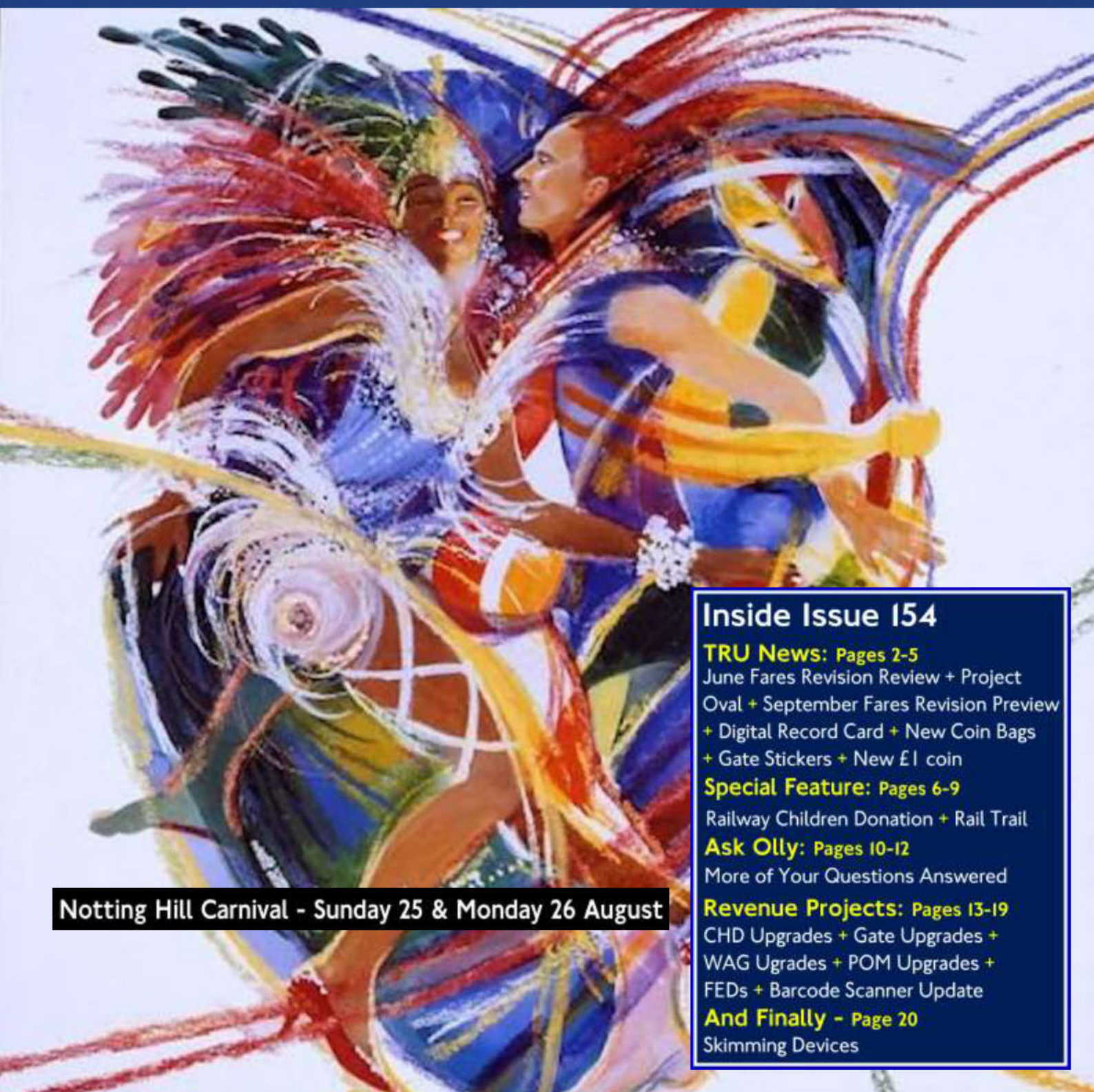


Issue 154 - July / August 2024

Ticketing & Revenue Update



Notting Hill Carnival - Sunday 25 & Monday 26 August

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JUNE FARES REVISION REVIEW

What went well? 🤗 What not so well? 😡

The most recent fares revision took place on Sunday 23 June and mainly focussed on the updating of fares for wholly NR journeys and through fares from LU to NR stations outside of the zones, to bring these into line with changes made by the Train Operating Companies (TOCs) in March. Unfortunately, there was insufficient time for us to implement these changes as part of the main fares revision in March.

The June Fares Revision generally went well and following the pattern of other recent revisions, there were no issues with LU devices failing to upload or switch to the new fares tables.



There were some issues identified with TVMs at Paddington (Elizabeth line) station, where customers were initially unable to purchase tickets to stations between Iver and Reading. This issue was subsequently also identified on TVMs at all of our RSLU stations plus a couple of London Overground locations.



The problem was quickly identified, with a fix being initially applied to devices at one station before being applied to all of the other affected TVMs on Monday 24 June. This allowed the fares revision change freeze to be lifted on Tuesday 25 June.

During further testing undertaken on these devices, a few other minor ticket issuing issues were found, but these were all rectified within a base data update on Sunday 07 July.

PROJECT OVAL UPDATE

The first phase of the implementation of Project Oval took place on Sunday 30 June with Phase 1A seeing the expansion of PAYG for contactless payment users to 6 stations operated by Chiltern Railways.

Following on from this, messaging on POMs was updated to highlight to customers selecting any of these destinations, that contactless PAYG could be used for their journey.

The other 47 NR stations that were originally scheduled to be included within Phase I were deferred and it is currently planned that these will be announced on Tuesday 27 August, with an expected launch date of 22 September 2024, as part of what will now be Phase 1B.



The introduction of contactless PAYG at Project Oval stations will result in some changes to fares,

- These contactless PAYG fares will match the Single ticket price for journeys to these stations, rather than the arrangement on LU / TfL where PAYG on contactless and Oyster is generally cheaper than the equivalent Single ticket.
- Single tickets will in most cases cost half the price of a return ticket.
- Super Off-Peak tickets will no longer be available on routes where contactless PAYG is available.
- There will be restrictions during the evening peak period on the use of Off-Peak tickets on these NR routes, so that the contactless PAYG fare isn't undercut by a cheaper Off-Peak ticket.
- This does not apply to Day Travelcards and so the Day Travelcard (Off-Peak) can still be used during the evening peak period without any restriction.

Please note - Oyster cards will not be accepted at Project Oval stations.

Survey and installation work for additional validating equipment continues to prepare the way for further phases to be implemented and for contactless payment to be extended to further TOC routes in due course. Further updates on news, locations and routes will be provided in our next edition of the TRU.

SEPTEMBER FARES REVISION PREVIEW

Hot on the heels of the completion of the June fares changes, we have a further fares revision scheduled to take place on Sunday 15 September.

SEPTEMBER FARES REVISION

Due to the short timescales, there is little opportunity to deliver any significant changes, however the following are included within the scope for September:

- Implementation of an additional Out of Station Interchange (OSI) between Liverpool Street (NR) and Moorgate. Since the opening of the Elizabeth line, it has been noted that some customers have opted to alight at Liverpool Street and then walk to Moorgate at street level rather than walking the length of the Elizabeth line platforms. An additional OSI is therefore being added to allow this interchange between the stations to take place at street level. Cubic had planned to implement this change early, as part of a base data update on Sunday 21 July.

However, in order to co-ordinate the change with similar changes that need to be made to the back-office for customers using contactless payment, this change has now been pushed back until after the September Fares Revision and is now scheduled to be implemented for both Oyster and contactless on Sunday 06 October.

- Further preparatory work for the implementation of extensions to Project Oval.
- Minor changes to certain National Rail fares set by certain Train Operators and to some through fares to NR destinations.
- One further item being considered for September's changes is the addition of some extra screen text for customers purchasing Off Peak Single and Return tickets to NR destinations, to highlight that some NR services now have restrictions on the use of Off-Peak tickets during the evening peak period. Some further details on this are included in this month's update on Project Oval.



NR DIGITAL GOLD RECORD CARD

A digital version of the Gold Record Card (GRC) has been developed by National Rail for customers who have an annual season ticket, for use within the Annual Gold Card area. Until now Gold Record Cards have only been available as a paper product which is issued once the customer purchases their annual season ticket.

The usual digital Railcard validity checks listed below can be performed to check its authenticity.

- Holographic National Rail logo - the image ① is responsive and will move as the mobile device is moved.
- Barcode - tapping on the barcode ② will cause it to expand into a full screen view.
- Photo - the photo ③ should be that of the customer presenting the GRC.
- Expiry - Once the Season ticket has expired or has been cancelled, the digital photocard will no longer be available to the customer to display.

Procedures to be followed by TSID card holders presenting a Gold Record Card are,

- DIGITAL GOLD RECORD CARD - The qualifier number to be recorded is the last nine digits ④ of the number at the base of the screen image. This is in line with other types of Digital Railcards.
- PAPER GOLD RECORD CARD - There is no change to the current procedure and the text "GOLDCARD" must continue to be used.



SUPPLY OF BULK COIN BAGS

Under our previous contract for the processing and banking of coin with Santander, bulk coin bags were supplied to us free of charge as part of that contract. When we retendered the TfL banking contract and moved the processing of bulk coin to Vaultex / HSBC, the provision of bulk coin bags was not included and following discussions with HSBC it has been established that they cannot currently supply barcoded bags for us to use, although they have offered to develop bespoke bags for us. This however, would require a significant set-up cost and quite a high minimum order quantity.

Following the establishment of consumable hubs around the network, we have managed to pool and redistribute existing stocks of bulk coin bags and at current levels we have a number of years supply of most denominations. The only denomination which we use a lot of and where stocks are possibly not sufficient, are for £1 coin bags.

We are currently in discussion with G4S for them to supply an alternative design of barcoded bulk coin bag for us to use for £1 coins. These bags will not be marked as £1 coin bags, but the barcode range will enable us to identify them as being a £500 bag of £1 coins within reporting.

A supply of bags has now been received, but before the trial can commence a modification needs to be made to the bulk coin bag report provided by G4S to correctly identify these new bags as £1 coin bags.

We are hopefully that this can be completed in time for us to commence the trial at the following four stations in early September.



ALDGATE EAST

WHITECHAPEL

CANNING TOWN

NORTH GREENWICH

These sites have been selected as they currently remit significant volumes of £1 coins and are geographically quite close to Pier Walk to facilitate stock deliveries from the T&R Team office. When this trial starts, existing £1 bag stocks will be removed for use elsewhere. If successful, the plan would then be to swap a number of other sites to the new bags and reallocate existing stocks of £1 bags to support other stations.

NOTTING HILL CARNIVAL

This year the Notting Hill Carnival will take place over the Bank Holiday weekend of Sunday 25 and Monday 26 August 2024 and arrangements will focus on encouraging customers to touch-in / out where possible and will use the following facilities to resolve incomplete journeys at stations within the Carnival area.

Aliasing to Notting Hill Gate – Any customers forced to travel to a station beyond their intended destination and cross a zonal boundary, will not be charged for the extra zone.

HOLLAND PARK
QUEENSWAY

Selective Auto-completion – Any customers, whose journeys are not Auto-completed, will be picked up by Data Analytics and appropriate refunds will be downloaded to these cards via the Faster Universal Load facility.

BAYSWATER	HIGH ST KENSINGTON	HOLLAND PARK	LADBROKE GROVE
LANCASTER GATE	LATIMER ROAD	MAIDA VALE	NOTTING HILL GATE
PADDINGTON	PADDINGTON (NR)	PADDINGTON (Oyster)	ROYAL OAK
QUEENS PARK	QUEENSWAY	SHEPHERDS BUSH	SHEPHERDS BUSH
SHEPHERDS BUSH MARKET	WARWICK AVENUE	WESTBOURNE PARK	WHITE CITY
WOOD LANE			

Auto-Fill – Used to add a missing validation based on the customers previous and following validations.

For these facilities to function correctly, gates must be left in normal operation and **must not** be powered down, as this will prevent tables being loaded to the device and may cause depletion of the device battery which is used to open the paddles in the event of a power failure. Staff should not resolve incomplete journeys for carnival-visiting customers, as the above facilities may result in them receiving a double refund.

GATE STICKERS

During the recent programme to replace the paddles on all of our WAGs with a lighter composite material paddle, stickers that had previously been applied to the WAG paddles were removed and there have since been issues getting these replaced.

As outlined in TRU153, a different design of sticker was applied to WAGs at stations with step free access, to indicate that the WAG should be used by wheelchair users. These large blue and white stickers had cut outs to fit around the fixings on the old-style paddles which are no longer needed. This sticker has now been updated and arrangements are in hand for Cubic to produce sufficient stickers for all step free stations.

These are scheduled to be applied during further visits to retrofit a new improved collar to the paddles (as outlined on Page 12).



Customers with children, dogs or luggage, please use the wider gate

Linked to this, Cubic's H&S Advisor has highlighted a number of injury claims submitted by customers using standard walkways, where they should probably have been using the wider WAG walkway instead.

To try and address this we have been looking to provide some signage on gates to direct customers to use the WAG instead of a standard walkway.

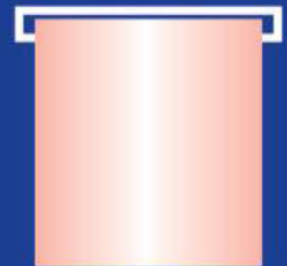
The TfL design team have produced a draft of an updated version of the current Child stickers which we have on all gates, as the current text is now largely out of date, as most children between 5 and 10 will not have a ticket. The suggested text for the updated sticker is shown above-left.

On the older pneumatic gate this message is incorporated into a sticker which indicates where magnetic tickets should be inserted as shown on the right. Once the designs are approved, the new stickers will be produced by Cubic.

One final bit of good news on the sticker front, is that Gate and POM stickers can now be ordered via the T&R Consumables app.

[Click here to access the Powerapp form](#)

Insert your ticket this way



Customers with children, dogs or luggage, please use the wider gate

FIRST KING CHARLES III £1 COINS ENTER CIRCULATION

Tuesday 20 August 2024 saw the first £1 coins of the King Charles III reign to go into circulation.

3 million coins have so far been released to post offices and banks across the country, so chances are that you will start seeing them pretty soon.

These coins will run alongside the late Queen Elizabeth II £1 coins, with no plans to withdraw them at present.

The £1 coin (illustrated on the right) is part of a set of 8 new designs (revealed last October), issued to celebrate the king's love of the natural world. The £1 coin depicts two bees on the reverse and a profile of the king's head facing towards the left on the front of the coin (Queen Elizabeth II faced to the right).

All of our POMs and CHDs have already been upgraded and tested to accept the new coins including coins yet to be released by the Royal Mint as designs were previously submitted to vendors like ourselves well in advance. Any issues with any notes or coins that are consistently being rejected by devices should be reported to the respective Helpdesks as normal.



SPECIAL FEATURE

CHARITY UPDATE

At the end of May, we were pleased to be able to make a further payment to the Railway Children charity.

The payment this time represented a combination of money generated from two separate schemes. The bulk of this came from the POM Oyster donation facility, which allows customers with unwanted Oyster cards to donate their remaining PAYG balance (and card deposit on older cards) to the charity, rather than taking a cash refund.



The second portion of the payment was generated through a similar scheme to process refunds on Oyster cards donated via Oyster collection boxes, sent direct to the charity, or sent to us by other organisations such as Southeastern and Heathrow Airport.



The latest payment was for a total of £22,115.46. Of this, £15,039.70 came from donations via our POMs and £7,075.76 from other donated Oyster cards.

Following receipt of this latest payment at the end of May, Lizzi Hollis, Corporate Partnerships Manager for Railway Children told TRU:

"A big thank you for the recent donation of £22,115.46 from the unwanted Oyster Card schemes. We are incredibly grateful for the support we receive from London Underground and TfL which helps to enable us to continue supporting vulnerable young people across London's transport network and in other areas where we work."

The latest payment of the POM donation money brings the total amount donated from this scheme since it was launched in February 2020 to £187,698.58. Donations are continuing to come in and since the last payment was made, this total has now risen to over £192K. This will hopefully mean that by the time we make the next payment towards the end of the year, we should have reached the staggering figure of £200K in a little under 5 years.

Details of the previous payments made are summarised in the table below.



Payment date	LU POMs	Bus TVMs	T5 TVMs	Grand total
August 2020	£ 40,329.14	£77.07	£55.90	£40,462.11
February 2021	£ 27,800.15	£120.97	£104.34	£28,025.46
September 2021	£ 21,834.86	£96.52	£100.56	£22,031.94
April 2022	£ 21,038.47	£148.72	£435.55	£21,622.74
November 2022	£ 19,740.79	£200.45	£1,279.65	£21,220.89
April 2023	£15,488.41	£138.60	£1,084.00	£16,711.01
November 2023	£21,425.58	£63.90	£1,095.25	£22,584.73
May 2024	£14,091.07	£58.89	£889.74	£15,039.70
Total	£181,748.47	£905.12	£5,044.99	£187,698.58

CHARITY UPDATE (CONTINUED)

Although the scheme is still generating significant revenue for the charity, the amounts donated have been gradually decreasing, mainly as a result of newer Oyster cards no longer having a refundable deposit.

The latest payment of money from cards donated via other routes was the first since August 2020 and brings the total donated under this scheme to £236,718.71. Again, recent payments have been lower than when the scheme was first launched in 2008, due to a combination of less cards with refundable deposits, customers being able to donate directly via our POMs and us having less locations with collection boxes for a variety of reasons.

	2008-2018	2018-2019	2019-2020	2020-2024	Total
HEATHROW LU	£104,596.31	£3,796.96	£6,119.39	£1,253.95	£115,766.61
OTHER LU STATIONS	£91,641.68	£1,599.26	£202.40		£93,443.34
SOUTHEASTERN	£0.00	£5,891.51	£1,617.29	£736.53	£8,245.33
HEATHROW AIRPORT	£0.00	£0.00	£1,656.86	£4,508.93	£6,165.79
OTHER SOURCES	£10,687.90	£242.93	£1,590.46	£576.35	£13,097.64
Total	£206,925.89	£11,530.66	£11,186.40	£7,075.76	£236,718.71

- Please note some recent card donations have been processed via the POM Oyster donation facility, so do not appear in the above figures.

Taking into account the above 2 schemes, plus money generated through customer overpayments on our POMs, which railway Children receive a proportion of each year, the total amount donated to the charity through schemes operated by the T&R team now amounts to a massive £601,790.

This money continues to support the valuable work which the charity undertakes in supporting vulnerable children both in the UK and also in India and Eastern Africa. As an illustration, the charity have supplied a case study demonstrating how the money we donate can be used.

When Katie was just 12 years old, she came to BTP's attention while attempting to travel on the tube in the early hours of the morning with a friend. Both young girls had little awareness of the dangers involved.

The initial visit by Railway Children revealed that Katie was facing a series of issues that she needed support with – she'd been excluded from school due to her behaviour, which was also causing tension in the family home. She was on a Child Protection Plan and professionals were trying to ascertain if she had additional learning needs, but she point-blank refused to engage. She had been offered Child and Adolescent Mental Health Service (CAMHS) appointments and cognitive assessments but had failed to attend.

The goals were to reduce incidents and negative behaviour, engage with CAMHS and return to education. Our sessions were based around looking at the way Katie reacted to different situations, making better choices, identifying positive/negative friendships, peer pressure, behaviour management, consequences to actions and impulse control.

Unfortunately, after some initial progress, Katie's contact with us became sporadic and eventually tailed off, so we were forced to close her case. Seven months passed by before our Project Worker received an email from Katie's social worker to say that Katie wanted to re-engage with him, and that he was "literally the only professional she would speak to".

It transpired that during the period when she was not engaging with us Katie was involved in an incident that led to her being charged with assault. Our Project Worker was able to support her through this and help her to complete her Youth Offending Service order – he'd collect her and they'd travel together to the appointments for the first few weeks until she was ready to take herself.

She was eventually able to attend CAMHS sessions where she completed a cognitive assessment and was given a working diagnosis and plan for her mental health and learning needs. Family relationships also improved as her parents are learning how to manage her additional needs. Katie has actively moved away from negative friendships and has not been involved in any further incidents.

Now 16, Katie says that she feels she's in a good place. She is engaging with education and is determined to realise her dream of becoming a flight attendant. Her mum is also very pleased; she says she can see a big difference in Katie and that her behaviour no longer impacts the family as it used to.

Social Services have recognised her change in attitude and sustained progress, so much so that Katie is no longer on a Children in Need Plan and her case has been fully closed.

SPECIAL FEATURE

CHARITY UPDATE (CONTINUED)

As a follow on from the recent payment of money from Oyster collection boxes, we had received notification that one of the Heathrow Airport Oyster collection boxes within Terminal 5 was full.



This was eventually located on the airside of Heathrow T5 and arrangements were made for it to be emptied on Wednesday 07 August, with the help of [REDACTED] (Area Manager Heathrow) and colleagues from Heathrow Airport.

The box which had not been emptied since the pandemic contained a large number of Oyster cards, which it was intended to collect, but surprisingly also included a bit of an "Aladdin's Cave" of finds!"

In addition to over £1,200.00 in Sterling, the box also contained a huge selection of foreign coins, notes from most countries you can think of (pictured left) and a star find of a Ten Shilling note (that's 50p for younger readers) in very good condition.



Quite how this note arrived in the Oyster Donation box is somewhat of a mystery, particularly as it was replaced by the 50p coin more than 53 years ago. Its condition was also considerably better than many of the other banknotes retrieved.

We now have a fairly big task of converting the money on the donated Oyster cards and some of the foreign currency to boost the next payment to railway Children.



The Ten-Shilling note more often called the "10 bob" note, was the smallest denomination note issued by the Bank of England and was in circulation between the years of 1928 and 1969. The example shown above is called a 'series C' and is made from Cotton.

Introduced on 12 October 1961 it proved to be the last of its kind, ceasing to be accepted as legal tender on 22 November 1970, when it was replaced by the 50p coin.

The Ten-shilling note's origins go back to the 1700's, where half-printed or hand-written versions could be exchanged at the bank for the same value of gold. This right to redeem gold as payment ceased in 1931 when Britain stopped using the gold standard.

In the run up to decimalisation, there were plans to introduce a 50 pence banknote (Series D) to run alongside this 10-bob note. It featured an image of Sir Walter Raleigh on the reverse, but due to spiralling inflation at the time was never issued, leaving just the 50p coin remaining to this day.

Interestingly on the Isle of Man the Series C banknote continued to be accepted as legal tender alongside its Manx equivalent as a 50p note, right up until 31 October 2013.

Sources – Bank of England and Wikipedia

Finally, amongst of the more unusual items uncovered when emptying the Heathrow T5 box, was a coin bearing the head of Queen Elizabeth II from the Cook Islands (pictured right), proving not all coins need to be round!

It's certainly not a coin that our POMs or CHDs would cope well with.



RAIL TRAIL 2024

You can further support the work of Railway Children in a couple of ways.

Following the success of last year's Rail Trail sponsored walk along the route of the Metropolitan line between Wembley Park and Aldgate, this year's event will focus on the Circle line.

The 21K walk, covering 27 stations is scheduled to take place on Friday 27 September, starting at Euston Square and then following the Circle line anti-clockwise via Edgware Road and Aldgate to finish at Kings Cross.

If you would like to take part in the event, either individually or as part of a team you can find further details from:

[Railway Children Circle Line Rail Trail](#).

You can also scan the QR code shown in the poster on the right and enlarged on the left.

Alternatively, if you aren't feeling energetic you could sponsor [redacted] from the T&R team who assisted with the event last year, and is aiming to complete the walk this year and raise as much money as possible for the charity. [Click here to access \[redacted\] fundraising page](#).

Finally, if you want to help make the event a success, you could always volunteer for one of the checkpoints at stations along the route.

The charity is looking to have 2 volunteers at each station to stamp participants trail cards, take photos and point the walkers in the direction of the next station.

If you are free on 27 September and want to help make the event a success, please contact [redacted] in the T&R team who is co-ordinating volunteers from LU and other departments within TfL.

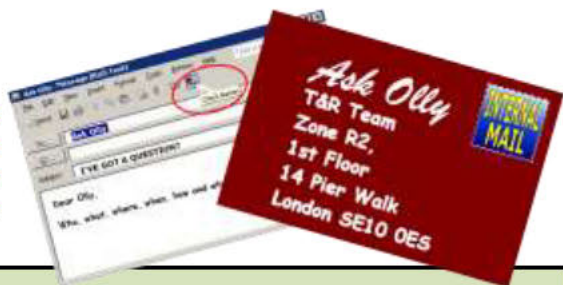


(1) EUSTON SQUARE →	GREAT PORTLAND ST →	BAKER STREET →	EDGWARE ROAD →
PADDINGTON →	BAYSWATER →	NOTTING HILL GATE →	HIGH ST KENSINGTON →
GLOUCESTER ROAD →	SOUTH KENSINGTON →	SLOANE SQUARE →	VICTORIA →
ST JAMES PARK →	WESTMINSTER →	EMBANKMENT →	TEMPLE →
BLACKFRIARS →	MANSION HOUSE →	CANNON STREET →	BANK (MONUMENT) →
TOWER HILL →	ALDGATE →	LIVERPOOL STREET →	MOORGATE →
BARBICAN →	FARRINGDON →	(27) KINGS CROSS ◆	

We also wanted to highlight to you a number of the key attractions that will be witnessed by participants along the way;

- **Hyde Park:** Enjoy a brief stroll along the edge of one of London's largest and most famous parks.
- **Notting Hill:** Wander through this charming neighbourhood known for its colourful houses and vibrant market.
- **Kensington and Chelsea:** Marvel at the stunning exterior of The Churchill Arms, a pub famous for its floral displays.
- **Baker Street:** Don't miss the iconic Sherlock Holmes statue outside the station.
- **Victoria Embankment:** Take in the scenic views along the River Thames.
- **Big Ben:** Pass by London's most recognisable clock tower.
- **St Pauls Cathedral:** Admire this historic monument built by Christopher Wren (and friends).
- **The Monument:** Contemplate the Great Fire of London at this impressive column.
- **City Hall and the London Eye:** Get a glimpse of this modern symbol of London as you make your way along the route.

We were unable to include any of your letters in our last edition, much to Olly's chagrin. To make up for this, we have included an extra page of your queries this time and hope to get back on track from now on. We enjoy hearing what you have to say, so please keep your questions coming. If we can't include them in the TRU, Olly promises to reply to you directly.



From: [REDACTED]
Sent: 09 May 2024 08:07
To: Ask Olly
Subject: Contactless

Morning Olly,

Apologies if this has ever been covered in any T&R update but the majority of us at Kings Cross have the following questions about Contactless, I'm hoping you can help clear things up.

- After registering a Contactless on the TfL website, how far back can the customer see their journey history?
- When we see a Code 80 (contact issuer), are we explaining they need to contact their bank or is it better to suggest looking on TfL account to see for any incomplete journeys?
- You can only travel with one card per person but on multiple occasions we witness customers waiting between 2-10 minutes and then the same card is able to be touched again. With regards to this, will they be charged two maximum fares, one correct fare and a maximum or will the system actually recognise two separate journeys?
- Is there a detailed document for exactly how contactless works in every scenario?

Many thanks

[REDACTED]
[REDACTED]



Hi [REDACTED],

Customers using contactless can view their journey history covering the last 13 months, as opposed to Oyster where the journey history is only viewable for 8 weeks.

With the reject code 80 on entry, the customer should be advised to contact the customer contact centre, as in most cases there will be an unpaid previous journey which has caused the card to be blocked. Clearance of this debit will then mean that the card can be used for travel fairly quickly afterwards.

The issue of two customers attempting to use the same contactless card has come up a number of times previously and has been covered in previous editions of TRU. Such behaviour would normally result in a charge for the journey made plus a further charge for the resulting unstated / unfinished journey, so the user will effectively end up paying more than if two separate cards had been used.

One thing to highlight is that if the card has been saved to a mobile device, then one customer can use the card on the mobile device and the other the physical card, as these are treated separately within the back-office.

Hope this answers your queries.

Regards

Olly Oyster



From: [REDACTED]
Sent: 11 June 2024 14:26
To: Ask Olly
Subject: Oyster and Railcard Query

Hello Olly,

Please could you tell me if it is possible for a Railcard to be linked initially to a PAYG Oyster, but then be further added to multiple additional cards without being noticed?

The way the POM's operate, wouldn't surprise me if it would **allow** the same Railcard, with number '123456789' (for example) to be added to multiple Pay-As-You-Go Oyster cards, or does this get flagged in the back office with T&R when the duplicate railcard number is entered by a CSID holder at the MFM/POM/ticket vendor?

The same effectively would apply for other discounts such as JCP, Bus and Tram and Young Visitor, where I believe in theory the same person could return with multiple Oysters to continue to get the discount added.

Kind Regards,

[REDACTED]
[REDACTED]



Hi ██████████,

This is an issue we are currently looking at as an extension of the work we have been doing to ensure the correct discounts are set on cards.

There is no physical block on this happening and there will be some cases where a railcard number may be used twice, particularly if the original card has been lost or damaged.

Through the initial work that has been done, the T&R team have already identified some instances of a discount being set on multiple cards. In such cases we may investigate it further, or in some cases disable the discount or the whole card.

We will hopefully be able to provide further updates as the work progresses and we identify suspicious patterns of activity.

Regards

Olly Oyster



From: ██████████
Sent: 28 May 2024 20:01
To: Ask Olly
Subject: Ticketing

Hi Olly,

Customer lives in Zone 2, wants to travel from home to work which is in Zone 2/3 but travel through Zone 1 to get there. Entry and exit points are Zone 2/3.

Will a Zone 2-3 Travelcard work for that journey for entry and exit or will they need a Zone 1-3 travelcard?

- If yes, with a Zone 2-3 Travelcard, how will they be charged extra for a journey that includes travel through Zone 1?
- How much will it deduct from PAYG?

Kindest regards,

██████████
██



Hi ██████████,

The simple answer to your query is that a customer making this type of journey needs to purchase a ticket covering all of the Zones that they travel through. So in your example it would be a Zone 1-3 Travelcard.

In cases where a customer only has Zones 2&3 but then travels across Zone 1 to complete a journey, the additional fare for Zone 1 will be charged on exit and deducted from their PAYG balance.

This could result in their card then having a negative PAYG balance and prevent further usage until this is cleared.

Regards

Olly Oyster



From: ██████████
Sent: Wednesday, July 3, 2024 11:45 AM
To: Ask Olly
Subject: journey resolution

Good morning Olly,

I've just been reading through TRU153. Regarding correcting incomplete journeys for a customer it states that one of the qualifiers is "a customer error at the station concerned".

Are you able to clarify what would be considered an acceptable customer error. The most common excuse we get is "I definitely tapped. It must be an error with your gates".

We then have to take the customer's word that they did take necessary steps. I generally still direct customers online or the service desk but, in some instances, such as tourists, it would help to have the ability to amend.

██████████
██



Hi [REDACTED],

To clarify an example of a customer error at the station would be a customer who touches in accidentally using their Oyster card instead of using their through ticket from NR to Zone 1.

The key point is the error needs to have happened at the station you are at, and by nature it should have just happened.

A customer who appears not to have touched in at the start of their journey and says that they are sure they did, would not fall within the criteria and they would need to be directed to the Customer Contact Centre or their online account to get this resolved.

Regards

Olly Oyster



From: [REDACTED]
Sent: 12 June 2024 08:35
To: Ask Olly
Subject: Contactless Payments - 2 for 1

Good Morning Olly,

I wondered if you could help me in regard to a ticketing issue.

I understand that the contactless devices are designed for single use on entry and exit, however I have increasingly noticed a rise in people saying that gateline staff have advised them to either:

- A. wait two minutes to reuse the same card.
- B. use the same card but on a different device (e.g. one physical contactless card and the Apple / Google Pay that is linked to that account) as they are classed as two separate transactions.

What is the correct response to this?

Warm Regards

[REDACTED]
[REDACTED]



Hi [REDACTED],

Thank you for your email and this issue has been raised several times before.

The guidance is quite clear... Only one customer can travel on a particular contactless payment card, as the back-office can not track multiple concurrent journeys.

Customers who do attempt to do this will end up being such for one or more incomplete journeys as a result.

The correct advice to give customers is that they must use different cards, or one use the physical card and the other using the card loaded to a mobile device, which has a different ID to the bankcard and therefore is charged separately.

Regards

Olly Oyster



Hi Everyone,

I would like to use the final part of my section to remind everyone that unless a station has a "Total" failure of its Ticket Issuing Facilities (TIF), customers must not be authorised to make a ticketless journey on the LU network.

If a station only has reduced / partial TIF or has access to POMs in another ticket hall, customer's must use these to purchase a ticket, load PAYG or use a contactless payment method to make their journey. Stations may also use the Inability to Pay Fare process for vulnerable customers who might otherwise be stranded.

LU does not allow the use of a written "Letter of Authority" to travel, as these are not secure and can be easily produced or copied. Any temporary changes to normal ticket acceptance rules and procedures are issued in this weekly bulletin and will be repeated each Friday until no longer valid.

Regards

Olly Oyster



REVENUE PROJECTS

CHD UPGRADE

It took us a while to “get out of the blocks”, but ahead of the start of the 2024 Olympics, we managed to finally complete the rollout of the new CHD software and new device PCs with the final batch of stations completed on Thursday 18 July.

All stations are now using the updated software, but we do have a small number of CHDs still to update, as they are either in store with Pay Complete, or at stations where we currently cannot access the POM Room due to structural or other issues. These will be upgraded by Pay Complete once access is available and ahead of these devices going back into use.

Although the rollout generally went well, we have continued to have issues with some user accounts, which has required the TSID cards of affected staff to be reset. Unfortunately, following completion of the final upgrades, the problems have worsened slightly as Pay Complete have been unable to add further new users to the user file or reset the accounts of existing users. This issue has since been escalated and will hopefully be rectified quickly.

One impact of the completion of the rollout of the new PCs is that all stations with the standard Category B CHD will now all be using the smaller receipt rolls supplied at the time of the upgrade. Any stock of the older slightly bigger rolls can be used up in the TOM / SAF receipt printer.

There is no change at stations with the larger Category A devices, which continue to use the much larger rolls they have previously used.

PayComplete



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WATERLOO SC CONSOLIDATION

We had hoped to be able to report on the completion of work at Waterloo to consolidate the two Station Computers (SC) in the Waterloo (Main) ticket hall area onto a single SC.



Unfortunately, the work that was due to take place on the night of Sunday 04 August didn't go quite to plan.

Cubic engineers undertaking the work found that new tables hadn't been loaded for the gates that were being moved from the second SC onto the main Station Computer, so the work had to be aborted and devices put back onto their original SC.

A further attempt to complete this work was scheduled to be undertaken on the night of Sunday 18 August, in conjunction with the next scheduled base data update.

Unfortunately, at the last minute, this had to be postponed due to a clash with some other configuration changes which need to be made at **Liverpool Street (NR)** the same night.

This work requires the Cubic resources we were hoping to utilise, to cold start a large number of gates at Liverpool Street to complete that work, rather than undertaking the change at Waterloo.

With the forthcoming change freeze in the run-up to the September Fares Revision, there will now not be any further base data updates until after the revision has been completed, so it is likely that the work at Waterloo will now not be completed until early October.

Hopefully we will then be able to go ahead and add the Waterloo (Auxiliary) gates to the Main SC so that they are then displayed and can be controlled from the Station Control Room.



REVENUE PROJECTS

GATE UPGRADES

In addition to the two current programmes addressing issues on our WAGs, there will also be a number of other gateline upgrades coming up.

LUGGAGE CHUTE REPLACEMENT

Following on from the programme to remove a large number of redundant Manual Gates and replace them with fixed glass panels, Cubic will shortly be embarking on a further piece of work to remove a number of stand-alone luggage chutes from our gatelines.

As we previously outlined in TRU150, these were originally installed as part of gatelines to allow customers with large items of luggage to push their case through the chute whilst they negotiated the walk way of a nearby gate. Since the advent of the WAG which enables customers to pass through with their luggage, use of the chutes declined almost completely and there were a number of instances of customers crawling through the chutes to avoid passing through the gates.



Cubic will be visiting the stations listed to remove the remaining luggage chutes and install new glass panels in their place, which will hopefully improve the look and integrity of these gatelines. The programme is scheduled to start on Sunday 18 August.

Station and number of Luggage Chutes to be removed					
BAKER STREET	1	BANK (Monument)	2	OXFORD CIRCUS	2
PADDINGTON (Praed St)	1	SOUTH KENSINGTON	1	TEMPLE	1
VICTORIA (District)	2	WATERLOO (Main)	3		

Linked to this programme Cubic will also be replacing a couple of non-standard “Emergency Gates” at Baker Street (Met) and Piccadilly Circus, as replacement components for the current gates may no longer be available.

At Piccadilly Circus the emergency gate will be replaced by a standard Cubic Manual gate to match that at the other end of the gateline, whilst at Baker Street (Met) an equipment gate similar to that installed in some of the newer Elizabeth line ticket halls will be installed to allow nighttime contractor access to the platforms there

GATE LCP REPLACEMENT

The LCP is effectively the brains of the gate, to which all of the component parts are connected and controlled. The current LCP3 is coming towards the end of its life and plans are afoot to upgrade all gates with a new LCP5.

Before you ask... “*What happened to the LCP4?*”, well we are told that this version does exist, but is being used elsewhere in the world, therefore we are jumping straight from 3 to 5.

Once testing is completed, there will need to be a fairly extensive Vanguard, which will need to cover all three types of gate (Pneumatic, E1 and E2), but the cross section of gates chosen will also need to include both gates fitted with the current RTD and those involved in the Vanguard of the new HENA reader (as outlined on Page 15), as during the transition period, the LCP5 needs to be able to work in conjunction with both types of reader.

We will provide further details of the sites chosen for this Vanguard and the planned installation dates once these are confirmed.



REVENUE PROJECTS

GATE READER REPLACEMENT

Further ahead, plans are under way for the deployment of an updated reader (or RTD as it is referred to) on all of our validation devices.

The new HENA reader will look very similar to the current RTD, but as outlined in the table below, will have a slightly larger profile. On the E2 Gates and WAGs where the reader is built into the plastic lid of the gate, the reader upgrade will require replacement of the lid with a modified design to accommodate the new reader.

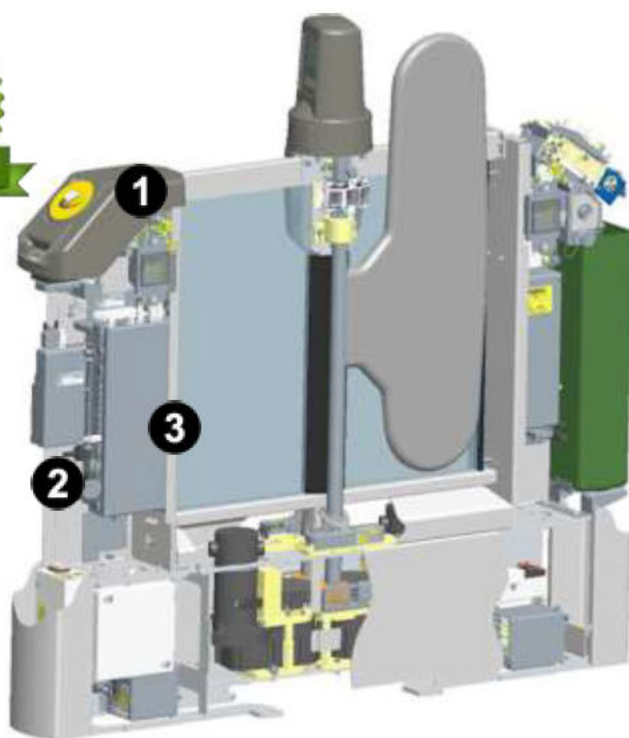
The programme will see the replacement of readers on all of our Gates and Passenger Validators, which amounts to over 4,700 readers, but will not cover “Retail devices” such as our POMs and the TOM / SAF.



The current TR3 reader was designed in 2010, with a 10-year operational life expectancy and since its introduction has had to evolve to accommodate major changes such as the introduction of contactless payment and the acceptance of ITSO cards. So it has already exceeded the expected operational life by a number of years.

The new HENA reader will be designed to last for a further 10 years at least.

These new functionalities were developed by layering them on existing services in the current reader, as this was the most cost effective and quickest development approach at the time.



Key Points of changes to LU Gates

1	The existing TR3 reader will be removed from both the entry and exit stanchions and replaced with the new HENA reader. There won't be any physical modifications to the gates other than the replacement of the grey-coloured lid, which is necessary to accommodate the slightly raised profile of the new reader.
2	The existing MM6 computer will be removed and replaced with a new “interconnect box”. The has been designed as an identical form and fit for the MM6, however cabling between the new design and the readers may need to be replaced.
3	There will be a software upgrade to the LCP gate host, to accommodate a new (and simplified) “gate host interface”.

The image shown refers to all E2 Gates. E1 Gates will follow an identical upgrade.

Source – CUBIC

However, this approach has created a very complex software design for the readers. In addition to software reliability issues, there are also concerns about reader hardware in respect of obsolete parts and we are starting to see small number of reader failures which could lead to the depletion of the stock of spare readers used for maintenance.

If the rate of reader failure continues to increase, we could reach a point where failed readers cannot be replaced.

Development work is well underway and manufacturing of the new readers is due to commence in December 2024, ready for the start of a Vanguard on Rail devices in June 2025.

WAG UPGRADES

WAG SOFTWARE

Following an initial Vanguard, which took place on WAGS at Vauxhall and Canda Water, before being extended to other locations with high numbers of WAG faults, Cubic have recently started the rollout a software modification to increase the force required to break through the WAG paddles in line with what is specified in the current Revenue Collection Contract (RCC).

It had previously been identified that the original breakthrough forces on WAGs had been set too low.

These upgrades are being undertaken during engineering hours with stations being advised in advance of when their devices are due to be upgraded.



WAG RETROFIT

In a further piece of work affecting WAGS, Cubic have also recently Vanguarded a modified collar which secures the new paddles, on a selection of gates that have seen high failure rates. This followed a number of cases of severe misuse which then resulted in damage to the original design of collar.

After a short period of monitoring a decision has been taken to rollout this modification to all of the remaining WAGs. The necessary parts are currently on order and the rollout is now scheduled to start towards the end of August.

During the visit to fit the modified collar, the Cubic engineers will also be replacing the missing WAG stickers (as outlined in our article on Page 5). These visits will, like the software upgrade above, be completed during engineering hours.

WAG SOFTWARE UPGRADE

The final forthcoming gate change will see an upgrade of the operating system software within the LCP. This update will include changes to the “Special Days” table, which we have already implemented on most of our POMs through recent software updates (the TVMs are currently having equivalent changes rolled out to them as outlined on Page 17) and forms part of the TOM / SAF software upgrade outlined on Page 18.

The gate software update also includes some changes linked to the FEDS programme to eventually allow security updates to be downloaded to gates.

The most significant part of this change will result in an alarm sounding when the gate paddles go through their “sweep” before returning to the closed position, whenever a gate is reset. This will highlight the movement of the paddles when a gate is resetting itself following an update during the night.

It is planned to have an initial Vanguard of the new software at one station, with the upgrade being undertaken during the day to allow greater access for colleagues within Tech & Data to see this.

The Vanguard will then be extended to other sites, where the upgrade will be undertaken during engineering hours via an engineer visit to each site.



REVENUE PROJECTS

POM UPGRADES

POM BANKCARD PACK

Cubic have recently completed the deployment of a new version of the POM Bankcard Pack, which is used by the Bankcard Reader (PED) to process card payments on our POMS. The new version included updated certification and had this upgrade not been completed, POMs would not have been able to process card payments after the cut-off date in mid-August.

Happily the rollout went pretty smoothly, with the final devices being upgraded remotely on the night of Wednesday 07 August.

One station, Finsbury Park caused a bit of a problem and Cubic were unable to remotely update any of the POMs there with the new pack.

As a result, an engineer had to be sent to site to load the update directly onto each device.



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TVM SOFTWARE UPGRADE

The final one of a batch of POM software upgrades will see the deployment of a new version of TVM software to all TVMs across the TfL estate.

This follows on from a Vanguard which included 6 of our TVMs listed below, all of which were upgraded with the new software on the night of Monday 08 July.

Station	TVM	Station	TVM
ASHFIELD HOUSE	50	KEW GARDENS	39
QUEENS PARK	38	STRATFORD (Mezzanine)	38
WEMBLEY CENTRAL	39		39

This new version of software includes a number of updates already deployed to other device types, but uniquely for the TVM also includes some changes which were required for devices on the NR network and which needed to be accredited by the Rail Delivery Group (RDG). These changes will be affective at our RSLU station TVMs on the Bakerloo line and Richmond branch of the District line.

Although they have little impact at standard LU sites that have TVMs, for consistency the same software version will be deployed to all sites.



The rollout is due to commence on Tuesday 13 August and will then continue at a rate of 30 devices per night.

The rollout will see stations upgraded in alphabetical order with all TVMs at a location being upgraded on the same night.

The exception being the locations where individual TVMs were included within the Vanguard, where only devices that are not already on the new software will be upgraded.

As the software rollout will be going to all TfL TVMs, the deployment to LU devices will be fairly spread out.

The final LU devices at Whitechapel are scheduled to be upgraded on the night of Tuesday 27 August.

REVENUE PROJECTS



FEDs

The FEDS programme (Front End Device Security) continues and since our last update in TRU153, the updating of Station Computers (SCs) has been completed at all LU sites.

The second phase of the programme to replace each Station Control Unit (SCU) with a unit that has previously been upgraded at the Cubic workshops with the new FEDS software, is also progressing well after a shaky start.

In the last few weeks all devices have been completed on the designated days. However, a small number of devices have subsequently been found to not be accessible remotely and this has required an extra engineer visit to the station to overcome this.

A new phase of FEDS work commenced on **Monday 29 July**, with the start of a remote software upgrade to all of our AFMs. Initially this started with 30 devices per night receiving the new software which automatically switches in before start of traffic the following morning.

This software upgrade follows on from the installation of a new piece of hardware known as the POM Watchdog in each of our POMs earlier this year. Since installation the POM Watchdog has lain dormant, but the downloading of the new software will allow Cubic to operate this remotely and facilitate the downloading of security patches and larger files. Previously if a download took too long, the device would detect a potential problem and restart itself to recover. This often caused the upgrade to be unsuccessful and the file to not be fully downloaded. The change being implemented will prevent the restart occurring during an upgrade and thereby allow much larger files to be sent in one go.

After completion of the AFM programme, Cubic will commence similar deployments for other device types. Unlike other programmes, the FEDS update is being done by device type, rather than completing all of the devices at a location on the same night, as we have done previously for programmes such as the POM Bankcard Pack (see Page 17).

TOM / SAF SOFTWARE UPGRADE

A further upgrade programme currently underway, is an update to the software used by the TOM and SAF. This followed a Vanguard on TOMs at Visitor Information Centres and the 2 TOMs and SAF at Stanmore, where devices were upgraded on the nights of **Monday 08** and **Tuesday 09 July**.

These devices were selected as they are used for serving customers and process bankcard payments and have ticket printers, whereas the standard LU TOM / SAF configuration is set up as a "back-office" rather than a customer facing device. The new software release is mainly geared around the updating of certification for processing card payments, but also contains some minor defect fixes.



Following the successful Vanguard the go-ahead was given to start the rollout of the new software to all TOMs and SAF terminals. This is being done to ensure that all devices are operating on a common software platform and means that future software and fare changes only have to be tested against a single version of software, rather than multiple variants.

The rollout commenced on the night of **Monday 12 August** at a rate of around 50 devices per night, with software being downloaded during the evening before laying dormant and then switching in during engineering hours, ready to take effect the following morning.

All TOMs and SAFs at a station are scheduled to be updated on the same night and for this rollout, Cubic are upgrading stations alphabetically. As a result stations on an Area may be upgraded on different nights, unlike some of the other programmes where the rollout tends to be done on a more geographical basis.

Details of upgrade dates will be published in the weekly Hot Issues Bulletin and all being well the final TOM / SAFs should be upgraded onto the new software on the night of **Thursday 30 August**.

REVENUE PROJECTS

BARCODE SCANNER UPDATE

The trial of the use of handheld barcode scanners commenced on Monday 17 June, initially at Stratford and Farringdon. The trial has subsequently been extended to include West Ham, Moorgate, Liverpool Street, Highbury & Islington, Finsbury Park, Bond Street and Tottenham Court Road.

Since the start of the trial a very large number of scans have been undertaken at Farringdon and have helped to identify a number of issues with interpretation of the complex NR ticketing arrangements at the station.

The device providers Team Technology have quickly reacted to upgrade software, in particular to reject London terminals tickets which are not valid at Farringdon.

A further software upgrade is scheduled to start during week commencing 12 August, which will address an issue which has caused a number of short distance tickets with an origin or destination of "London Thameslink" to be rejected by the barcode scanners at Farringdon. This update will also address a further issue which has seen the same scans sent to the back-office multiple times when the mobile connection to the scanner is weak or is interrupted during transmission of data.

This upgrade was successfully applied to devices at Farringdon on Wednesday 14 August, as the change would have the greatest impact at that station. We then plan to progressively rollout the updated software to devices at the other trial sites in the following weeks.



Significant volumes of tickets have also been successfully scanned at Stratford with fewer complexities. Break of journey to visit Westfield has been an issue for quite a while and the scanners have generally coped with these.

Despite a request to join the trial, we have received no scan data from the devices issued at West Ham and initial feedback has been that staff are not seeing any barcode tickets and therefore not signing out the devices. Customer flows from c2c stations to West Ham should not be enabled for barcode ticketing, but based on feedback we were expecting to find some wrongly issued products. We are now considering withdrawing West Ham from the trial to better use the equipment elsewhere.

There have also been very few scans completed at Liverpool Street, but significant numbers during the peak periods have been completed at Moorgate. Rotational rostering of staff on the Liverpool Street (Broadgate) gateline had presented an issue with signing readers in and out of the Station Office at Moorgate, but this has now been addressed by the introduction of an arrangement that allows the recording of the transfer of the reader between staff, without the need to return to the station office.

Analysis of scans from all sites will be used to build a business case for the provision of handheld devices and hopefully accelerate reader integration into LU gates. To help us do this, we need to hear your feedback about the pros and cons of the devices, and if you have taken part in this trial we would be grateful if you could take part in our survey. Please use your iPad camera to scan the barcode on the right and give us your insights.

...AND FINALLY!

SKIMMING DEVICES

LOOKING AHEAD TO TRUI55

TRUI55 is expected to be published in late September when we plan to provide you with updates on:

- *Final information on the September Fares Revision*
- *An update on the next phase of Project Oval*
- *A report on the conclusion of the Barcode Scanner trial*
- *Updates on other projects across LU.*

We also intend to include more of your questions sent in to [Ask Olly](#), plus a selection of our other features.



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