09:30 for NB journeys between Euston and Watford Junction

ANSWERS TO  
T&R TRIVIA

How did you do?

# KEEPING AN EYE ON THE NEIGHBOURS

## POLICE GET ITSO CARDS

From 01 April 2018, officers of the Metropolitan and City of London Police forces who participate in schemes allowing free travel on National Rail services will be issued with a new Police ITSO smartcard, to allow them to use the automatic gates, rather than seek the assistance of a member staff, when travelling on NR.

The new cards will replace the previous white Police Officer Rail Card, which had to be shown to gateline staff at NR stations when officers were travelling.



METROPOLITAN POLICE – REDUCED SCHEME



METROPOLITAN POLICE – FULL SCHEME



CITY OF LONDON POLICE

There will be two designs for Metropolitan Police officers, with those who have signed up to the 'reduced scheme' bearing the number "35" and those for the 'full scheme', the number "70". These reflect the maximum distance that can be travelled from central London. Those issued to City of London Police will be of a single design.

Although the new Police ITSO format cards are not valid for travel on LU services, they will operate the gates at LU stations such as Stratford, Farringdon, West Brompton and other stations covered by [T&R Book 6](#) where access to the NR platforms is via our gateline. They are not valid at other LU stations.

Rules around the use of the new Police ITSO cards mirrors the arrangements for our own TfL Police Oyster cards and although the card has to be supported by the warrant card identified on the card, the warrant card on its own will not be accepted for free travel for officers of these two forces. Arrangements for British Transport Police are unaffected by this change.

Details of the Police ITSO card will be added to [T&R Book 6](#), when the revised version of this book is published at the end of May.

## LOOKING AHEAD TO TRU109

Our next edition, TRU109 will be a combined April / May edition and is due for publication in the first week of May.

The primary focus of the next edition will be the May Fares Revision changes, which this year are likely to be more extensive than is normally the case and the delayed updates to the T&R Books which will cover both the fares revision changes and other changes that will be incorporated into the updated books.

In TRU109, we will also bring you:

- updates on upgrade programmes due to start in April
- progress update on the TOM and SCU replacement programmes
- the latest T&R news stories
- a further selection of letters and emails to Ask Olly

Plus the usual selection of other TRU features....



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