



JUNE 2020 - INSIDE THIS EDITION

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COVID-19 CONTINUES TO DOMINATE THE NEWS

Welcome to another edition of the TRU, which is once again dominated by Coronavirus issues

TEMPORARY CASH REDUCTION

Shortly after [TRU125](#) was published last month as part of a number of measures to allow the network to begin to recover from the Covid 19 lockdown arrangements, a decision was taken to temporarily restrict the number of stations at which POMs will accept cash payments.

From Monday 18 May, approximately 170 stations were designated as becoming "card only" with around 57 other sites, mainly stations that are close to hospitals or other NHS facilities or have seen high levels of cash payments over the previous few weeks, retaining the ability to accept cash payments.

Cards only

The impact of these temporary changes are being monitored, with a view to being able to reinstate cash acceptance at stations where the inability to pay in cash has been highlighted as an issue.

The financial implications of a dramatic reduction in the number of customers using the network since the start of "lockdown" and the consequent drop off in our revenue have been well documented elsewhere.

On Page 3 inside, we review some of the ticketing changes that are planned as a direct result of the fall in revenue and as a consequence of the emergency funding that the Government has made to TfL.

In our Project Updates section on Pages 12-15 we provide an update on a number of the ticketing related projects that have recently resumed after the temporary suspension of all planned works in mid-March.

This section also includes the news on Page 13, that the proposed change to the way LU gates handle "Denied exits" on contactless payments, will now not be going ahead as planned.

As a consequence of POMs being put into card only mode, customers were no longer able to obtain cash refunds on Oyster cards from these stations.

KEY STORIES INSIDE

Page 3 [BAILOUT CHANGES](#)

We outline the impact of the recent financing package agreed with the Government and the impact on concessionary travel schemes.

Page 4/5 [POM SCREEN CHANGES](#)

We outline some forthcoming changes to POM screens.

Page 6 [CHARITY UPDATE](#)

We take a quick look at how the facility to make charity donations via POMs is faring

Page 13 [READER UPGRADES](#)

We give an update on plans to upgrade RTDs and a planned upgrade that is now not going to happen.

Page 15 [REVISED BANKING](#)

We provide an update on the start of a pilot of new banking arrangements.

MAY FARES REVISION REVIEW**– What went well, what didn't go so well**

As we outlined in [TRU125](#), the scope of the May Fares Revision was drastically reduced following agreement between TfL and Cubic, with most of the planned changes being deferred until the next fares revision which is due to take place on Sunday 06 September.

The limited number of changes that did go ahead on Sunday 17 May appear to have again been successfully implemented without any significant issues.



As in previous fares revisions there were no reports of any LU devices or stations not receiving or switching to their revised fares tables. Although the scope of changes was very limited, there is still always a risk of something going wrong when a “global” table has to be sent out to all devices.

As outlined in our last edition, there were a couple of elements of the May Fares Revision scope that were scheduled to be implemented later on, rather than on Sunday 17 May.

These included the new Out of Station Interchanges (OSIs) between Aldgate and Aldgate East and between the new Paddington (NR) NLC and the other parts of Paddington, for contactless and ITSO card users.

There were a couple of slight errors in our May Fares Revision coverage within [TRU125](#), which incorrectly showed these as being scheduled to take place on *Sunday 16 June*. That date as you may have spotted is actually a Tuesday and not a Sunday.

CORRECTION!!

Although base data changes are made on a Saturday night / Sunday morning, the addition of these new OSIs requires an update to the Data Gathering Centre (DGC) which will take place on the Monday night, so the actual implementation date for these changes was from the start of traffic on Tuesday 16 June.

The PAYG map which shows the availability of PAYG and all of the current Out of Station Interchanges, will be updated to reflect these changes shortly, but the adaptation of the map to include a number of the most recent expansions of PAYG acceptance beyond the Zone 6 boundary, means that quite a lot of work needs to be done on the format of this map.

PAPER £20 NOTE HANGS ON!

When the new polymer £20 was introduced earlier this year, it was expected that like the switchover to the polymer £10 note, there would be a fairly rapid withdrawal of the remaining paper £20 notes and that these would cease to be accepted from a date to be confirmed by the Bank of England, but expected to be in September.



Although the polymer version has been in circulation since 20 February, the COVID 19 pandemic has meant that the transition period has been extended and the Bank of England is yet to announce a date from which the paper notes will no longer be accepted.

Since they are required to give 6 months' notice of this date, it is now looking as if the paper version of the £20 note will not disappear until early in 2021.

Once this date is known, we will have to plan the updating of our CHDs and the small number of TVMs to no longer accept the paper £20 note. However, on this occasion it should not be necessary to arrange a further programme of engineer visits to make changes to our MFM units as we will hopefully have either rolled out or be in the process of rolling out the new Suzohapp ‘Bill to Bill’ note units to all MFM units.

The new units have the capability of being able to load new note sets remotely, without the need for an engineer visit, so it will be considerably quicker and easier to make such a change to the note set held by each device in the future.

Should there be a delay in deploying the Suzohapp note units beyond the date that the £20 is officially withdrawn, it should not be a major issue if devices continue to accept the older style notes, as we will still be able to bank them and get credit on them.

BAILOUT CHANGES

The current COVID19 pandemic not only dominates most of the news media, but is again a key factor in a number of our stories in this issue of TRU.

One of the major impacts of the lockdown restrictions applied to halt the spread of the virus, had been a drop of over 90% in customer numbers and the consequent impact on our revenue.

At the same time, we have had to maintain a high level of service across the network to allow key workers to travel and fulfil their roles.

THE KEY POINTS



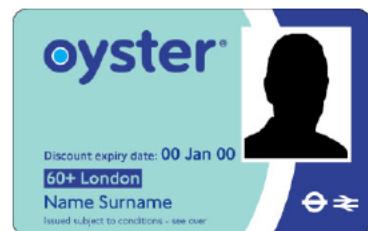
- ▶ From Monday 15 June, morning peak hour restrictions reintroduced for Older Person Freedom Pass holders
- ▶ From Monday 15 June, morning peak hour restrictions introduced for 60+Oyster Photocard holders
- ▶ No Change for Disabled Persons Freedom Passes
- ▶ No Change to availability on NR services



You don't need to be an economist to work out that such a huge drop in our income and on-going costs in keeping the network functional, don't add up.

As a result TfL was forced to seek emergency funding from the Government, which as you may have read in the press has been agreed. However, the bailout funding to maintain the operation of the network has come with a number of conditions attached to it.

The first of these will see the re-introduction of morning peak restrictions on the use of Elderly Person Freedom Passes and from Monday 15 June 2020, these will no longer be valid for travel on LU, TfL Buses, Trams, DLR, London Overground or TfL Rail services for journeys starting between 04.30 and 09.00 hours on Monday to Friday. No restrictions will apply at weekends or on Public Holidays.



In the past similar restrictions applied to these passes and although free off peak travel is funded by London Councils, the facility for holders to make journeys before 09.00 was a concession paid for by TfL itself.

A similar restriction will also be introduced for holders of the TfL issued 60+ Oyster Photocard, which is again a scheme funded by TfL which goes beyond the national concessionary fares scheme which gives those above state retirement age free bus travel.

Apart from providing additional revenue, the move also supports the desire to restrict usage of the network to essential journeys during the busy morning peak period.

From	To	Monday to Friday (excl Bank holidays)	Accepted
04:30	09:00		
09:00	04:30		

These changes were implemented by a network wide table change on Sunday 14 June, which resulted in Gates, PVals and bus readers enforcing the new restriction from start of traffic on Monday 15 June.

Please note that there will be no change to the availability of Freedom Passes issued to disabled persons, which will continue to be valid for travel at all times. The current 09.30 restriction on the use of Freedom Passes on most NR services also remains unchanged.

Further changes to concessionary fare schemes are currently under consideration and this may include changes to the current Zip card arrangements. However, these are likely to be more complicated to implement and are unlikely to be introduced before the start of the new school year in September.



Part I – Before LU POMs had the facility to issue Oyster cards, the device shown on the left was installed at a number of busy stations, but...

Q1) Do you remember what it was called?

- | | | | |
|---|--------------------------|---|------------------------|
| A | Oyster Vending Machine | B | Oyster Issuing Device |
| C | Smartcard Issuing Device | D | Ticket Vending Machine |

**Ticketing & Revenue
T&R
Trivia**

[Answers on Page 15](#)

POM SCREEN CHANGES

As we outlined in [TRU125](#), a number of planned changes to POM screens that we were looking to implement as part of the May Fares Revision, had to be deferred as a result of the scope of the fares revision being reduced to ease the workload and burden on limited testing resources.

We had feared that these would all have to wait until the next fares revision in September, but we have now received confirmation from Cubic that most of the planned changes will be implemented earlier than September. In fact one of them has already been implemented as part of a base data load on Sunday 31 May.

The item that has been resolved affected the 8 QBM's at RSLU (Regulated Stations on London Underground) stations on the Bakerloo and District lines. These devices had been restricted to only offering PAYG top-ups as a result of concerns over the apportionment of sales revenue for Travelcards.

However, at the end of March when we implemented a change to all POMs to allow customers to clear a negative PAYG balance and renew a season ticket in one transaction, it was identified that these RSLU devices had started to record a small number of Travelcard sales.

Subsequent investigation identified that these sales occurred on Oyster cards that previously had a negative PAYG balance and the new software had effectively overridden the previous PAYG only restriction. The subsequent change implemented by Cubic on Sunday 31 May, corrected this and returned the devices to being PAYG only machines.

There are five further changes that are now scheduled to be implemented as part of the next base data load on Sunday 12 July. The items that are due to be addressed are as follows:

Cancelled Staff Oyster cards and Freedom Passes

It had been identified that when checking on a POM, the status of a Staff/dependent Oyster card or Freedom pass that had been handed in, even if a card has already been disabled, the POM screen appears to indicate that the card is live. However when an attempt is made to disable the card via the POM Staff functions, the screen displays a message that the card has already been cancelled. This was traced to an inconsistency in how various card types are treated. The change will mean that in future a similar message (as illustrated right) will be displayed to that currently displayed when a cancelled Retail Oyster card is checked.

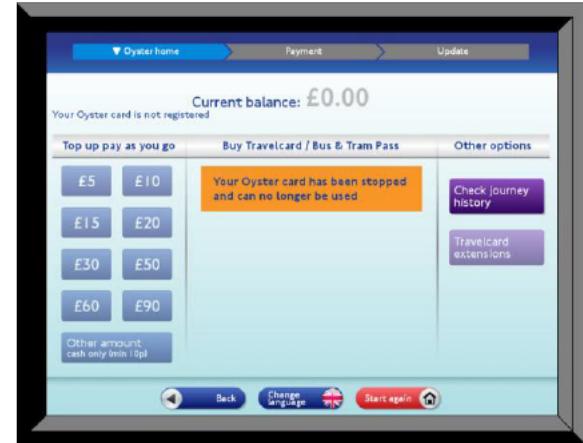
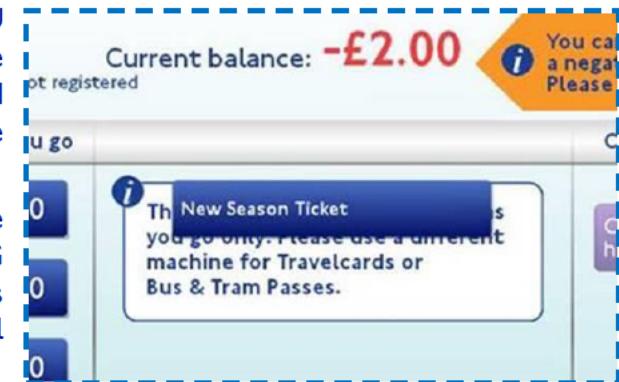
Travelcard range on RSLU Station TVMs

An item that we have previously highlighted in TRU is that TVMs at each of the 11 RSLU stations had buttons on the Travelcard purchase screen, offering the same range of zonal combinations of Travelcard, regardless of which zone the station was situated in.

This means that at a station like Harrow & Wealdstone, which is in Zone 5, customers are currently offered the option of buying a Travelcard just covering Zones 1&2, which cannot be used for travel from that station. This is inconsistent with our policy across the rest of the network, of offering the most popular combination of zones valid for travel from the station on these buttons.

From Sunday 12 July, the range of Travelcards offered on these RSLU TVMs will be brought into line, to follow the convention used on POMs at other LU stations. However, during the investigation of this issue, it was also found that POMs at stations situated in Zones 7-9, at the north end of the Metropolitan line, also incorrectly offered the option of buying a Zone 1&2 Travelcard on their screens, against the general principle of offering only products that are valid for travel from the station concerned on the screen options. Subsequently a further review also found that stations situated in Zone 4, have a button to buy a Zone 1-3 Travelcard displayed.

We are now hoping to resolve all of these issues as part of the same base data load on Sunday 12 July.

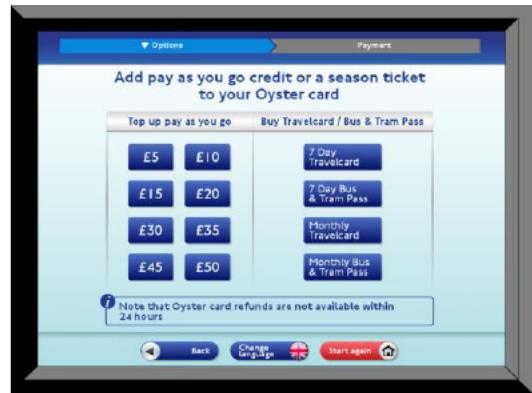


POM SCREEN CHANGES continued...

Oyster Refund Screen Message

One of the main items of feedback from staff following the change of the Oyster card deposit to a non-refundable card fee in February was that the information on POM screens did not clearly highlight that the £5 fee was not refundable.

The former wording, which referred to “Oyster card refunds” implied that a refund was possible as long as more than 24 hours had elapsed and didn’t highlight that this did not include the card fee (as illustrated in the top screen image to the right).



From Sunday 12 July, to improve the customer messaging and provide better information to customers obtaining a new Oyster card, the current information box at the bottom of the screen will be changed, as shown in the second image to the left.

The new text will show that:

**PAYG refunds are not available within 24 hours.
The card fee is not refundable on card surrender**



TERMINATION OF £3 PAYG TOP-UP TRIAL

The trial of a lower £3 button for PAYG top-ups on POMs at Alperton, Becontree, Dagenham Heathway, Earls Court, Marble Arch and South Harrow is due to finish and it is planned to remove the £3 button from these stations from Sunday 12 July. Like the other POM changes mentioned above, this is an element of the September Fares Revision which is being delivered earlier to reduce the burden of testing around the time of the fares revision.

Although the trial had seen an increase in the number of PAYG top-ups of less than the previous £5 minimum paid by bankcard, an unwelcome side effect was that there was a much larger increase in low value cash top-ups, which we believe is due to the lower £3 option being offered on the screen to customers, who then opted to select that button, whereas they may previously have selected the £5 button. Low value top-ups go against the principles of PAYG, lead to more POM transactions and often lead to customers ending up with a negative balance on their card.

Customers wishing to pay in cash can still select the “Any other amount in cash button” to add amounts of less £5 if they wish.

The £3 button is being retained at Canary Wharf as part of the on-going cashless POM trial at that station.

VISITOR TICKETING TRIAL TO END

The long running trial of a range of 2 and 3 day magnetic tickets aimed at visitors to London, which have been available from POMs at a number of “Gateway” and tourist stations will finally come to an end on Sunday 12 July.

The trial had been extended on a number of occasions, although usage of the tickets was consistently low, as the product did not represent the best value for money for most customers. The COVID19 crisis and the suspension of tourism have meant that sales over the last few months have been virtually zero, with little likelihood of any change in the coming months. Retention of these products was also inconsistent with the longer term objective of reducing dependence on magnetic ticketing. As a result the visitor tickets are being formally withdrawn as part of the September Fares Revision changes, but like the POM changes outlined on Pages 4 and 5, Cubic are delivering this element early as part of a scheduled base data change on Sunday 12 July, to spread their workload and testing requirements more evenly.

SPECIAL FEATURE

CHARITY OYSTER UPDATE

In TRU124 we announced the launch of the facility for customers to donate the remaining value on unwanted Oyster cards to the Railway Children Charity via MFM and TVMs at LU sites.



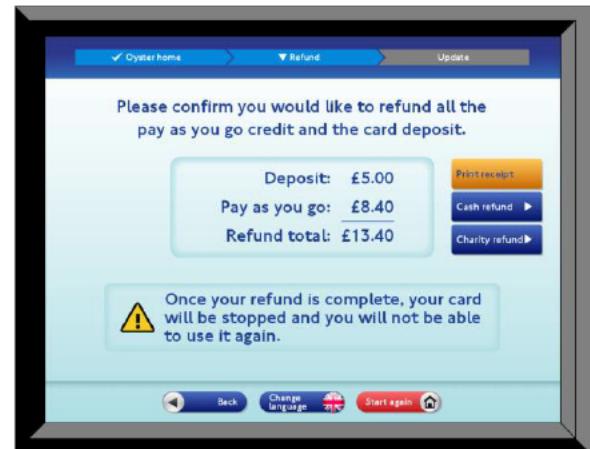
The launch on Sunday 22 March, proved in some ways not to be great timing, as London and the rest of the country retreated into lockdown just a few days later. The planned public launch of the facility was put on hold and with the number of customers using LU being dramatically reduced by more than 90%, plus a total absence of tourists visiting the capital, we did not have great expectations of the scheme generating anywhere near the revenue that we had previously hoped for.

The reality since the launch has been somewhat unexpected. Despite the lower customer numbers, we have still seen a steady use of the facility by our customers. This has been achieved without any real promotion of the facility, other than the appearance of an option to donate on the POM screen. The first week of the facility being available saw customers donate in excess of £6K, whilst subsequent weeks have seen amounts ranging between £1200 and £2000 being donated.

It is difficult to judge the reasons behind this. It is likely there may be an element of customers who knew they would be working at home or not travelling, cashing in their Oyster and deciding to donate the balance, or possibly a reflection of the public's generosity at a time when we are all experiencing unrivalled difficulties and many people are aware that charities are going through very tough times.

As a result the running total of money donated over the initial 13 weeks, which takes us up until the end of Period 3 on Saturday 20 June, is now approaching £28.5k, which as you might expect is a very welcome income stream for the charity at a time that is very difficult for them and other charities.

Given usage over the last few weeks we are confident of passing the £30K mark before the end of June.



Although the POMs at a number of our stations have temporarily gone cashless, the MFM will still offer the opportunity for customers to cancel their Oyster card and donate the proceeds to charity, even though cash refunds are not available.

We have received a couple of reports of customers cancelling their Oyster cards and then being surprised not to receive a cash refund, despite the fact that they will have had a number of clear indications on the screen that cash refunds were not currently available, confirmed their intention of donating to charity and then presented their card to the RTD to complete the transaction.

Unfortunately in cases like this, the transaction cannot be reversed and it is not possible for the customer to get a refund. This is in line with the overpayment option on our POMs, which is also non-refundable.

Normally by this time of the year, we will have reported on the presentation of a cheque to Railway Children in respect of money generated through the Oyster Charity Box scheme. Not surprisingly, the events of 2020 have prevented this from happening, but we are hopeful of being able to report some good news on this front in our next edition. We just need to find a cheque that is more than 2 metres long for the presentation!!

Part 2 – Its acronym time again! All LU gates have a device which is called a BLU and is installed on each walkway on LU gates...

Q2) ...but what does BLU stand for?

A	Broad Light Universe	B	Balanced Laser Utility
C	Beancount (on) London Underground	D	Beam Logic Unit

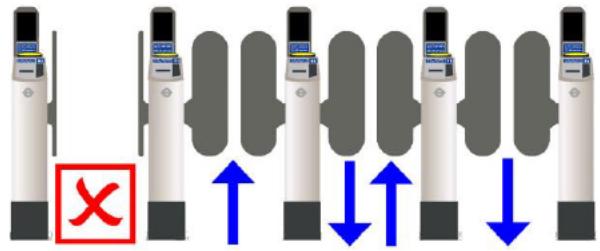


[Answers on Page 15](#)

SPECIAL FEATURE

USING GATELINES EFFECTIVELY

As we come towards the end of the rollout of the new touchscreen SCU, we thought it was a good opportunity to take a look at how the new SCU can be used to help manage the gateline.



During the preparatory work for the SCU deployment, we gathered a lot of data on how gatelines at each station were used at different times. During this exercise it became apparent that some stations used their gates very dynamically, switching individual gates from entry to exit or vice versa, to cope with customer flows, whilst at other stations, the staff never altered how the gateline was configured, regardless of customer flows.

SCU GATE ARRAY SETTINGS

One of the most useful new facilities of the new style SCU, is the ability to switch the whole gateline between pre-set configurations, without the need to have to change each gate individually, as you did on the previous SCU. During the SCU rollout, Gate Arrays have been reconfigured so that all gates on a particular gateline are now generally on the same Array, but associated WAGs are configured onto a different Array. Previously at some locations with large gatelines, groups of gates were divided into separate arrays which made control of the whole gateline more difficult.

Although labelled as 'Maximum Entry', 'Maximum Exit' and 'Custom Entry/Exit', the three Gate Array settings can actually be used for any arrangement of the gates to suit local needs. The key point is that this facility is used when it is necessary to change the arrangement of the gateline. At many locations where SCUs have been provided in Station Control Rooms or Station Offices for the first time, management of the gateline is now much easier as changes to the gateline can be made simply by the CSM or Supervisor, without having to radio gateline staff to make directional changes.

Please note that the SCU still has the ability to change the direction of an individual gate if required and this can be used to temporarily modify any of the pre-set configurations e.g. if a gate is closed due to a fault.

During the data gathering exercise, many stations have taken the opportunity of setting up patterns of gates to meet their operational requirements, but we suspect there are some sites that could probably make better use of the facility. Changes to Array settings can be made remotely, but any requests need to be channelled through the LU Ticketing & Revenue team, who will raise the request with Cubic.

ARRAY CLOSED

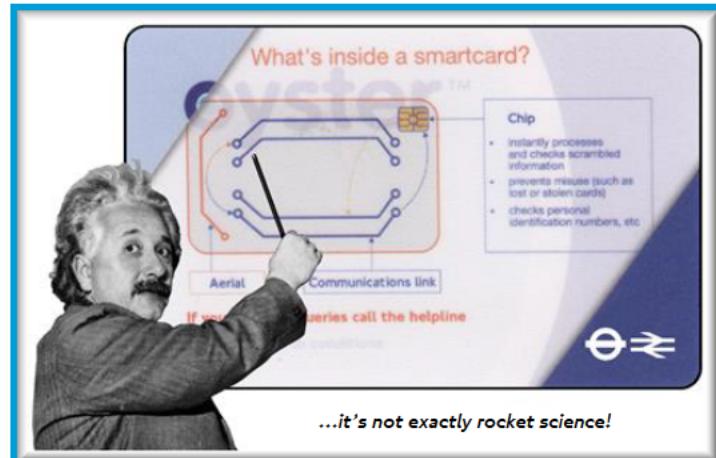
One of the other useful features of the SCU is the ability to stop any customers entering through a gateline via the use of the Gate Array 'Close' facility. This command will cause any gates operating on entry to close and show the red X to customers, whilst allowing any gates set on exit to work normally. This can be particularly useful in crowd control scenarios when there is a need to quickly stop further customers going down onto the platforms and where gateline staff may be busy trying to give customers information.

SMALL GATELINES

At many of our smaller stations, typically those with three gates and a WAG, the options for changing the gateline are very limited, but customer flows can still be assisted by using the SCU to switch the direction of gates. For example, where during the evening peak a large flow of customers are exiting from the platform, all available gates could be switched to exit to allow customers to leave more quickly. The small number of customers wanting to enter would need to wait, but they are likely to find that more comfortable than having to negotiate their way through a scrum of customers queuing up to use 1 or 2 exit gates. It also potentially helps with social distancing, by avoiding conflicting customer flows inside the gateline. Once the exit flow has eased, the SCU can be used to put gates back to allow entry and exit. This can then be repeated for following trains and exit flows, rather than leaving the gates set in one configuration throughout the peak period.

SOCIAL DISTANCING

One final point to highlight is that the SCU also incorporates the facility to perform a One Shot Release on an individual gate to allow a customer to enter or exit. This potentially allows this to be done from a safe distance from the customer concerned, rather than going to the gate concerned to use the key facility on the stanchion.

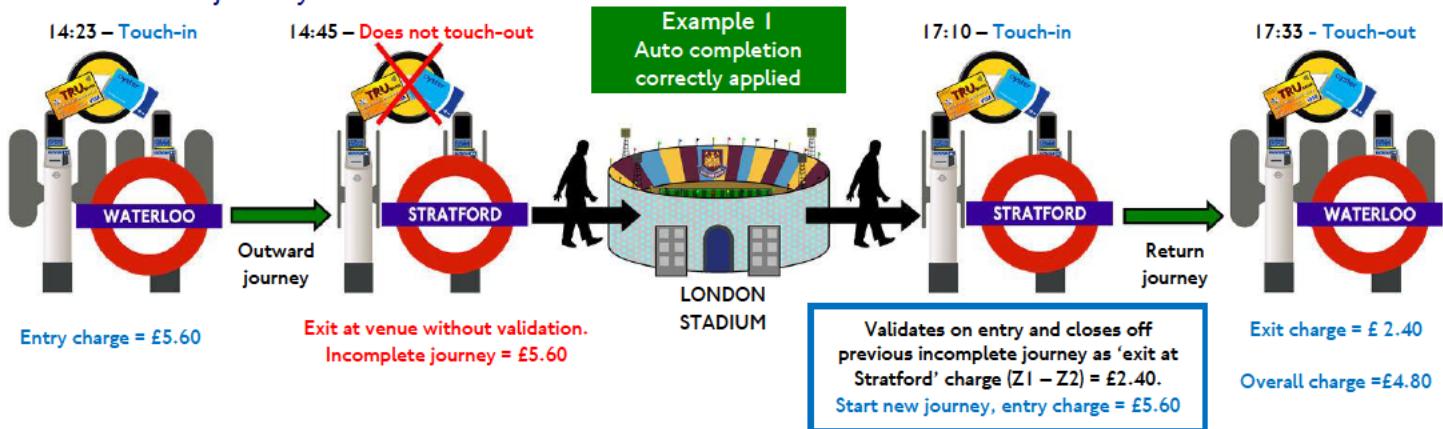


OYSTER EXPLAINED

From time to time we receive requests to cover a particular topic in one of our Oyster Explained features. This month as a result of such a request we revisit a topic that we last partially covered in [TRU100](#). Over time people forget the finer details of things and since then we have also had a lot of new staff join our stations team, so it's certainly worth going over things again.

AUTO COMPLETION & AUTO CONTINUATION

Probably many of you will be familiar with the “Auto Completion” facility, as it is often used in conjunction with major events near stations or at times of disruption when it is not possible for customers to validate at the end of their journey.



The facility will automatically close off an unfinished journey that has occurred on that day, when the customer touches-in at the start of their return journey. This works for situations where there is a need to get customers out of the station as quickly as possible, including use of emergency exits, but where the way-in flow needs to be more controlled to avoid over-crowding.

For the “Auto Completion” facility to work, there are some key points that you need to remember ➔

A variant of "Auto Completion" is "Selective Auto Completion" (SAC) which can only be set centrally and allows unfinished journeys occurring within certain time bands to be automatically closed off, over a period longer than the same traffic day. This helps where an incident happens late at night, and affects customers that are unlikely to be making a further rail journey during that traffic day. The facility is particularly useful for events like Notting Hill Carnival where customers may not make a return rail journey on the event day.

Auto Completion can be set centrally by the Cubic Help Desk or at station level from the new SCU which has recently been rolled out to stations. If set locally we need to be sure we are applying it for the right reasons and that it is removed when it is no longer required. If left on for too long, it will potentially resolve an incomplete journey that occurred elsewhere and customers might be charged incorrectly.

When setting, the new touchscreen SCU will display the following array button...

THE KEY POINTS



- ▶ The facility only works for “Unfinished journeys”, it will not resolve an “unstarted journey” where the customer failed to touch-in.
 - ▶ To work effectively, customers must touch-in at the start of their return journey. There have been occasions where customers have been prevented or discouraged from validating on the way in and this has prevented the setting working correctly and resulted in large numbers of customers being overcharged.
 - ▶ It will only resolve an incomplete journey that has occurred on the same traffic day. Using the facility in the morning will not resolve unfinished journeys that happened the night before.
 - ▶ The setting needs to be left in place to cover the period during which affected customers are likely to be returning to the station (this is likely to be considerably longer than the actual event that triggered the setting being used)



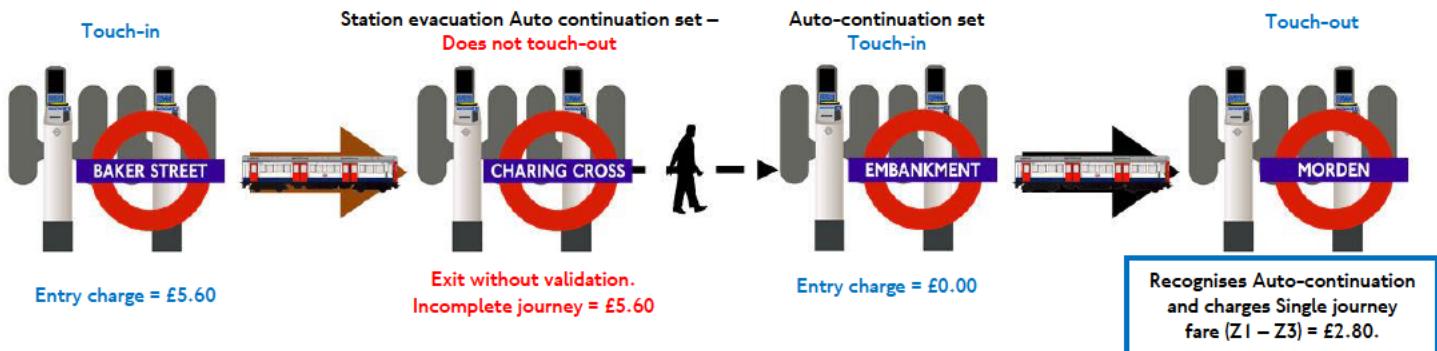
AUTO COMPETITION & AUTO CONTINUATION

"Auto Continuation" is perhaps a less well known feature and one that has caused some confusion amongst users. However, a few stations have used the facility recently where it has been necessary for interchange customers to leave the station without validating and re-enter through the gateline.

This facility basically allows PAYG customers that have a current open journey, to enter a station and continue their original journey without incurring a further entry charge. It therefore works in a similar way to the Out of Station Interchange (OSI) function, but in this case the customer doesn't have to have touched out at a station where an interchange setting is in place.

Example 2 Auto continuation correctly applied

Auto Continuation isn't used as frequently as Auto Completion, but is particularly useful where a large number of customers are ejected from the network without being able to touch out and then want to continue their journey from another station close by.



So in the event of a major power failure closing Charing Cross LU station resulting in the evacuation of the station and preventing any customers from being able to touch-out when leaving the station, the setting of Auto Continuation on the gates at Embankment would enable any customers who wanted to continue their journey from Embankment, to enter that station and continue their journey (as in the example above).

As with Auto Completion, the Auto Continuation facility is normally set centrally by the Cubic Help Desk, but can be set at station level on the new SCU. However, particular care should be taken that it is applied correctly and promptly removed when no longer required.

When setting, the new touchscreen SCU will display the following button on the array...



Unfortunately we have recently come across a couple of cases of gatelanes having Auto Continuation wrongly applied, instead of the Auto Completion facility. This could have the effect of allowing a customer who had failed to touch out, being able to continue their original journey and if they return to the station where they originally touched-in, this will then be treated as a "Same Station Exit" or "here to here journey" and is likely to result in them incurring two separate maximum fares.

More worryingly one of the side effects of incorrect use of Auto Continuation is that the facility potentially allows an Oyster card to be used more than once on entry, without being blocked by the "Passback" restriction on gates.

This is due to the fact that after the initial usage to touch-in, if the same card is represented, the gate will detect that the card already has a current open journey and will allow the customer to touch-in again ignoring the fact that the journey commenced at the same station.

This has resulted in a couple of previous reports from stations that they had seen customers using the same card more than once and following investigation, this was traced back to an erroneous setting still being applied to a Gate Array.

Under normal operating conditions the Gate Array buttons should not have any symbols displayed. If they do, these can be removed by selecting the Ticket Checking button and then the Normal button and selecting the Ticket Monitoring button and then the 'Normal' button.





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: 28 May 2020 09:47
To: Ask Olly
Subject: POM Oyster Refunds

Hi Olly,

Just thought I would share a situation that occurred this morning at Morden with a customer who refunded his Oyster card on the MFM.

The customer said that he pressed his Oyster Card on the reader and then selected the refund option for £3.10; he then said that he confirmed the refund but no money was dispensed.

My CSA investigated and could see on the MFM screen that the card had been deactivated. We then came to the conclusion that the customer had mistakenly selected to refund the amount to charity, thinking he was confirming an actual refund, he did not speak very good English so I think this was lost in translation.

I can imagine that this has happened numerous times across the network since we went cashless, is it a good idea to keep the charity option? Also if this mistake is made by the customer should we be obliged to give a refund?

Regards

[REDACTED]

Hi [REDACTED]

Thank you for your email and query.

The issue that you have highlighted did come up a couple of times during the initial trial of the Charity Donation option on the POM. However, since then the text has been translated into the other language options, hopefully avoiding some issues of customers misunderstanding the options offered.

To get to the stage of cancelling their card and donating the proceeds to charity, the customer is given a number of screen prompts that confirm what they are doing. This includes a final screen message that confirms the money will be donated to charity, before they represent their Oyster card and the process is completed.

The Charity Donations and POM overpayments are non-refundable, so should not be refunded as TfL will be obliged to pay the amount to the charities involved.

Regards

Olly Oyster

Hi [REDACTED]

Thanks for your email and query.

The weekly cap for contactless payment users is still calculated on the basis of journeys made during a fixed week between Monday and Sunday.

Regards

Olly Oyster

From: [REDACTED]
Sent: 14 May 2020 19:21
To: Ask Olly
Subject: Contactless Weekly cap

Hi Olly,

Can you confirm if contactless payment cards are now weekly capped when used on any day of the week?

Originally it was capped only for journeys starting from Monday – Sunday only.

Thanks

[REDACTED]

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- the most recent edition of the TRU, on the same day it goes to the printers.
- having your own personal copy.
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- Send an email to: [REDACTED] today.



From: [REDACTED]
Sent: 17 March 2020 00:17
To: Ask Olly
Subject: Secure Suite Log Book

Hi Olly,

Regarding the type of receipts we should be putting in the Secure Suite Log Book, in Hot Issues Bulletin on 24th January, it stated that only security custodian receipts should be put in the log book.

However in T&R Book 4, Section 6.2 it states:

6.2 Left change

When change is left behind by the customer or an Oyster card transaction is not finalised you must write in the Secure Suite Log Book

- the time
- ticket machine number
- amount left behind
- brief description of customer

Carry out a further miscellaneous transaction to record the transfer to the CHD and attach the printout to the Secure Suite Log Book

Does this still stand or is it just the security custodian receipt we now staple in the log book?

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

Thank you for your email and for highlighting this inconsistency to us.

It looks as if the text in the current T&R Book 4 has been missed during the last review of this book.

Providing the details of the event are recorded in the Secure Suite Log Book, there is no need to attach the corresponding receipts, as this information is recorded electronically anyway.

We will arrange for this section to be updated when the book is next updated.

Thanks again for highlighting this issue.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

The current requirements for the storage of documentation within the secure suite are set out in **T&R Book 7 Section 5.1**, the text of which is copied below:

5.1 Storage and retention of documents

The following items must be retained for the periods shown below:

Item	Retention Period
Emergency Safe Contents Register	12 Months (after last entry)
Maintenance and Failure Register	12 Months (after last entry)
MOVie Device Register	3 Months (after last entry)
Key Seal Register	3 Months (after last entry)
Secure Suite Log Book	36 Months (first 12 months within the secure suite and a further 24 months archived)

From your email, some of the items would appear to predate the introduction of the SAF, so are no longer listed above, but as they are over 3 years old you definitely do not need to retain the documentation.

It is likely that a few other stations may also be sitting on a stash of old documentation that they no longer need to retain.

Regards

Olly Oyster

From: [REDACTED]
Sent: 09 June 2020 09:09
To: Ask Olly
Subject: old ticket office accounts paperwork

Hi Olly,

We have shed loads of very old ticket office paperwork from a bygone era at Theydon Bois including old TSDAs, Weekly accounts etc.

It's just that we are having a fire inspection and wanted to shred some very old stuff, but want to be sure that we can do so.

Are you able to send me any information on how long we retain certain ticket office documentation on the station before it's archived or it can be disposed of please?

Kind Regards

[REDACTED]
[REDACTED]

REVENUE PROJECTS

EI GATE BEAM LOGIC VANGUARD

One bit of good news with the resumption of Cubic installation work, was the start of work in preparation for what will hopefully be the final Vanguard of modifications to the beam arrangements on EI walkways.

As outlined previously in TRU, this Vanguard will see the repositioning of light beams that detect customer movements through the walkway and control the opening and closing of the gate paddles and is the culmination of a number of separate trials of different potential improvements, which were undertaken last year.



Since two of the chosen Vanguard stations: Swiss Cottage and Manor House are temporarily closed as a result of the COVID 19 crisis, the opportunity was taken of utilising longer engineering shifts to update all of the gates at both of the stations in early June. On previous trials, modifications had only been made to alternate gates, but this made it difficult to get feedback from gateline staff on whether modifications had reduced failures as it was difficult to distinguish which gates had been upgraded.

Gates at Swiss Cottage were upgraded on the night of Monday 08 June and those at Manor House over the two nights of Tuesday 09 and Wednesday 10 June. This provided a useful exercise for the engineers to identify what work would be required when other stations are visited.



We are currently awaiting confirmation of a date for similar modifications to be made to each of the EI gates on the gateline in the main ticket hall at Paddington. This work is expected to take place during the week commencing Sunday 05 July, subject to resources being available. Given that the first two sites are currently closed, we are currently in discussion with Cubic around extending the Vanguard to one or two more sites.

Providing all goes well with the Vanguard locations, we will then progress to a programme of installing the modified beam arrangement at other stations with EI type gates, prioritising sites that have histories of high levels of beam failures.



GATE POD UPGRADE

As we had hoped in our last edition of TRU, the easing of restrictions around what work could be undertaken by Cubic, allowed the EI Gate POD (Passenger Orientated Display) rollout to resume from Sunday 31 May. This was just over two months after the programme had been halted after completion of only 4 stations.

The programme picked up from where we left off, with stations at the north end of the Metropolitan line, working southwards from Chorleywood, but the rate of installation of the new E2 style gate PODs was initially slowed down slightly to enable the installation teams to become more familiar with the upgrade process. They have now been returned to the previous rate of 2 small stations or one larger station (7-8 gates) per night.

Although efforts are currently being concentrated on stations with EI gates, we are hopeful of soon being able to move resources over to the upgrade of the older pneumatic gates.

As we have previously outlined, the customer and staff benefits of the improved POD on the pneumatic gate, are far greater than that on EI stanchions.



Part 3 – The proper name for the card readers on all our POMs and gates is the often used acronym RTD...

Q3) ...but what does RTD stand for?

- | | |
|----------------------------|---------------------------|
| A Real Time Deployment | B Remote Ticketing Device |
| C Railway Ticket Decryptor | D Rail Technology Decoder |

T&R
Ticketing & Revenue
Trivia

[Answers on Page 15](#)

REVENUE PROJECTS

CARD READER UPGRADE

In [TRU125](#), we outlined plans for a forthcoming upgrade to card readers on all gates and validators which were planned to take place in July 2020. This upgrade known as Strategic Release 8 or SR8, included a change to the way contactless payment transactions would be handled, if a card was rejected on exit with the current Reject Code 80.



Not long after we published the last edition of TRU, the denied exit element of SR8 was separated away from the other aspects of the release, to allow them to be tested independently. This enabled the new SR8 reader software to be Vanguarded initially at Fairlop and Buckhurst Hill, plus a couple of other TfL Rail stations in east London, from Tuesday 02 June.

The update consisted of fixes to a number of known issues affecting reader performance, but in all other aspects the change should not be detectable to either staff or customers. The release also includes a change to the way Route Validators report their status to the SCU, but the impact of this change will not be seen at stations with Route Validators until new SCU software is deployed (as outlined in our article below).

A two week vanguard, was then supposed to be followed by a base data update on Sunday 14 June, which would then pave the way for new reader software to be deployed to the Vanguard stations to implement the denied exit change. Unfortunately an impact of COVID 19 and its impact on TfL's cash flow, (as outlined on [Page 3](#)), was that this was one of a number of projects where a decision was made to suspend implementation on cost grounds. Although the change to the gates and the introduction of the new validation code 87 will now not happen, it was at least possible for Cubic to complete the testing of this change, so it will at least be ready for deployment should the current situation and the availability of funds change.

The planned deployment of what remains of the SR8 upgrade was due to see the new software deployed to around a further 20 LU stations on Sunday 28 June, these sites having a much greater customer usage than the initial Vanguard stations. Unfortunately, just before deployment, an issue was identified with the acceptance Season ticket products on ITSO format smartcards, which will need to be investigated and resolved before the upgrade is deployed to any more stations. It is also likely that the original Vanguard sites will be reverted to standard software shortly.

SCU UPGRADE ALSO RESUMES

Another rollout that we were also able to recommence on Sunday 31 May was the upgrade of the Station Control Unit (SCU). This had also been suspended for just over two months, since work was stopped on 25 March. Unlike the Gate POD upgrade outlined opposite on [Page 12](#), which was in its very early days, the programme to update all stations to the new touchscreen PC based SCU was approaching completion at the time further work was stopped. In fact we were anticipating that we were around 10 days from completing this project.

Work to upgrade most of the remaining stations, has now been completed, but as with many programmes, you find that towards the end you encounter a disproportionate amount of problem sites. Many of which have previously been deferred for one reason or another. In the case of the SCU programme most of the problems have been linked to the need for additional cabling work, which had either been missed at the beginning of the programme or was as a result of some late changes to include some SCUs within Station Office / Control Rooms, where we hadn't previously had the equipment.



All being well, we hope to complete the final SCUs within the second week of July. However the temporary ticket hall at Whitechapel will continue to operate with the old style SCU until the opening of the new ticket hall there, which has already been equipped with the PC SCU.

Towards the end of July, it is hoped to commence the much delayed testing of the new version of SCU software, which includes the rectification of a number of known issues resulting in the SCU buttons currently "misreporting" the status of AFMs, single direction gates and Route Validators.

Although testing had commenced earlier in the year, it had to be halted when we identified that one of the key fixes had been missed out of the software build being tested. If all goes well, it is planned to Vanguard the new SCU software at several stations in early September.

REVENUE PROJECTS

EI GATE PADDLE CONTROL VANGUARD

During the week commencing Sunday 28 June, the EI gates at four stations listed below, will be upgraded with a new version of paddle control software:

ACTON TOWN

BERMONDSEY

WATERLOO (Colonnade)

WESTMINSTER

The gates concerned previously received an earlier version of this software exactly 13 months ago, in late May 2019. This aimed at reducing injuries to customers, through incidents of trapping between the gate paddles as they closed.

are backs off slightly when a paddle is detected and changes the paddle to make it easier to extract what is stuck.

ware often resulted in the gate trying to close the paddle very difficult for the staff who went to their extract whatever was stuck between the paddles.



In a number of delays to the testing of this new version of the software, but we are hopeful that as long as no issues are found at the Vanguard stations, we will be able to start to deploy it to across the network in due course.

It has also been on an extended Vanguard at Embankment, St James Park and it is expected that we will start to deploy

es which can be performed remotely, this particular change will see a module with a unit that has been pre-loaded with the

ie slow return towards normality, we have seen a number of gates begin to re-open again.

arranging for Cubic engineers to undertake Preventative

Maintenance on all Gates and POMs, during the week before the station is due to re-open. Gate maintenance is being performed at night, whilst POMs will be overhauled during the day.

Although devices at these sites have not been used, experience has shown us that they generally do not react favourably to long periods of inactivity and unless treated kindly, can often fail as soon as they emerge from their enforced rest.

Similar arrangements will need to apply to devices at stations where a ticket hall, gateline or bank of POMs have been temporarily closed, but these are much harder for us to plan unless we receive prior warning from the Areas concerned.

If you are intending to return devices to service as part of your local recovery plans, please ensure that you make the T&R team aware of this at least 7-10 days in advance, so that appropriate arrangements can be made.

Linked to this, we have recently seen a significant increase in the number of devices (mainly POMs) unexpectedly going offline, at stations that are currently closed. We are currently working with Cubic to investigate the cause of these failures and get the devices concerned back online. If devices are left off line, they will not receive the most up to date software, fares tables or card blacklist information.



REVENUE PROJECTS

REVISED BANKING PILOT TO COMMENCE

As we previously reported in [TRU125](#), a pilot of revised banking arrangements is scheduled to commence on Sunday 28 June. This will take place at stations on the east side of London that are currently served by the G4S Harlow depot.



The temporary suspension of cash acceptance on POMs at many of our stations has reduced the number of stations which will be involved from day one of the pilot to a total of 10, as listed below.

If other stations served by G4S Harlow subsequently return to accepting cash, they will be immediately be added to this pilot.

The main changes being tested by this pilot affect how the money is processed after it has been collected from the station by G4S, but to facilitate this there are some minor changes to the collection day arrangements at these stations involved:

- The CHD Note Collection Sack receipt generated when the custodian removes the sack from the CHD, has been updated to now include barcoded information and will now act as a 'Paying in slip' for the notes when they are banked. (see image 1)
- Once the receipt has been generated by the CHD, it will need to be attached to the outside of the Collection Sack by the custodian, using a self-adhesive pouch, supplies of which were delivered to the pilot stations by the T&R team prior to the first collection under the new arrangements. (see image 2)



DAGENHAM HEATHWAY	PLAISTOW	EPPING	LEYTONSTONE	STRATFORD (North)
EAST HAM	UPTON PARK	LEYTON	STRATFORD (East)	STRATFORD (Mezzanine)



The pilot is scheduled to run for approximately three months, but it is possible that a further G4S branch may be brought into the pilot after a couple of months of it being in operation at Harlow.

The objective would then be to extend the revised arrangements to the remaining stations, probably in two phases, based on which G4S depot currently serves each site.



CHD FAULT RECTIFICATION

Although there has been a marked dip in the volumes of cash being taken and the number of CHD failures has consequently dropped, Suzohapp engineers have taken the opportunity of using available resources to target a number of devices, that have shown higher than normal failure rates, with a view to investigating the cause, reducing further failures and improving device reliability.

As outlined above, they have also remotely made changes to the CHD Collection Sack receipt format, in preparation for the start of the forthcoming banking pilot.

How did you do?

ANSWERS TO T&R TRIVIA

Pt1-Q1)

Do you remember what the device on the right was called?

A Oyster Vending Machine



Pt2-Q2) What does BLU stand for?

D Beam Logic Unit

Pt3-Q2) What does RTD stand for?

B Remote Ticketing Device

...AND FINALLY!



For this month's Crimewatch feature we once again return to a subject we have covered many times in TRU over the last few years.

The image consists of a large black rectangular area that has been redacted or heavily obscured. This central black box is positioned on the right side of the frame. Above and below this central redaction, there are approximately 18 horizontal black bars of varying lengths. These bars are evenly spaced and extend across the width of the page. The lengths of the bars vary, with some being relatively short and others being quite long, creating a pattern of horizontal black lines against a white background.

LOOKING AHEAD TO TRU127

We intend to publish the next edition of TRU at the end of July.

TRU127 will hopefully include:

- A couple of special features we haven't had room for this month
 - A preview of September Fares Revision changes
 - Updates on current projects and forthcoming projects
 - Other T&R news stories



Please more of your questions to Ask Olly and a selection of our other usual TRU features.