

# Ticketing & Revenue Update

For the attention of all station and Revenue Control staff.

November 2020



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## A YEAR OF UNCERTAINTY?

So far 2020 has proved to be a year very different to any other than have gone before it. One that will live long in people's memories but one that many of us will perhaps want to forget. Our TRU front page headlines since March have been dominated not by major milestones in projects, or the announcement of new products or initiatives, but by the impacts of COVID 19 and the way we have had to adapt to the various changes and restrictions introduced to contain the virus.

2020 has certainly been a year where a common theme has been 'uncertainty';

- *Uncertainty about the virus itself, how it could be spread and its impact on those unfortunate enough to contract it.*
- *Uncertainty about the economic impacts of restrictions on businesses during and after 'lockdown' and*
- *Uncertainty in our own industry around funding, following an unprecedented drop in customer numbers and fares revenue.*

**UNDERGROUND**

On 01 November, a funding package was finally agreed between TfL and the Government to secure our financial position and ability to operate services until the end of the 2020-2021 financial year. This removed a great deal of uncertainty over our financial position, but as we rapidly head towards the end of this very strange year, with uncertainty still hanging over whether families will be able to celebrate together over the Christmas / New Year holiday period, in the T&R area there still remains a huge amount of uncertainty about the January Fares Revision.

Normally in our November edition of TRU, we would provide you with an overview of the planned changes to be implemented as part of the January Fares Revision process and detail of some of the new fares that would apply from 02 January.

This edition appears several weeks later than originally intended, whilst awaiting clarification around a number of aspects of the forthcoming fares changes.

As you will read in an abridged Fares Revision feature on Pages 6 & 7, we are still not currently in a position to give any details on what the new fares will be and as we go to print with this edition, there is further uncertainty about when the planned changes will be implemented.

Hopefully things will have become a lot clearer by the time we are due to publish TRU130?

## KEY STORIES INSIDE

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*We provide an update on plans to reduce the number of devices at some of our stations in line with future customer demand.*

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*Some further information on a forthcoming event to support the work of Railway Children.*

Written and compiled by



## POM REMOVALS







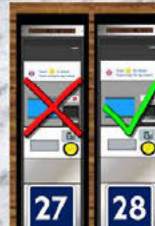






As we outlined in [TRUI28](#), we have recently started a review of the current number of POMs at our stations.

Even though customer usage of LU services had steadily grown before the imposition of the second 'National Lockdown', it is predicted that it will take quite a long time for demand to recover to pre-COVID levels and even then, given a gradual decline in POM transactions, it is unlikely that POM usage will be anywhere near the levels we had previously seen.

As part of a programme to progressively reduce the number of operational POMs, we have started by looking at several "quick wins".

A number of stations have advanced retail development schemes well underway, which have already resulted in a modest reduction in the number of devices. Schemes at Canary Wharf, Liverpool Street, London Bridge, North Greenwich and Oxford Circus could result in around 20 devices being removed from these stations.

In parallel with this, we are looking at schemes to potentially consolidate POMs and reduce the total number of machines at stations such as Heathrow T2&3, Holborn, Piccadilly Circus and Waterloo (Main). In addition to savings on POM maintenance there are also potential cost savings in reduced requirements for Cash Handling Devices (CHDs) and other equipment. These schemes will potentially free-up some space for future re-use.

EXAMPLE	POM ROOM 2/021	POMS TO BE REMOVED	×	POMS TO BE RELOCATED	✓
PICCADILLY CIRCUS					
COULD GO FROM THIS →					
	POM ROOM 2/022	POMS TO BE REMOVED	×	POMS TO BE RELOCATED	✓
AND THIS →					
TO THIS →					

We are also currently looking at the potential removal of a number of free standing QBMs from station ticket halls. As we mentioned in [TRUI28](#), following the decline in sales of 7 Day Travelcards, mainly due to customers switching to PAYG and contactless payments, usage of these POMs has dropped off significantly.

Removal of these free-standing devices will be relatively easy and doesn't require the more expensive option of having to install infill panels as we would need to do, when removing a machine from a POM suite.

**Part 1** – How good is your memory? The item shown on the right was added to many T&R devices at the end of 2017. It is robust and made of metal and plastic, but has no moving parts. It has no real function other than to improve ambience and prevent confusion, but...

Q1) ...where would you find it and what is it for?



Ticketing & Revenue  
**T&R**  
Trivia

Answers on [Page 15](#)



## FREEDOM PASSES

London Councils who operate the Freedom Pass scheme on behalf of the 32 London Boroughs now undertake eligibility checks requiring Freedom Pass holders to confirm their on-going eligibility for free travel under the scheme. Prior to this, holders could continue to use their Freedom Pass until expired, even if they were no longer an eligible resident of a London Borough.

Examples were identified during Revenue Control checks of holders who had moved away from London continuing to use their pass on visits to London and of Passes of holders who had sadly died, being used by their relatives.



Following the latest round of eligibility checks, over 2,000 Older Person's Freedom Passes have been identified for hot listing. These will be processed in three batches during the week commencing on the night of Tuesday 01 December, split by the dates on which these cards were last seen to have been used.

Date	No of Cards	Batches split by date last used
Tue 01 Dec	657	311 cards last used in November 2020. The remainder last used between October 2017 and December 2018.
Wed 02 Dec	834	279 cards last used in September / October 2020. The remainder last used between January and December 2019.
Thu 03 Dec	555	Cards last used between January and August 2020.

Some of these cards have obviously not been used for a considerable time, but if any of the affected cards are presented after the date shown, they will immediately be disabled.

The customers concerned should be advised that their card is not valid and that they need to pay for any journeys they need to make. They should be advised to contact the Freedom Pass helpline on 0300 330 1433, if they have any queries. As outlined on Page 7 the recently agreed funding package for TfL will see the restrictions on the use of Freedom Passes and 60+ Oyster Photocards during the weekday morning peak period continue until further notice.

## BANKING CHANGES

As previously reported in [TRUI27](#), since July all of our stations served by the G4S Harlow depot have been part of a pilot of new banking arrangements linked to the re-tendering of TfL's banking contract.



The new process for banking notes collected from the Cash Handling Device (CHD) has generally gone well and as a result the decision was taken to extend the new arrangements to a further 13 stations on Sunday 26 October and then progressively to the remaining LU stations that are currently accepting cash through their POMs, in two further phases on Monday 09 and Monday 16 November.

As a result, we are now at the point that all of the LU stations which are currently accepting cash, are now following the revised process, with notes collected by G4S now going to the Vaultex cash processing centre, rather than being processed by G4S as was previously the case.

There have been some teething problems with the process for routing bulk coin deposits, which have delayed this being expanded beyond the original 13 stations. Hopefully these issues have now been resolved by G4S. We are currently monitoring this and the plan to migrate all coin processing over to the new process by the end of November. This option was preferred by both G4S and the TfL Finance team, as all LU stations would be dealt with in the same way.

During the pilot some of the issues that had occurred with bulk coin bags were as a result of the need for a manual intervention to separate bags and reroute those from pilot stations, whilst those remitted by other LU sites needed to follow the previous banking route.

The new arrangements principally relate to how money is dealt with after it has left the station. The only noticeable change for our staff is the need for the custodian to have access to the pouches provided by the T&R team, to enable them to attach the CHD receipt to the outside of each cash sack.

Any further stations that return to accepting cash payments will do so under the revised banking arrangements.





## WHEN IS A YELLOW CARD READER NOT YELLOW?

As reported in previous editions of TRU, for a period of 12 Months, the readers (RTDs) on all of our gates and Passenger Validators (PVal) will be adorned by revised stickers promoting the Google Pay application.

One of the side-effects of this promotion is that the new stickers are predominantly white, whereas many of us over the years, have got into the habit and a lot of our literature refers to the RTD as “the yellow reader”. This is particularly true around messages about touching in and out.



So we now all really need to get into the habit of not referring to the colour of the reader when talking about gates and standard Passenger Validators. The small number of Route Validators which have pink RTDs, are not covered by the current sponsorship deal and will continue to have the current design of pink RTD sticker.

So references to the pink RTD are OK, but telling customers to always touch in / out on the “yellow reader” is likely to cause confusion, when there is very little yellow present on the current design of sticker.

The standard yellow stickers with the “swoosh” logo, will continue to appear on all of our POM and TVM RTDs, so talk of validating on the yellow reader, might lead some customers to think that they have to validate their card on a POM.

One other issue to highlight, is that if there is a need to request a replacement RTD sticker from the Cubic Helpdesk, it will be important to specify whether the sticker is required for an issuing device (POM / TVM) or a validation device (Gate / PVal).



The condition of these stickers form part of a station’s gateline and ambience checks and if any members of staff are aware of any missing, damaged or faded stickers, they must report these immediately to the Cubic Helpdesk, quoting the gate number and that a G Pay promotional sticker is required.

## NR DUTY AUTHORITY TO TRAVEL CARD

Duty Authority to Travel (DATT) Passes are issued to TOC operational train staff carrying out a legitimate operational role or attending training at a Driver Academy and allows them to travel for duty purposes only.

In order to be valid for travel the pass must also be supported by a proof of duty document that the holder must show upon request.

DATT passes are not valid on LU services, but they are valid where inter-availability exists and at LU stations served directly by NR services to gain access to any NR services concerned.

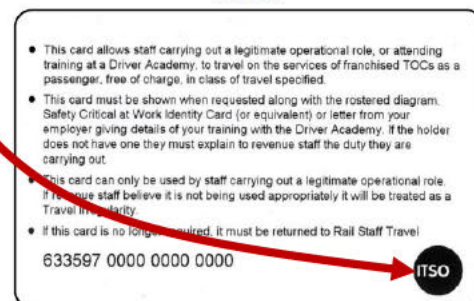
The new DATT pass is now issued as an ITSO format smartcard (as identified by the logo on the reverse of the pass) and will operate all gates where the pass is valid. As with other ITSO products, any cards that are rejected at the gateline can be checked for validity on POMs and TOMs

The front of the card shows the holder’s photograph along with their name, employing company and date of expiry.

The rear of the DATT card very helpfully lists the terms of conditions for use and clearly outlines that the pass must have supporting documentation when used.



FRONT



REVERSE



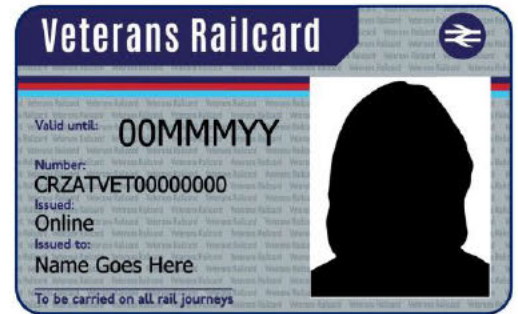
This article affects LU stations with both National Rail joint inter-availability or have ticket issuing and acceptance criteria on behalf of the other train operators listed in T&R Book 6.



## VETERAN RAILCARD

In [TRU128](#), we outlined some of the preparations that were being made on our POMs in readiness for the introduction of a new NR Railcard for military veterans.

The new Veterans Railcard went on sale in October in both paper and digital formats and from Thursday 05 November, holders have been able to take advantage of concessionary travel on both LU / TfL Rail and NR.



AVAILABLE IN BOTH HARD AND DIGITAL RAILCARD FORMATS

Originally there was not going to be any concession on journeys made using Oyster, but it was subsequently agreed after TRU128 went to print, that the railcard holder would be entitled to have the NR Railcard discount entitlement added to their Oyster card, but not for anyone accompanying them.

The holder can however, buy discounted Day Travelcards and other paper tickets for one other nominated adult and up to four children.

The discounts available are summarised in the table below.

Discount type →	PAYG	Day Travelcard	NR Single / Return	Other information
Holder	33% discount when reduced rate applies	✓	✓	LU POMs do not sell discounted through tickets before 10.00 hrs
Accompanying adult	X	✓	✓	
Up to 4 children (5-15 years)	X	✓	✓	Not sold by LU POMs
Restrictions	Railcard holder only	After 09.30 on LU, after 10.00 on NR	£12 minimum fare before 10.00	Use after 09.30 and no min fare restrictions on NR in July / August

## REVENUE INSPECTION DEVICE REPLACEMENT

The COVID lockdown has impacted on the progress towards getting a replacement for the current Revenue Inspection Device (RID) used by Revenue Control staff to check Oyster, ITSO and contactless payments.

The current timescales are that the new devices will not be available until June 2022 and as a result the support arrangements for current devices have been extended by 18 months to cover this period.

At the beginning of the year, before lockdown and the arrival of the Corona virus pandemic, a couple of potential devices had been identified by Cubic, one of which is illustrated on the right.



ONE OF THE SHORTLISTED DEVICES ↑



SINGLE CHARGER

A final decision on which of these is to be selected is yet to be made, but any replacement device will be a modified “off the shelf Point of Sale device” similar to that used with retail and hospitality sectors and will operate on an Android operating platform with 4G capability.

The new units will certainly have a larger screen and be lighter and smaller than the rather cumbersome RID units we currently have. Unlike the current RID, the new unit will have an integral battery, rather than interchangeable units that have to be swapped during a shift. As a result, Cubic are working to ensure the new unit has sufficient battery power to cover a shift and an average number of validations performed.



MULTI CHARGER

The initial “Day 1” functionality will be purely to replace the current device functions, but the use of an Android device will potentially allow functionality to be extended to perform other functions currently undertaken on other devices.



# JANUARY FARES REVISION

## WILL WE OR WON'T WE?

As outlined in our lead article on Page 1, there is a degree of uncertainty about the forthcoming fares revision, which is scheduled to take place on Saturday 02 January 2021.

Normally at this time of year we would be able to provide an outline of the scale of the planned price changes and any products that would be withdrawn or changed, together with some sample fares, ahead of the publication of the *Fares Revision Circular*.

This year, the actual fares package has been very heavily impacted by both the recently concluded funding discussions between TfL and the Government and the direction of the Department for Transport (DfT) towards fare changes on National Rail. At the time of going to press with this edition of TRU, neither the fares which TfL is responsible for setting, nor those which are set by or in conjunction with the Train Operating Companies (TOCs) have been finalised.



The recently agreed TfL funding package agreed by Government contained an indication that fares set by TfL would be allowed to rise in January by an average of RPI +1%. This is based on the July Retail Price Index (RPI) which this year was 1.6%. This means that the increase in TfL fares will be in the region of 2.6%, although because of the rounding of our prices and the need to achieve an average across all fares, some fares will go up by more than 2.6% and some will rise by a lower percentage.

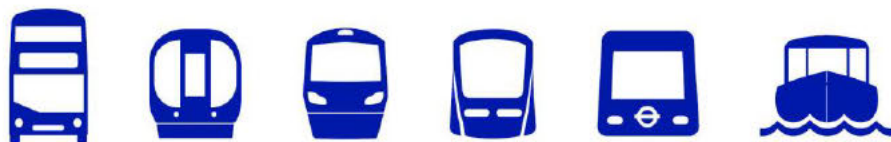
This will be the first rise in these fares since January 2016, following the completion of the Mayor's 4 year 'fares freeze' during the duration of his elected term in office. However, whilst this provides an indication of how much some fares may rise, it is difficult to proceed with these price changes without certainty as to how much Travelcard prices will change, as there are many interdependencies with Travelcard prices, which need to be taken into account when finalising the whole fares package.



Although discussions around the proposed TOC Travelcard increases are continuing within Government between the DfT and the Treasury, indications are that these will be concluded soon. However, the chances of being able to implement changes on Saturday 02 January are now remote, as we have already passed the contractual deadlines for supplying data to Cubic in time for them to implement new fares and other changes.

There has been some discussion about whether some changes should go ahead as planned on 02 January, with other fares then being changed at a later date, to allow Cubic a reasonable amount of time to undertake the work they need to complete. This would effectively mean having two fares revisions during January (not for the first time!).

One major downside of this proposal is that we would effectively prolong the pre-fares revision change moratorium. This would then have an adverse impact on the deployment of software and other changes we are planning to make. It would effectively mean that we would possibly be unable to make such changes until the second revision had been successfully implemented.



Currently, all signs are pointing towards the whole of the fares revision being deferred from 02 January to a new date later in the month.

This would most likely see us deviate from the traditional 02 January date we have had for a number of years now and revert instead to a Sunday effective date, probably towards the end of the month.

One thing that is sure is that due to the very tight deadlines, it is highly likely that the fares revision changes will be minimised and confined to straightforward price changes, rather than changes to products, as we often tend to do as part of the main January revision.

It is likely there will be a much clearer picture by the time we publish TRU130 and we hope to provide you with both the implementation date and the new fares that will be charged in 2021.



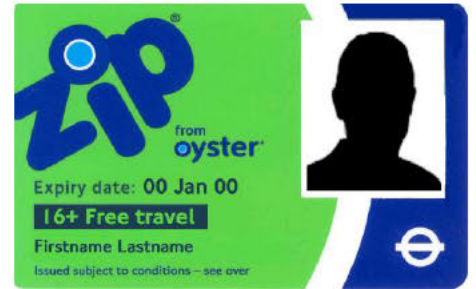
# JANUARY FARES REVISION

## ZIP CARDS - NO CHANGES

The proposed withdrawal of free bus and tram travel for 16+ Zip card holders has been a drawn-out affair, being deferred initially from September until the autumn half term and then to the January Fares Revision.

However, we are now able to report that following the recent funding discussions between TfL and Central Government, confirmation has been provided that plans to withdraw free bus and tram travel from holders of both the 16+ and 11-15 Zip card schemes have now been completely dropped.

As a result, holders of both types of Zip card will continue to enjoy free bus and tram travel at all times until the expiry date of their cards.



## OLDER PERSONS FREEDOM PASS & 60+ FREE TRAVEL

The conclusion of the TfL bailout discussions also confirmed that the previously implemented morning peak hour restrictions on the use of Older Person Freedom Passes and 60+ Oyster Photocards would continue until further notice.

We thought it would be useful to include a summary of the current availability of these concessions.

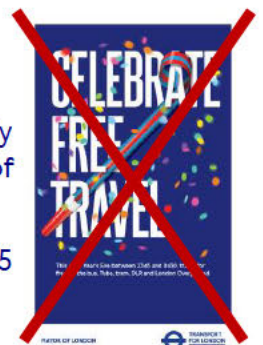
Pass Type	LU	BUS	NATIONAL RAIL
60+ LONDON	From 0900 Monday to Friday and anytime on Saturdays, Sundays and public holidays		From 0930 Monday to Friday and anytime on Saturdays, Sundays and public holidays.
OLDER PERSONS	From 0900 Monday to Friday and anytime on Saturdays, Sundays and public holidays		
DISABLED PERSONS	Valid at all times		
ENCTS - Older persons from outside of London	Not valid	From 0900 Mondays to Fridays and any time on Saturdays, Sundays and public holidays.	Not valid



## NEW YEARS EVE FREE TRAVEL

Since all of the major New Years Eve events have been cancelled this year, you probably won't be surprised to read that the usual all-night Tube services will not run on the night of Sunday 31 December / Monday 01 January this year.

As a knock-on from this there will also not be the usual free travel on TfL services after 23.45 hours on 31 December this year and normal fares will therefore apply.



Part 2 – Having learned about the delay to the 02 January Fares revision, a date that is usually set in stone, can you remember...

Q2) ...when was the last year that TfL deferred the January Fares Revisions until later in the month?

A Sunday 20 Jan 2008

B Sunday 10 January 2010

C Sunday 22 January 2012

D Sunday 19 January 2014

Ticketing & Revenue  
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Trivia

Answers on [Page 15](#)





Got a ticketing and revenue related question, problem or simply noticed something you think your colleagues should know about?

Why not test the knowledge of Olly - our resident ticketing guru.



From: [REDACTED]  
Sent: 18 October 2020 11:59  
To: Ask Olly Subject: T&R Update 128 - Queries

Hi Olly,

I'm currently reading TRU128, published on 2<sup>nd</sup> October. It raises a number of queries:

The Ticket Irregularity Survey shows that the H&C has the highest percentage of irregularities. However, we all know that statistics can be misleading. Why didn't the survey focus on the raw data, which would show that the highest areas of offence are on the Central and Metropolitan lines?

With reference to the Gate upgrades, you stipulate that the new WAG paddles are 9.5 Kg lighter than the old ones. Whilst it is appreciated that there will be less wear and tear on the engines, it now means that it is even easier to force ones way through the WAG. This is the method of choice of many a fare evader. Surely it would have been more sensible to ask Cubic to develop more robust engine mechanisms, thus making it harder for petit criminals to essentially steal from an already under fire transport service?

Finally with the MFM Software Vanguard, you will forgive Station Staff being confused. You've noted that this upgrade will allow Cubic to determine the number of notes going through the NHU between services or overhauls. However, in light of the company's drive to stations operating in a cashless environment, it seems rather superfluous to spend extra money on technological insights that will be redundant within a very short window of time.

I trust you will be able to provide some clarity on the issues raised herein.

Regards

Ko [REDACTED]  
[REDACTED]  
Central Line West Group

Hi [REDACTED]

Thank you for your email concerning the issues that you had read about in TRU128.

The On Train Fraud Survey which you refer to is normally undertaken three times per year and the sample covers the whole network through the traffic day. Although the results are weighted to take account of customer volumes and incomplete journeys which result in a maximum fare, the sample for a particular stretch of line within a single survey is probably not large enough to be able to give an accurate measure for a small area. It does however contribute to a reasonably accurate picture of the network as a whole and the trend across a number of surveys.

In relation to the current trial of the new light weight gate paddles, although lighter in terms of total weight, we believe that the new design will be considerably more durable than the previous version and should not make it easier for customers to avoid their fares in the way you describe. This will obviously be an issue we will be looking at towards the conclusion of the trial. In the longer term, we probably need to review the operation of WAGs to see if we can better balance the safety of customers using these gates with the prevention of others using them as a way of avoiding payment.

Finally on your last point, we agree that it may seem strange making such changes at the current time, when as you say, many stations are temporarily not accepting cash through their POMs. The current programme to replace ageing note handlers in the MFM has been underway for some considerable time and has obviously been delayed by various aspects of the COVID pandemic. As some of the existing note handlers are life expired, we really need to continue with the programme, to enable us to be able to support the stations which are still taking cash payments and are processing a considerable volume of notes.

Regards

*Olly Oyster*



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From: [REDACTED]  
 Sent: 13 October 2020 10:05  
 To: Ask Olly  
 Subject: Cancelled Oyster Cards

Hi Olly,

Since we don't currently have a collection at Buckhurst Hill anymore, what do we do with the old Oyster cards that have been cancelled on the stations and are kept in multi-safe bags?

How do we have them picked up or dispatched?

Or can we take them to Epping and dispatch them on their collection day in the V+C sack?

Any feedback would be welcomed.

Kind Regards

[REDACTED]  
 [REDACTED]  
 Loughton Area

Hi [REDACTED]

Thank you for your email and for raising this issue.

The bag containing the cancelled Oyster cards can be transferred to Epping and added to the SAF there, so that it can be included in their next collection.

**T&R Book 4, Section 12**, already includes provision for remitting correspondence bags via a station which has an earlier collection, although this doesn't currently mention Surrendered Oyster cards, we will arrange for this section to be amended in the next update to this book, as this is likely to be an issue encountered at other stations which do not currently have regular cash collections.

Thanks again for highlighting this issue.

Regards

*Olly Oyster*

Hi [REDACTED]

Thank you for your email and highlighting the incident you unfortunately had to deal with.

You are correct that there is currently a restriction on staff resolving incomplete journeys on POMs – mainly to help maintain social distancing and to avoid interactions with customers that could otherwise be avoided.

We have recently been reviewing the arrangements, but unfortunately it is not currently possible to easily remove the facility from the staff screens, as when these were implemented by the Fit for Future Stations project, the screens were hardcoded into the device software.

We are currently exploring whether when the next software upgrade takes place, we can have these screens configurable via base data, as a majority of the customer facing screens are, as this makes it considerably easier to make changes.

We are also monitoring the use of the journey resolution facility, as although use has dropped significantly, it appears that many transactions are still being completed by colleagues around the network.

This is possibly leading to customers like the one you unfortunately had to deal with, expecting that staff will always resolve a journey when they have failed to touch-in or out.

Regards

*Olly Oyster*

From: [REDACTED]  
 Sent: 17 October 2020 23:31  
 To: Ask Olly  
 Subject: Resolving Journeys on Oyster.

Hi Olly,

Is there any way that we can have the ability to resolve a journey on an Oyster card permanently removed from our staff Oyster card?

This evening I was verbally abused, threatened and subjected to the guy punching the GLAP with his fists whilst I was using it as a place of safety.

This was despite explaining to him that he needed to resolve the journey on his online account and a staff notice about Oyster being taped to the GLAP window and visible to customers explaining we can't resolve Oyster card transactions.

I don't want to do the wrong thing... but we've been told we're not allowed to resolve the journey.

So why is the facility still available and this customer stated that he has had a journey resolved a few weeks back?

Awaiting your reply.

Regards

[REDACTED]  
 [REDACTED]  
 High Barnet Area.

From: [REDACTED]  
 Sent: 06 October 2020 10:03  
 To: Ask Olly  
 Subject: Priv TFL Rail Discount

Hi Olly

Could you please clear up some confusion amongst staff over Priv TFL Rail Discount.

Is this discount valid on all rail services run by TFL, i.e. Underground, London Overground etc, or just the "TFL Rail" services by name, i.e. Liverpool St to Shenfield, Paddington to Heathrow etc?

Obviously this does not affect the setting of the discount, but will be good to know when Customers ask.

Regards

[REDACTED]  
 CSA - Waterloo Area

Hi [REDACTED]

The discount applies to all services operated by TFL, so that would include LU, DLR, Overground, as well as the services operating on both ends of what will become the Elizabeth line.

Regards

*Olly Oyster*

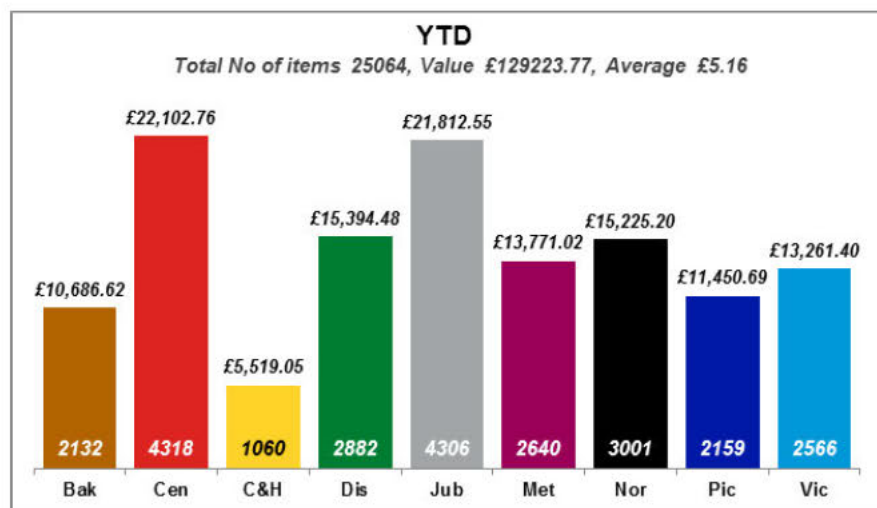


# SPECIAL FEATURE

## JOURNEY RESOLUTION

Since the introduction of restrictions to reduce the spread of COVID-19 at the beginning of the first National Lockdown at the end of March, station staff have been instructed not to resolve incomplete PAYG journeys to minimise unnecessary contact with customers.

The T&R team have recently started monitoring several TSID card and CSID PIN holder activities, including compliance with current instructions such as the embargo on resolving journeys.



This piece of work was started with a view to reviewing whether, with restrictions on travel and other areas of life being eased at that time, we could recommence journey resolutions, possibly with tighter restrictions as to who and when such transactions could be performed.

Whilst the amount of money returned to customers' Oyster cards as a result of journeys being resolved, has dropped considerably from around £20K per 4-week period last year, recent figures have highlighted much higher levels of journeys being resolved than we had expected.

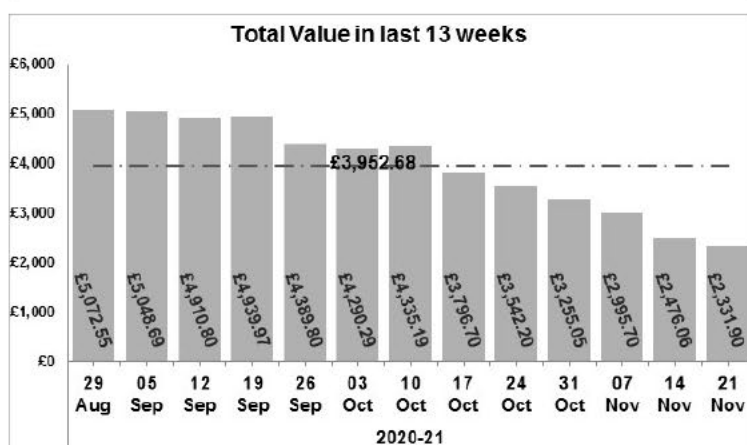
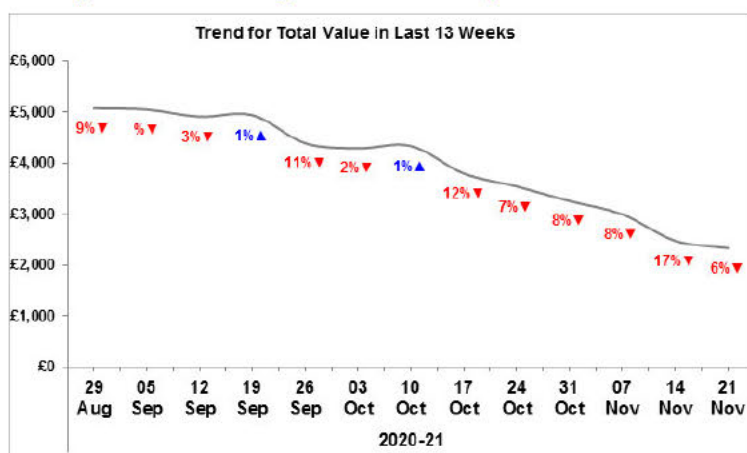
As can be seen from the line by line comparison for the year to date (right), so far this year over £129k has already been returned to customers' cards by staff.

A look at the last 13 weeks since the end of August, shows a recent drop off in the value of Oyster card Journey resolutions from around £5K per week to just over £2K in the last couple of weeks.

An issue highlighted in one of the [Ask Oilly](#) letters this month, is that the inconsistency caused by staff failing to abide by current instructions and resolving journeys for customers on a regular basis, can lead to customers expecting this and can make it very difficult for others who are trying to adhere to the rules.

There may be some very exceptional cases where it is necessary to resolve a journey for a customer, to allow them to travel, when they might otherwise be stranded due to no fault of their own, e.g. due to an incident which prevented them from validating or where a delay results in them exceeding the maximum journey time allowed.

It is important that this should only be done if the incomplete journey resulted from an incident or was due to a recent error in validating at the station concerned.



Early in 2021, as part of an upgrade that will deliver weekly capping for Oyster card users, all Oyster journeys will be processed through the same 'back office' as contactless transactions, which in the future will make it less critical to resolve an incomplete journey at the station, as the customer will be refunded automatically.



## GATE UPGRADES

In [TRUI28](#), we outlined some of the planned upgrades that were scheduled to take place on our gates in the coming months. In addition to the projects covered on [Pages 12 and 13](#) of this edition, progress towards starting a number of the other initiatives has been hampered by some production capacity issues within the Cubic workshop. Unfortunately, due to COVID19 working restrictions they are unable to have as many people as normal working within their workshop and as a result their output of units has been significantly reduced. This in turn has prevented the start of some of the planned installation works. The current position on E1 and E2 gate works is summarised below:

### E2 Gates

There are two planned upgrades affecting E2 gates and WAGs, which we intend to deploy concurrently. These involve;

1. *fitting a cooling fan within the gate stanchion which is aimed at cooling the inside of the cabinet during very hot weather. This particular modification is intended to address issues we had previously seen, where the ticket transporter belts became sticky in hot weather, resulting in ticket jams occurring.*
2. *a change to the paddle control mechanism which determine how the gate paddles react when an obstruction is detected as the paddles are closing.*



The first phase of the programme will commence with the installation of the fan into gates that have previously been upgraded with the paddle control software, as part of the initial deployment of this. This work was scheduled to commence on the night of Thursday 19 November, with gates at Charing Cross and covers around 130 E2 gates.

Following this, the programme will then continue with both the fan install and installation of the paddle control software. This is currently planned to start on 14 December but given the close proximity of this date to the two-week Christmas / New Year break, when upgrade works are normally suspended, it could mean that the combined programme may not actually commence until early in January.

### E1 Gates

Like the E2 gates above, there are also two planned upgrades affecting E1 gates, which we again intend to deploy concurrently. These involve a similar update to the paddle control software to that planned for E2 gates and a modification to the light beams which control the opening and closing of the gate paddles as customers pass through a walkway.



Following completion of earlier Vanguards, we currently have gates that have been upgraded with the paddle software and others with the modified beam arrangement, but currently none with both of these modifications in place.

The current plan is to commence work on E1 gates at the end of November, with the fitting of the modified beam units to a number of gates that have already had the paddle control modification completed.

Once all of these gates have been upgraded, we will then continue with both elements being completed during the same visit.

**Part 3** – November saw the Veterans Railcard added to the family of NR Railcards. These Railcards have undergone a number of changes over the years for regional and national incentives. Four of these cards are named below and we want to know if you can identify when they were launched in their *current* formats (e.g. The Senior Railcard was originally called the “Senior Citizens” card and the 16-25 was called the “Young Persons” railcard).

**Ticketing & Revenue**  
**T&R**  
Trivia

Answers on [Page 15](#)

**Q3) Can you match the specific Railcards to the years they were launched?**

<b>A</b>	16-25 Railcard	<b>B</b>	Disabled Persons Railcard
<b>C</b>	Network Railcard	<b>D</b>	Senior Railcard

<b>1</b>	1981	<b>2</b>	1990
<b>3</b>	1986	<b>4</b>	2008



# REVENUE PROJECTS

## GATE PADDLE TRIAL



Further to our last update on the planned trial of the new “light weight” E2 gate paddle and following a number of previous delays, the new design of paddle was finally installed on all of the gates and WAGs at Embankment on the night of Thursday 15 October.

The trial is scheduled to continue until early December, during which time the performance and durability of the new material will be monitored.

Unless serious concerns are raised it is likely that the new paddles will be retained and Cubic are keen to look at the possible extension of this trial to include gates at some other locations, to get more experience of the paddles in day to use on a station.



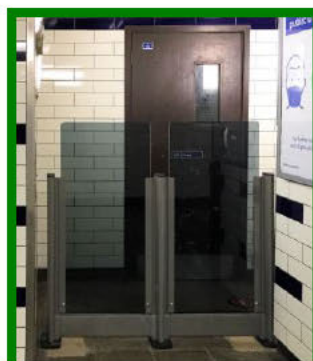
Potential sites with E2 gatelines are currently being considered, but due to the lead times in producing additional paddles, it is unlikely that any more of the new style paddles will be installed before the New Year.

Apart from potential improvements to the life of gate motors and gear boxes through using a much lighter material for the paddle, one of the main driving forces behind this initiative is that stocks of the current design of paddle are now quite low and it is no longer possible to obtain further paddles of that design, due to non-availability of some of the materials used previously.

## MANUAL GATE UPDATE

The programme to replace the last of the older ABP design of Manual Gates and remove a number of Manual Gates that are no longer required, finally got underway at the beginning of November.

The first two sites to be visited were a couple of the more complex pieces of work and saw the replacement of the Manual Gate, associated PVals and an existing pneumatic gate stanchion at both Euston Square and Baker Street (Chiltern Street) with two new WAGs.



EUSTON SQUARE – MANUAL GATE REPLACED WITH A FIXED PANEL



EUSTON SQUARE – NEW WAG

Hopes to quickly continue the programme with the replacement of some further Manual Gates, have been slightly hampered by some Cubic resource issues, which led to a slight pause after the completion of the Baker Street WAG installation until early December.

We are then hopeful of completing works at four other locations before the Christmas break:

BAKER STREET (Met)	GREAT PORTLAND STREET
WEST RUISLIP	PADDINGTON (Suburban)

The project will be re-utilising a number of the newer Cubic design of Manual Gate and fixed glass panels removed, to complete replacements at other LU sites when the programme resumes in the New Year.



## POD REPLACEMENT

We are now close to completing the first phase of the programme to replace Passenger Orientated Displays (PODs) on E1 gates with the same design of POD as is already in use on the newer E2 gates.

The final batch of stations on the north end of the Victoria line which have E1 or mixed E1 and E2 gatelines is scheduled to be completed on the night of Tuesday 24 November.

### NEW P-GATE POD



This will then just leave a small number of E1 gates at stations that have a mixture of E1 and older pneumatic gates, to be upgraded when those stations are visited at the start of the second phase of the programme which will focus on pneumatic gates.



COLOUR MATCHING COLLAR

There will be a slight gap in the LU installations, whilst Cubic update a number of E1 gate PODs at non-LU sites. This will then see the first pneumatic gate PODs rolled out from Thursday 03 December. Prior to the Christmas break, we are planning to complete upgrades at Oxford Circus, Bank, Waterloo and Bond Street.

Following the initial Pneumatic gate vanguard at Marble Arch, we had originally hoped to rollout the new PODs to other pneumatic gates much earlier, but unfortunately there have been several issues that have delayed the supply of some of the components necessary to fit the E2 POD onto the pneumatic gate stanchions. The most recent of these was in getting a good colour match between the POD and the collar that it will sit on, in the final production run.

## SR8 READER UPDATE

Earlier this year we started a Vanguard of new RTD (reader) software at two stations on the Loughton area. However, quite quickly, some issues were discovered with the acceptance of ITSO format cards at some of the NR stations that were also participating in this Vanguard.



This subsequently led to the Vanguard being aborted with the gates being reverted to standard RTD software until a further version of the software was available.

Cubic have now completed testing of an updated version of the software which includes the resolution of the previous ITSO card issues and are now ready to deploy the new reader software to a small number of stations as a Vanguard. This will see gates and any PVals at Buckhurst Hill and Loughton upgraded remotely by Cubic on the night of Monday 23 November, with devices operating with the new reader software from start of traffic the following morning.

All being well with these initial upgrades, it is then planned to expand the Vanguard to a further 10 LU sites (as listed below). The new software includes fixes for a number of known RTD faults but is expected to have little noticeable effect on either customers or staff.

Stations				Date
BUCKHURST HILL	LOUGHTON			Mon 23 Nov
BLACKFRIARS	FINSBURY PARK	CANARY WHARF	PADDINGTON	Thu 26 Nov
EAST HAM	HIGHBURY & ISLINGTON	KILBURN	PADDINGTON (Suburban)	
WEST BROMPTON	MARYLEBONE	LIVERPOOL STREET		

The one change that should be detectable at stations that have Pink Route Validators, is that after this upgrade has been completed, these devices should report as being in full service on the SCU rather than always being shown as operating in a degraded mode, as they have done since the new SCU was deployed. The recently completed SCU software upgrade prepared the way for this, but the issue will only be fully resolved when the new RTD software is deployed to the actual Route Validators.



# REVENUE PROJECTS

## POM BANKCARD SOFTWARE UPGRADE

As we reported in [TRUI28](#), an initial Vanguard of a new version of the bankcard processing software used by the Chip & PIN units (PEDs) on our POMs commenced on the night of Wednesday 07 October.

Following the upgrade of a total of 40 POMs at Stratford, Baker Street, Hammersmith (D&P) and Victoria (District), a decision was taken to extend the Vanguard to a further 63 devices at the 5 further stations listed below, in two further waves on the nights of Monday 26 and Tuesday 27 October, rather than progressing straight to a rollout to all other devices as we had originally planned.



BANK / MONUMENT	FINSBURY PARK (TVMs)	PADDINGTON	VICTORIA (Vic)	WEMBLEY CENTRAL
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As no issues were identified with the new bankcard software, approval was given for the rollout of the software to commence from Wednesday 18 November, initially with a further 50 devices on the first night but stepping up to 100 devices per night on subsequent nights.

Unlike the previous bankcard software upgrade which was governed by quotas for each device type per night, on this occasion we have planned the rollout based on a total number of devices, thereby ensuring that in nearly all cases, all POMs at a station will be completed on the same night. On this basis, all POMs should be completed over 10 nights. As with this type of rollout, the precise date each station will receive this update will be communicated via email in advance in the normal way.

The current upgrade addresses a known issue with the bankcard processing software supplied by Barclaycard, but a further release will be deployed early next year to address another known issue.

This version has recently started the testing cycle and will then proceed to a further Vanguard before deployment to other devices in a similar manner to that described above.

## MFM UPGRADES

In [TRUI28](#), we also updated you on a planned Vanguard of a new version of MFM software which was due to be deployed at the end of September / beginning of October.

This upgrade was primarily to provide Cubic's maintenance team with more detailed information on the number of note transactions each of the new Suzohapp note units had processed but was being Vanguarded at both locations with the new Suzohapp hardware and at stations with conventional BNA or BNR units.



BAKER STREET (Bakerloo)	CAMDEN TOWN	LIVERPOOL STREET	PIMLICO	VICTORIA (North)
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Unfortunately, after the deployment to the Vanguard locations listed above, an issue was identified with the software on one of the Vanguard MFMs at Liverpool Street, when the note recyclers were dumped to the vault. The cause of this issue has since been identified as a time-out issue, with the MFM not allowing sufficient time for all of the notes to be transferred to the note vault, before reporting a potential failure.



A further software release with a fix for this is currently under test and will be the subject of a further Vanguard which is due to commence in early December. Timing wise, this is not ideal as it is likely that given Christmas and uncertainty around the arrangements for the January fares Revision, we would then not be able to deploy the software to other MFMs until later in January.

The Vanguard of the Suzohapp note units at Liverpool Street is continuing, with the final unit due to be installed on MFM31 (a JLE style device) in mid-November. As previously reported in TRU, the internal dimensions of these JLE devices are different to other MFMs and requires a slightly different arrangement to accommodate the new note unit within the device.

Due to lead times in the procurement of castings and metal work needed to fit the new NHUs to other MFMs, it is unlikely that a programme to replace existing BNA and BNR units will begin until January 2021.



## SCU UPGRADE

We finally crossed the finishing line recently with two separate pieces of work linked to the upgrade of the Station Control Unit (SCU).

**COMPLETED** ✓

Following an initial Vanguard which took place in September, we started the rollout of new SCU software to all LU sites on Monday 19 October. What we had hoped would be a straightforward remote upgrade, turned out to be more difficult than anticipated, mainly due to Cubic's System Support team being unable to remotely access quite a large number of SCUs. This was slightly strange as all SCUs had been checked after installation, to ensure that they could be accessed remotely.

As a result of these issues, a number of stations / devices required a Cubic engineer to visit the station and reset the SCU to allow the Cubic team to connect to it remotely.

This had to be completed before the upgrade of the SCU could take place. Deployment of the new software therefore took longer than expected and was completed on Thursday 12 November.

One device remains to be updated at Kings Cross (Pentonville Road) once power supply/communications issues at that site have been resolved.

The upgrade finally resolved a number of issues that caused AFMs and single direction Gates to report their status incorrectly and stations should now see these displayed with either blue or green buttons when in full service, rather than permanently being shown as being in a "degraded mode".

An unwelcome side effect of the upgrade programme was that a couple of areas reported that following the update taking place, the pre-loaded Gateline settings had disappeared from a number of SCUs. The cases reported to us have since been resolved, but it would be useful for all stations to check that their Maximum Entry, Maximum Exit and Custom Entry / Exit settings are still in place.

Additionally we have also been made aware of a couple of other locations where SCU screens appear to be incorrect. One such issue to also check is that there are no grey buttons for devices or arrays, other than those indicating devices which are 'offline' due to a fault which has been reported to Cubic.

If gateline settings are missing or there are any other issues with the SCU screen, please email the [T&R team](#) with details.

We have also recently completed the final batch of SCU installations with additional SCUs being installed at a number of locations and the final devices from the original rollout being completed following the installation of the necessary cabling.



## ANSWERS TO T&R TRIVIA

Pt.1	Q1	Bezel block	This item was fitted to cover the unsightly space that remained after the old bankcard acceptor slots were upgraded on AFMs
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Pt.2	Q2	D	Sunday 19 January 2014
This was caused by a very late government U-turn on National Rail increases which meant that preparatory work could not be completed and tested in time. In January 2012 we had two... a major fares revision on 02 January and a mini fares revision on Sunday 22 January due to late NR changes.			

Pt.3	Q3	A	4	B	1	C	3	D	2
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**How did you do?**



# ...AND FINALLY!

## DON'T FORGET RAIL AID

2020 has proved to be a very challenging year for all of us on many fronts and it has had a particularly big impact on the charity sector and on the many vulnerable people that rely on their support.

In our charity feature in [TRUI28](#), we outlined a major initiative launched by the Railway Children charity to help fill the large void left from the COVID-19 restrictions which resulted in many of their normal fundraising events having to be cancelled this year.

**Rail Aid** is scheduled to run between Monday 23 November and Friday 27 November 2020 and comprises of a number of different fundraising events support by senior figures and over 80 companies across the UK railway industry. Dubbed as the railway's answer to 'Children In Need', Rail Aid invites everyone in the rail industry to unite and fundraise in support of the vital life-saving work of Railway Children



We have included below details of some of the ways that you might want to get involved in some of the Rail Aid activities and support the valuable work of this rail industry supported charity both in the UK and around the world.

**Commit Your Commute** – Although our frontline colleagues are continuing to travel to work to keep services running, many TRU readers in support areas have been forced to work remotely or are travelling in to work less often as a result of the current restrictions. Railway Children are asking people to donate the money normally spent on their daily commute to charity instead.

Although many of us enjoy free or reduced rate travel to work, don't forget the add-ons such as the coffee, newspaper or snack that you would normally have bought on your journey. If you would like to, you can use this link to make your donation via Just Giving. Don't forget as a UK taxpayer you can also increase the value of your donation by 25% through Gift Aid.

<https://www.justgiving.com/campaign/RailAid>

**Amazon Smile** – Shop at [smile.amazon.co.uk](https://smile.amazon.co.uk) for those early Christmas gifts or Black Friday bargains and you can donate to Railway Children at no cost to you. Amazon will donate 0.5% of the price of all eligible purchases you make

**Rail Aid Live** – the major event of the week on Friday 27 November with a couple of charity auctions and some other live events. You can find out a lot more from the Rail Aid website: <https://railaid.co.uk/>

The T&R team will be continuing to support the charity and next month will update you on a further payment we are due to make to our chosen charities.

## LOOKING AHEAD TO TRUI30

Our next edition of T&R Update will be published in December and will be the last edition of a very forgettable year.

Next time we are planning to include:

- *Details of the January Fares Revision changes and when they will be implemented*
- *A further update on our T&R charity activities*
- *A look ahead to what is planned for 2021*
- *Our traditional Christmas Quiz*
- *Updates on current projects*

...and a selection of our other regular features and T&R news.

