For the attention of Station and Revenue Control Staff

SEPTEMBER / OCTOBER 2020

Issue 128

TICKETING & REVENUE UPDATE

UNDERGROUND

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TRU NEWS – THE LATEST FROM THE WORLD OF T&R

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AND FINALLY

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A SLOW RETURN TOWARDS NORMALITY?

Our last couple of issues of TRU have been dominated largely by COVID-19 related issues, or stories where the impact of the on-going pandemic has had an effect.

The easing of some restrictions and the re-opening of some sectors of business, saw the start of a very slow return to "normality" towards the end of the summer and the subsequent re-opening of schools at the start of the autumn term.

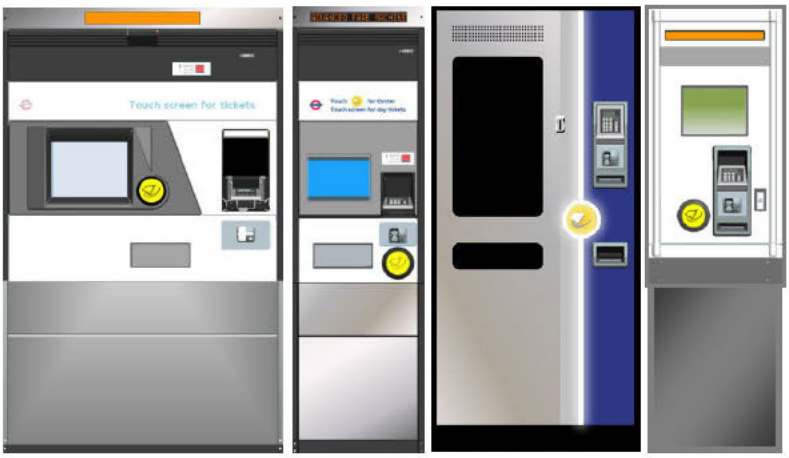
Customer numbers on the LU network and on other modes have slowly increased week by week, climbing to just under 40% of the 2019 usage on the busiest day.

Concerns over the rising number of new COVID cases around the country and the imposition of new restrictions, particularly on pubs and restaurants, have seen a slight drop-off in the last week or so. Some businesses have also deferred plans to get their teams back into offices, given current uncertainty.

What is very clear, is that customer demand is unlikely to return to 2019 levels for a very long time, if at all. As a result, we are likely to be seeing lower levels of demand than we previously would have expected.

As we have previously reported, the loss of fares revenue obviously puts a huge strain on TfL's finances.

Although a package of additional funding from central Government has been promised, the exact details and the conditions that are attached to it are still under discussion.



KEY STORIES INSIDE

Page 4 SETTING DISCOUNTS

We outline why its important to set discount entitlements correctly and why we are focussing on the photocard field.

Pages 8/9 ONTRAIN FRAUD SURVEY

Rather belatedly we review the results of the recently published results of the survey undertaken in November.

Pages 10/11 CHARITY UPDATE

We report on the latest payment made to our charity; Railway Children.

Page 12 POM SCREEN CHANGES

We take a look at some forthcoming changes to POM screens.

Page 15 SCU SOFTWARE VANGUARD

We update you on the start of a Vanguard of new SCU software and plans to roll this out across LU.

By the time we publish **TRU129**, hopefully the details will have been finalised and the impact on free travel concessions and future fares may be clearer.

Written and compiled by [redacted]

SEPTEMBER FARES REVISION (REVIEW)

The latest fares revision took place on **Sunday 06 September** and in the following edition of TRU we would normally feature our traditional "What went well / What didn't go so well" review.

The last couple of fares revisions have generally gone very well, with few if any problems being identified after implementation and the latest revision was again implemented without any recorded problems. As such it is very much a "thumbs up" item.

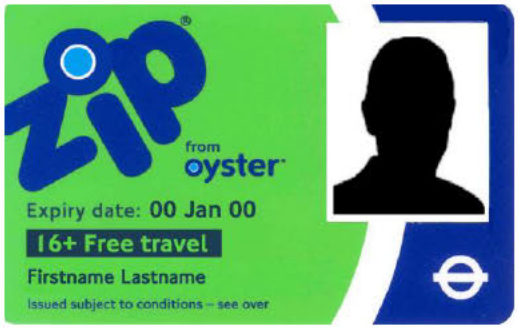
On the morning of the fares revision, no devices were reported as either having not received their revised fares tables or failing to switch over to the new tables. The initial testing undertaken by the TfL Tech & Data team on the Sunday morning and during the morning peak period on Monday 07 September also did not identify any issues.

So very much a successful fares revision all round. However, no sooner have we completed this revision than work has already begun on preparations for the next on **Tuesday 02 January 2021**.

January is always the main fares revision of the year and this year's revision is likely to be more extensive than previous years. As ever we will update you on the proposed changes once these have been confirmed, normally in our November edition of TRU.

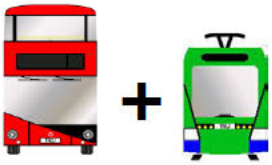
ZIP CARD UPDATE

In previous editions of TRU, we had outlined plans to remove the free bus and tram travel concessions from 16+ Zip card holders, as part of the Government's financial bailout package for TfL.



It had originally been planned to implement this change as part of the September Fares Revision, but issues with finding a solution for pupils entitled to free travel to and from school, resulted in this being uncoupled from the fares revision changes.

It was envisaged that an implementation date in the autumn, possibly to coincide with the school autumn half term holidays would be chosen instead. Discussions between the Department for Transport (DfT) and TfL are continuing and at present there is no firm decision on this change or when it will be implemented.



From a technical standpoint, having now missed the deadline for the change to be implemented with some other changes we are planning this autumn, it is now fairly certain that it will not be possible to implement any change to Zip card entitlements before the main fares revision on **Tuesday 02 January 2021**.

It is possible that changes may also be made to the concessions currently enjoyed by holders of 11-15 Zip cards, but this is also only likely to impact upon the free bus and tram travel element. We have had a few queries from members of staff in relation to these possible changes and how they may impact upon their own children travelling to school, but at the moment it isn't possible for us to give any concrete guidance until the detail of the changes has been firmed up.

We will of course update you further once decisions have been finalised. Until then it is a case of carry on as now.

Ticketing & Revenue T&R Trivia

Part 1 – Following an ease of COVID-19 travel restrictions, in August the Young Visitor discount entitlement was reinstated for visitors to London…

Q1) …But what is now the correct photocard field setting and maximum expiry for a discount set on Tuesday 01 September?

A	YV01SEP expiring 21 September 2020	B	01SEPT20 – 15 September 2020
C	YV010920 expiring 14 September 2020	D	(FAMILY NAME) – 13 September 2020

Answers on Page 15

SCHOOL PARTY SCHEME

It won't come as any surprise to learn that due to the current Covid-19 restrictions, TfL's has taken the decision to temporarily suspend the School Party Travel Scheme until further notice.

This decision has been taken in light of the need to maintain social distancing and the fact that school parties are likely to take up much needed space on public transport, which could prevent fare paying customers from traveling.

Risk assessments undertaken by schools for each trip, would in any case probably result in the use of public transport being avoided. However, it is worth highlighting that there is not a ban on school groups travelling on LU and if a group chooses to use the network for an essential trip they can do so, as long as each person has a valid ticket or Oyster card for the journey being made.

FREEDOM PASS HOTLISTING

Date	Freedom Passes
10 Sep	2,477
11 Sep	1,479
12 Sep	1,566
15 Sep	1,530
16 Sep	1,683
17 Sep	1,467
18 Sep	2,434

Following checks by London Councils on the eligibility of both Disabled and Older Persons Freedom Pass holders, a bulk hot listing of Freedom Passes began on Wednesday 9 September, with cards disabled from start of traffic the following morning.

To help spread the impact of the hot listing on operational staff and the Freedom Pass helpline each batch was split into those most recently used and the remainder to cards used some time ago, as shown in the table above.

As a reminder… any Freedom Pass rejected by a gate as being disabled or cancelled *must not* be accepted for travel and the holder must be advised to purchase a ticket or use PAYG if they wish to travel.

Customers should be advised to contact the **Freedom Pass helpline - 0300 330 1433**, if they believe they are still eligible to hold a Freedom Pass.

60+ OYSTER CARD REVALIDATION

In TRU127 we told you about a change to the 60+ Oyster card scheme requiring all applicants who joined the scheme after 01 August 2019 to provide proof each year that they still reside at an eligible London address and also pay a £10 administration fee.

This annual address check exercise started on **01 August 2020** and 60+ customers must complete the process as they approach the anniversary of their application date. Any 60+ customers failing to complete the exercise will have their photocards hotlisted.

Customers are being notified by email in advance of their card being added to the hotlist and have around 6 weeks to renew their card.

The process for disabling 60+ Oyster cards is different to the one used with Freedom passes, as it will be applied throughout the year and is not done as a bulk hotlist exercise between set dates.

This means that as there are around 6,000 new applicants each period station and Revenue Control staff are likely to be presented with disabled 60+ cards on an occasional basis. Here the procedure remains unchanged in that any customers with disabled cards must either purchase a ticket or use PAYG if they wish to make a journey.

Customers who believe they are still eligible for a 60+ photocard should be advised to reapply to the scheme, but as this restarts the process they will be asked to pay a £20 admin fee.

This information will be added to T&R Book 8 (Helping Customers) – **Section 10** at the next official update.

DISCOUNT SETTING – THE IMPORTANCE OF THE PHOTOCARD

The T&R team have recently stepped up the monitoring of the use of the staff functions on the front of POMs. One of the key focuses over recent weeks has been around the setting of discounts on Oyster cards. It is a frequent subject of complaints about staff refusing or setting the wrong discount, but there are also potential revenue losses if a discount is set that the customer may not be entitled to.

When setting a discount it is important to ensure:

- *The customer has the valid "authority" to support the discount*
- *Any current discounts on their card are not overwritten if still valid*
- *The correct discount entitlement is selected from the POM menu*
- *The expiry date of the discount is set correctly*

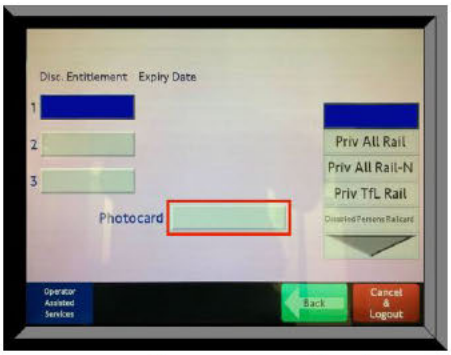
THE KEY POINTS

- *Correct setting of discounts essential for good customer service and revenue protection*
- *Incorrect setting may lead to significant revenue loss*
- *Ensure the photocard field is correctly updated/completed*

In addition to these, we are currently focusing on the accurate completion/updating of the "Photocard" field at the bottom of the discount settings screen. In one recent week, although the overall rate showed 7% of discounts had not been set correctly, this figure shot up to over 38% for Privilege discounts.

Week Commencing	No of Discounts Set	No of Errors	Overall Errors	Errors made with Priv Discounts
Mon 14 Sep	4159	309	7%	38.6%

We have recently identified cases where this field has not been updated or a valid number for the Privilege Travel Authority Card (PTAC), railcard or supporting discount photocard has not been entered. In the case of NR Staff Travel Cards and TfL PTACs the photocard field MUST be populated with the number of the NR Staff Travel Card or PTAC that entitles the holder to discounted travel, and not any supporting photocard in the case of NR staff.



So why is the photocard important? For most discounts the serial number of the appropriate discount card will identify not only the type of discount, but in many cases also the period of validity. This information is now being used to identify Oyster cards that have current discounts set, where the data entered in the photocard field is not valid. In such cases the error is being fed back to the area concerned, so that we will hopefully reduce the overall level of such errors.

In cases where it is clear that the customer is not entitled to the discount, we can take steps to hotlist and disable the associated Oyster card to prevent further use.

Another reason why the photocard field is important is in allowing us to spot cases where a discount has been set on more than one Oyster card. A recent example of this came to light through observations of staff at **Farringdon**, who believed a customer had previously requested the setting of a JCP discount on another Oyster card. From this information we were able to identify that the same photocard number had been used to add the JCP discount to two other cards which had subsequently been loaded with 7 Day Travelcards at half adult rate. Both cards were subsequently hot listed and disabled when used the next day.

Information from the photocard field has also recently helped identify several cases where holders of the NR TOC Leisure Card, who are only entitled to the PRIV NR Only discount, which we do not set at LU stations and which gives the holder discounted travel on NR services, have incorrectly had the 'Priv All Rail' discounts set on their Oyster card.

This error resulted in the customers concerned being able to travel on LU at a discounted rate and subsequently being able to but a monthly Privilege Season ticket to travel to and from work, both of which they were not entitled to.

TSID CARD ISSUE AND ACTIVATION

The recent approval of limited access to the Pier Walk offices in North Greenwich, where the T&R team have been based since the beginning of the year, has allowed us to resume the issue of TSID cards and PIN reminders which we had been forced to suspend in March, when the building was closed following "lockdown".

As the Admin hubs which had previously been used to distribute cards and PIN notifications to staff remain closed, we have had to adapt the distribution arrangements slightly. Thanks to assistance from our colleagues on the Victoria area, cards are now being distributed via the Area Manager/CSMs office at Victoria Station House.

As before, applicants will be advised via email when their requested item has been delivered and is available for them to collect.

Once collected, new or replacement **TSID cards will still need to be activated before they can be used**. This was previously done via a phone call to the TSID Activation line, but during the period where access to offices and the phone line have been restricted, as an alternative measure we have been asking staff to email the TSID mailbox with their contact details, so that a member of the T&R team can call them back to carry out the card activation process.

This interim process has worked reasonably well but going forward we are looking to streamline the process slightly and undertake the activation process 'online' rather than by phone. This would see the request to activate a card from the card holder and confirmation that the card has been activated being sent via email.

This may mean that the activation of a card may not be completed immediately as happened when the card holder rang the TSID Activation line, but will mean that staff that are not due to be at work during our normal 'office hours' will be able to request the activation of their card at any time convenient to them, with their request being acted upon the next working day.

Some cards that have already been issued may still have stickers on their envelopes asking the card holder to call the TSID Activation line, but they should instead email **TSID@tfl.gov.uk** and provide the following information:

TSID CARD NUMBER	EMPLOYEE NUMBER	STAFF OYSTER CARD NUMBER	REQUEST ACTIVATION OF THEIR CARD

Please note this needs to be done by the card holder not their manager or supervisor, although requests for the issue of a replacement card or re-activation of a card that has been disabled must still come from the employing manager of the card holder.

In parallel to this change, we are also currently undertaking a review of TSID cards that have been issued by the T&R team, but that have not yet been activated.

Details have been sent to line T&R champions to follow up with the areas concerned, to either get the card activated (as outlined above) or if they have not received the card, to feed this back so that we can identify cards which may currently be trapped within the closed admin hubs and reissue the card if necessary.

Part 2 – and still on the subject of discounts…

Ticketing & Revenue T&R Trivia

Q1) For which of the following Railcards <u>can none of the options</u> be added to an Oyster card as a discount entitlement?

A	Gold Card, HM Forces, Disabled Persons	B	Senior, Disabled Persons, 16-25
C	16-25, 26-30, HM Forces, Senior	D	Network, Family & Friends, Two Together, 16-17 Saver

Answers on Page 15

GOOGLE PAY 1

1	Google Pay branding
2	Contactless payment logo
3	Payment card schemes
4	Oyster card logo

Way back in early March 2020, before the world turned on its head and everything we understood to be normal suddenly wasn't, we had commenced the rollout of new Google Pay card reader stickers (illustrated on the right) as part of a 12 month sponsorship scheme to promote both the Google Pay branding and the convenience of using contactless payments.

Like pretty much everything else in London when the COVID-19 outbreak started to impact society, this rollout was suspended with only a small number of stations having been completed.

As things slowly started back up again, this programme resumed on **Monday 24 August** and has now been completed. The roll-out started at the 5 Vanguard stations listed in the table below which had previously had a temporary promotion sticker applied and then to all outstanding Zone 1 and 2 stations before finally extending all other LU stations.

KINGS CROSS	LONDON BRIDGE	STRATFORD	TOTTENHAM COURT ROAD	VICTORIA

As this is a sponsored promotion, it is very important that any damaged or missing card reader stickers are reported as soon as possible to the Cubic Helpdesk for immediate replacement.

GOOGLE PAY VALIDATION ISSUES

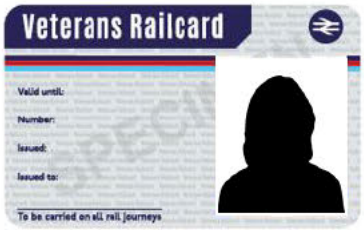
A small number of Google Pay users have recently reported that they had been unable to validate and use contactless payment on their mobile device, typically with a Reject Code "67" being displayed on the gate POD (Passenger Orientated Display).

Although the Google Pay app has the facility to make a small number of 'offline' payments in areas where a customer's device is unable to connect to Wi-Fi or mobile data, an investigation has established that there was an issue with the application, which may have prevented this 'offline validation' working as it should.

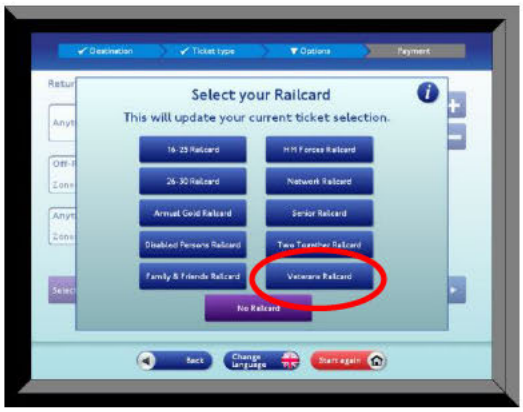
The issue has since been traced and has now been resolved, so payment devices should work correctly on LU gates even if they are deep underground or in an area where no signal is available.

Any customers experiencing issues with their contactless payment devices not being accepted due to the card issuer not authorising the transaction, should be advised to contact their card provider.

NEW RAILCARD ON THE WAY

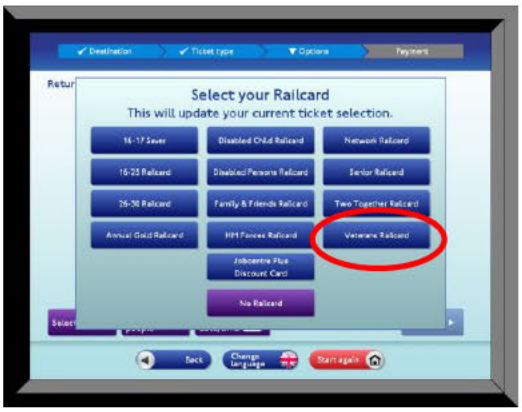


In October the Rail Delivery Group will launch a new Veterans Railcard. The new railcard will be valid from early November, to coincide with the annual Remembrance Day celebrations. Holders will not qualify for any discount on Oyster journeys, but will be able to buy Day Travelcards and through tickets to NR destinations from POMs at the Railcard discount rate.



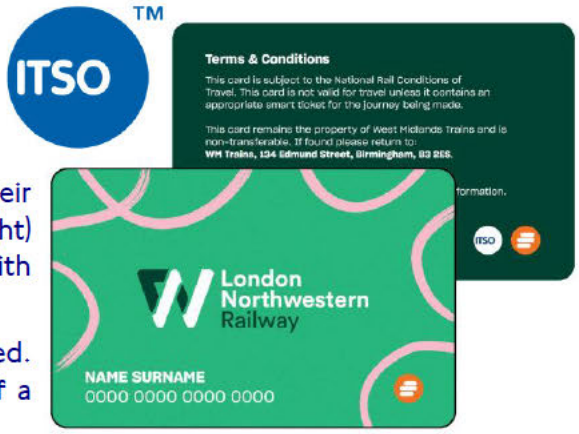
LU POM SCREEN

In preparation for the launch of this new discount card, POM screens will be modified to accommodate an additional button for the Veteran's Railcard on the screen displayed when a discounted ticket is selected. The screens (illustrated here) will be updated on POMs and RSLU TVMs from **Sunday 01 November.**



RSLU TVM SCREEN

LNWR LAUNCH THEIR ITSO SMARTCARD



In TRU127 we told you about the launch of Greater Anglia's "Hare" ITSO card and fast on the heels of this is yet another new smartcard that is likely to turn up at LU stations.

London North Western Railway (LNWR) have now launched their own version of the ITSO format smartcard (as shown on the right) that is available via their website. These cards may be loaded with Travelcard products which are valid for travel on LU services.

If the card fails to work the gates, the reject code must be checked. Products loaded to ITSO cards can be checked on the screen of a POM or TOM, but products cannot be added on LU devices.

Further information on ITSO smartcards can be found in T&R Book 8 (Helping Customers) and as any new cards are launched, examples are reproduced in both the Hot Issues Bulletin and T&R Updates.

DID YOU KNOW?

The original London and North Western Railway operated between 1846 and 1922 and was once the UKs largest joint stock company.

At its peak it operated a route mileage of more than 1,500 miles and employed 111,000 people.

In 2017 the newly appointed franchisee West Midland Trains would utilise the brand London Northwestern Railway on its semi-fast West Coast mainline services in homage to the LNWR.

As with all ITSO formats the LNWR smartcard can be read by RCI Revenue Inspection Devices (RIDs) in addition to the devices mentioned above.

Another point worth remembering is that valid LNWR season tickets can also be used on LU and Overground services between ***Watford Junction and Euston*** in the same way that LU Staff passes and valid Oyster cards can be used on LNWR services.

Customers can find more information on this card and its conditions by visiting;
www.londonnorthwesternrailway.co.uk/smartcard.

FAILED OYSTER CARDS

Since the start of the COVID19 Pandemic, station staff have been instructed not to replace failed Oyster cards using the staff facilities on the front of POMs, to help minimise the number of staff/customer interactions and help maintain social distancing.

Prior to this ban being imposed, although the facility was available for TSID card holders to use, it was only to be utilised very much as a last resort, the correct procedure being to advise the customer to obtain another Oyster card and then to link their old and replacement cards online, so that any products and their PAYG balance could be transferred onto the new Oyster card. Monitoring of the use of the POM facility however, identified many cards being replaced at stations, which should not have been.

As we begin to start to return to some form of normality, a decision has now been taken to make permanent the embargo on replacing failed cards via the POM. As a result, no further staff will be given access to the 'Failed Card Portal', which allows users to check Oyster card details.

Those TSID card holders who previously had access to this facility, having previously completed the data security module, will also have their access removed.

A recent review of the use of the facility, identified that only 24 out of about 4,500 TSID card holders had an active sign-on to access the portal, with many other staff having had their access removed after an extended period without logging in to use the facility.

The ability to copy an Oyster card that is intermittently failing via the TOM is unaffected and can be used providing the card can be read by the TOM. This facility allows all card details to be copied across onto the new card, without the need to check the card details.

SPECIAL FEATURE

TICKET IRREGULARITY SURVEY

Survey	Customers checked	Number of Irregularities
Nov 2018	49,024	1,390
Feb 2019	50,375	1,910
May 2019	46,754	1,372
Nov 2019	46,135	1,441
Average	48,072	1,557

The results of the November 2019 On-train Ticket Irregularity Survey have finally been published by the TfL Transport Strategy team.

These surveys are undertaken by teams of RCIs, following set criteria for each line. Customers are surveyed on LU trains 7 days per week; from the first train out of a depot to the last one back in at night.

We have reproduced the data from the survey in various charts and tables along with a brief analysis of how they have been interpreted.

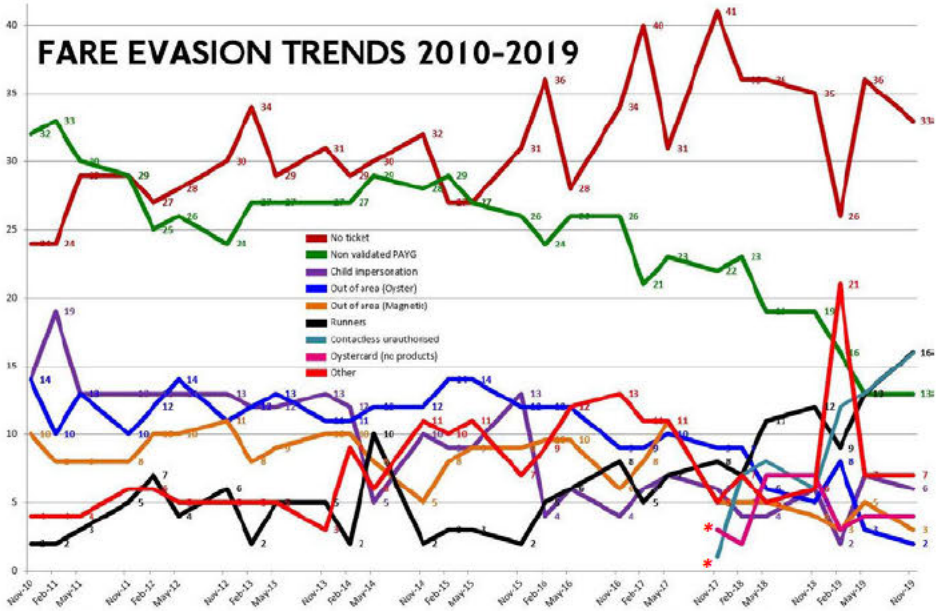
Although the majority of our customers are honest, the trends have shown that travel irregularities and revenue loss continue to rise. Evasion types are also changing, often reflecting our ticketing systems and how we manage our gatelines.

Survey Date	On train irregularity	Estimated revenue loss
November 2018	2.64%	1.78%
February 2019	3.30%	2.49%
May 2019	2.60%	1.91%
NOVEMBER 2019	3.50%	2.66%
12 month average	3.14%	2.35%

The table below shows results from the survey on a line-by-line basis. The highest percentage of irregularities were found on the Hammersmith & City Line and the fewest on the Bakerloo line.

NOV 2019 (Best / Worst) Line	No checked	R	NT	OAM	OAO	AC	PNV	CPNA	ONP	O	Total	% Invalid
BAKERLOO	5051	16	44	2	0	1	19	12	0	0	94	1.86
CENTRAL	5868	49	64	9	1	5	45	47	1	16	237	4.04
CIRCLE	1335	5	23	0	1	11	5	11	4	4	64	4.59
DISTRICT	8382	44	73	0	1	0	41	40	1	18	218	2.60
HAMM & CITY	1765	23	36	4	0	18	4	13	7	5	110	6.23
JUBILEE	3036	17	18	1	2	0	10	13	2	6	69	2.27
METROPOLITAN	4368	55	78	15	5	32	18	24	12	16	255	5.84
NORTHERN	5416	21	50	4	2	4	24	35	0	0	140	2.58
PICCADILLY	6032	2	41	4	5	8	6	21	4	26	117	1.94
VICTORIA	4822	3	45	10	18	2	13	11	26	9	137	2.84
Total (all lines)	46135	235	472	49	35	81	185	227	57	100	1441	3.12

Key				
	R = Runners	OAM = Out of Area (Magnetic)	AC = Adult on Child ticket	CPNA – Contactless Payment not authorised
	NT = No Ticket	OAO = Out of Area (Oyster)	PNV – PAYG not validated	ONP – Oyster Card no products
				O = Other



** categories included in survey from November 2017*

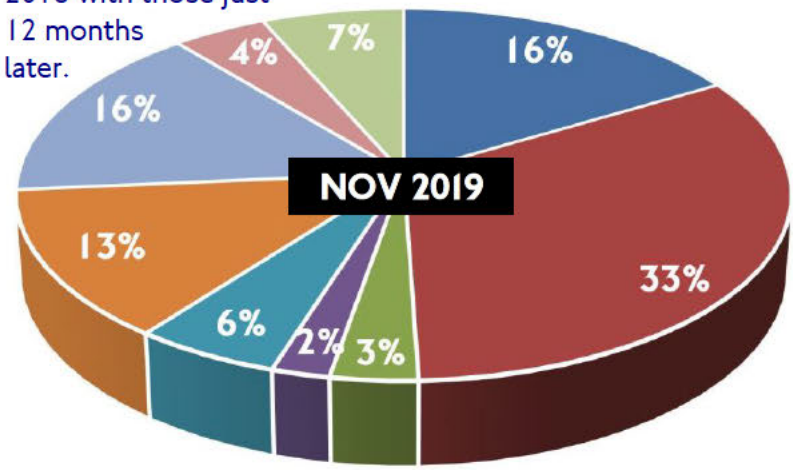
Although fare evasion over the past decade has generally been at the same level, the types of irregularity have changed significantly. 'No ticket', 'Runners', 'Contactless' and 'Other' offences are on the rise, whereas 'non-validated PAYG' has seen a sharp decline and 'Child Impersonation' and 'Oyster out of Area' have also fallen.

Irregularities 2010-2019	Ave %
No ticket	32
Non validated PAYG	24
Child impersonation	9
Out of area (Oyster)	10
Out of area (Magnetic)	8
Runners	6
Contactless (unauthorised) *	9
Oyster card (no products) *	4
Other	8

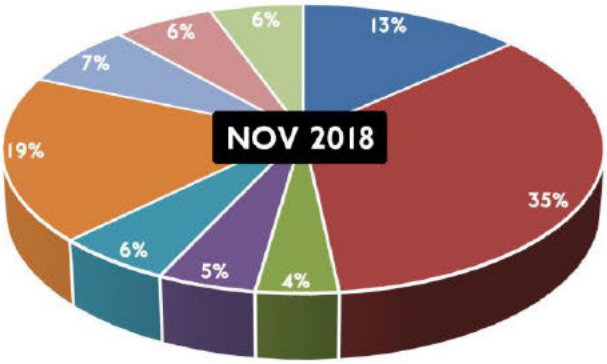
SPECIAL FEATURE

TICKET IRREGULARITY SURVEY

The pie charts below compare the irregularities of November 2018 with those just 12 months later.



12 Month comparison	Nov 18 vs 19	+/-
RUNNERS	↑	+3%
NO TICKET	↓	-2%
OUT OF AREA (Magnetic)	↓	-1%
OUT OF AREA (Oyster)	↓	+3%
ADULT ON CHILD TICKET	⇔	-1%
PAYG NOT VALIDATED	↓	-6%
CONTACTLESS NOT VALID	↑	+9%
OYSTER CARD (No products)	↓	-1%
OTHER	↑	0



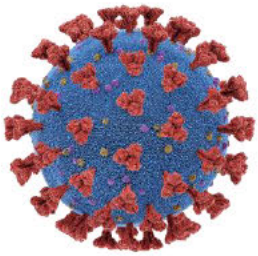
The November 2019 survey shows small fluctuations in most offences, however there has also been a significant drop in the number of "PAYG not validated" offences, but a high increase of "Contactless not valid" which may be supported by the continued popularity of contactless payments and the decline in PAYG usage.

The February 2020 survey was completed on time, but the COVID-19 lockdown in March meant that the results could not be collated due to Head Office buildings being closed. However, we hope to have this completed in time for our next issue of the TRU. The lockdown and furlough of a number of staff has meant that for the first time in many years, there was no on-train survey conducted during the month of May.

WHAT ABOUT THE CORONAVIRUS EFFECT?

As mentioned earlier in this article, the February on-train survey was conducted just prior to the nationwide lockdown in mid-March and as a result of all Revenue Control Inspectors being placed on furlough until September, the scheduled survey for May was cancelled.

At the time of writing, it is unlikely that the November 2020 on-train survey will go ahead for a number of reasons, including the possibility of a second wave of the disease and not wanting to unnecessarily increase passenger numbers on trains when social distancing measures are known to help reduce the spread of infection.



The initial focus for Revenue Control related activities is going to be centred on the wellbeing of customers and staff and to assist station staff by providing; a) a visible presence and b) to engage with and encourage customers to pay the correct fare and wear face coverings.

This also leaves a big unknown for how 2020 and beyond will be affected by the implications of COVID-19 in terms of both future customer numbers and likely patterns of fare evasion.

What we do know, is that over the years there have been several major initiatives and events that have impacted on the level of fare evasion, such as the introduction of penalty fares, gating stations outside Zone 1 and PAYG maximum fares. We will have to wait and see if this virus is also a game changer in customer attitudes.

As we have often repeated in our on-train fraud survey articles, fare evasion on our network is relatively low and the vast majority of our customers pay the correct fare for their journeys.

By managing our gatelines effectively, providing the best customer service and advice and using our existing reporting tools where fare evasion is identified, we will all play our part in reducing revenue loss as a whole.

SPECIAL FEATURE

CHARITY UPDATE

Many of you will be aware that the current COVID19 epidemic has had a major impact on most charities, with lockdown and other restrictions on events and other fundraising activities having an adverse impact on their income.

We are pleased to be able to report that despite the current difficulties, we have been able to continue our support for the Railway Children charity, through two of the initiatives that we operate. This recently culminated in us being able to make a payment of **£51,648.51** to the charity at the end of August, to coincide with the end of the first quarter of the charity's financial year.

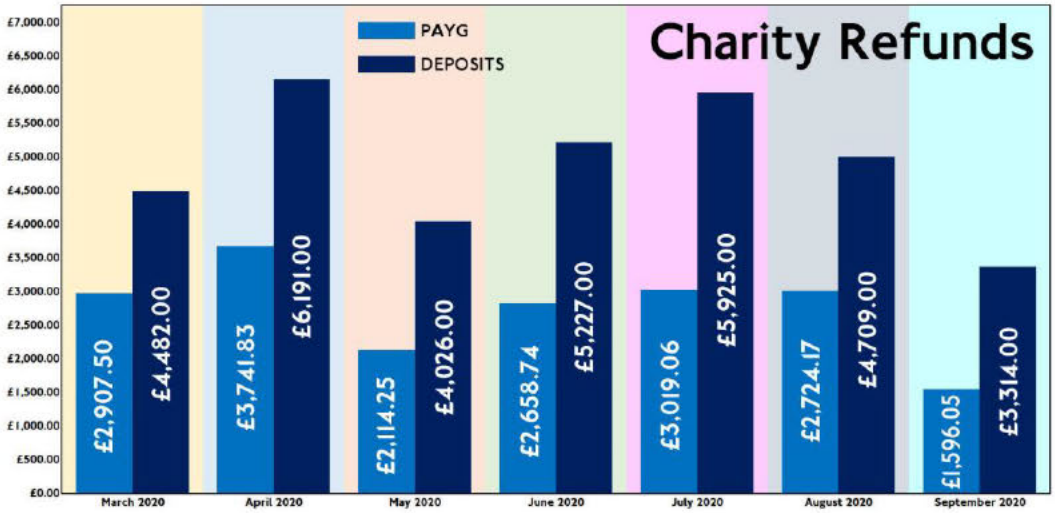
Normally we would mark the event with the presentation of a cheque to representatives of the charity, but the current restrictions meant that we were unable to do this face to face on this occasion, so we have had to create a 'virtual presentation' for you this time!

The amount of £51,648.51 comprised of **£40,462.11** from the first five months of the POM Oyster Donation scheme which we launched in March and a further **£11,186.40** which represented the proceeds from Oyster cards donated through various initiatives which had been processed over the last 15 months.

As we have previously stated in earlier editions of TRU, the launch of the POM Oyster donation option could not really have come at a worse time, with the onset of a worldwide pandemic and the start of a national lockdown a week later. Although the amounts generated by the scheme were much lower than we had originally been expecting, the weekly totals of card deposits and PAYG donations since the launch have consistently exceeded our revised predictions.

In fact, in the weeks since the beginning of August, when we calculated the initial payment due to the charity for the first 20 weeks of this scheme, we have already amassed a further £10K which will go towards the next payment. The graph below shows the monthly values of PAYG and Oyster card deposits donated by customers through this scheme.

Average £ per month	
PAYG	£2,689.23
DEPOSITS	£4,839.14



[redacted] the Cubic Project Manager who headed the project to implement this scheme alongside the software to implement the change of the Oyster card deposit to a card fee, told TRU:

"Cubic are extremely pleased to see the continued support by the public of the Railway Children charity since we introduced the functionality on to MFMs and TVMs in March this year. Cubic is proud to have been asked to provide this option and to have been able to support LU's chosen charity. The amount of £40,000 donated to the charity in August given the current situation, is a clear indication that the travelling public do still care and are mindful of those that need help".

CHARITY UPDATE (continued…..)

Following our latest donation, [redacted] the Corporate Partnerships Manager for Railway Children told TRU:

> *"I have been fortunate enough to work with the LU Ticketing and Revenue team and to be involved with the development of the Oyster card scheme for more than ten years now. During that time, I have seen it grow, directly support additional areas such as our DfID campaign in 2016, develop at new locations, most recently within the terminals at Heathrow Airport and with event organisations working with partners in London and around the world. All ultimately providing greater awareness of Railway Children and the children we support.*
>
> *However, I have to say that I have never been as excited as I am now, given the automated option that LU and Cubic have worked so hard to introduce and the ease this has introduced for customers who want to support children who would otherwise be completely alone on the streets. This has already within just 6 months, been an absolute game changer for us and for more than 300 children who will benefit.*
>
> *To put that into real context, the money raised in 6 months alone will help us locate and fully support and reunify 310 children with their families or the very best solutions for them, giving them all the opportunity of a future which all children deserve, all thanks to London Underground, the T&R team and your customers."*

As already mentioned, the second element of the amount donated to Railway Children, represented proceeds from donated Oyster cards. This income stream has been adversely affected by damage to the Oyster donation boxes at some of the stations, which as can be seen in the table below, has greatly reduced the amounts generated at a couple of sites. Fortunately, this was partly offset by larger amounts generated through the new boxes within Heathrow Airport and cards donated from SouthEastern and a number of other sources.

Station	2008-10	2010-12	2013-15	DfID 2015/6	2016-18	2018-19	2019-20	Total
Kings Cross	£5,771.39	£2,454.85	£25,242.54	£3,150.00	£5,336.69	£0.00	£0.00	£41,955.47
Victoria	£91.71	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£91.71
Euston	£385.84	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£385.84
Heathrow	£4,612.23	£40,053.00	£23,740.27	£4,914.41	£31,276.40	£3,796.96	£6,119.39	£114,512.66
Liverpool Street	£8,056.84	£9,349.63	£18,765.10	£3,336.33	£9,700.76	£1,599.26	£202.40	£51,010.32
Corporate	£0.00	£0.00	£0.00	£0.00	£10,687.90	£242.93	£1,590.46	£12,521.29
Southeastern	£0.00	£0.00	£0.00	£0.00	£0.00	£5,891.51	£1,617.29	£7,508.80
Heathrow Airport	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£1,656.86	£1,656.86
Total	£18,918.01	£51,857.48	£67,747.91	£11,400.74	£57,001.75	£11,530.66	£11,186.40	£229,642.95

RAIL AID

COVID-19 has destroyed lives and livelihoods across the world. The impact has been devastating for millions of children and will be continue to be for generations to come.

Rail Aid is a new fundraising mission, bringing the best of the UK rail community together, to raise money and stop the virus claiming even more children's lives.

Across the rail industry Rail Aid is asking individuals and businesses to take part in a week of activities between Monday 23 and Friday 27 November 2020, culminating in a live online show; **Rail Aid Live**, on the Friday evening, which will celebrate achievements and feature some of the key figures in rail and showcase the industry at its very best.

There are four main ways that you can support this imitative and get involved:

FUNDRAISING	SPONSORSHIP	VOLUNTEERING	DONATING

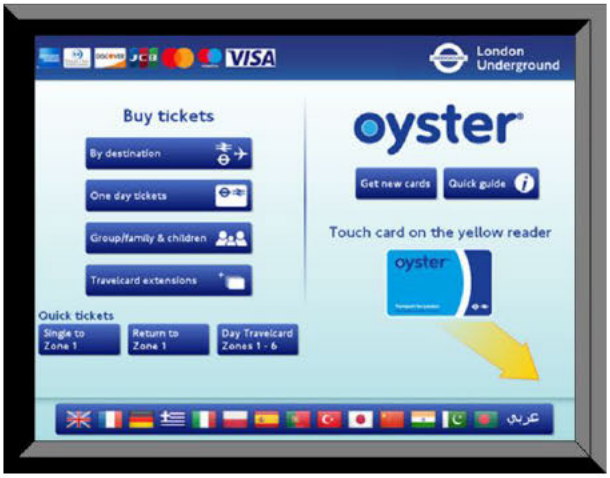
You can find out a lot more from the Rail Aid website: https://railaid.co.uk/

POM HOME SCREEN UPDATE

In TRU127, we outlined discussions which had been taking place between Cubic and TfL, regarding possible changes to the 'home screen' on our POMs.

The principle driver behind this change was to better highlight the option of using contactless payment, instead of buying a traditional magnetic ticket or topping up and using an Oyster card to travel, particularly to customers who are not familiar with the network and payment options. Despite promotion of contactless as a means of paying directly for travel, a surprising number of customers are still unaware that they could use their contactless bankcard or device to pay for their journeys.

After consideration of various options, the new screen layouts shown below, have been agreed, making contactless much clearer as the first option to consider. The first pair of screens show the current AFM/MFM home screens compared with the revised version.

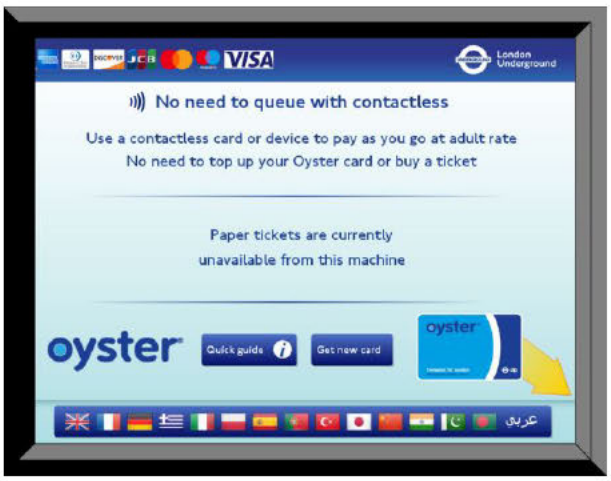


CURRENT AFM / MFM HOMESCREEN

NEW AFM / MFM HOMESCREEN

As you may notice, one of the features that has disappeared are the "quick ticket buttons" which offered "Single to Zone 1" without the need to select a specific station name. It was felt that these were often selected by customers who would actually have been better off using contactless.

A variant of the new screen which will be displayed if a device is in a degraded mode and cannot issue magnetic tickets is shown below left. This simply show contactless or Oyster as the options available. In a similar manner, the new QBM home screen (below right) now features information about contactless above the Oyster options.



MAGNETIC TICKETS NOT AVAILABLE

NEW QBM HOMESCREEN

We are planning to implement the revised screen designs as a Vanguard at five of our larger stations which normally attract large numbers of customers from outside London, from **Sunday 18 October**. The stations chosen which have a cross section of all POM types are:

EUSTON	HEATHROW T2&3	LIVERPOOL STREET	STRATFORD	VICTORIA

GATE UPGRADES

E1 Gates

The rollout of the new Passenger Orientated Display (POD) to all of our E1 type gates is continuing and we have now completed stations on the Bakerloo, Jubilee, Metropolitan and Piccadilly lines and are close to completing the Central line.

We had planned to switch the installation teams over to upgrading the older pneumatic gates, but delays to the supply of some of the components required for the pneumatic gate upgrade kits has delayed the start of this phase of the upgrade.

In TRU127, we outlined plans to jointly rollout a modification to the light beams which monitor customer movements through each walkway and control when the paddles open and close, along with new software which controls the way the paddles behave should they encounter an obstruction whilst closing. This programme had been pencilled in to commence on Monday 14 September but has had to be pushed back due to Cubic needing to order additional testing tools for measuring pressures on the gate paddles when carrying out the modification. Since there are fairly long lead time for the testing equipment, it is unlikely that we will be able to commence the upgrades until the end of October.

E2 Gates

As we outlined in our report in TRU127, the first batch of 102 E2 type gates, mainly at stations with large E2 gatelines, were upgraded with new paddle control software, similar to that developed for E1 gates, over a four-week period between **26 July** and **19 August**.

Although technically a software upgrade, this particular change requires the physical replacement of a module within each gate. These are in turn updated with the new software at the Cubic workshops before being used to update other gates.

The original plan had been to commence a further batch of E2 gates in mid-September, but due to the same testing equipment issue that prevented the start of the E1 programme, this has also now been postponed until the end of October.

The E2 programme will also include the fitting of a small fan within the gate to cool the Universal Ticket Transporter (UTT) as feedback over the last two summers has highlighted a number of gate faults being attributed to the transporter belts becoming sticky in very hot weather.

A similar solution has been successfully utilised in several other countries with much hotter climates, where Cubic gates are installed. We have rather missed the boat for getting any benefit from this modification this year, but at least we should be ready for any hot weather that might come our way in summer 2021.

NEW COMPOSITE PADDLES

A final development affecting E2 gates is the planned trial of a new light weight gate paddle, which is scheduled to take place at **Embankment** station. In TRU127, we stated that we were hopeful of being able to publish some photographs of the new paddles in situ at Embankment in this edition.

Unfortunately, this is another example of a programme being further delayed. In this case, the batch of paddles for the installation were received by Cubic but failed an initial quality inspection and several had to be returned to the manufacturers for adjustment. Hopefully the paddles should be redelivered any day now and once they have gone through a further quality inspection, should hopefully be available for installation in the second week of October.

Gate types and weights	Current Gate Paddle	5.6 Kg	New Gate Paddle	2.6 Kg	Difference	-3.0 Kg
	Current WAG Paddle	14 Kg	New WAG Paddle	4.5 Kg	Difference	-9.5 Kg

As you will see form the figures above, the new material is significantly lighter than the current design and should therefore reduce the forces on the gate motor and gearboxes. The initial trial at Embankment will determine how the new material copes with customer usage on a real station, rather than in a test environment.

POM BANKCARD UPDATE

Another forthcoming POM upgrade involves the software used by the Chip & PIN units (PEDs) to process card payments on our devices.

An issue had previously been identified with certain bankcards being randomly rejected by devices and following investigation, the cause was traced to the software used by the PED which is supplied by our card processors Barclaycard.

We had hoped to have Vanguarded the new software at a selection of locations towards the end of September, but the testing undertaken at Cubic's System Test facility at Salfords, has been hampered by a number of other issues.

Initially some of the test cards for certain types of bankcard were found to have expired during the current COVID pandemic, preventing the full range of tests from being completed. There was a further interruption whilst replacements were ordered and delivered to Cubic and then there were technical problems with some of these cards and as a result the completion of testing was further delayed.

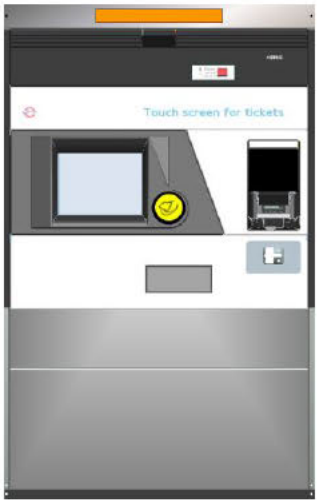
The Vanguard is now scheduled to commence on **Wednesday 07 October**, with all devices at **Stratford** being upgraded remotely with the new bankcard pack overnight. If all goes well with this initial load the Vanguard will then be expanded the following night with 3 additional stations, covering AFM, MFM, QBM and TVMs.

STRATFORD	BAKER STREET	HAMMERSMITH D&P	VICTORIA (District)

The impact of the change should be relatively undetectable, other than a reduction in the number of valid bankcards being rejected by devices. On successful completion of this Vanguard the current plan is to start the deployment of the new bankcard pack to devices from **Thursday 29 October.**

As with previous deployments of PED software, each device type will have its own rollout plan, but we will look to deploy the software to all devices at a particular location on the same night where possible. Some locations will need to be split as although a lot of stations have 1 AFM and 1 MFM, we have higher numbers of certain device types at some of our larger stations.

MFM SOFTWARE VANGUARD



Following an extended period of development and testing, Cubic are due to commence a Vanguard of a new version of MFM software. The main change that is incorporated into this software release involves a facility for the Cubic maintenance team to be able to extract data on the number of notes each note handler unit has processed since it was last overhauled. This is something that previously could only be done if the module was removed and returned to the workshop, where it could be interrogated, and the data extracted.

The new software should in future enable them to identify modules that have had a high number of transactions since their last overhaul.

Although the new software is primarily designed for the new Suzohapp Note Handler units which are currently on Vanguard at **Liverpool Street** and **Pimlico**, the new software has been designed to work with both the new NHUs and also on MFMs fitted with the current Bank Note Accepter (BNA) and Bank Note Recycle (BNR) units.

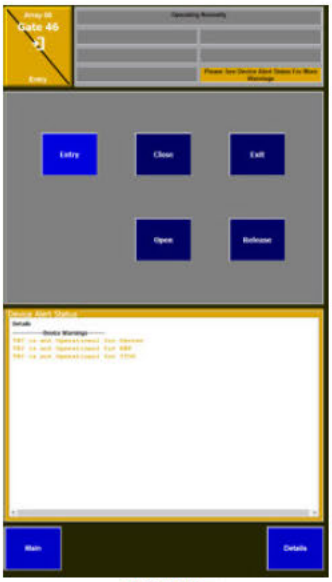
The new software will initially be deployed to both MFMs at **Ashfield House** on the night of **Wednesday 30 September** and then the following night to the MFMs at **Liverpool Street** which have already been equipped with the new Suzohapp NHU. The remaining MFMs at **Liverpool Street** and MFMs at **Baker Street (Bakerloo), Camden Town** and **Victoria (North)** will then be upgraded with the new software on the night of **Monday 05 October.**

The devices selected, represent a cross section of the different MFM configurations which are currently in use. All being well with the Vanguard, we would then plan to deploy the new software to all other MFMs starting in early November.

SCU SOFTWARE UPGRADE

It has taken us a long time to get there, but after a couple of 'false starts' and delays whilst other projects took priority with software development and testing resources and the small matter of a global pandemic, we have finally got to the stage of being able to Vanguard an updated version of SCU software.

The new version of software includes fixes for several issues identified since the first of the new SCUs were rolled out across the LU network. Further details on some of the main changes were included within TRU123.



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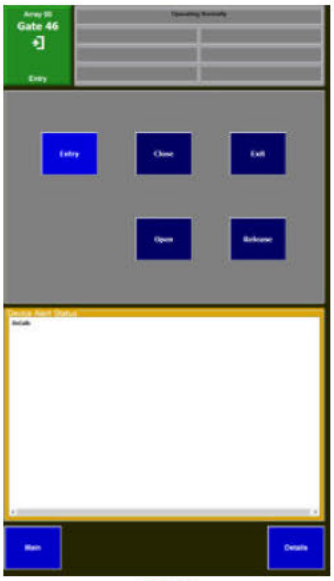


NEW

The new software was initially deployed remotely to all the SCUs at **Stratford** station on the night of **Thursday 17 September**, followed by all the SCUs at the four further stations listed below on the nights of **Monday 21** and **Tuesday 22 September.**

EUSTON	LIVERPOOL STREET
WARREN STREET	WATERLOO

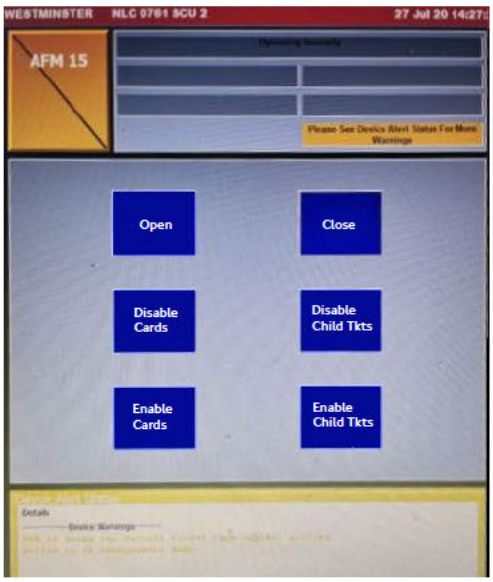
Although the new software includes a change to ensure that at stations with Route Validators, the status of these devices is reported correctly on the SCU, the fix also requires the card readers on the validators to have been upgraded with the new SR8 software.

As previously reported in TRU127, the planned deployment of the reader upgrade has been delayed and is now unlikely to be rolled out across the network until early December.

As a result, we will not be able to see the full benefit of this particular change until later in the year.

If no issues are identified with the SCU software Vanguard, we would look to start the deployment of this software to all other LU SCUs starting on the night of **Wednesday 07 October.**

Initially this will be with 20 SCUs being updated per night, but all being well we would then look to accelerate this to 40 devices per night.



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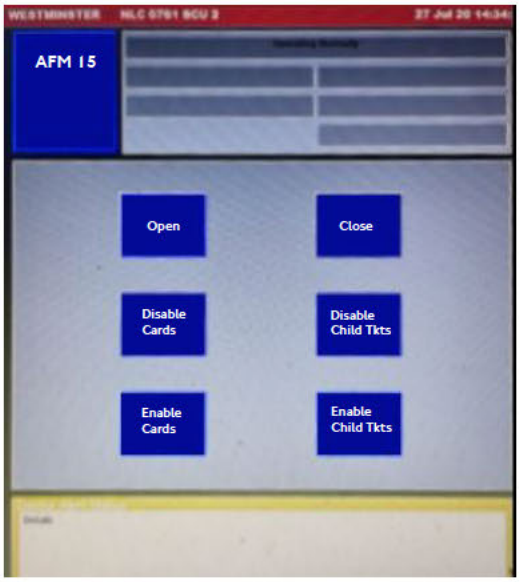


NEW

Stations will be notified of the planned upgrade dates by email the week before the planned date, in the normal way.

ANSWERS TO T&R TRIVIA

Q1	Pt.1	C	YV010920 expiring 14 September 2020 (Max. 14 days including date set)
Q2	Pt.2	D	Network, Family & Friends, Two Together, 16-17 Saver

How did you do?

...AND FINALLY!

ASSET REVIEW

As outlined in our lead article on **Page 1**, there has been a huge impact from the Corona virus pandemic on customer usage of the LU network and it is expected that customer usage will be much lower than previous years, for several years to come.

The level of usage of POMs had already been falling for the last couple of years, largely as the result of the continuing changes in the ways that customers pay for their travel, with moves initially to Oyster and more recently to the use of contactless payments reducing the number of POM transactions at most stations.

A combination of this falling trend in POM usage and much lower demand projected in the future, means that at a number of our stations the number of POMs we currently have, probably exceeds what we need for the foreseeable future. As a result, modelling has recently been undertaken, to try and determine the optimum numbers of devices that are required at each station, both now and to meet future predicted demand.

At a lot of our stations, the number of machines currently in service has already had to be temporarily reduced to help with social distancing, some stations may already be operating with less devices available for customers to use.

Over the next few months, we will be looking to see how a reduction in the number of devices can be achieved in the most cost-effective way. We are already in the process of removing a number of POMs from stations where retail development work is underway and where a smaller number of devices can be consolidated into one area, rather than being spread across multiple POM Rooms.

Some of these locations were allocated a number of additional devices as part of the Fit for Future Stations programme, in excess of the numbers indicated within our ticketing demand model at the time.

NO QUEUES TO BUST!

It is also likely that the requirements for Queue Buster Machines (QBMs) will be significantly reduced in the future, particularly at sites where they were originally installed as free standing devices, mainly to deal with the huge peak in 7 Day ticket sales at the beginning of each week.

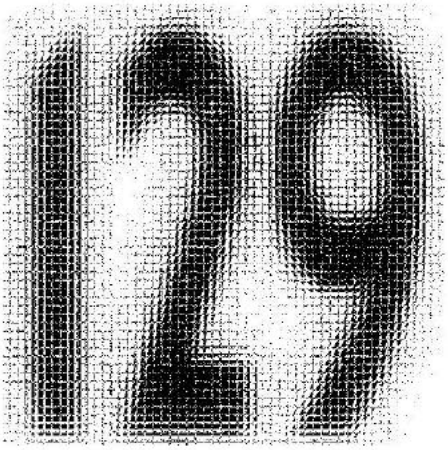
At many of these stations, the current level of demand is now easily met by AFMs and MFMs, which both now sell a full range of Oyster products, as well as magnetic tickets.

One factor that is worth highlighting, is that there are no proposals to make any reductions in the number of devices at the large number of small stations that have the standard configuration of 1x AFM and 1x MFM, as even if demand is low, we would not want to be in a position where we ere totally reliant on a single device, as if that device failed, we would not be able to offer customers any level of service.

Further details will be circulated to Areas that are likely to be affected by these proposals and as they are firmed up, we will provide updates in future editions of TRU.

LOOKING AHEAD TO TRU129

Our next edition of TRU is scheduled to be published in early November and will include:

- *The latest T&R News*
- *Updates on a number of projects due to start in the autumn*
- *More details on some changes planned in November*

Plus some further special features, a selection of our other regular features, some Trivia questions to test your T&R knowledge and some more of the recent letters from Olly Oyster's inbox – please keep them coming!!