

Ticketing & Revenue Update

March
2019

Issue **116**

For the attention of
all Station and Revenue
Control staff

UNDERGROUND

INSIDE THIS EDITION

IN THE NEWS

Pages 1-6 → [Ticketing Changes](#) → [PAYG Expansion](#) → [Fares Revision Preview](#) → [Time Change](#) → [London Marathon](#)

SPECIAL FEATURES

Pages 7-9 → [Phone or Online?](#) → [Image is Important – Part 3](#)

ASK OLLY!

Pages 10-11 → [More of your letters answered](#)

CRIMEWATCH

Pages 12-13 → [Skimming Device Update](#)

PROJECT UPDATES

Pages 14-19 → [Oyster Changes](#) → [POM Upgrades](#) → [Gate Upgrades](#) → [BNA trial](#) → [SCU Upgrade](#)

LATE NEWS

Page 20 → [MFM safety warning](#) → [Looking Ahead to TRU117](#)

TRIVIA – Pages [5](#), [7](#) & [16](#)
[Answers on Page 19](#)

COUNTDOWN TO MAY FARES REVISION

In this month's TRU, we start the countdown to the next Fares Revision which is scheduled to take place on Sunday 19 May, with an early look on [Page 4](#) at some of the changes which are currently being planned.

It is obviously quite early in the process, so there may be changes to some of the items currently being proposed. However, we have a further opportunity to update you with any further changes and any items that may not now be going ahead on the main revision date, in our next edition (TRU117).

We will also be taking the opportunity of updating and making a number of procedural changes to the full set of T&R Books to take account of recent and forthcoming changes.

WEEKLY CAPPING ON OYSTER

Unfortunately we still don't have a planned date for the launch of the weekly cap for PAYG customers using Oyster on rail modes.



Bus customers are already getting the same benefit whether they use contactless or Oyster, but the planned launch date on rail modes has been moved back several times.

It has recently been confirmed that this will not be launched as part of the forthcoming May Fares Revision changes outlined above and on [Page 4](#).

As you will have read in previous editions of TRU, the necessary upgrades and testing were completed some months ago, but the public launch has been delayed awaiting final agreement with all of the London area train operators (TOCs).

KEY STORIES INSIDE

Page 3

[PAYG TO HERTFORD](#)

We provide an update on the delayed expansion of PAYG acceptance on Great Northern services to Hertford North.

Page 4

[MAY FARES REVISION PREVIEW](#)

We take an early look at some of the forthcoming changes planned for the next fares revision on Sunday 19 May.

Page 7

[PHONE OR ONLINE](#)

In a Special Feature, we provide some guidance on how best to advise customers, when we cannot resolve their issue at the station.

Pages 12/13

[SKIMMING UPDATE](#)

In this month's Crimewatch feature, we provide an update on what has been happening recently and what we are planning to do to counter this issue.

Page 18

[BNA REPLACEMENT TRIALS](#)

We provide an update on the three new Note Handling Units currently being trialled, as possible replacements for our existing BNA units.

Written and compiled by

IN THE NEWS...

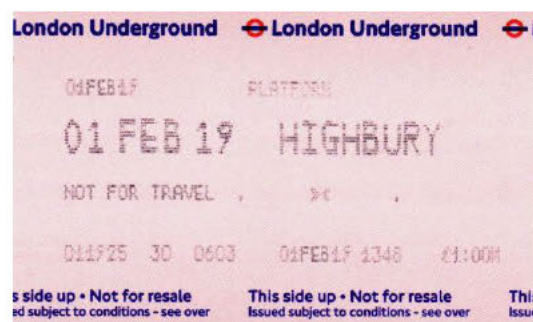
PLATFORM TICKETS

Following the initial deployment of the change to Blackhorse Road, Debden and Loughton on Sunday 24 February, a change to gate settings to prevent Platform tickets from being accepted by Way-In gates was extended to all LU stations as part of a base data update on Sunday 10 March.

Customers can still purchase Platform tickets if they have a genuine need to go to the platform, but they will now have to present their ticket to gateline staff for visual inspection, if they wish to access the platforms.

A further change affecting Platform tickets is planned as part of the May Fares Revision changes. Further details are included in our Fares Revision Preview on [Page 4](#).

Dateline: Sunday 10.03.19



TICKET ROLL STOCK

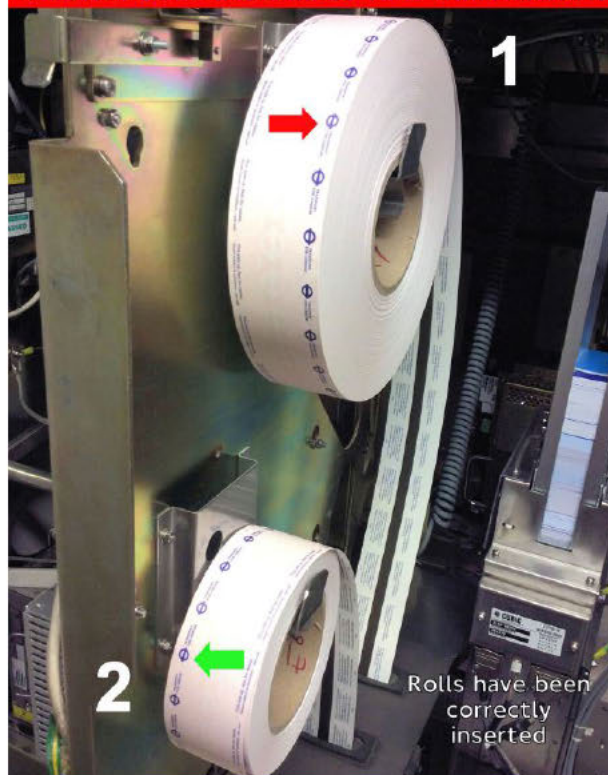
Back in April 2017, we planned to introduce a new design of pink ticket roll stock across the network. However, it soon transpired that a sizeable number of stations had somehow managed to build up several years' worth of the old design of stock that would need to be used up first.

The T&R Team formulated a plan and stopped all further deliveries whilst we started to redistribute old stock from low usage stations to higher usage stations such as Victoria, Paddington, Kings Cross etc. Such was the scale of remaining old stock, it took until August 2018 before we could start to roll out the new design to stations. To date, only 17 of our stations still have the old design in their POMs.

But, even the introduction of the new stock has not been without its problems...

On Monday 04 February the team received an email from the West Ham Area, who reported that their delivery of new ticket rolls had an anomaly that when they correctly inserted them in the POM, the ticket were printed upside down.

UPPER SPOOL - INCORRECT TEXT ORIENTATION



LOWER SPOOL - CORRECT TEXT ORIENTATION

CORRECTLY PRINTED STOCK



INCORRECTLY PRINTED STOCK



The photo they sent confirmed this (above right) and further investigation by Cubic confirmed that the manufacturer had wound them onto the inner cardboard tube the wrong way around.

They also confirmed that two batches had been affected in this way;

Batch Nos.

5142

5143

Cubic have arranged for the faulty stock to be replaced and have asked that any stations that have rolls from these batches should not use them and put them aside for collection in their original box if possible. Any stations that still have the faulty rolls in stock, should contact the T&R Team so that this can be arranged.

HELP US



TO HELP YOU

Our thanks to CSM [redacted] for reporting this issue to us and providing the images in this article, that helped us to both 1) quickly identify the issue and 2) better explain the issue to the supplier.

If you have any queries relating to any equipment, a photo and the device number is always useful and similarly if you have an issue relating to Oyster card activity, please let us know the card number as this helps to get to the bottom of problems quicker, often resulting in a speedier resolution.

FREEDOM PASS RENEWALS

On **Sunday 31 March** approximately 50,000 Freedom Passes issued to eligible London residents are due to expire. That is made up of around 42,000 Elderly and 8,000 Disabled Freedom Passes.

Even though London Councils started the renewal process in early February it is still anticipated that a number of holders will not apply for a new Freedom Pass in time to receive their new card by the time their current one expires.

To assist the London Councils, both TfL and the Train Operating Companies have agreed to continue to accept Freedom Passes that have an expiry date of 31 March 2019, until **Tuesday 30 April**.

As these passes will no longer work on the gates, staff must:

- Visually check the Freedom Pass
- Allow the customer to travel / complete their journey if it would otherwise be valid
- Advise the customer they must apply for a new Freedom Pass as soon as possible
- **Do not** advise customers they can continue to use their expired pass until 30 April

Dateline:
Sunday 31.03.19 -
Tuesday 30.04.19




Customers with questions about the renewals process should be advised to contact the Freedom Pass helpline on 0300 330 1433 or visit www.freedompass.org

Further information on this subject will be published in the weekly *Hot Issues Bulletin* nearer the time.

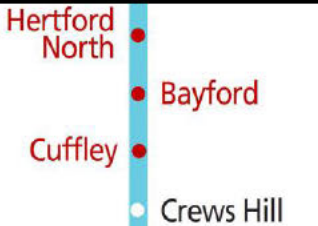
PAYG EXPANSION ON GREAT NORTHERN

In [TRUI15](#) we told you about planned extensions of PAYG acceptance for Oyster and contactless payment users that were due to take place on Monday 25 February. Although acceptance to Epsom went as planned, the expansion to the Hertford North, Bayford and Cuffley were postponed due to delays in installing the new routers to connect these stations and is now planned to go ahead on **Tuesday 02 April**.

Please note that the following passes and photocards are not accepted for free travel to these stations; Staff, Nominee and Retired Passes (all modes), 5-10 & 11-15 Zip Oyster Photocards, Freedom Passes, Veteran Oyster Photocards, Police Oyster cards, BTP Staff Oyster Photocards, Contractor Passes.



Customers will be able to use PAYG to travel beyond Crews Hill, to Cuffley (Zone 9), Bayford (Zone B) and Hertford North (Zone B). This will mean that PAYG can then be used on both rail routes into Hertford, as PAYG is already valid on the Greater Anglia service to Hertford East.



The PAYG map and T&R Book Appendix 2 have been updated to reflect these further changes and are available via the links below;

http://luintranet.tfl/static/documents/coo/Oyster_PAYG_Map.pdf http://luintranet.tfl/static/documents/coo/Appendix_2.pdf

Fares to these stations have been set by Great Northern Railway and a number of sample fares are provided below;

Dateline: Tuesday 02.04.19

Single PAYG fares	Adult		Under 5	5-10		11-15	
	Peak	Off-peak	All times	Peak	Off-peak	Peak	Off-peak
Cuffley to Zone 1	£9.70	£7.50	Free	£4.85	£3.75	£4.85	£3.75
Bayford to Zone 1	£10.60	£8.20		£5.30	£4.10	£5.30	£4.10
Hertford North to Zone 1							
Adult PAYG Capping	Daily (Oyster & contactless)				Mon to Sun (contactless)		
	Anytime		Off-Peak		Anytime		
Cuffley to Zone 1	£18.30		£12.90		£91.50		
Bayford to Zone 1	£24.60		£18.80		£95.90		
Hertford North to Zone 1							

IN THE NEWS...

MAY FARES REVISION PREVIEW

It might only be March, but we thought we would provide an early preview of some of the changes which are currently planned for the next fares revision on Sunday 19 May.

CHARGEABLE ROUTES

A further batch of journeys will have their chargeable routes changed, to no longer give customers the benefit of the cheaper not via Zone 1 fare unless they have used a Route Validator when changing train. Unlike previous batches which focussed on a small geographical area and journeys to and from a range of destinations, the changes due to take place on 19 May, will be much more spread-out and will “mop up” most journeys that haven’t previously been changed.

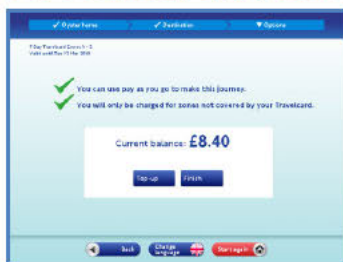
As a result, it is best to assume that after 19 May, most customers making non-Zone 1 journeys using a Travelcard that doesn’t include Zone 1, should validate on a Route Validator when changing trains to avoid being charged a Zone 1 extension fare. There will be very few journeys remaining with Alternative Chargeable Routes, where the customer will continue to be given the ‘benefit of doubt’ as to what route they have taken.



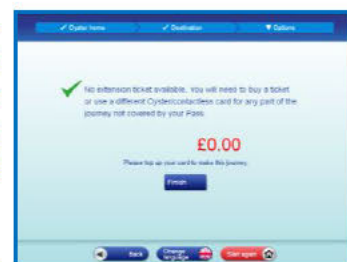
HEATHROW TfL Rail AND HEX ENTRY CHARGES

The entry charge applied on the gates serving the TfL Rail and HEx platforms at each of the airport stations will be changed from zero to charge the Heathrow to Hayes & Harlington fare. There is no change to entry and exit charges at the LU stations serving the airport.

POM SCREEN CHANGES



A number of changes will be made to POM screens, including further corrections to the Travelcard Extension messages displayed for Freedom Pass and Staff Oyster card holders, changes to the screens displayed when maximum coin or notes inserted into POM and refund availability.



Full details of these changes will be included in TRU 117.

OYSTER REGISTRATION FORMS

As previously reported in TRU, from Sunday 19 May we will be withdrawing the paper Oyster registration forms and the process for customers to be able to fully register their card at a station. The current process cannot be made to be fully compliant with current data protection legislation and since the closure of LU ticket offices the volume of forms despatched from LU stations has been very small. Customers will be encouraged to protect their card by linking it to an online account. Again further details will be included in TRU 117 and in the updated versions of the T&R Books.

PLATFORM TICKETS

Following feedback from a number of station staff, including a couple of [Ask Olly](#) letters in previous editions of TRU, a further change is to be made to the availability of Platform tickets on POMs.

From Sunday 19 May, Platform tickets will be available from POMs at all times. Currently if a TSID card holder is signed-on to the TOM, Platform tickets sales are prevented on all associated POMs. The intention of this functionality was to ensure platform tickets were only available from the ticket office when it was open. In addition we are removing the option to buy a Platform ticket by selecting the name of the station that POM is at, as the destination for a Single ticket. This will remove any possible confusion with customers accidentally obtaining a Platform ticket, when they actually wish to travel. After the fares revision, Platform tickets will only be available by entering Platform when asked to confirm their destination.

T&R BOOKS

In conjunction with the fares revision and the changes above, we will be updating the current editions of the T&R Books in May. The updates will also include a number of changes that have taken place since the last versions were published. Details of procedural changes that are not currently included within the T&R Books are published each week in Section 1 of the [Hot Issues Bulletin](#).

MAY FARES REVISION

G4S CHANGES

We have recently been advised by G4S that due to some organisational changes, their Enfield branch which currently services over 80 of our stations mainly in north and north east London is due to close from Sunday 31 March 2019.

As a result of this branch closure, the work currently performed by Enfield will be reallocated to other G4S branches in the London area. At present the existing collection schedules will be maintained, but stations will in future be serviced by custodians from a different G4S branch and some regular custodians who have services our sites may change.

Areas will be notified if they will be impacted by this change.

Dateline: Sunday 31.03.19



It is rapidly approaching the end of the financial year and around this time we start to review the current levels of cash being collected from each of our locations to ensure that the frequency of cash collections matches the level of cash we are currently taking.

Once this review has been completed we will consult with Area Managers about potential changes to frequencies where these are required.

In the meantime, if any stations have requests for changes of frequency or collection window, it would be a good time to raise these by emailing details to [REDACTED]

We can then hopefully discuss any requests with G4S in conjunction with other changes we need to make later in the year.

Any changes to the current collection schedule will be communicated to Area Managers and CSMs before they are implemented.



RAILCARD RANGE TO EXPAND

Dateline: Monday 01.04.19

Since the nationwide launch of the 26-30 Railcard in January, the Rail Delivery Group (RDG) have identified a further gap in the Railcard market.

As a result, for a trial period a new 'Middle Aged Person (MAP) Railcard' is due to be introduced at 00:01 hours on Monday 01 April 2019.

This new MAP railcard will be available to customers aged between 31 and 60, who do not have a disability, family or any friends and can't afford to buy an annual season ticket.

From launch the MAP Railcard will only available to customers in Digital Railcard format in line with the 25-30 Railcard launched in January of this year.

Unfortunately the announcement of the new Railcard came too late for it to be included within the POM screen changes which are planned to be implemented in conjunction with the May Fares Revision.

More information on this article can be found on page 11

Part 1 – Linked to Railcards and discount entitlements, we thought we would test your knowledge on discounts on Oyster.

Q1) Approximately what percentage discount do NR Railcards offer their holders?

[Answers on Page 19](#)

- | | |
|--------|--------|
| A -20% | B -30% |
| C -33% | D -50% |



Ticketing & Revenue
T&R
Trivia

IN THE NEWS...

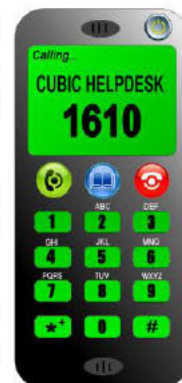
CUBIC HELPDESK RELOCATION

The process of relocating the Cubic Helpdesk from Salfords (Surrey) to its new home in Stockton on Tees has recently been completed and all calls to Auto 1610 will now be answered by the team at Stockton.

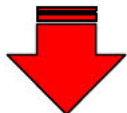
Although extensive training has taken place to prepare the new staff to take on these new functions, there may be the odd problem, particular with issues which do not occur every day. Please highlight any problems you have in reporting jobs to the T&R team so these can be followed up and resolved.

In a follow-on piece of work Technology & Data are looking at migrating some of the functions previously undertaken by their T&D Service Operations Desk either to Stockton, or to other areas of the TfL business, where it would not be appropriate for Cubic to undertake a particular task.

Further details of these planned changes will be included within TRU when they are confirmed and will be incorporated into updated versions of the T&R Books which are scheduled to be published in conjunction with the May Fares Revision.



TIME CHANGE – GMT to BST



The switch from Greenwich Mean Time to British Summer Time will take place at 01:00 hours on *Sunday 31 March 2019*, going forward to 02:00 hours, resulting in people getting one less hour in bed or losing an hour of their day.



It is not expected that any ticketing related devices will fail to switch over to the new time, but any that do should be reported to the Cubic Helpdesk. TSID card holders should remember to include the TOM in their checks and RCI's should check their RIDs. Any CHDs that fail to switch over to the new time should be reported to [redacted] on Auto [redacted].

As this time change will be implemented whilst night tube services are running on several lines, the Tech & Data team (T&D) will apply automatic refunds to any PAYG customers who travelled at the time of the change and whose journeys exceeded the maximum journey time allowed as a result.

LONDON MARATHON

Dateline: Sunday 28.04.19

This year the 39th London Marathon, sponsored by Virgin Money, will take place on Sunday 28 April 2019. As with previous Marathons, TfL will be offering free travel on the following services;



From 04:30 to 18:30 hours on;	Race Officials and Runners showing their
	<p>(1) official running number or (2) Route Access pass.</p> <p>Exact images will be included in the Hot Issues Bulletin</p> <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>
	<p>St John Ambulance volunteers → who are on duty, in uniform and showing their ID card</p> <div> </div>

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.

TELEPHONE OR ONLINE?

When we get a customer with a problem that we are unable to resolve at the station, the traditional response has always been to “Call the customer Contact Centre”.

Although in the past this may have filled customers with dread, at the thought of a long wait on the phone, it was often the only way to get the problem resolved.

Today there are more options available and in many scenarios the customer may be able to resolve the issue online and in some cases through ‘self-serve’ options. As Oyster and contactless usage has risen and the areas where it can be used have expanded, the volume of calls to the Customer Contact Centre have gradually risen.

In an effort to reduce call volumes and to help you to give customers the right advice, we have included below a guide to indicate what issues a customer should be advised to do online and those where they will need to ring and speak to someone:



What Customers can do online:

- Self-service refund (except incomplete journey resulting from a Revenue Inspection Device (RID) validation)
- Pay Outstanding fares
- Download payment or journey history
- Review travel payments against journey history
- Register a contactless payment card or update card details
- Add or delete a contactless payment card from their account
- Submit enquiry / feedback form



What Customers need to telephone the Contact Centre for:

- Charges resulting from use of more than one contactless device
- Card clashes or wrong card used
- NR paper ticket refund
- Incomplete journey resulting from RID validation
- Card authorisation
- Exceeding self-serve refund limit of three per month
- International card usage



Some examples of questions you might be asked:

Mixed device travel charge

“I touched in at Aldgate station with my contactless card. However, I then accidentally touched out at Stratford with my Apple watch. Why have I been charged two maximum fares?”

Accidental tap

“I had a paper ticket for my journey and I accidentally tapped out with my contactless payment card. How do I claim a refund?”

Service delay refunds

“There were severe delays on my journey into work. I need a refund or can I claim?”

Journey history

“I’ve lost my bankcard and need a summary of my journeys for my expenses. How can I retrieve this?” or “I’d like to request a receipt for my travel expenses?”

Part 2 – Linked to our article above.....

Q2) What is the correct number for customers to call with Oyster related issues?

- | | | | |
|---|---------------|---|---------------|
| A | 0207 222 1234 | B | 0845 330 9876 |
| C | 0343 222 1234 | D | 0843 222 1234 |



Ticketing & Revenue
T&R
Trivia

[Answers on Page 19](#)

SPECIAL FEATURE

IMAGE IS IMPORTANT

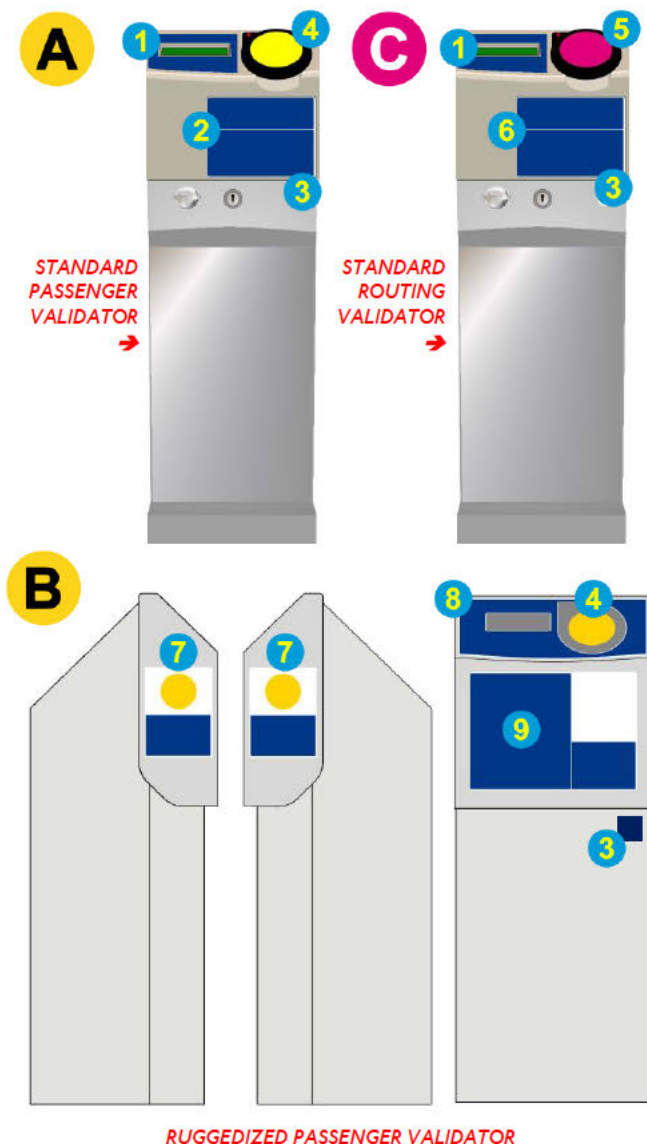
– Part 3 VALIDATORS

Most staff, if asked would probably only think that we have one or possibly two types of passenger validator in use across the LU network. However there are actually two main designs each of which has two different functions. These are;

PASSENGER VALIDATOR			
A	Standard	B	Ruggedized
ROUTEING VALIDATOR			
C	Standard	D	Ruggedized

Passenger Validators (PVals) are the most common type installed across LU and can still be found on gatelines that still have a manual gate or in ungated areas where customers can enter or exit the station.

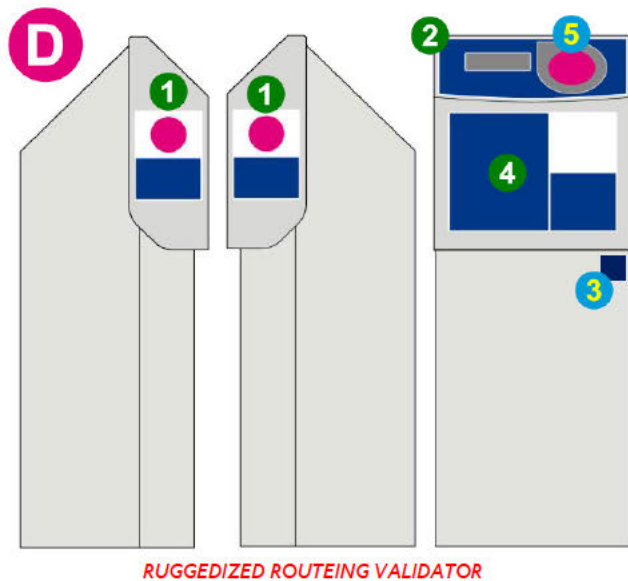
Routeing Validators are much fewer in number and are found in areas where customers can change between LU and NR services or where there is a lower chargeable route by not going through central zones.



No	Sticker	Part No	Info / location
1		YV/008 (167 x 112mm)	Placed on the top panel around the LED display
2		YV/003 (280 x 140mm)	Centred on the upper panel on the front of the device
		YV/005 (280 x 140mm)	(NR Interchanges only) Centred on the upper panel on the front of the device
3		LUSS/101 (19 X 17mm)	Placed on bottom section of body on the front of device
4		YV/011 (95mm diameter)	Placed on the Card reader (RTD)
5		PV/011 (95mm diameter)	Placed on the Card reader (RTD)
6		PV/005 (280 x 140mm)	Centred on the upper panel on the front of the device
		PV/004 (280 x 140mm)	(West Brompton only) Centred on the upper panel on the front of the device
7		YV/007 (135 x 180mm)	Please touch in and out (side panels)
8		YV/009 (383 x 167mm)	Placed on the top panel around the LED display and RTD (card reader)
9		YV/004 (342 x 242mm)	Centred on the upper panel on the front of the device
		YV/006 (342 x 242mm)	(NR Interchanges only) Centred on the upper panel on the front of the device

IMAGE IS IMPORTANT

– Part 3 VALIDATORS (Continued)



No	Sticker	Part No	Info / location
1		PV/008 (135 x 180mm)	Please touch in and out (side panels)
2		PV/010 (383 x 167mm)	Placed on the top panel around the LED display and RTD (card reader)
4		PV/007 (342 x 242mm)	Centred on the upper panel on the front of the device
		PV/006 (342 x 242mm)	As above West Brompton only

Ruggedized validators are rarer still and are generally found in areas that are exposed to the elements such as uncovered platforms.










Stickers, labels and vinyls on validators are probably the most overlooked of all our ticketing devices and therefore tend to look more dishevelled and worn. As mentioned in our previous 'Image is Important' articles, it is worth reminding staff that all of our corporate designed stickers on LU Validators have a place and purpose in order to portray a consistent message to our customers. Missing or damaged stickers not only look bad and portray a poor image of the Company, but they are also likely to cause confusion and consternation. So what do staff need to do?

CHECK ALL GATES	REMOVE OUT OF DATE STICKERS OR NOTICES	REMOVE UNOFFICIAL STICKERS OR NOTICES	REMOVE DAMAGED OR DEFACED STICKERS	IDENTIFY MISSING STICKERS	ORDER REPLACEMENTS
-----------------	--	---------------------------------------	------------------------------------	---------------------------	--------------------

OVERHEAD AND WALL-MOUNTED VALIDATOR VINYL

The following signs are displayed (usually on a vitreous enamel sign) either above or on walls around a nearby passenger validator to enable customers to easily identify the location of their nearest validator.

As with the above examples, they are specific to the type of validator in that location and care must be taken to ensure the correct vinyls are displayed.

PASSENGER VALIDATORS				
YV/001A (197 x 297mm)	YV/001B (155mm diameter)	YV/001C (197 x 100mm)	YV/002 (447 x 172mm)	
				
Placed on overhead vitreous enamel panel	Placed on overhead vitreous enamel panel	Placed on overhead vitreous enamel panel	Placed on wall above passenger validator	
ROUTING VALIDATORS				
PV/001A (197 x 297mm)	PV/001B (155mm diameter)	PV/001C (197 x 100mm)	PV/002 (447 x 172mm)	PV/003 (447 x 172mm)
				
Placed on overhead vitreous enamel panel	Placed on overhead vitreous enamel panel	Placed on overhead vitreous enamel panel	(West Brompton) Placed on wall above routing validator	Placed on wall above routing validator



askolly@tube.tfl.gov.uk

From: [REDACTED] (CSA Kennington Area)
Sent: 15 December 2018 18:47
To: Ask Olly
Subject: **First Come First Served WAGs**

Hi Olly,

At smaller stations equipped with a single WAG that is set to 'First Come First Served', a lot of customers struggle to operate the gate.

The alternating red and amber lights on the RTD indicator are not intuitive for many customers, as it is so engrained not to touch when red light is displayed. This means the customer subsequently misses the opportunity when the next amber light is displayed. This leads to relocating to another smaller gate and bags/luggage/children getting caught.

Is it possible to develop some official, clear, signage either to display on the WAG's RTD or near it, prompting customers to hold the card for 3-5 seconds?

Kind regards,

[REDACTED]
CSA Kennington Area

Hi [REDACTED]

Thank you for your email.

This is an issue that has been flagged up by several stations that have a single WAG operating in First Come First Served (FCFS) mode.

We are currently reviewing the standards for what stickers should be applied to gates and validators and are hoping to get an additional sticker produced to assist customers in using the WAG.

Regards

Olly Oyster

Hi [REDACTED]

Basically there are only two scenarios where staff should be resolving journeys at less than the maximum fare:

- *Where an incomplete journey has arisen as a result of a known incident (e.g. power failure, station evacuation of service suspension etc.)*
- *Where the incomplete journeys is as a result of a recent customer error at the station concerned*

In relation to the examples you have given, the scenario of a customer holding a NR magnetic ticket and mistakenly touching out with their Oyster on arrival at Paddington, would meet the criteria for our staff to resolve, by voiding the customers exit validation if they are able to show a ticket valid for the journey they have just made.

In cases where customers have simply forgotten to touch-in or out at a NR station, then the journey should be closed leaving the maximum charge in place and the customer should be referred to the Customer Contact Centre.

Regards

Olly Oyster

From: [REDACTED]
Sent: 07 January 2019 09:06
To: Ask Olly
Subject: **NR incomplete journey resolutions**

Hi Olly,

Can I please ask, as we are having a lot of trouble with customers coming from Paddington NR station arguing with us on London Underground.

The issue is when they accidentally touch their Oyster card on the gates in the NR station when they have travelled with a magnetic ticket from outside the Oyster zones, they argue that staff from GWR are telling them to come to us to have the maximum fare refunded back onto their card.

Also when they have not touched in or out incorrectly, or they touch on the free standing reader on the platforms resulting in a max fare charge.

I'm sure I remember seeing in one of the T&R updates a while back, that we are not meant to resolve these journeys on the POM and that they are to be referred to TFL Customer Service.

Can this please be clarified so we know the proper procedure and the correct advice for customers?

Kind regards

[REDACTED]
CSA Paddington Area

From: [REDACTED]
 Sent: 03 February 2019 15:05
 To: Ask Olly
 Subject: **Contactless**

Hi Olly,

I was wondering if someone can answer this question?

Here at Euston we have a standalone Oyster reader next to a manual gate. I and other colleagues have noticed customers touch the reader by the Manual Gate (it is on the paid side) and they then got to the exit gate and touch out.

As they are touching in and out at the same station they will only get charged for Zone 1, or will they?

Regards

[REDACTED]
 Customer Service Supervisor
 Euston

Hi [REDACTED]

Thank you for your email and query. We have actually had a couple of recent queries relating to the use of contactless payment.

Unfortunately it is much more difficult to give you a definitive answer on what a customer would be charged on contactless, than it is on Oyster where we can check the actual card usage fairly easily. What the customer is charged will largely depend on what they did beforehand, how long taken between validations and what they do afterwards, as the contactless payment back-office process attempts to interpret customer behaviour based on their pattern of travel.

In the example you have given, providing the customer has touched in at the start of their journey, the validation on the PVal should close their journey as being completed at Euston. Depending on the timings of their validations, their subsequent exit through the gate will either be treated as a repeated validation and ignored, or result in a second "un-started journey" being recorded.

At other locations where there are PVals at platform level for customers interchanging to and from NR services, the PVal validation is ignored if the customer subsequently exits the station through a gate, but stands as an exit if there is no further validation at that location.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

The ● appears on discounted tickets, normally ones that are issued to NR Railcard holders. The ticket should show what Railcard the holder has in text.

Further details will be on the next version of **T&R Book 2** which should be published shortly.

Regards

Olly Oyster

From: [REDACTED]
 Sent: 22 February 2019 12:25
 To: Ask Olly
 Subject: **National Rail Tickets**

Hi Olly,

Could you tell me what a black round dot ● indicates when it appears on a National Rail Ticket?

There is some debate and confusion on our station as to what it means.

Kind Regards

[REDACTED]
 CSA Waterloo Area.

Sent: 04 February 2019 17:44
 To: Ask Olly
 Subject: **Replacing failed Oyster card**

Hi Olly,

I have just replaced a failed Oyster card that had PAYG on it and a 7 Day ticket that expired today, the machine automatically gives the customer two days on the Travelcard with no facility to change it.

This is a flaw in the system, as the customer now has free travel for an extra day. Is there any way to get around this?

Regards

[REDACTED]
 CSA Archway Area

Hi [REDACTED]

The facility to replace a failed card on a POM is very limited and as you correctly point out will offer 2 days validity if you attempt to load a Travelcard.

Now that Faster Universal Load has been implemented, the most efficient way to deal with a failed card is to get the customer to buy a new card and then go online to link their old and new cards. Products will then be transferred onto the new card within about 30 minutes.

The TOM within the POM Room still has the facility to copy a card that is still readable or to replace a failed card using the Authorised copy process.

Regards

Olly Oyster



Did we fool you?

Due to publication deadlines, April Fool's Day always has to come a little early for the T&R Team. Our article on the launch a Middle Aged Person Railcard on [Page 5](#) hopefully stood out as being a little odd... but if it becomes a reality, don't blame us!





CRIMEWATCH





CRIMEWATCH

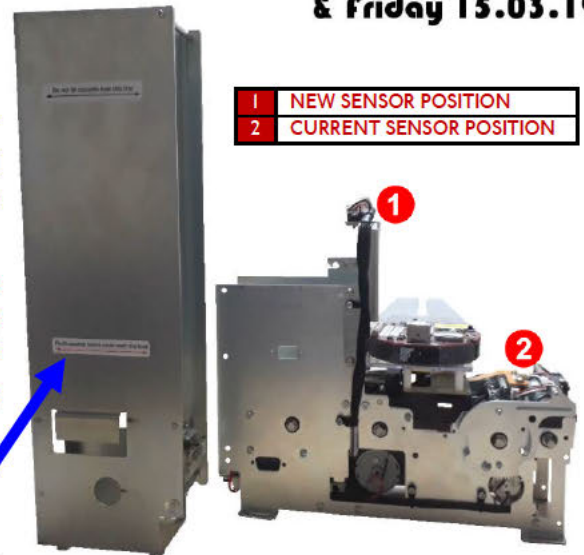


OYSTER CARD DISPENSER MODIFICATION

Back in [TRU112](#) last autumn, we reported on plans to modify the position of the 'stock low' sensor within the Oyster card dispenser in our POMs, to highlight the need to top-up the Oyster card stock much earlier.

This change is designed to improve the performance of the device, as the greater weight of a larger number of cards, ensures that that cards are lying flat within the cassette. A number of failures have occurred when only a small amount of stock has been inserted and cards are not lying flat in the cassette.

Re-fill cassette before cards reach this level



Approval has recently been given for a Vanguard to go ahead, following a recent exercise on a number of POMs at Victoria (Vic), during which staff were encouraged to keep the Oyster card cassette topped up to the maximum limit and an improvement was seen in the performance of devices which had previously seen a high rate of card dispenser faults and card jams.



The new sensor positions were implemented on all of the POMs in the two POM Rooms within the Liverpool Street (Main) ticket hall, over two days (Thursday 14 and Friday 15 March).

Performance of the 12 AFMs and 5 MFMs involved will be monitored, before a decision is taken on whether to undertake this modification on other machines across the network.

OYSTER VIA ETHERNET

A further upgrade which is currently being prepared involves the method that Oyster transactions from our gates are sent to the central system computers. Traditionally devices have sent all Oyster transaction information to the Central System via the local Station Computer.



To facilitate faster transmission of contactless payment transactions, we completed an upgrade to all of our gates, which provided an ethernet connection to / from each gate, although the process for the transmission of Oyster data remained unchanged.

The forthcoming project will utilise the same ethernet connection used for contactless transactions, to also send Oyster data to the central system instead of via the Station Computer.

Before the project can be implemented, Station Computers will require a further software upgrade and as a result deployment will now not be possible until after the May Fares Revision has taken place. This software upgrade will be done remotely and will not require an engineer visit to site, so should be slightly quicker to complete, compared to the recent SC3 upgrade covered on [Page 19](#).



An initial Vanguard is scheduled to take place in early June at one small LU station, ahead of an extended Vanguard covering a variety of different locations. This is scheduled to be followed by a network wide rollout during July.

Join our **email Distribution List** to ensure you get the benefits from;

- the most recent edition of the TRU, on the same day it goes to the printers.
- having your own personal copy.
- access to archived copies.

- Send an email to: [redacted] today.



POM SOFTWARE UPGRADES

QBM UPGRADE

Dateline: Tuesday 19.03.19

In [TRU115](#), we outlined a forthcoming software upgrade to a number of QBMs as a vanguard of a new software version aiming to reduce instances of Errors 91 and 96, which relate to failures on the bankcard unit (PED).

Following publication, the planned deployment was delayed by a number of other projects which were competing for the same testing resources.

The good news is that all testing has since been completed allowing for the new software to be deployed as a Vanguard to the devices listed below on the night of Tuesday 19 March 2019.

Tuesday 19 March	
Station	QBM
BRIXTON	19
EUSTON	19
TOTTENHAM HALE	19
TOTTENHAM COURT RD	18
SOUTH KENSINGTON	18

You may note that there has actually been a change to the Vanguard stations being used, as more recent data on occurrences of Errors 91 and 96 had indicated a number of devices which had seen higher levels of these faults.

The new stations also focus mainly on locations which have more than one QBM, which will allow easier comparison of old and new software versions.



In addition to the fixes for these main PED defects, the new software will also rectify a number of other minor defects which have been identified since the last software version was implemented in autumn 2017. Providing no issues are identified during the Vanguard, the software will then be deployed to all other QBMs.



TVM SOFTWARE UPGRADE

Dateline: Sunday 24.03.19

Following hot on the heels of the QBM software Vanguard above, Cubic are also planning to Vanguard an updated version of software for the TfL TVMs.

This will again address the same error 91 and 96 PED issues mentioned above, but will also include other improvements to the TVM as part of an on-going initiative to improve the performance of these devices (as outlined below).

The initial Vanguard will take place at a number of locations across all modes that use TVMs, but will include a couple of RSLU (Regulated Stations on London Underground) stations on the Bakerloo line, as indicated in the table below.

WEMBLEY CENTRAL	TVM 39	HARROW & WEALDSTONE	TVM 39
-----------------	--------	---------------------	--------

The new TVM software is scheduled to be remotely deployed to these devices from Sunday 24 March 2019 and will include the following changes:

DSE struggle to download CAB file (currently makes 3 attempts and then stops – fix allows download to continue from where left off)
PED stopped working occasionally after Cancel Transaction and causing error 96
PED goes out of service (error 91) from all POMs frequently
Note vault ID change not detected
Correctly map "Error 44 – THU Stock Short" to Error 44 (currently mapped to Error 40)
Add LKV to operator sign on screen (currently only displayed on Base screen – now will be kept until sign-off)
Tickets on 'Ticket Selection Screen' not clearing after pressing back button (to fix on error from Jan Fares Revision)

LAL MXIDE PU

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

(a)

A CENTRAL STAGE

(b)

NOT ONE STYLE

(c)

RESTORE EVIL PLOT

(d)

LOGO HUNT

Ticketing & Revenue

T&R
Trivia

Only four for this edition, but there are 2 connections...
[Answers on Page 19.](#)

GATE SOFTWARE UPGRADES

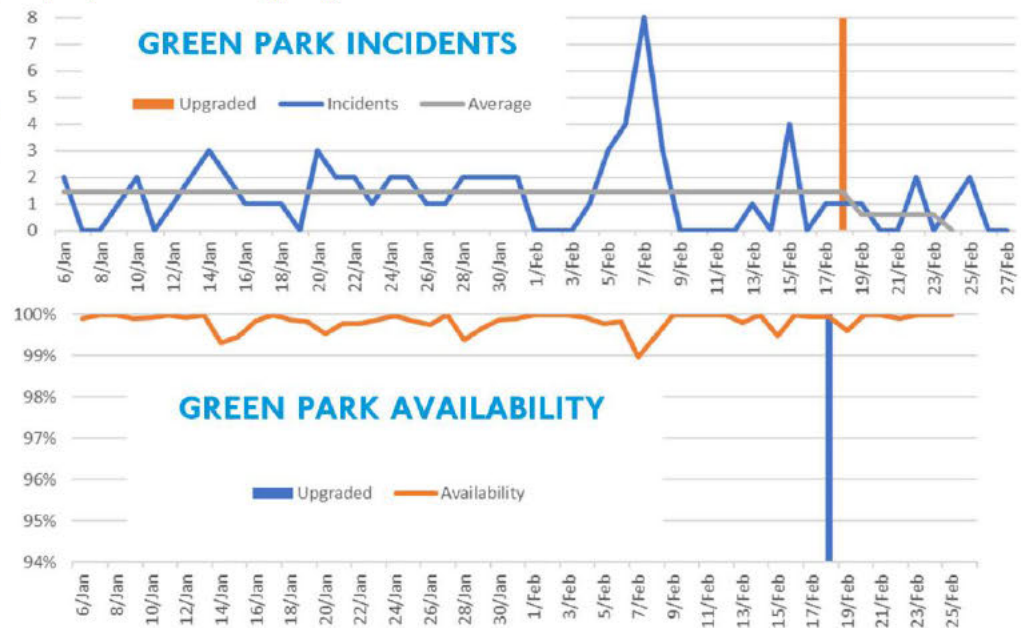
Following on from a successful Vanguard on pneumatic gates at Angel, Earls Court and Green Park during February, a decision was taken to deploy the new pneumatic gate software to all other stations with the older style pneumatic gates via a remote upgrade on the night of Sunday 10 March, to take effect from start of traffic on Monday 11 March.

As outlined in our coverage of the Vanguard of this new software in [TRUI15](#), this new release includes the same fix to resolve the Error 01 issue we have seen on all gate types since the implementation of the LCP3. This had previously been successfully deployed to all E2 type gates and WAGs.

The new pneumatic gate software however also includes some additional fixes to resolve some "short duration faults" on the RTD, where a card reader can reset itself and become temporarily unavailable for a short period.

The success of the new software at the vanguard stations is demonstrated in the graphs on the right.

Following the successful deployment to the 44 stations with pneumatic gates, Cubic's attention has turned to completing a similar software upgrade for stations that have the newer E1 gates.



Following completion of testing, revised E1 gate software was scheduled to be deployed as a Vanguard to all 14 of the E1 gates at Waterloo (Colonnade) during engineering hours on Wednesday 20 March 2019.

These gates were selected for the Vanguard as they had previously seen high levels of Error 01 occurring. Rollout to other stations with E1 gates should commence in mid-April.

READER UPGRADE

Dateline: Sunday 17.03.19

In a separate piece of work, a newer version of card reader (RTD) software has been on vanguard at the following 10 LU stations since 17 February:

BLACKFRIARS
EMBANKMENT
HAMMERSMITH (D&P)
ST JAMES PARK
SLOANE SQUARE
WEST BROMPTON
CANARY WHARF
ELEPHANT & CASTLE
HAMMERSMITH (C&H)
SEVEN SISTERS

This RTD upgrade was deployed to allow on-system testing of a new Apple application for contactless users.

Following successful testing, a decision was made to remotely deploy the new RTD software to all other stations with effect from Sunday 17 March 2019.

When launched later this year, the reader will identify itself as being a 'Transport device' and will then allow validation without the customer first having to go through an authentication process. This can currently cause delays at busy times, particularly if customers arrive at the gateline without having made their device ready for validation.

Until the new Apple software upgrade is released the new RTD software should behave exactly the same as the previous version of RTD software.



PADDLE CONTROL SOFTWARE

Another current programme involving gate software involves the software that controls how the gate paddles react when they detect an obstruction as they try to close.

Since our article on this in [TRUI15](#), updated paddle control software was successfully deployed to the E2 gates at Embankment, Euston Square and Stratford (North) during the first week of March.

Unfortunately just before the scheduled upgrades took place, an issue was identified with WAGs when operating in 'First Come First Served' (FCFS) mode, which resulted in paddles moving towards, rather than away from a customer who was potentially stuck in the gate, when operating in one particular direction.

As a result a decision was taken to delay the upgrade of the WAGs at the above stations, until a revised version of software with a fix for this issue had been developed and tested. This is currently scheduled to be deployed towards the middle of April, just before the Easter holiday.

All being well with the operation of the software at the three trial sites, we would then look to deploy the revised software to all other gates and WAGs, after the May Fares Revision has taken place.

INTELLIGENT GATELINE TRIAL

In [TRUI14](#), we outlined plans for a trial of a system to identify customer flows and recommend the optimum configuration of the gateline to staff at Blackhorse Road station.

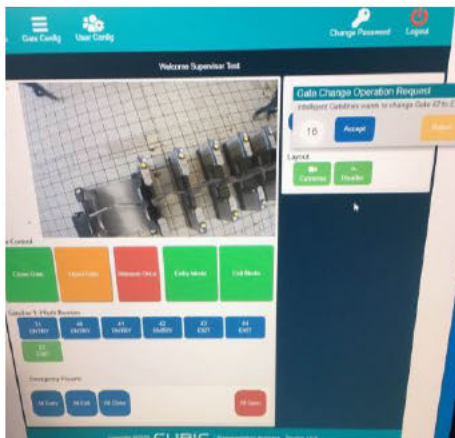
We had hoped that following a live demonstration during engineering hours and consultation with Trade Union and Health & Safety representatives, we would be able to commence the trial early this year. However, progress has been slower than we had hoped.

Currently the main issue preventing the trial at Blackhorse Road from starting revolves around allowing access to the Cubic virtual Station Control Unit (SCU) being made available on the TfL iPads used by the station staff working at the station. Access will be blocked if a user is not at the actual location.

From the initial demonstration we were keen to avoid our staff being dependent on using a dedicated Cubic mobile device, as this would potentially mean that staff working in the ticket hall would have to carry two separate devices.

A similar trial of 'Intelligent Gateline' technology is also to take place at Marylebone NR station, where the customer flows and pressure on gatelines are very much governed by train arrivals and departures and very different to the almost continual flows at Blackhorse Road.

Recently, a lot of the Cubic resource working on this project has been funnelled into getting the Marylebone part of this trial ready for launch.



As a result we haven't seen as much progress on getting the final items at Blackhorse Road ready for the trial there.

At the moment, we are hopeful that the trial will be able to start in mid-April or early May and Cubic have external funding from the Rail safety and Standards Board (RSSB) to run the project until September.

We will provide further updates on the project when the Blackhorse Road trial is underway.



REVENUE PROJECTS

MFM BNA TRIALS

Further to our coverage on the trials of possible replacement note units for our MFM's that currently have Bank Note Acceptor (BNA) units in [TRU115](#), the third and final unit was successfully installed within MFM 31 at Vauxhall on the night of Tuesday 26 February.

As previously reported, this unit which is being supplied by Suzohapp has been configured to work as a Bank Note Acceptor, although it has the longer term capability of being able to be configured to also recycle notes, if required.



← We did have a couple of initial issues when the unit was serviced on the first couple of occasions after the unit was installed, when it was found that the spare vault had an incorrect lock on it and on the following service, the device appeared to not cope with the change of vault ID. Both of these issues were quickly addressed by Cubic.

As we reported in [TRU115](#), the other two units being trialled have also had some teething problems, which have had to be addressed before a fair comparative trial between the three units can begin.

On MFM31 at Moorgate, the Smartpayout unit had initially been installed as a Bank Note Recycler, operating in a similar way to how this unit operates in the TfL TVM. However, we have seen a number of incidents where the device has failed to dispense a £5 note to a customer, resulting in a failed sale and kept cash being shown on the SAF. →

As a result a decision was taken to bring the unit into line with the other two units being trialled and to reconfigure the device to work as a Bank Note Acceptor and send all notes accepted to the note vault. This modification was undertaken during a site visit by a Cubic engineer on Tuesday 19 March.



← The other note unit provided by CI tech and installed in MFM31 at Highbury & Islington, has also suffered some teething problems, with notes being jammed in the unit and some communications issues caused by the connection to the unit being damaged as the unit was rotated for servicing.

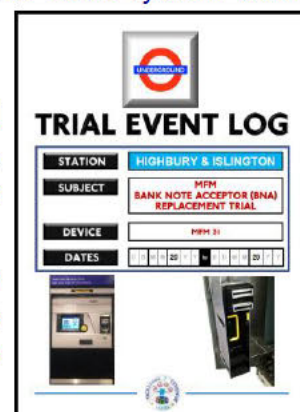
Dateline: Sunday 24.03.19

It was subsequently established that the note jam issue had already been identified by the manufacturers who had developed a modification to the unit to address this.

Unfortunately the trial units being used by Cubic pre-dated this improvement. Some replacement components were despatched from Germany, but there was a delay in receiving these and until they could be fully tested within the Cubic system testing facility, we were not able to replace these components in the Highbury device until the night of Thursday 21 March.

Completion of the installation of the third unit at Vauxhall and minor modifications on all three units as outlined above, paved the way for the formal trial to finally commence from Sunday 24 March.

We will now be closely comparing the performance of the three units and actively seeking feedback from staff using the devices at the three stations, so that this can be fed back into the final review and the decision making process on which unit to go forward with.



SCU UPGRADE

In our last edition we were on the verge of the start of the long awaited Vanguard of the new PC based Station Control Unit (SCU).

Unfortunately as often seems to be the case, there was a last minute spanner in the works, when concerns were raised about potentially vulnerabilities within the Windows 10 operating system being used for the new SCU. This would be the first time that Windows 10 had been utilised on one of our devices and despite earlier reviews which had given the new SCU a clean bill of health, a further review highlighted some potential issues.

Dateline: Monday 11.02.19

Although these were issues that were either unlikely to occur, or were not really relevant to the LU network, it was deemed that action needed to be taken to address concerns before the full 6 station Vanguard could be sanctioned.



Approval was given for the first location; East Putney to go ahead on the night of Monday 11 February and the first device was successfully installed there and is now fully operational, although it did prove to be a useful learning exercise as some of the pre-installed cabling was found to not necessarily be in the right place, requiring a subsequent revisit to reroute some of the connections.

We are now hopeful that the outstanding issues will be resolved allowing the deployment of the new SCU to the other 5 Vanguard stations to take place in early April. Precise dates will be notified to each Area nearer the time, as we don't want to build up any expectations, only to disappoint if there is a further delay.



As a reminder, the other locations which are scheduled to receive the new SCU as part of this Vanguard are:

SOUTHFIELDS	EUSTON	LONDON BRIDGE	(Main)
EMBANKMENT	EUSTON SQUARE		(Borough High Street)

SC3 UPGRADE NEARING COMPLETION



The SCU Vanguard may have been delayed, but the rollout of the latest Station Computer upgrade is nearing completion. Although we have had a couple of recent hiccups due to engineer non-availability, most stations that have been missed have been upgraded on a re-arranged visit later the same week.



All being well the rollout to all LU stations should be completed on the night of Monday 25 March.

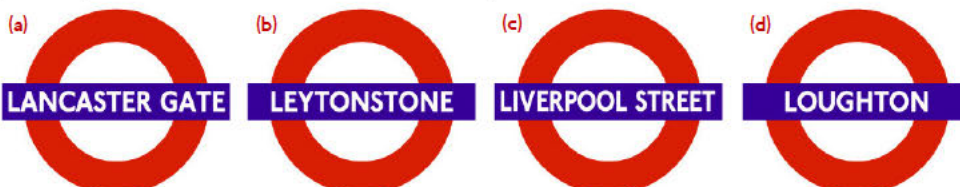
Q.1 C -33%

Q.2 C 0343 222 1234 (all the other numbers might be found on the back of older Oyster cards)

Pt.3 LAL MXIDE PU

How did you do?

**ANSWERS TO
T&R TRIVIA**



CONNECTIONS...

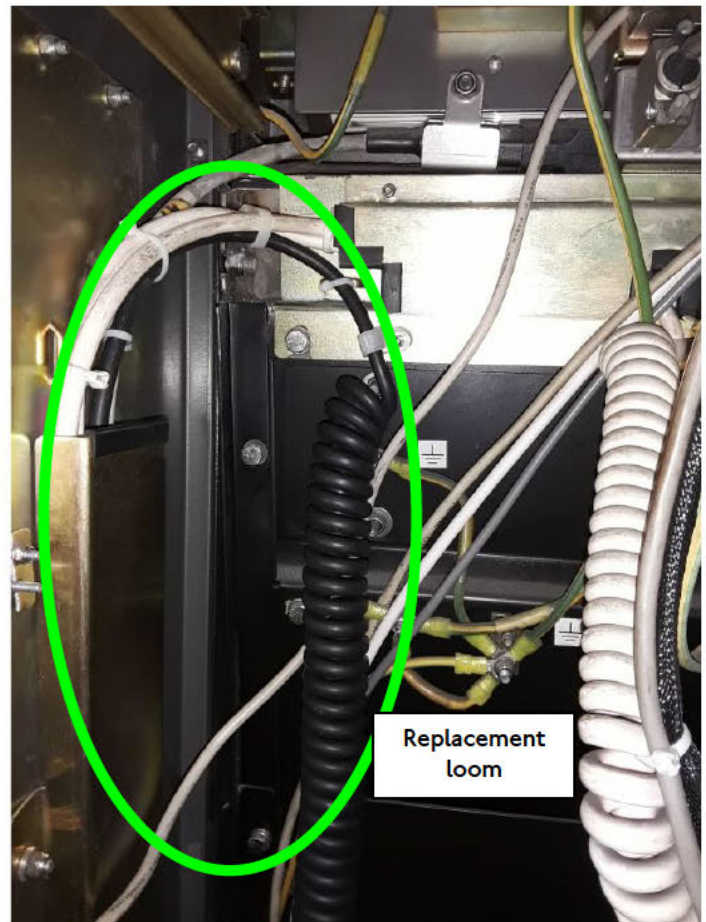
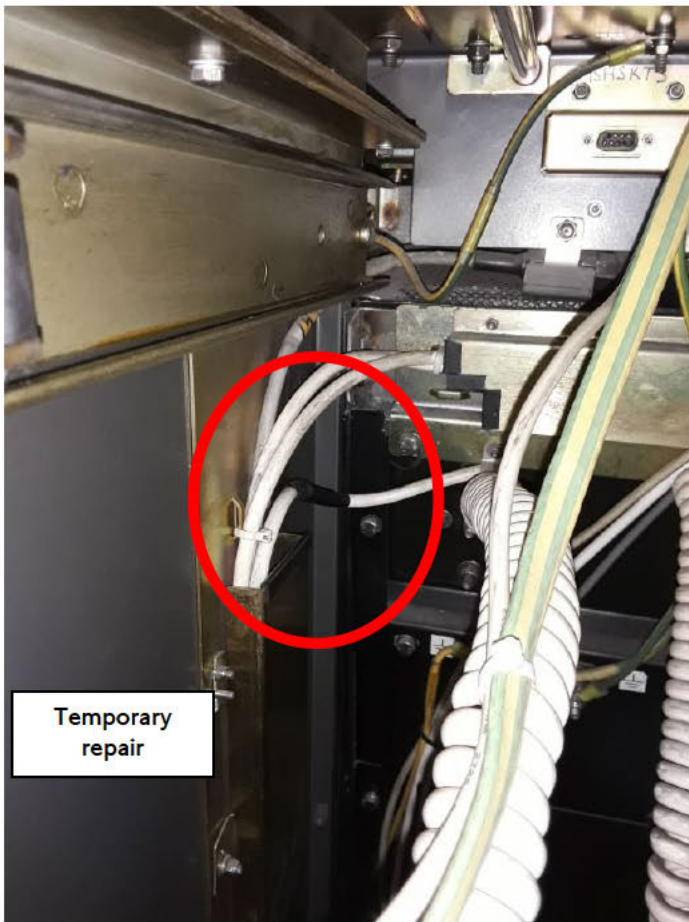
- 1) All are stations that begin with the letter "L"
- 2) All are stations on the **Central** line.

...AND FINALLY!

MFM SAFETY WARNING

A recent incident occurred on one of the MFMs at Victoria on 22 February, where continued wear on one of the cables feeding the note unit of the device caused by the runners on the note handling unit backbone, eventually resulted in the insulation protecting the cable being cut through and a spark when the backbone was pushed back into the machine.

As far as we are aware, this is the first time this sort of fault has occurred on a MFM and Cubic quickly made a temporary repair with insulation tape around the damaged wire, before the replacement of the wiring loom on the device, as can be seen from the two photographs below.



Cubic will be instigating checks on other devices by their maintenance engineers, but we are also asking TSID card holders to check the position of cables when they access the MFM and immediately report any signs of wear, or the backbone runners causing abrasions to the insulation on a cable to the Cubic Helpdesk on Auto

LOOKING AHEAD TO TRU 17

Our next edition of TRU is scheduled to be published around Easter and will be a combined April / May edition.

Within TRU 17, we are planning to include:

- *Final details on May Fares Revision changes*
- *Changes incorporated into revised T&R Books and Appendices*
- *Updates on further planned expansions to PAYG availability*
- *Latest Fraud Survey results (which we had hoped to publish in this edition)*

Plus updates on all of the current T&R projects, other news stories, some more of your correspondence with Olly Oyster and a selection of our other regular TRU features.

17