

Issue 144 – March / April 2023

Ticketing & Revenue Update

2023 celebrates 20 years of Oyster and a new special edition card. Get a sneak preview on Page 3

As the coronation of King Charles approaches, we update you on new coins and bank notes on Page 5

Multi-Factor Authentication is coming. What is it? Find out on Page 5

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

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SPECIAL FEATURE

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The new Bank (Cannon Street) ticket hall opened in February. Find out more on Page 8

Project Oval aims to expand the contactless payment network. Find out what this involves on Page 9

MARCH FARES REVISION – WHAT WENT WELL / WHAT DIDN'T?



Once again, as in the previous couple of years, the main 2023 fares revision was this year again deferred from the traditional 02 January date until Sunday 05 March.

Now this is behind us, we take our usual look back, to see how it went and what went well and any issues that arose or things that perhaps didn't go completely to plan.

As a result of the late decision on both the date of the revision and the actual extent of the fares rise, Cubic and the TfL fares team had a much-reduced period of time to prepare and implement the new fares.

Given a lot of the information was supplied to Cubic later than the normal fares revision deadlines, they did remarkably well to implement the revision with relatively few issues.

Overall, it was another fares revision which generally went very smoothly. On LU we had no reports of devices failing to accept or switch over to their new fare tables on the morning of the changes were due to be implemented.



Despite the late confirmation of prices, new fares posters were delivered to stations a little earlier (or less late) than we had expected and unlike last year, we appear to have had much fewer stations report issues to us.

To date we have had two cases of a station being sent the wrong Zonal poster, two being delivered and then lost, and one poster being delivered to the wrong station.



Not everything went completely to plan though. As with previous revisions there were some reports of the readers on certain busses still charging the old £1.65 PAYG Bus fare on Sunday 05 March.

These mainly appeared to be night buses that were yet to return to their garage or vehicles where a communications failure had prevented the reader switching over.



The number of these gradually diminished during the Sunday and customers didn't complain as they benefited from a ride at the old fare!

On LU the main issue to arise, affected the disappearance of a number of NR destinations from POM screens. This was first identified at West Ham, where a number of stations on the C2C line serving the station were no longer available.

Investigation of this issue quickly established that for 21 stations where data had been loaded for the forthcoming Project Oval (see Page 11) fares information for POMs had been accidentally removed, preventing customers from being able to buy tickets to these destinations.

The destinations affected are shown in the table on the right.

We subsequently received reports from other stations and although it impacted on all of our POMs, the impact was obviously felt more at locations where customers were more likely to make journeys to these destinations. Such as the eastern end of the District line which parallels C2C services as far as Upminster.

A fix was quickly identified by Cubic and initial applied to devices at West Ham and North Greenwich on the night of Monday 06 March, before being extended to a further 15 on the night of Tuesday 07 March and then to all LU devices on Thursday 09 March.

BASILDON
BAT & BALL
BENFLEET
CHALKWELL
DUNTON GREEN
EAST TILBURY
EYNSFORD
LAINDON
LEIGH-ON-SEA
OTFORD
PITSEA
REIGATE
SEVENOAKS
SHOEBURYNESSE
SHOREHAM KENT
SOUTHEND CENTRAL
SOUTHEND EAST
STANFORD-LE-HOPE
THORPE BAY
WESTCLIFF
WEST HORNDON

HAPPY 20TH BIRTHDAY OYSTER

Some of you may already be aware that 2023 unbelievably marks the 20th anniversary of the public launch of Oyster in June 2003.

A lot has happened in those 20 years and although Oyster usage has dropped off since the launch of contactless payment, particularly since the Covid Pandemic, it still makes up a significant part of our ticketing system on LU.

In celebration of this 20th birthday, a further Limited Edition Oyster card will be released in May. This first since the Elizabeth line card in 2022.



A total of 300,000 Limited edition cards (illustrated left) will be distributed from 15 May onwards to the ten Zone 1 stations listed in the table below with their normal card deliveries, as well as to a number of other Oyster issuing outlets.

BOND STREET	EUSTON	FARRINGTON
KINGS CROSS	LIVERPOOL STREET	LONDON BRIDGE
PADDINGTON	TOTTENHAM COURT RD	VICTORIA
WATERLOO	OYSTER TICKET STOPS	VISITOR CENTRES

As with previous Limited-Edition cards, we will be requesting stations to start using these cards as soon as they are received and add them to the Oyster card dispensers in the AFM / MFM and TVM. We do not want staff to remove the current stock, but in the run-up to these deliveries it would be helpful if the stock levels in each Oyster card dispenser cassette were allowed to gradually reduce.

This is so we do not have large volumes of standard Oyster cards in the cassette, as these would need to be used before the first commemorative card is dispensed. Stocks of standard blue Oyster cards should be retained within the secure suite, but should not be used to top-up the Oyster card dispenser cassettes until all of the 20th anniversary stock have been consumed.

A BRIEF HISTORY OF OYSTER

It is impossible in the space available to list all the milestones set by this very special smartcard... but here are a few key ones,

2003	Oyster card launched for purchase of annual and monthly tickets.
2004	PAYG (originally Prepay) launched → Off Peak fares introduced → First Oyster Freedom Passes issued → Annual and later Monthly tickets mandated to Oyster.
2005	Daily Capping launched → 18+, 16+ and Child Oyster cards issued → Auto top-up introduced → 7 Day tickets mandated to Oyster.
2006	PAYG up to 33% cheaper than paper tickets → Oyster online starts → Priv fares on Oyster → Maximum fares introduced → Visitor Cards launched.
2007	PAYG extended to London Overground.
2008	NR Railcard discount entitlement linked to Oyster.
2009	PAYG accepted for tickets on Thames Clipper river services.
2010	Oyster on National Rail (OXNR) is introduced.
2011	First "Special Edition" Oyster card is issued (see Trivia question below).
2012	'Pink' Olympic Games cards are introduced for athletes, organisers and volunteers.
2014	First Police Oyster cards introduced.
2017	Online top-ups can be collected from stations and buses within 30 minutes → Oyster card App introduced.
2018	Monday to Sunday (aka Weekly) Capping is introduced for Bus & Tram journeys.
2021	Weekly Capping on Oyster extended to include Rail journeys.

Part I – On the subject of commemorative Oyster cards...

Q1) ...Which was the very first "special edition" Oyster card issued by TfL?

- | | |
|-------------------|------------------|
| A Diamond Jubilee | B Festive London |
| C LU150 | D Royal Wedding |



Answers on Page 18

FREEDOM PASS REISSUE

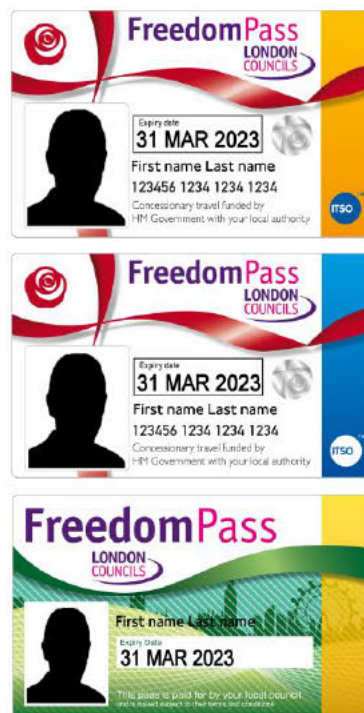
On Friday 31 March 2023, approximately 113,000 Freedom Passes expired and now no longer work the automatic gates at LU stations, instead displaying **Reject Code '57'**.

It is known that around 7,000 eligible holders did not apply for a new Freedom Pass in time to receive their new card before their current one expires and because of this, TfL has agreed to continue to accept Freedom Passes with an expiry date of 31 March 2022 until **Wednesday 03 May 2023**.

Therefore any staff who are presented with a Freedom Pass displaying Reject Code 57 should:

- Visually check both the Freedom Pass and the reject code.
- Allow the customer to travel / complete their journey if it would otherwise be valid.
- Advise the customer they must apply for a new Freedom Pass as soon as possible, if they haven't done so already.
- **Do not** advise customers they can continue to use their expired pass until 03 May.
- Cards showing other reject codes must not be accepted for travel.

We will include a reminder / update in the weekly Hot Issues Bulletin in advance of the May expiry date.



T&R BOOK APPENDIX I – FARES REVISION CIRCULAR

When the Fares Revision Circular was combined with T&R Book Appendix I, we omitted to amend the front cover to reflect this, which then led to a little confusion as to where it had been posted on the T&R Platform pages.

This has now been corrected and has been included with all other appendices. The latest version (04-April-2023) also includes a correction to the fare for the Zone 1-9 Child fare. [Click here](#) to view or download the latest edition, but please remember to delete any older copies you have stored on your device.



NR STAFF TRAVELCARD REISSUE

It is also that time of year when National Rail Staff Travel have started issuing a new 2023 / 24 NR Staff Travelcards to staff eligible for Priv rate travel.

TSID card holders are reminded that the discount **must** be updated as follows.

- Note the new NR Staff Travel Card number.
- Ensure you select the correct Discount entitlement option; Priv All Rail for employee and child dependents and Priv All Rail N for spouse / partner.
- Update the Priv discount entitlement expiry date to **30 June 2024** to match the expiry date of their new NR Staff Travel card ❶.
- Ensure the new **NR Staff Travel Card** number is correctly recorded in the Photocard field ❷.
- Confirm the details.
- Ask the customer to touch their card onto the reader to finalise the transaction.
- Holders of the NR Only Leisure card are **not** entitled to have a Priv discount set at LU stations.



The new design of card is yellow and gold and has a few minor design layout changes to the 22/23 version. However, the information remains the same.

Staff should note that current cards (shown left) continue to be valid up to and including 30 June 2023.

IRISH RAILWAYS PRIVILEGE TRAVEL

We have had a few queries recently regarding employees of the two Irish railway companies wanting to have Privilege discounts added to their Oyster cards.

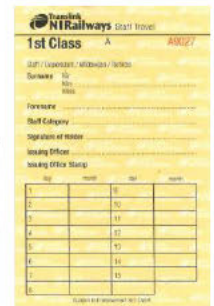
Section 5 Page 37

T&R Book 2 – LU TICKET ISSUING

As part of a reciprocal agreement between Northern Ireland Railways and Iarnród Éireann (in southern Ireland), eligible staff in possession of a Privilege Travel Authority Card are entitled to privilege travel in the UK and on LU.

On presentation of an application form authorised by their employers they can have the Privilege All Rail discount set on their Oyster card.

Details of these cards can be found in T&R Book 2.



THE KINGS HEAD?

We are fast approaching the Coronation of King Charles III and things are beginning to change, with the profile of the new King's head appearing on postage stamps for the first time and the Bank of England has announced the release of a new series of banknotes in 2024.

Banknote designs have been released and continue to feature the same famous Britons on the rear and follow the existing size and colour of current notes.

King Charles will become only the second British monarch to appear on a banknote, as prior to Queen Elizabeth II, notes did not include an image of the monarch.



Charles III coins have already entered circulation, with the first of these being a batch of 4.9 million 50p coins released via Post Offices at the start of the year. 4.7 million more will be released later as demand requires. The new 50p coin has one significant design change, in that the monarch's head now appears looking to the left, whereas the profile of the Queen looked to the right.

This tradition dates back to the 17th century, with successive monarchs alternating between left and right sided profiles. The "tail" side of the new 50p coins celebrate the life and legacy of Elizabeth II and are based on a 1953 design to commemorate her coronation.

There are around 29 billion coins bearing the image of Queen Elizabeth II in circulation and these will continue to be used until replaced through the normal process of withdrawing damaged or worn coins. Our POMs and Cash Handling Devices should accept both the new and existing coins without the need for modification. However the new designs of banknotes will require an update to the existing 'billsets' held by the devices, to enable them to recognise and process the new notes with the image of King Charles on them.

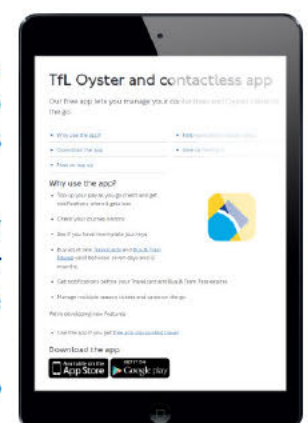
MULTI-FACTOR AUTHENTICATION FOR OYSTER & CONTACTLESS

Many of you will already be familiar with the use of a single use verification codes when making online purchases using a bankcard or to gain access to certain sites.

In a move to improve the security of Oyster online and Contactless Payment accounts, TfL are planning to introduce Multi-factor Authentication (MFA) for customers to access their online accounts later this year. MFA is a solution commonly used by banks and online retailers.

The decision to introduce MFA ensures that customer data is kept securely, and any fraudulent access is prevented. The first iteration of MFA will see customer authentication via text message to a mobile number. Note that this can be any mobile number and does not have to be a smartphone.

The change is currently scheduled to be implemented in mid-May and we aim to provide further information on this in our next edition of TRU.



ROLT RESET

1

London Underground

☐ Report of lost ticket in gate ☐ Money lost in POM* 95012

Customer details

Title First name Surname/Family name

House number/flat name/name of the road then flat number

Town

Postcode Telephone number

Name and Address verification

☐ Local ☐ If so, how was Name and Address verified?

☐ Via NCC ☐ NMA confirmed ☐ Address only

☐ Replacement of ticket lost in gate

Adult ☐ Single ☐ Day ☐ Peak ☐ Day ☐ Peak

Child ☐ Return ☐ Off Peak ☐ Off Peak

Other ☐ Other ☐ Other ☐ Other

Expiry date From to at for value of

Lost at Station Gate No

Time

Ticket Number (if known)

☐ Report of money lost in POM - Amount Paid P Change received

Amount Lost P Lost at

Ticket received Y/N ☐ POM No Time Date

Authority to travel following loss of ticket or money

Between and Date

This journey must be completed within two hours of hrs

I declare that the information I have provided on this form is true and correct. I consent to TFL and/or LUL checking the information I have given and if the information is inaccurate my application may be declined and legal action may be taken against me.

Customer's signature

MAYOR OF LONDON

Following on from the recovery of existing stocks of Report of Lost Ticket (ROLT) / Report of Money Lost in POM (RLMP) forms from stations, the T&R team have now commenced the process of issuing new pads **1** to each station and withdrawing all of the pads that are currently in use.

Each of the new pads will be supplied with a register **2** listing each of the notices in the pad, which is used to record the issue of each form.

The initial delivery of the new pads will also come with a laminated divider **3** to put between the sets of notices when completing a form, which shows the correct distribution of completed forms.

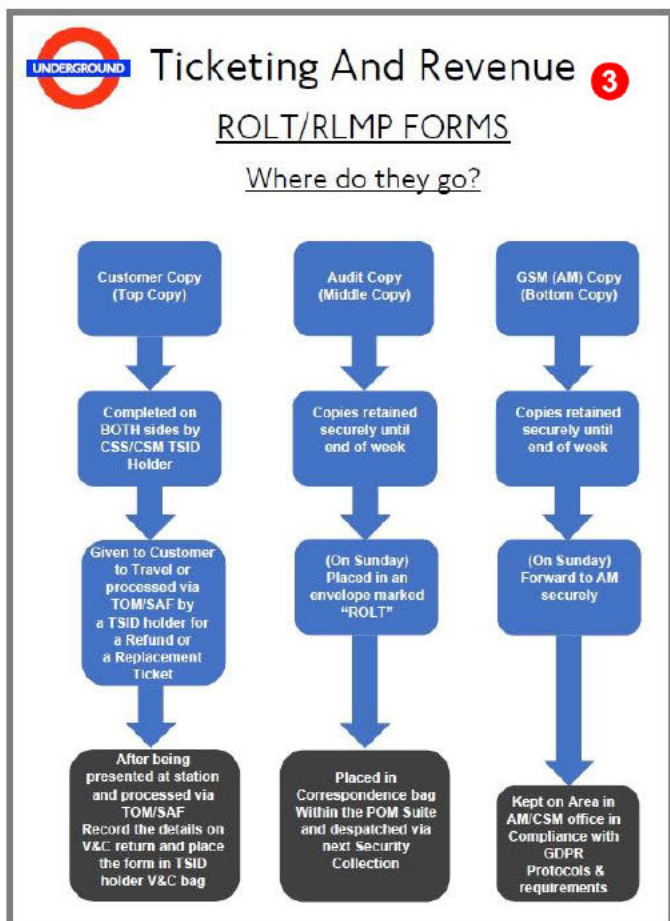
This is largely in response to a number of queries the team have received about how and when copies should be despatched.

The reset of ROLT pads also sees a clarification of procedures with copies being kept securely within the Station Office and then despatched at the end of each week on a Sunday.

This will be incorporated to revised instructions within the T&R Books when these are updated shortly.

If you still have stocks of ROLT / RLMP pads on your area, please contact the T&R team via the [T and R performance](#) mailbox so that we can arrange for these to be collected.

These pads should not be used, as they will not be incorporated in the database that will be used to track the issue of notices in the future.



2

London Underground

ROLT / RLMP FORM REGISTER

Form No: C 195351 To C 195400

STATION: DATE OF ISSUE:

Form Number	Date	Issued By (print)	Employee No	Comments
C 195351				
C 195352				
C 195353				
C 195354				
C 195355				
C 195356				
C 195357				
C 195358				
C 195359				
C 195360				
C 195361				
C 195362				
C 195363				
C 195364				
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C 195396				
C 195397				
C 195398				
C 195399				
C 195400				

ROLT/RLMP Control Forms - User 1

Future requests for replacement ROLT pads will be fulfilled by the T&R team rather than being ordered via the admin hubs.

When a new pad is delivered a copy of the completed register for the previous pad will need to be available for the courier to collect.

In addition to the forthcoming changes to the T&R Books, the Operational Manager's handbook covering Ticketing & Revenue has recently been amended to cover a change in the process for the ordering and control of ROLT / RLMP and Inability to Pay Fare pads.

INABILITY TO PAY FARE PROCESS

As previously highlighted in an Ask Olly letter in TRU142, the text regarding payment of Inability to Pay Fare notices on the current forms is now a number of years out of date.

As a follow on from the reset of ROLT forms outlined above, we will also be undertaking a re-launch of the Inability to Pay (ITPF) process.

We have started to withdraw stocks of these pads from areas, in readiness for these to be supplied centrally in future. Stations that do not currently have an ITPF pad will then be supplied with a new pad from our stocks.

Like the ROLT pads, new pads will be supplied with a register listing each notice in the pad, for the issue of each notice to be recorded.

The pads will also be supplied with a supply of stickers (see base of page), outlining the revised arrangements for customers to pay their outstanding fare and instructions on how the sticker should be applied to the customer copy of each form.

The issue of the form should also be recorded in the Station Log-Book.

The Inability to Pay Fare criteria for vulnerable customers has been updated to better match the industry standard for safeguarding and is included in the table below,

Previous wording	Updated wording
<ul style="list-style-type: none"> Children under 16 or vulnerable persons who would be left stranded if unable to use LU services Customers in distress and who have no funds as the result of a crime 	<ul style="list-style-type: none"> Children at risk (those under the age of 16), or adults at risk, who would be left stranded, or in danger, if unable to use LU services Customers in a vulnerable situation, such as being the victim of crime, who have no funds in order to pay for a complete journey

This is not a free journey, but an instrument for Station Supervisors to authorise a customer that would otherwise be stranded to travel home. The Customer will be expected to pay the fare for the journey they have made at a later date.

Customers should not be allowed to travel free by other means, as some staff have done in the past, as this contributes to a potential loss of revenue and allows customers on to the network without an authority to travel.

Both ROLT and ITPF pads need to be kept securely with copies of notices of any notices issued, to comply with GDPR regulations. At the end of the week, the audit copies need to be despatched in an envelope marked ROLT or ITPF (as appropriate) via the Correspondence multi-safe bag in the secure suite, as part of the next security company collection.

At locations with fortnightly, 4 weekly or dynamic security collections, these items can be transferred and despatched via a collection at another station on the area that has an earlier collection.

How to Pay Your Fare
Please make payment to;
Transport for London
Sort code: 40-02-50 Account: 51393014
As a reference number please use: INAB +form number (Example INAB B000001) this can be found on the top right corner of the form you received.

The stickers that are supplied with the ITPF forms contain updated payment information for customers and must be applied to the form as shown on the left.

BANK OPENING!

Whereas news in the press recently has been about further closures of High Street branches of the main banks, the end of February saw the opening of one new Bank!

The new Bank (Cannon Street) ticket hall opened to customers on Monday 27 February, the culmination of a £700m programme of works to enlarge capacity at Bank / Monument and provide step-free access to the Northern line and DLR platforms.



The new ticket hall is equipped with

- 3 x TVMs
- 10 x E2 gates
- 3 x WAGs.

Earlier phases of the Bank Capacity Enhancement Project had seen the construction of a new southbound Northern line running tunnel and platform and the conversion of the old southbound platform into a larger lower concourse between the two platforms in a similar manner to previous works on the Northern line City branch at London Bridge, Angel and Euston.

Situated on Cannon Street close to the Monument intersection, the new entrance provides another entrance to the sprawling Bank complex.

However, the new entrance is not the closest entrance to Cannon Street NR station down the road, as the Bank (Bloomberg) ticket hall located in Wallbrook, is actually much closer to Cannon Street station for customers wanting to interchange onto NR.

Like all of the existing entrances, the new Bank (Cannon Street) gateline is configured to allow the same interchanges as the existing gatelines.



Can you take good quality photos of your ticket hall, station entrance, gates and POMs? The T&R team find these useful for illustrating communications and potential projects. Photos should be free of people, traffic and obstacles and can be sent to [David Nix](#).

Part 2 – To help encourage customers to take up the reusable and more versatile Oyster card...

Q2) ...When were 7 Day Season tickets mandated onto Oyster?

- | | |
|------------------|----------------|
| A September 2005 | B May 2006 |
| C July 2007 | D January 2008 |

Ticketing & Revenue
T&R
Trivia

Answers on Page 18

OVAL – NOT JUST A STATION ON THE NORTHERN LINE

Towards the end of 2022, the Department for Transport (DfT) announced a package of funding to allow the expansion of contactless payment on the National Rail network, beyond the current lines where it is accepted in and around London.



Project Oval – as it is known, aims to expand PAYG acceptance beyond the London Zones and the few lines where it is already accepted such as Thameslink and Southern to Gatwick Airport, Thameslink / Great Northern services to Luton and Hertford / Welwyn Garden City and the Elizabeth line / Great Western services to Reading and on the Thames Valley branches off the Great Western mainline, amongst others.




The aim of Project Oval is to eventually expand the area of contactless payment acceptance to cover most of the southeast of England, covering all of the main commuter routes into London. This will follow the pattern of the recent expansions of PAYG with contactless payment being available but not Oyster.

This is mainly due to the current constraints of the Oyster system, which has a very limited range of additional zones available, beyond the current numbered zones used for the LU network.

This is clearly a major task and cannot be achieved in one go. As a result, a phased introduction will be used, firstly focussing on what are some of the easiest routes to add to the contactless payment area.

It is envisaged that the launch of the first phase will include around 50 stations. Cubic are already undertaking physical works at a number of the stations earmarked within Phase I, with the installation of validation equipment at these sites.

Following completion of physical works at stations, it looks likely that the first phase of the expansion of PAYG will focus on the following routes:

	services to Tilbury, Southend and Shoeburyness – completing the whole of the C2C network. PAYG (both Oyster and contactless are already accepted as far as Grays)
	services to Sevenoaks – completing that part of the Thameslink network. PAYG (both Oyster and contactless is already accepted as far as Swanley)
	services to Reigate – close to Redhill and the Victoria to Gatwick Airport line where PAYG is already accepted

Fares data has already been loaded into the system for the first 22 stations on the above routes, in readiness for the launch of the first Phase of Project Oval and this unfortunately contributed to one of the issues which occurred after the recent fares revision. As outlined in the review of the March Fares Revision on Page 2 of this edition of TRU.

Installation work has now commenced at a number of South Western Railway stations on branches which are just beyond the Zone 6 boundary. These again make sense to be early extensions to the current PAYG area, as they will complete routes without adding large numbers of stations.”



Further lines are likely to be added in following phases of work, but we believe that funding for the necessary works from Phase II onwards have not yet been approved by the DfT.

Although not directly affecting the LU network, the planned expansion of PAYG acceptance will open up further opportunities for customers to use contactless payment to travel to destinations not currently covered and for which they would currently have to purchase a magnetic stock Single or Return ticket.

This obviously supports the longer-term objective of both TfL and the Train Operators to move away from magnetic ticketing.

We will obviously update you further once a confirmed date for the launch of Phase I of Project Oval is announced and also when funding for the following phases has been approved.



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: 29 March 2023 16:55
To: Ask Olly
Subject: Australian cheap travel?

Hi Olly,

I have just had a fourth customer in two days, all visiting from Australia who, having been charged a nominal £1 at their first tap are not seeing any subsequent charges for all their travels on the tube.

I guess it could be their banks (hell of a coincidence) or we are not charging the Aussies for some reason? The same bankcard also keeps letting them in and out.....

Regards

[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

Thank you for your email and query.

There isn't any preferential arrangement for Australian visitors I am afraid! What you are describing is similar to an issue about foreign issued cards raised in an Ask Olly letter in TRU 142. In the same edition we included a "Contactless Explained" feature to try and explain some of the odd charges customers appear to have received.

In this case the nominal charge is actually an authorisation to prove that the card is "good to travel with". Subsequent validation taps are then sent to the TfL back-office, and these are totalled up at the end of the day, so the card user is charged one amount for their whole day's travel. They are unlikely to see this shown on their online card account for a couple of days.

In relation to your final comment, the "Passback" time on contactless payment cards and devices is much shorter than other media. This is an issue we are covering in more detail in TRU 144. Multiple use of the same card is likely to lead to the customer being charged more as a result of subsequent validations resulting in an unfinished journey being reported.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

We have checked and confirmed that the fee for Visitor Oyster cards wasn't increased when the standard Oyster card fee was increased to £7 last year and is still £5.00.

This was apparently done to try and support the return of visitors to London after the pandemic.

The charge made for a Visitor Oyster card has never been refundable, so it sounds as if customers may have been given incorrect information when they purchased their cards.

Regards

Olly Oyster

From: [REDACTED]
Sent: 03 March 2023 21:58
To: Ask Olly
Subject: Visitor Oyster Cards

Hi Olly,

I had a member of staff bring a question to me regarding Visitor Oyster Cards – I apologise if I have missed it on a previous publication.

Eurostar seem to be issuing Visitor Oyster Cards to customers and still only charging £5 (and then telling customers they can get their deposit refunded).

If we are charging £7, why are they still charging £5? – I am totally confused.

Thank you for your help

[REDACTED]
[REDACTED]
[REDACTED]



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From: [REDACTED]
 Sent: 17 December 2022 11:30
 To: Ask Olly
 Subject: Child Fare Tickets

Hi Olly,

I am querying why it is the POMs do not state that children under eleven travel free when accompanied by an adult. The machines only state that children five and under travel free.

Also, why is it a requirement that an unaccompanied child, between the age of six and ten, who lives outside London, should be paying for their journey?

I understand that we do not want to encourage this, but the stipulation creates more problems than it solves.

And if we are serious about customers using contactless, surely there should flash up a message advising them that using contactless, or oyster is a lot cheaper than a paper ticket.

Regards,

[REDACTED]
 [REDACTED]
 [REDACTED]

Hi [REDACTED]

This is an issue that has been raised a number of times previously and unfortunately is due to the complexity of ticketing arrangements within the London area.

Although it is true that accompanied Children under the age of 11 and those with a Zip card can travel free, this does not apply across all modes.

We therefore have to cater for customers who may be using NR services on which Child fares are payable.

Based on feedback that some customers were confused and might end up paying unnecessarily for a journey, POM screens were modified to add a pop-up message to try and clarify when a Child travels free and when a ticket is required.

In relation to your second comment about the promotion of contactless payment, this is something that we are currently actively looking at with Cubic, to hopefully again display a message highlighting the availability of contactless payment, before the customer actually pays for a magnetic ticket.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

The SAF will flag up a discrepancy when the amount entered for a service or float differs from the expected figure that the device has reported to the SAF. This could be for a number of reasons.

The procedures for recording a POM service are that you should always record the actual value of coins and notes that you have removed from the device.

The accept option on the TOM / SAF applies the amount that the SAF is expecting from the POM and should not be used as it is likely to result in a discrepancy on your account if the actual amount of cash you have actually deposited into the CHD is different.

If you have entered figures and then press accept, the figures you have recorded will be ignored and the SAF will use the expected value and add this to your account.

Hope this clarifies for you.

Regards

Olly Oyster

From: [REDACTED]
 Sent: 30 March 2023 22:09
 To: Ask Olly
 Subject: POM Service discrepancy - What to do ?

Hello Olly,

Sometimes when servicing a POM, the TOM / SAF flags a discrepancy when there is in fact no discrepancy.

For example, using codes 22E and 28E the POM gives you the figure of £10 in coins and £100 in notes, you put the money in the CHD and it counts £10 in coins and £100 in notes.

You then input this into TOM SAF, but the system identifies a discrepancy, even though there was no discrepancy.

Would you then declare the service with an unknown discrepancy or would you press accept, to accept the figures you have given?

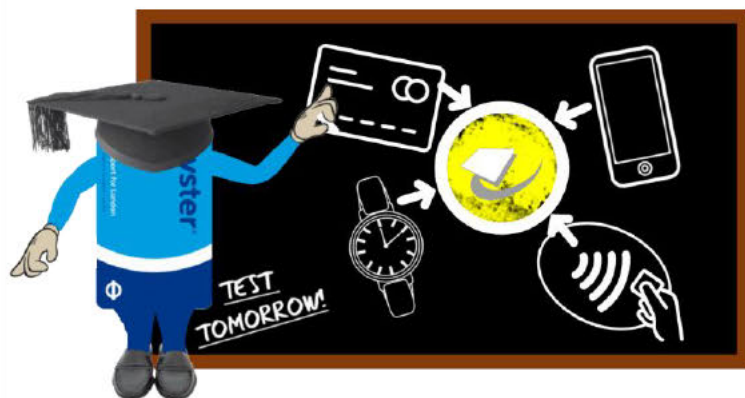
Could you also clarify when pressing accept, what does this do on the system?

Does it disregard the figures you have entered in the coin removed and notes removed field or does it tell the system to accept the numbers you have entered in the notes removed and coins removed field?

What would be best practice in situations where the TOM SAF has highlighted a discrepancy?

Kind regards,

[REDACTED]
 [REDACTED]
 [REDACTED]



Contactless Explained

In a further instalment in our series to try and explain the inner workings of how contactless payments are handled, we thought we would try and allay a few myths and address one of the most frequent questions we get asked!

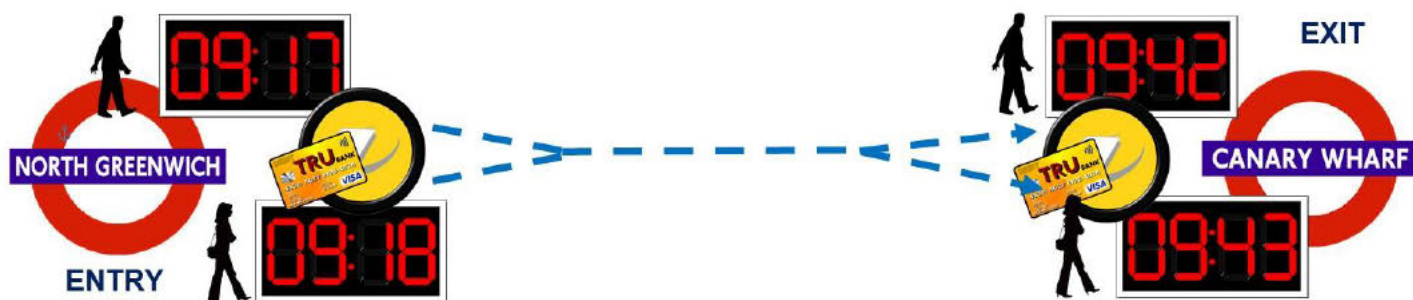
CAN TWO CUSTOMERS TRAVEL ON ONE CARD?

An example of what we hear is; *"I saw a customer touch-in using their bankcard and a few minutes later, touch-in again to allow their companion to travel. When challenged, they said they had been told they could do this / always do it"*

Although we were confident that the system worked correctly and did not allow this and that if customers did behave in this way, they would be penalised, we have had a steady stream of queries over the last couple of years from colleagues on stations around the network.

As a result we have recently arranged for some tests to be undertaken by colleagues within the TfL T&D testing team, to confirm the correct processing of such transactions.

Example 2 – Two Customers Using One Card



In the example above, the customers touch the same card or device on the gate to enter and a minute later uses the same card or device to effectively allow a second customer to travel.

24/03/2023

⚠ North Greenwich to Unknown 09:17 - --:--	1	£9.40
North Greenwich to Canary Wharf (London Underground) 09:18 - 09:42		£1.90
⚠ Unknown to Canary Wharf (London Underground) --:-- - 09:43	2	£6.40

⚠ This indicates that your journey was incomplete.

If the same behaviour is then repeated at the other end of the journey, rather than two customers being allowed to travel for the price of one, this will actually result in a £1.90 charge for one journey between North Greenwich and Canary Wharf and two maximum fares being charged as a result of one ❶ 'unfinished journey' and one ❷ 'unstarted journey' as illustrated in the sample card statement above-right.

So in our journey example the second validation at 09.18 results in the initial validation being treated as an 'unfinished journey' and a new journey being started.

The initial exit validation at Canary Wharf at 09.42 then completes the journey from North Greenwich, but the second exit validation is recorded as an 'unstarted journey'.

So rather than the 2 customers paying £3.80 (£1.90 each) they end up paying £17.70.

This situation arises as a result of the "Passback" facility (the time during which use of the same card or ticket in the same direction is prevented) being much shorter for contactless payment transactions, than it is for magnetic tickets or Oyster transactions.

This is due to the need to minimise the time that payment card data is held by the reader and shared with other readers on a gateline.

Contactless Explained

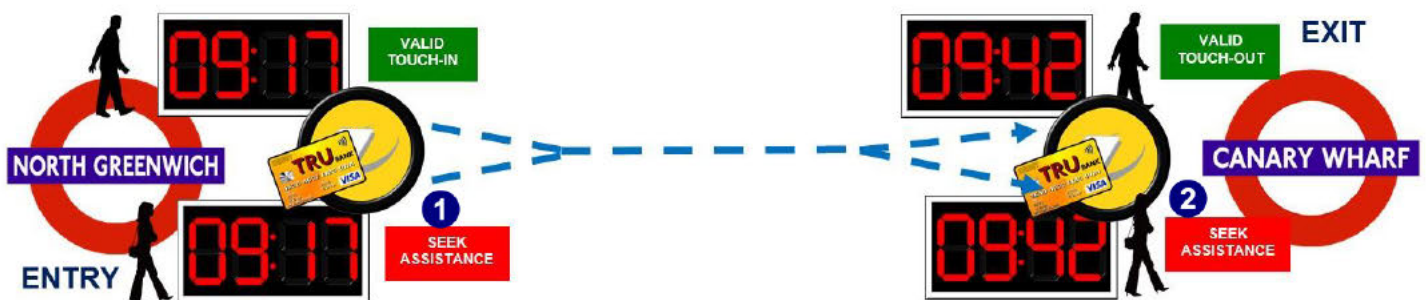
A possible explanation as to why some members of staff and customers think that it is possible for two customers to use the same card to travel, relates to the second validation in the second example below.

If the card or device is re-presented to the reader within a minute, it will be rejected and a ❶ "Seek Assistance" message will be displayed, as "Passback" prevents further use.

So going back to our original example, an immediate second validation at North Greenwich at 09.17 would be rejected as a "Double entry". However, if the second customer manages to get through the gate, when they reach their destination, the first exit validation at Canary Wharf will complete the journey from North Greenwich.

If the second exit validation is again made within the minute, this will also be rejected as a "Double Exit" again with a ❷ "Seek Assistance" message being displayed.

Example 2 – How "Passback" Works



So, if the customer again gets through the gate the two customers will benefit from a single charge of £1.90. The failed validations are ignored in the back-office calculations. In this scenario it is effectively the same as two customers "doubling up" through a gate on one magnetic ticket or Oyster card.

Example 3 – How One Bank Account Can Be Used To Make Two Simultaneous Journeys



If customers are travelling together and want to take advantage of PAYG using contactless payment, they are able to do so by either:

- Using separate bankcards ❸, even if they are linked to the same account ❹
- Using the actual bankcard and the same card loaded onto a mobile device or payment app

The processing of contactless transactions uses a token rather than the actual card number, which means that a mobile device and the physical card have different token IDs and are treated as completely separate entities.

So the travel on each will be billed separately, even though the charges will end up on the same statement.

What is a payment token and how does it work?

A payment token is a unique and alternative number that represents an actual credit card or private account number when making a digital payment using a bank card or a digital wallet such as Apple Pay or Google Pay.

These tokens are then used to process payments, just like a regular credit / debit card, but without revealing bank account details or numbers, making the transaction much more secure.

Since a token replaces sensitive card data, it can be used by third parties such as ours, to help meet Payment Card Industry (PCI) requirements within the contactless payment ecosystem.

A single bank card can have different tokens associated with it and each one is unique to a specific sales channel.

REVENUE PROJECTS

GATE UPGRADES



COMPLETED ✓

Starting off with two projects which have recently crossed the finishing line. One appears to have been a Marathon, the other a quick sprint!

MANUAL GATE REPLACEMENT

After a very long drawn-out rollout programme stretching back to early 2022, the project to remove or replace the last of the older style Manual gates was finally completed on the night of 23 February, when works at Temple were finally completed.



WAG COMPOSITE PADDLE MODIFICATION

As reported in TRUI44, Cubic have recently undertake a programme to retrofit stainless steel blocks to the composite material WAG paddles, which were installed in as part of the original trial in summer 2021 or as part of the first wave of paddle replacements last July.



The new blocks replaced the previous design of aluminium block which had proved susceptible to damage since they were first installed.

The Cubic installation team revisited each of the sites where the lighter composite material paddles had previously been installed during engineering hours and fitted the new blocks between 19 February and 07 March 2023.



RAMPING UP THE ROLLOUT

Following on from our previous updates in TRUI42 and TRUI43, we are pleased to report that the shortage of sub-frame components which had hampered our plans to replace worn gate ramps on E1 and E2 gates, has now been resolved.

Cubic had been forced to restrict the replacement of ramps to Wide Aisle Gates (WAGs), but deliveries of additional supplies of sub-frames have enabled the installation teams to restart the replacement of ramps at stations with E2 gatelines.

From Friday 24 March, this was extended to resume the replacing of ramps at stations with E1 type gates, initially with stations on the District line.

Hopefully in the coming weeks the teams will be able to make further headway on catching up on the replacement of ramps at stations where we previously had to cancel the upgrade works due to a shortage of components.

Some additional weekend shifts have been added to the schedule to try and shorten the overall length of the programme.



REVENUE PROJECTS

POM COIN HANDLER UPGRADE

The planned start of a further upgrade project, this time to replace the current coin handling units (CHUs) on both AFMs and MFMs are set to be brought forward slightly, from the planned starting date in May, to now commence towards the end of April.

As previously outlined in a brief outline in TRUI42, this particular upgrade is scheduled to be completed on day shifts, rather than at night, to reduce the impact on customers, by minimising the length of time that devices are in 'exact money only' or 'card only mode'.

The programme is now due to start on **Monday 24 April** and will see components being delivered to each site the night before the upgrade work is planned to take place, ready for the engineers to install during the day.

AFMs and MFMs will be updated with new CHUs during the same engineer visit and once the work has been completed, the old CHUs removed from the POMs will be packaged up ready for Cubic's logistics team to collect that night. This will entail the storage of these parts within the secure suite, as happens with parts required to address corrective maintenance faults.

As a result of this fairly complex logistical exercise, it is doubly important that the upgrades are completed as planned each day, as we do not want a situation where new parts are collected before they have been installed.

The CHU upgrade will require each device to be emptied of cash before the Cubic engineers can commence work and this will require the dumping and refloating of the MFM. Instructions will be emailed to stations informing them of the date that parts will be delivered and the upgrade will take place along with more detailed information on the order that devices should be completed.



TVM SOFTWARE UPDATE

In addition to the bankcard pack update outlined above, a further software upgrade is scheduled for all of our TVMs. This particular upgrade does not contain and defect fixes or change to functionality, so won't immediately be detectable to staff or customers.

The purpose of the upgrade is to allow Cubic to use a software tool to undertake future upgrades remotely. The next such upgrade is linked to the re-accreditation of RSLU and NR TVMs, the file size for which will be too large to download in the normal way that we have undertaken previous software upgrades to TVMs.



The change was initially Vanguarded on one TVM at each of the following 4 LU stations, plus a number of London Overground and Elizabeth line sites:

KEW GARDENS

QUEENS PARK

STRATFORD

WEMBLEY CENTRAL

This change was made on the night of **Monday 13 March**, taking effect at start of traffic the following morning.

Following on from this, the rollout was scheduled to commence on the night of **Tuesday 04 April**, with the final LU devices scheduled to be upgraded on the night of **Friday 14 April**.

Part 3 – ...And on the subject of TVMs

Q3) How many LU operated stations now have TVMs?

A 15

B 20

C 25

D 30

Ticketing & Revenue

T&R
Trivia

Answers on Page 18

REVENUE PROJECTS

CHD SOFTWARE UPGRADE

Progress towards the start of the planned Vanguard of a new version of Cash Handling Device (CHD) software has been a lot slower than we had hoped. However, in the last month since our update in TRU143, progress has been made on finalising the new screen displays that TSID card holders will use.

Sample screens were successfully loaded onto the CHD at North Greenwich on Thursday 02 March and hopefully once a couple of final tweaks have been made, this aspect of the preparation will have been completed.

The start of the Vanguard is currently being delayed by a couple of issues:

- *Fixed line connections – changes need to be made to the TfL IT network to allow the CHDs which are connected via a fixed line, to be able to communicate with the new Pay Complete back office.*
- *Replacement of device PCs – as previously outlined, we have recently seen a number of CHD PC failures and hope as part of the software upgrade programme to utilise new PCs to allow the new operating system to be migrated onto a Windows 10 platform.*

At present we are hoping that the Vanguard will be able to start, initially at Stratford in early May. Followed later by devices at Waterloo the other Vanguard site.

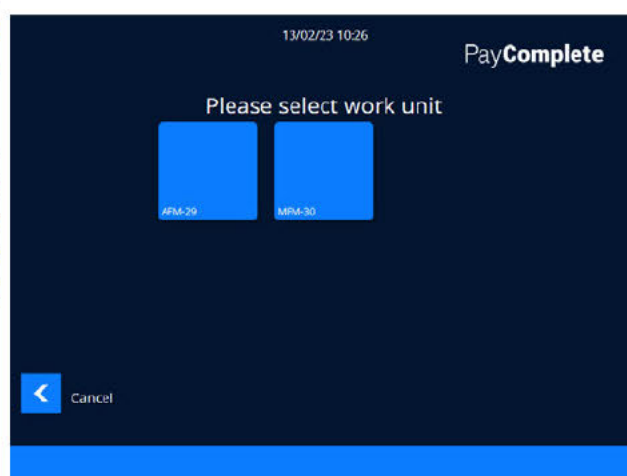
Replacement PCs for the larger 'Category A' CHDs we have at some of our busier stations have already been ordered, but unfortunately the larger quantity of PCs for the 'Category B' devices and the coin only 'Category D' devices are subject to a long lead time for delivery, due to the worldwide shortage of some components, as covered in the national press.

The current timescales for the delivery of the Category B PCs is now August 2023, but we are hopeful of being able to at least start the Vanguard by loading the new software onto existing hardware.

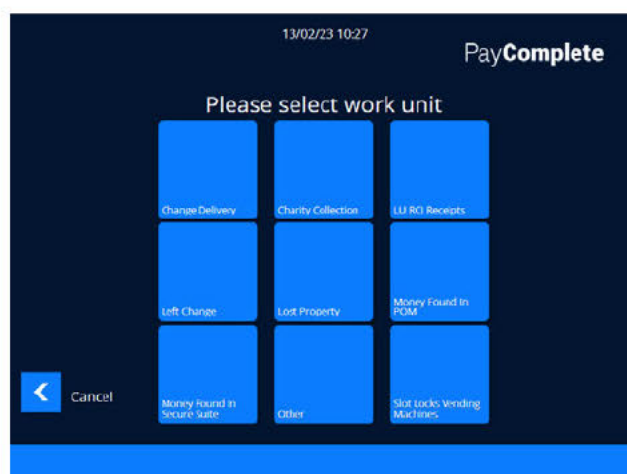
This will probably allow a period of dual running of new and existing operating systems from May until the start of the main rollout in August or September.



↑ START SCREEN ↑



↑ POM SCREEN ↑



↑ OTHER TRANSACTIONS ↑



During that period, we are hopeful that if the initial Vanguard is successful, we will be able to extend the Vanguard to some additional sites such as Euston and Kings Cross, where we only have 'Category A' devices.

The remaining stations that have a mixture of Category A plus Category B (shown left) or Category D devices, will be picked up when the full rollout begins, to avoid the need for multiple visits to stations and to minimise the number of staff who have to interface with both old and new screens and software.

SCU SOFTWARE UPGRADE

As we predicted in TRU143, the long wait is over, with the start of a Vanguard of new Station Control Unit (SCU) software. This was deployed to each of the SCUs in all ticket halls at the 7 destinations listed below, on the night of Thursday 16 March 2023, to take effect from start of traffic on Friday 17 March.

HARROW ON THE HILL	KINGS CROSS	LONDON BRIDGE
PADDINGTON	SHEPHERDS BUSH MARKET	SHEPHERDS BUSH
	VICTORIA	



The impact of the upgrade should not be detectable by users at the stations concerned, the changes mainly focussing on ensuring that in future each device will remain "discoverable", meaning that Cubic's engineering staff will be able to access each SCU remotely to view displays and undertake any necessary changes to the layout or configuration settings within the SCU.

The Vanguard is likely to need to run for an extended period to ensure that the upgraded SCUs remain "discoverable", as individual devices being found to have become not accessible has been fairly random in the past. During the Vanguard Cubic will be undertaking regular checks to ensure that these Vanguard SCUs remain accessible.

The last thing that we want to do is to run a short Vanguard and then launch into the deployment to all SCUs only to find that we still have issues with Cubic not being able to access certain devices.

Since Cubic encountered some issues when updating the software on the first batch of devices, which resulted in engineers having to be sent to a number of the Vanguard devices to ensure that the upgrade had been loaded successfully.

They are currently investigating an alternative method of updating the operating platform on each device and it is looking likely that a second Vanguard will be run on a further batch of stations in parallel with those above. Details of the SCUs and stations concerned are yet to be confirmed, but affected stations will be notified in advance.

AFM MOTHBALLING COMPLETED

The programme to mothball 54 AFMs across the network was completed on the night of Thursday 09 February, with key components removed and blanking panels being fitted to the front of these devices to hide them from customer view.

During a second visit to each site, Cubic then completed the isolation of power and communications to the mothballed devices and relocated communications hubs into the base of other devices in the same POM room.

The final isolations at Waterloo (Colonnade) were completed on the night of Thursday 30 March, having been delayed by the need to clear a rodent infestation from underneath the POMs, before Cubic staff could safely work in the area concerned.

Base data for these mothballed AFMs was removed as part of a planned base data update on Sunday 02 April.

This will then prevent these devices from coming up in various reports as being offline or unavailable for service.



COMPLETED ✓

ANSWERS TO T&R TRIVIA

Pt.1	D	Royal Wedding of William and Kate in April 2011. The other cards were issued in 2012.
Pt.2	A	September 2005 and magnetic 7 Day Season tickets ceased to be issued.
Pt.3	C	25 stations

Front cover image

Battersea Power Station gateline

How did you do?

...AND FINALLY!

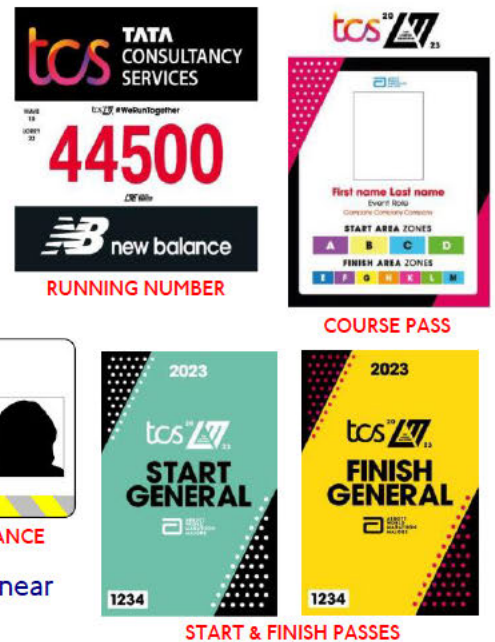
LONDON MARATHON

This year the 43rd London Marathon, sponsored by TCS, will take place on Sunday 23 April 2023. As with previous London Marathons, TfL will be offering free travel along the route for runners and organisers on London Underground, Buses, Trams, DLR, London Overground and Elizabeth line services between the hours of 04:30 until 18:30. This year, free travel will not be permitted on the London Cable Car.

Free travel is available for Runners, race officials, accredited media and St Johns Ambulance volunteers on presentation of the documents shown on the right. Some of the passes will also be in digital format.

Anyone who is unable to show one of the accepted forms of ID must pay for their journey by other means.

This year will see the addition of 2 Elizabeth line stations that are on or near the route of the marathon. The full list of stations are,



ST JOHNS AMBULANCE



START & FINISH PASSES

LU	BANK / MONUMENT	CANNON STREET	MANSION HOUSE	VICTORIA		
	BERMONDSEY	CHARING CROSS	SOUTHWARK	WATERLOO		
	BLACKFRIARS	EMBANKMENT	St JAMES PARK	WESTMINSTER		
	CANADA WATER	GREEN PARK	TEMPLE	WHITECHAPEL		
	CANARY WHARF	LONDON BRIDGE	TOWER HILL			
EL	WOOLWICH CANARY WHARF					
DLR	BANK CANARY WHARF CROSSHARBOUR CUTTY SARK HERON QUAYS ISLAND GARDENS LEWISHAM LIMEHOUSE MUDCHUTE POPLAR SHADWELL SOUTH QUAY TOWER GATEWAY WEST INDIA QUAY WESTFERRY WOOLWICH ARSENAL					
LO	ROTHERHITHE	SHADWELL	SHOREDITCH HIGH ST	SURREY QUAYS WAPPING		
NR	BLACKFRIARS LEWISHAM	BLACKHEATH LONDON BRIDGE	CANNON STREET VICTORIA	CHARING CROSS WATERLOO	GREENWICH WATERLOO EAST	LIMEHOUSE WOOLWICH ARSENAL

HOT LIST EXPANSION PUT ON HOLD

Further to the last update in TRU 138, we have recently learned that the planned reader (RTD) upgrade which was due to be implemented to allow the expansion of the current Hotlist capacity, has been postponed.

A separate project is being planned to replace the current TR3 readers on all of our devices with a new reader and TfL have now taken the decision not to upgrade the current RTD further with new software, as was originally planned.

It is now likely that the expansion of the hotlist capacity will not be taken forward until the new readers are rolled out.



LOOKING AHEAD TO TRU 145

Our next edition of TRU is scheduled for publication in May and will include:

- Preview of changes planned for the June Fares Revision
- Update on Oyster Charity Donations and the planned cheque presentation to Railway Children
- On Train Fraud Survey results
- Updates on upgrades and projects currently underway or due to commence shortly

Plus other T&R News items, more of your queries sent to Ask Olly and a selection of our other regular features.

