

The TICKETING & REVENUE UPDATE

IN THE NEWS!

Two items of news dominate the T&R headlines this month; **Fares Revision** and **POM Frauds**.

Firstly, the forthcoming 31 May Fares Revision changes. These include a major expansion of the TfL rail network, with the takeover of the operation of a number of NR services by TfL. Further details are included on Page 3 inside.

MAY FARES REVISION

This year the May changes have been split into 4 main chunks: the first implemented on POMs at the end of March, NR ticketing changes on **17 May**, the main changes on **31 May** and the final elements involving Oyster changes on other modes being due for implementation in July.

Although this has helped Cubic in spreading some of their workload more evenly, it does mean that combined with other upgrades and changes to the way we operate our stations, we are currently going through a period of almost unprecedented change.

It is therefore even more important that everyone keeps up to date with what at times may appear to be a tsunami of changes. To help with this the T&R team have made some changes to the way in which information is shared with you;

- Email distribution of **TRU** and the weekly **Hot Issues Bulletin** has been expanded to include CSAs.
- The **Hot Issues Bulletin** has been re-ordered to better group topics applicable to each grade.
- A change to the **TRU** format to include an abridged version of some of the main items on the front page
- Inclusion of a quick summary of the "keypoints" for some of the main **TRU** items.
- A new section within **Hot Issues Bulletin** to summarise important product and procedural changes that have happened since the last T&R Book reprints. These will include a cross reference to where the full information was published.

CRIMEWATCH

The other main topic over the last few weeks has been a number of different fraudulent activities involving POM refunds. Following close co-operation with Cubic and Customer Experience a couple of short term fixes have been deployed to mitigate some of the risks. Further details are included within an updated **Crimewatch** feature on Page 16.



ISSUE
84
MAY 2015

KEY STORIES INSIDE

Pages 2-4 MAY FARES REVISION

The major aspects of the Fares Revision take place on **Sunday 31 May** including changes to methods of payment and facilities available on the Staff sign-on screens of our POMs.

The takeover of several sections of NR by TfL will also change PAYG tariffs and child and TfL Staff free travel arrangements on some of these routes.

Page 5 T&R BOOK REPRINT

A number of the current T&R Books are being reprinted to reflect recent changes. The new books, including personal issue copies of T&R Book 8 for all CSAs, are due to be distributed in early June via Area Manager's offices.

Page 10 NIGHT TUBE READINESS

June will see the start of a Vanguard and testing of new RTD software to deliver the ticketing elements of our preparations for Night Tube services. From **Sunday 14 June** all stations will switch to a common End of Day time.

Page 11 ITSO & OYSTER EXPANSION

Availability of ITSO and Oyster cards will be expanded through various initiatives planned for this summer/autumn.

Page 14-15 MFM RELIABILITY

An update on the impacts of a recent fix and other initiatives being taken to improve the performance and reliability of this key device.

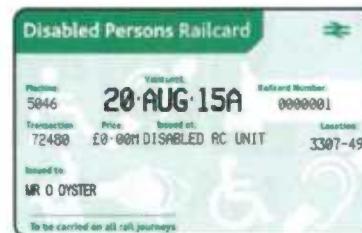
ALSO IN THIS EDITION

TRIVIA - Pages 3, & 9 Answers on Page 15

MAY FARES REVISION

MAY FARES REVISION

Further to our previous coverage of the May Fares Revision changes in TRU82 & TRU83, there are a couple of additional changes that all staff need to be aware of.



THE KEY POINTS

- ▶ Warrants & NR Travel vouchers no longer accepted as payment.
- ▶ No longer exchange PERTIS, DLR or RCI paper tickets for magnetic stock tickets or payment towards a season ticket.
- ▶ NR Disabled Persons Railcard holders can no longer buy a Child rate Day Travelcard for their escort.
- ▶ New process for adding of Privilege and temporary Privilege discounts on POMs.

ATOC have announced that from **Sunday 17 May 2015**, holders of the NR Disabled Persons Railcard who are using PAYG at the discounted rate, will no longer be able to buy a Child rate Day Travelcard (Off Peak) for their companion.

Instead, they will be able to buy the Discounted adult rate Day Travelcard (Off Peak) for their companion. This particular element of the fares revision changes was implemented earlier than most other aspects, to coincide with the main NR fares revision date. ATOC have written/mailed holders of the Disabled Persons Railcard to advise them of this change.

EXCHANGE OF PAPER TICKETS

With the gradual reduction in the number of ticket offices, from **Sunday 31 May 2015** we will cease accepting NR PERTIS tickets as payment towards a NR fare or ticket and will also cease exchanging DLR paper tickets for magnetic stock tickets or payment towards season tickets on Oyster.



Both items are currently processed as warrants, to allow correct apportionment of sales revenue between operators, but as we will be ceasing acceptance of all types of warrants, we will also be discontinuing these items from **31 May**.

Holders of the DLR paper tickets (illustrated) will still be able to use these for travel on LU, but will be required to present these for visual inspection and must be allowed through the automatic gates at stations covered by the ticket.

Similarly we will be discontinuing the replacement of paper tickets issued by our own RCIs and defective magnetic stock Return tickets and Day Travelcards, as although no payment is due on these transactions, the reduced functionality TOMs being installed within POM Rooms, will not have magnetic ticket issuing capability.

17 MAY FARES CHANGES - What went well... What didn't go so well?



1. Although the changes were relatively minor, a small number of changes to through fares to NR destinations meant that new tables needed to be downloaded to devices. The table switch on the morning of Sunday 17 May went very well, with only 6 AFMs and 1 MFM devices requiring Cubic intervention. The devices concerned were returned to service within the same day.
2. This was the first fares revision using an updated distribution list for the new Area Manager locations rather the GSM offices. Distribution of Fares Packs generally went smoothly, although we did get a few enquiries from stations who had not received their packs.
3. The biggest problem occurred at Heathrow T5, where HEX staff reported the loss of ticket issuing facilities. The problems were resolved on Monday 18 May by Cubic reverting to the previous version of tables to allow further investigation of this issue.



CORRECTION!!

In TRU83, within our coverage of the May Fares Revision and takeover of certain NR services by TfL on **31 May**, we indicated that services on the line between **Cheshunt** and **Liverpool Street** via **Tottenham Hale** would be transferring to TfL from **31 May**.

Services on this line will actually continue to be operated by the current operator Greater Anglia and TfL Staff and Nominee Oyster cards will therefore **NOT** be valid on these services, even though journeys to / from these stations will in future be charged based on the TfL fares scale. There will also be a small number of Greater Anglia services which will run via the Seven Sisters line at certain times.

Staff Oyster cards will be valid on LOROL operated services on the **Liverpool Street** to **Chingford** line, on the line via Seven Sisters, and on the branch line between **Romford** and **Upminster**. As reported in TRU83, they will also be valid on TfL Rail services between **Liverpool Street** and **Shenfield**.

The key thing to remember is that it is who operates the service that determines whether Staff and Nominee Oysters are valid, not the route.

The revised PAYG map supplied to stations with printed copies of this edition of TRU reflects the fare scales to be charged on each route within the Oyster zonal area.

http://luintranet.tfl/static/documents/coo/Oyster_PAYG_map_v9.pdf

Sections of the NR network where Staff and Nominee Oyster cards are valid, where inter-availability of customer tickets and child free travel apply are summarised in a document on the T&R section of the Intranet, which can be accessed by online readers using the following link.

http://luintranet.tfl/static/documents/coo/TfL_Staff_Oyster_card_valid_on_NR_v3.pdf



CHILD FREE TRAVEL

The expansion of the TfL rail network covered above, means that the sections of the NR network where children under 11 can travel free of charge will also be expanded.

The latest version of **T&R Book 2** includes an updated table showing where children can travel free and apart from covering all of the new routes, also includes a number of sections of line where only holders of a 5-10 Oyster Photocards can travel free, which we had not previously been included.

This information is also included in the intranet document which covers the availability of Staff Oyster cards, which can be accessed by online readers via the link in the article above.



Part I – ...and staying with the subject of Child travel?

Answers on Page 15



- Q1) When did "Zip" Oyster Photocard branding first start to appear on London Underground?

A 01 JUNE 2008

B 19 SEPTEMBER 2008

C 02 JANUARY 2009

D 31 MAY 2009



MAY FARES REVISION

PRIVILEGE DISCOUNT SETTING

As part of the May Fares Revision changes, additional functionality will be added to the Staff sign-on functions on POMs to allow new Privilege discounts to be added.

It is already possible for TSID card holders to update a Privilege discount, (i.e. when a PTAC or NR Staff Travel Card is reissued) on the POMs by amending the expiry date and photocard number. However, after 31 May it will also be possible to set a brand new discount.

The PTAC or NR Staff Travel Card holder will still be required to present a completed and authorised application form and if the Oyster card has not already been registered, it will be necessary to fully register the card on a TOM at a ticket office or within a POM Room. The application form must be collected from the holder and despatched within a V&C multi-safe bag as before.

From 31 May, we are also introducing a new temporary 1 day Privilege discount, to cater for PTAC or NR Staff Travel Card holders from outside of London who do not have an authorised application form to have their discount added to an Oyster card. This facility can be set at a POM or via a TOM.

This should hopefully plug the gap caused since the withdrawal of Privilege Single and Return tickets.

When setting Privilege discounts care should be taken to check the supporting card is valid for travel on LU/TfL Rail services and that the correct type of Privilege discount is set. We have had recent examples of where the wrong discount has been applied and the customer's card has subsequently failed to work correctly.

WARRANTS

Although we will no longer be accepting NR warrants as payment for tickets there are a couple of exceptions where warrant holders will still be allowed to travel by warrant.

MOD Warrants - The MOD will cease issuing warrants in most cases, but there may be some occasions where troops and civilians returning from overseas postings may be issued with a warrant for an LU journey.

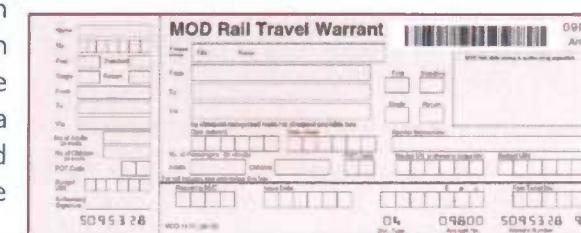
In circumstances where the holder is unable to exchange the warrant for the required ticket and has no other method of payment, they will be permitted to travel under the Inability to Pay arrangements.

It must be emphasised that this arrangement will be used in a very small number of occasions and is separate to the arrangements which allow Armed Forces Personnel to travel free when in uniform.

If the warrant covers only LU travel, it should be withdrawn and attached to the audit copy of the Inability to Pay form. In such circumstances the holder will not be expected to make subsequent payment of the fare. Where the warrant is for a through journey to NR, the warrant number should be noted on the Inability to Pay form and the warrant returned to the holder for exchange at an NR ticket office.

NR Travel Warrants - The second set of circumstances where warrant holders will be permitted to travel, involves wholly NR journeys from stations covered by T&R Book 6. If the warrant is made out for a wholly NR Single or Return journey and there is no NR ticket office close by, the customer will be permitted to travel using the warrant as their authority to travel. This only applies to wholly NR journeys and does not include any LU services, even if NR tickets would normally be accepted.

Amended arrangements for all of these items will be incorporated into the updated version of T&R Books 5 & 6 which are due for publication in early June.



MAY FARES REVISION

T&R BOOK MAJOR CHANGES

A number of the current T&R Books are being updated for the 31 May Fares Revision.

Revised versions of T&R Books 2, 3, 5, 6 & 8 will be delivered to Area Manager locations shortly after the Fares Revision. We will not be reprinting T&R Books 1, 4, 7 or the Contents & Glossary on this occasion and existing copies of these should be retained.



As with previous updates, each location will be required to submit a checklist to confirm receipt if their update packs and possession of a full set of the current books.

The fares revision changes mean that we will also be updating a number of the T&R Book Appendices. These are only available to view or print off via the T&R section of the Intranet and revised links will be included within the **Hot Issues Bulletin** when they are available.

The major changes incorporated into the updated books are summarised in the table below:

Book	Section	Change	Comment
2	1.3	Free child travel on Heathrow Express services	From 27 March 2015
2	1.8	Expansion of free child travel on NR routes	From 31 May 2015
2	1.10	Availability of Group Day Travelcard on POMs	Implemented 23 March 2015
3	2.1		
2	1.13	Changes to discounts for NR Disabled Railcard holders	Can no longer buy child ticket for escort when using PAYG
8	7.1		
2	4/5.3	Addition of Privilege discount on POMs	From 31 May 2015 (including temporary Privilege discount)
3	2.5		
2	4.5	Addition of Young Visitor discount on POMs	Implemented 23 March 2015 (Zone 1 & Heathrow stations only)
3	2.5		
2	5.1	New image and clarification of NR Staff Travel Card acceptance	Endorsements to indicate availability on LU
8	7.2		
2	7.1	Clarification of procedure for broken and defaced Oyster cards	
8	8.5		
2	9	Clarification of procedure for Recent Refunds at stations without ticket offices	See also T&R Book 5 Section 8
3	3.10	Clarification of procedure for removal of BNR unit containing cash	Authorisation by CE Service Desk required
3	8.4		
5	12.1	Clarification of procedure for escalation of repeat failures	Via email to CE Service Desk
5	5	Warrants and NR Travel Vouchers no longer accepted as payment	From 31 May 2015
5	5	Use of Inability to Pay procedure for Armed Forces staff issued with warrants	From 31 May 2015
5	10.3	DLR paper tickets no longer exchanged	From 31 May 2015
5	10.4	NR PERTIS tickets no longer accepted as payment	From 31 May 2015
5	14	Clarification of use of ROLT/RLMP procedure	
6	2	Groundline warrants no longer accepted	From 31 May 2015
6	2	New procedure for acceptance of NR Warrant as authority for travel on NR	From 31 May 2015
8	6.3	Additional information on acceptance of NR bar-coded and E tickets	
8	8.6	New sub-section on acceptance of ITSO cards	
8	9.4	Contactless payments on devices other than bankcards	
8	10.11	Inclusion of TOC Staff gate permits	
8	11.1	Depositing of money left by customers into POM	Available to TSID and CSID PIN holders
8	12	PTAC no longer accepted as authority to travel when ticket office closed	No longer sell Privilege rate Single/Return tickets

MAYOR OF LONDON

METHODS OF PAYMENT

As the fares revision introduces some significant changes to the methods of payment we accept, we thought it would be useful to include a brief Q&A below:

Q. What do we do if a customer wants to pay with a NR Warrant after 31/05?

A. They should be advised that we no longer accept warrants and you should refer them to a nearby NR ticket office if they wish to use the warrant. Alternatively request another form of payment.

Q. What is being done for stations who receive large numbers of warrants from local courts?

A. ATOC who administer the warrant scheme have written to all account holders, including SERCO who issue most of the warrants at courts within London.

Q. What do we do about customers wanting to use NR Travel Vouchers to top-up PAYG?

A. After 31/05 NR Travel Vouchers will not be accepted at LU ticket offices. Customers can still use these to buy tickets at NR ticket offices, but PAYG top-ups are generally only available on TVMs.

Q. Do we still accept cheques?

A. Company, Government and building society counter cheques will continue to be accepted at ticket offices until 06/09/15

Q. Do our POMs accept all bank cards?

A. POMs accept most magnetic swipe and Chip & PIN cards, with the exception of non-UK issued Maestro cards, which are not supported for use on unattended terminals. Holders of these cards should be aware of this limitation from restrictions within their own countries.

Finally, if your station does receive large numbers of company cheques from certain businesses, let us know so we can check that TfL have contacted the relevant issuers about the changes due in September.

NEW GATES FOR LIVERPOOL STREET

As part of preparatory works for Crossrail, the main gateline at Liverpool Street has recently been replaced with a new E2 gateline on a revised alignment. The new gates were brought into service from the start of traffic on Friday 08 May 2015.



The previous gateline contained a mixture of older pneumatic gates and WAGs, but has now been replaced by the new configuration made up entirely of newer E2 gates plus WAGs.

This is the first visible signs of the massive Crossrail project at the station. Outside and deep below ground, tunnelling work continues to construct a new ticket hall and entrance, running tunnels and platforms which will stretch all the way to Moorgate.



ARE YOU GIVING THE RIGHT INFORMATION?

Over the years LU station staff have played a key part in promoting Oyster and helping with the migration of huge numbers of our customers from traditional magnetic stripe tickets to using Oyster.

The introduction of contactless payments on LU and other rail modes last September, introduced a further option for those wanting to use PAYG, with the added advantages of not having to obtain an Oyster card, pay a deposit or worrying about getting a refund of the deposit and any remaining balance.

To reflect this, changes have been made within the latest editions of the T&R Books to encourage staff involved in queue combing and helping customers at POMs, to encourage greater use of contactless payment.



Promotion of contactless payments is being supported by a gate advertising campaign (outlined below) and the continuation of the butterfly themed poster campaign which we covered in TRU83.

The recent restrictions placed on refunds at POMs to counteract fraudulent activities, as outlined in our *Crimewatch* feature on Page 16, also means that when selling or promoting Oyster, we need to give the best advice, particularly to short term visitors to London. We have already received some feedback from stations highlighting cases where customers have not been correctly advised at other stations when first getting an Oyster card.

Please be aware that if a customer is only in London for 2 days or less, they will only be able to get a refund on their deposit and balance at a ticket office.

So unless they are intending to retain the card for use on a future visit (which is what we should be encouraging them to do) or they will be finishing their last journey at a location where the ticket office will be open, it may be better for them to consider other options?

CONTACTLESS PAYMENT PROMOTION ON GATE VINYL

A three month contactless payment card promotion has started at 12 stations across the network in the form of stanchion and paddle vinyls that have been applied to automatic gates.

The focus of the message is to inform customers that by using their contactless payment card they can avoid the need to top up and any need to queue, thereby making their journey time through the station quicker.

The vinyls were applied on Sunday 17 May 2015 at the stations listed in the table below:

BLACKFRIARS CAMDEN TOWN CHANCERY LANE	CHARING CROSS EMBANKMENT GREEN PARK	MARYLEBONE MONUMENT MOORGATE	NOTTING HILL GATE ST JAMES PARK TOWER HILL

HELP US TO HELP YOU



The T&R team receive a lot of queries each week, both by phone and email. Although we do our best to answer these quickly, there are times when other commitments make this difficult.

Often many of the queries we receive are either covered within the T&R Books or are on issues we have covered within a recent TRU or the weekly Hot Issues Bulletin.

It would help us greatly if you could check these documents, all of which can be accessed from the T&R section of the Intranet, before ringing or emailing us.
http://lulintranet.tfl/ops_maintenance/service_support/602.html

In that way we can prioritise our time on helping you with new or emerging issues and problems.



OYSTER PHOTOCARD APPLICATION FEES

As part of the January fares revision proposals, the Mayor announced that application fees for most Oyster Photocards would be increased from the current £10. These new charges will take effect from **Monday 15 June 2015** and are shown in the table below:

The fees for replacing a lost, stolen or damaged Oyster Photocard and the fee paid by colleges and universities to register students for the 18+ Student Oyster Photocard scheme will remain unchanged at £10.00.

Scheme	New Fee
5-10 Zip Oyster Photocard	No change
11-15 Zip Oyster Photocard	£15.00
16+ Zip Oyster Photocard	£20.00



Scheme	New Fee
18+ Student Oyster Photocard	£20.00
Apprentice Oyster Photocard	£20.00
60+ Oyster Photocard	£20.00

OYSTER CHARITY UPDATE!

In our next edition of TRU, we hope to be able to report upon the latest donation of the proceeds of the Oyster Charity Box scheme to our chosen charity; **The Railway Children**.

The scheme is currently in operation at **Heathrow T123, Heathrow T4, King's Cross and Liverpool Street**.

We are currently in the process of totalling up the amounts processed from each of the boxes at the four locations during the last 18 months or so and we aim to be able to present a large cheque to the charity in June.

As part of our long standing partnership with **The Railway Children**, we are always looking at ways that we can support them and increase the amounts donated via the two main schemes that we operate.

The Railway Children are currently in the process of making an application for inclusion in an Aid Match Appeal operated by the **Department for International Development (DFID)**, and have successfully progressed through to the final selection stage for the 2015 programme.

If they are selected, donations made to Railway Children during the 3 month appeal period, will be matched by DFID, so the value of any cards donated via the charity boxes between mid Oct 2015 and mid Jan 2016, would effectively be worth double the residual value left on the card.

This would mean that a customer donating an Oyster card with a £5 deposit and PAYG balance of £2.50, would result in £15 going to the charity (£7.50 from the card balance and £7.50 from DFID).



Details of the decision, the final amount of the latest donation and the June cheque presentation will appear in **TRU85**, which is due for publication in early July.



This is a fantastic opportunity for Railway Children to reach and support twice as many children via the campaign, who would otherwise be completely alone and vulnerable on the streets. If the bid is successful we will be looking to promote the use of the boxes at the four stations to maximise donations during the three months the scheme will be running.

The final proposal is due to be submitted to DFID by the charity by Friday 05 June, after which DFID will evaluate similar bids from other charities, before they make their final selections.

The successful charities and their partners will then be notified by them in early July.

TOM / SAF UPGRADE

Further to our last update in **TRU83**, and after a number of delays since the testing of the latest version of TOM/SAF software was completed, a Vanguard was scheduled to start on **Wednesday 27 May** at **Hendon Central and Acton Town**.



Unfortunately within hours of the start of this Vanguard, we identified some problems with the miscellaneous transaction codes and some differences between the behaviour of the software on the stations, compared to what we had tested within the Cubic test environment.

Initial investigation of this by Cubic has pointed to this being caused by a base data issue rather than the actual new software. Unfortunately, we are yet to receive confirmation for the timescales for resolving the issue and until we have some clarity to this, the Vanguard will be "on hold".

Once the problem has been resolved and after a short review period, the software will be deployed to all other TOMs via a remote upgrade. As usual, stations will be advised in advance of the upgrade dates via email and the weekly **Hot Issues Bulletin**.

Further upgrades to the SAF are also scheduled in conjunction with the deployment of new SAF PCs operating on the Windows 7 operating system.

Although testing has been completed, deployment has been delayed whilst Cubic obtain the necessary consents and installation resources for this release to go ahead.

NOTES FOR CHANGE

Following requests from a couple of locations which had BNR units installed earlier this year, we are exploring with colleagues in the Financial Services Centre, regarding the possibility of a small number of locations receiving a change delivery of £5 notes as well as coin. The efficiency of the BNR in recycling £5 and £10 notes and dispensing these as change to customers means that staff servicing the MFM no longer have access to supplies of £5 notes for use in giving change at the ticket office window, when emptying the MFM note vault.

Once the arrangements have been confirmed, DSMs on the groups affected, will be notified of the arrangements for ordering or discontinuing orders. The arrangements are likely to be relatively short term, as deliveries of notes will not be required once ticket issuing windows at these stations close.



LAL MXIDE PU

(a) **LACKS FAR RIB**

SPARK ON CAN

Is there a connection?
– You decide.
Answers on page 15.

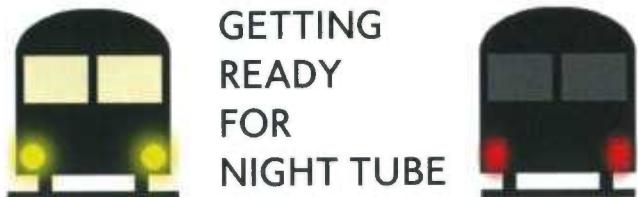
(b) **POKES GOAL**

(c) **ANGERS PERSON**

(d) **HELP THAW ICE**

T & R Trivia

PROJECT UPDATES



GETTING READY FOR NIGHT TUBE

Further to our previous coverage on the ticketing elements of Night Tube, we are now getting close to the implementation of a number of changes scheduled to take place during June.

Testing undertaken by Cubic has gone very well, with remarkably few issues being identified or requiring modifications to the software build.

The next stage will see deployment of new base data to change end of day times at trial stations from **Sunday 07 June** and new reader (RTD) software to the LU stations listed below from **Sunday 14 June**.

CHARING CROSS	EMBANKMENT	LEYTON	TOTTENHAM COURT ROAD
CANARY WHARF	HIGHBURY & ISLINGTON	ST JAMES PARK	VICTORIA
EARLS COURT	LEICESTER SQUARE	STRATFORD	WEST BROMPTON

At the same time software will be deployed to readers at the following National Rail, Tram and DLR locations.

National Rail	DLR	Tram
BATTERSEA PARK	VICTORIA (SOUTHERN)	CANARY WHARF
EAST CROYDON		HERON QUAYS

These have been selected to create a wide selection of potential test scenarios, including Out of Station Interchanges (OSIs). They have been arranged in a number of clusters to allow testers from Customer Experience to simulate journeys during a period of on system tests, which will be undertaken during engineering hours.

Testers will travel between stations by road, as tube services will obviously not be operating at the time these tests will be undertaken. Subsequent deployment of the upgraded RTD software will see this remotely downloaded to all readers between **26** and **28 June**. All RTDs will have received the upgrade and will switch to the new software on **Sunday 28 June**.



All stations are scheduled to switch to the common 04.30 End of Day time from **Sunday 14 June 2015**. The main impact of this is that staff undertaking night servicing of POMs, will need to record the service, account for their cash and finalise their account before 04.29.

Any activity undertaken after 04.30 will feed into their TSDA for the new traffic day.

As part of the reader upgrade, a fix is being deployed to NR TVMs that will resolve an issue that has caused a problem to customers topping up or checking their Oyster card on a TVM after midnight. This can result in a season ticket which is valid until 04.29 being cancelled as expired, due to the TVM working on a calendar day rather than a traffic day. NR TVMs currently go through their end of day at midnight.

Although Night Tube services are not due to start until September, the changes outlined above will benefit contactless payment and Oyster customers using a small number of NR services that run through the night.

We will revisit again how customers will be charged for their overnight journeys in a future TRU, before the launch of the night services.



THE KEY POINTS

- ▶ Common End of Day for all stations.
- ▶ PAYG journeys starting commencing before 04.30 but finishing completed after 04.30 will be charged and capped as part of the previous traffic day.
- ▶ Travelcards on Oyster will be valid to complete a journey, even if the product expires during the journey.
- ▶ No change to magnetic ticket software. Customers will be required to present their ticket for manual inspection if their journey is completed after 04.30.
- ▶ Day Travelcards will not be available from POMs between 00.01 and 04.30 hours. Gates and PVals will go out of service briefly at 04.30, as the system switches from one day to the next.



ITSO EXPANSION

In addition to our coverage on ITSO in TRU83, a further expansion of ITSO capability is approaching with the expansion onto **South West Trains**.

Although SWT were really the pioneers of ITSO ticketing, having launched a limited pilot outside of the Zonal area back in 2009, they have since been overtaken by Southern and C2C who have both implemented Travelcard products on their own versions of ITSO cards.

SWT will shortly be launching their own brand of ITSO card under the **Smart** brand, as illustrated below. There are already some Stagecoach branded cards in use by customers outside of the London area. Both types will be in circulation, but SWT will be encouraging their customers to switch to the newly launched SWT version.



Both types of Smart cards have to be supported by a photocard matching the name printed on the Smart card. In the longer term cards may be issued including the holders photograph, like our own Oyster Photocards and other ITSO cards.



On system testing is scheduled to start on **Monday 08 June 2015**, when a small number of SWT testers will start making journeys using ITSO cards, including journeys on LU services. These should be largely invisible to gateline staff.

All being well, there will then be a limited launch to customers holding Annual tickets using stations on the line between Havant and Guildford from **July 2015**. Again uptake and usage on LU will initially be low, but is likely to grow.

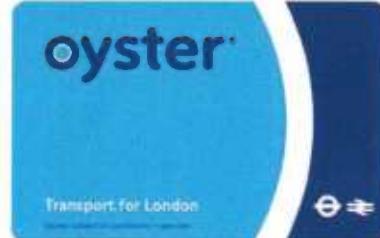
Details of ITSO cards valid for use on LU services are included within the updated version of **T&R Book 8**.



LU MOVie devices cannot currently read ITSO format cards. However, they can now be checked on a POM or on upgraded TOMs.

OYSTER MAY BE EXPANDING TOO?

In previous editions of TRU we have covered a number of proposals to stretch the Oyster area and PAYG availability. Some of these have fallen by the way side, whilst a number of others are still actively being considered, but have been hampered by a mixture of physical or system works that are required before implementation, or by political or commercial issues.



A summary of where we are is given below and the current estimated dates for them to go live. Please be aware that these dates are given as a guide and are very much subject to change.

Operator	Route	Planned launch	Notes
Abellio Greater Anglia	To Hertford East	After September 2015 Fares Revision	
South Eastern (HS1)	Stratford International to St Pancras International	Summer 2015	A separate PAYG tariff will apply and will not be included within capping
	To Dartford	September 2015	
South Eastern	To Swanley	Summer 2016	
Gatwick Express	Victoria (G/wick Exp) to Gatwick Airport	Autumn 2015	Expansion to intermediate Southern stations between Zone 6 boundary and Gatwick at later date
Thames River services	PAYG availability	15 September 2015	

PROJECT UPDATES



SAFE CHANGES

The closure of a number of ticket offices has resulted in the need for equipment including station float safes to be relocated within the secure suite. This has involved the consolidation of equipment into the POM Room where the combined TOM and SAF are usually located.



In the short term this should minimise the need to transfer bags between rooms when completing safe audits. In conjunction with this work, our safe contractors ILS will also be removing keyless locks from these float safes and converting them back to more traditional key operated locks.

In the longer term this will reduce management time spent on updating and enabling safe access codes. Stations involved will revert to the existing safe procedures set out in **T&R Book 1**. Revised instructions are being issued for the control of the remaining keyless safes. These will be effective from **Sunday 31 May 2015** and will be distributed to Area Managers and DSMs.

As a guide, we would generally use the following criteria, to determine the optimum location for a safe or SAF terminal:

Existing ticket window & POM operation	<ul style="list-style-type: none"> ▶ Float safe located close to SAF or TOM/SAF ▶ Deposit safe located close to SAF ▶ Cash counting equipment located close to POMs
Ticket office closed / POM only operation	<ul style="list-style-type: none"> ▶ Float safe located close to combined TOM/SAF ▶ Deposit safe located close to SAF ▶ Cash counting equipment located close to POMs
Ticket office with CHD	<ul style="list-style-type: none"> ▶ Float safe located close to SAF or TOM/SAF ▶ CHD located close to POMs ▶ SAF located close to CHD if possible (not essential)
POM operation with CHD	<ul style="list-style-type: none"> ▶ Float safe located close to combined TOM/SAF ▶ CHD located close to POMs ▶ Combined TOM/SAF located close to CHD if possible (not essential)

NEW SIGN FOR TOM / SAF KVM SOLUTION

At locations where a combined TOM / SAF switch has been installed in the POM or Consolidation Room both the KVM and Data Control switches must remain set in the "TOM" position and must not be changed to the "SAF" position unless instructed by the Cubic Helpdesk following the report of a TOM failure.

An official T&R notice for display above the TOM / SAF are currently being distributed to all locations that have this equipment installed.

If you have a TOM / SAF switch installed at your station but not yet received your notice, please contact David Nix on Auto 45031.

The switches on this TOM / SAF equipment must be set to operate in the TOM position.
It must only be switched over to the SAF position when authorised by the Cubic Helpdesk.



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KEY CHANGES

- ▶ *Float safe relocations.*
- ▶ *Replacement of Lark locks.*
- ▶ *Revised keyless safe standard.*

LCP3 ROLLOUT

Further to our updates in previous editions of TRU, the issues identified at a number of our stations following the start of the rollout to E2 gatelines have now been addressed. The latest version of software was successfully trialled on two gates on the **Kings Cross (Northern)** gateline, before being deployed to all gates at **Moorgate**.

Approval was then given for all other sites fitted with the LCP3, to be upgraded with the latest software release from in late April. In parallel to this we also recommended the programme of upgrading gates at other stations with predominately E2 gatelines starting with **Paddington (Suburban)** on **30 April**. This rollout will take a little longer than originally planned, as the number of sites with E2 gates has expanded since the original programme was drawn up.

The latest E2 gatelines installed at **Tottenham Court Road** at the beginning of the year and most recently at **Finsbury Park** and **Liverpool Street (Main)** (see item on [Page 6](#)) will also need to receive the LCP3 upgrade as part of the current programme, since the new gates were supplied with conventional LCPs.

Although WAGs are E2 type gates, stations with gatelines that include one or two WAGs will not be visited until we commence the rollout to E1 and Pneumatic gates (as detailed in the timetable below) when the gates and WAGs will be upgraded in one visit. On completion of the LCP3 rollout, gates will no longer be dependent on the stations multi-drop which previously linked all devices on a circuit to the Station Computer. Devices will instead communicate directly and the redundant multi-drop circuit will eventually be removed by Cubic.

Whilst the rollout of the new LCP to E2 type gates has recommenced, testing is also underway in readiness for the planned start of a Vanguard on E1 gates. This Vanguard is scheduled for **Stratford (Mezzanine)** and **Bank (Waterloo & City)** gatelines. Revised timescales for the Vanguard and rollout to both E1 and pneumatic gates are shown in the table below.

COMPLETE	E2 VANGUARD	WEST HAM	FARRINGDON (Turnmill St)
COMPLETE	Rollout to E2 gatelines		
Start 29/06/15	E1 VANGUARD	STRATFORD (Mezzanine)	BANK (Waterloo & City)
21/07 – 26/08/15	Rollout to mixed E1 & E2 gatelines		
Start 27/07/15	P-GATE VANGUARD	LIVERPOOL ST (Central)	EUSTON SQUARE
18/08 – 07/09/15	Rollout to stations with P-Gates		

It is currently hoped that all gates will have been equipped with the new LCPs by **early September**. This will then greatly improve the level of information received from gates and the monitoring of individual devices. It also potentially opens up the opportunity of removing redundant multi-drop cabling from stations.

E1 GATE UPGRADE



After a period when the upgrade programme was suspended, due to concerns over the performance of certain gates, the rollout resumed on **20 April**. However, Cubic are now generally only replacing the gate motors, rather than doing both the motors and paddle shafts.



This should enable them to complete more gates per night than previously, as the paddle shaft replacement is a much more difficult and time consuming operation.

Rather than the upgrade teams upgrading devices on 5 nights per week, initially we are only utilising 4 nights for upgrades with the first night of the week being utilised for revisits to adjust the motors at sites that have previously been upgraded. Since this revised approach has been adopted, there appear to have been less performance issues with upgraded gates. It does however mean that Cubic will have to revisit gates to replace the paddle shafts at a later date.

In a separate work package, all E1 gates will have their service panels replaced as gates are upgraded with the new LCP3. Timescales for this are included within our update on the LCP rollout above.

The Vanguard of the new service panel is scheduled to take place on the E1 gatelines at **Stratford (Mezzanine)** and **Bank (Waterloo & City)** towards the end of June.



MFM RELIABILITY IN THE SPOTLIGHT

The closure of ticket offices has put extra focus on the performance of MFMs, since these are the only devices that can accept notes, give change and perform Oyster refund functions.

The error 204 / 205 problem outlined in TRU83 and in the follow up item opposite on Page 15, made a dent in MFM performance, although overall device availability remained above 96.1%.

The resolution of this issue and a number of other initiatives we have been working on with Cubic, should hopefully further improve MFM performance.

Cubic are prioritising those stations where there is no ticket office to fall back on. At key stations Cubic have been asked to supply standby engineers to cover the first day or so after the ticket office closes, to ensure a swift response to any POM faults that may occur.



Analysis by Cubic has identified a number of NHUs that show a high level of failure and units with a high rate of return to their workshop for repair. The 25 worst performing units have now been scrapped, as we have sufficient spare NHUs following the replacement of over 60 NHUs by BNR units. It is hoped that this move will reduce the number of repeat failures.

We are also looking at preventative maintenance requirements to ensure that Cubic visits do not impact on customer service, through having the device out of service or in exact money mode at busy times.

We are continuing to explore other opportunities with Cubic to reduce both the number of failures and the length of time that a device is out of service, before the final repair is completed.

One area that has recently been highlighted involves Cubic access to devices. Before a Cubic engineer can work on an AFM or MFM, all cash needs to be removed from the device. So if a machine has a fault that means it cannot be used, it must always be emptied of cash and left with its vaults removed. If the device has been emptied, it would be helpful to advise the CTS Helpdesk of this, so that they know that an engineer will be able to access the device at any time that they attend.

If the device has a lesser fault which results in the device remaining in service, but in a degraded mode (e.g. No Notes or No Oyster functions) then the device will need to be emptied of cash on arrival of the engineer. It would therefore be useful at stations where a TSID card holder is not available at all times, to indicate to CTS when reporting a fault, the times that someone would be able to empty the device for the technician to work on. This should hopefully avoid them sending an engineer to site and then not being able to work on the device.

FAULT ESCALATION

One common moan that we get from station colleagues is around the performance of individual machines, which appear to have recurring failures of a similar nature or just seem to be very unreliable.

Within the latest editions of the T&R Books 3 and 5 the escalation process for repeat failures has been included, to promote the correct reporting of all faults and the escalation of issues via the CE Service Desk.

The CE Service team will then take the issue up with Cubic management.

Through this route, we have successfully resolved issues on a number of troublesome devices, after visits by engineers who specialise in tracing the cause of repeat problems.

The key message is; If it isn't working properly ... Report it straight away!



ERROR 204 PROBLEM FIXED

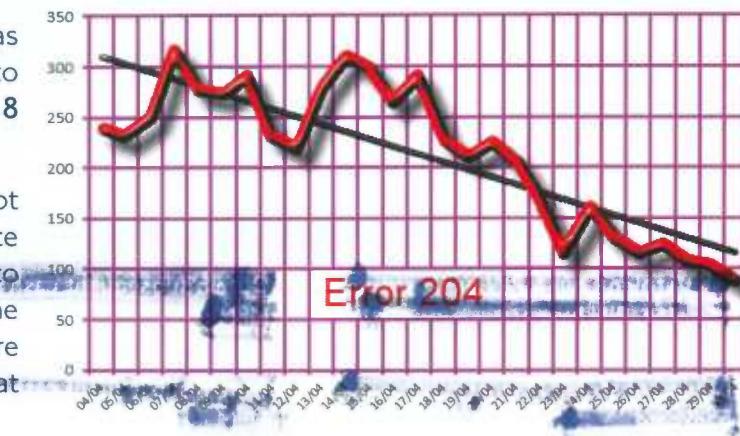
Further to our coverage in TRU 84, we are pleased to report that the fix to suppress the spurious 204/205 errors on MFMs with conventional Note Handling Units (NHU) has now been deployed to all 323 MFMs.

The new software also resolved another fault which previously caused a number of devices to wrongly report that they were in "overpayment mode" after a member of staff had signed off the device.

After an initial Vanguard, the new software was deployed remotely during engineering hours to around 30 MFMs per night, between Saturday 18 April and Wednesday 29 April.

One point to clarify is that the above upgrade will not totally eliminate all instances of error 204. Real note jams will still occur within the NHU from time to time, but the new software should mean that the number of such faults returns to the levels we were seeing before the MFM upgrade was implemented at the beginning of the year.

This is clearly born out in the graph reproduced above, which shows a pronounced spike in the levels of error 204 occurring following the MFM upgrades and a recent downward trend since the recent deployment.



MFM COIN HANDLER UPGRADE

Cubic are continuing with the programme to update the Coin Handling Units on all of our MFMs to dispense change in a more effective manner.



Unfortunately the benefits of this change have been rather undermined at several stations by a recent flurry of fraudulent refund activity, which has drained the change reserves of the MFM. As outlined overleaf on Page 16.

To date, 269 out of 323 MFMs have been updated, with a priority being given to MFMs at those stations where the ticket office is shortly due to close. This work is being done in parallel with a preventative maintenance visit scheduled to take place during the week before the ticket office is due to close. Hopefully the remaining 50 odd devices will be upgraded before the end of June.

In a similar manner to the recent review of unreliable NHU modules, Cubic are also now trying to identify poorly performing CHU modules, with a view to scrapping the worst of these units and their replacement by new coin handling units.



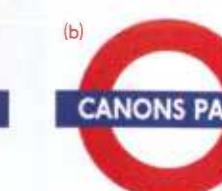
ANSWERS TO T&R TRIVIA

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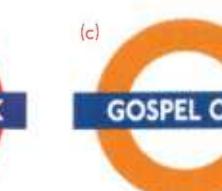
Pt. 2 LAL MXIDE PU



(a)
BLACKFRIARS



(b)
CANONS PARK



(c)
GOSPEL OAK



(d)
PARSONS GREEN



(e)
WHITECHAPEL

How did you do?

Is there a connection? – All are stations with religious links

POM FRAUD UPDATE

Following our coverage of recent Oyster fraud issues in **TRU83**, we have continued to receive a steady flow of information from observant station staff, regarding suspicious activity on our POMs.

In several cases, this has enabled us to identify the Oyster cards used in specific transactions and to identify patterns of fraudulent refunds also covering neighbouring stations. These activities are being tracked and monitored by TfL's fraud team and the BT Police, who have recently made a number of arrests related to this type of fraud.

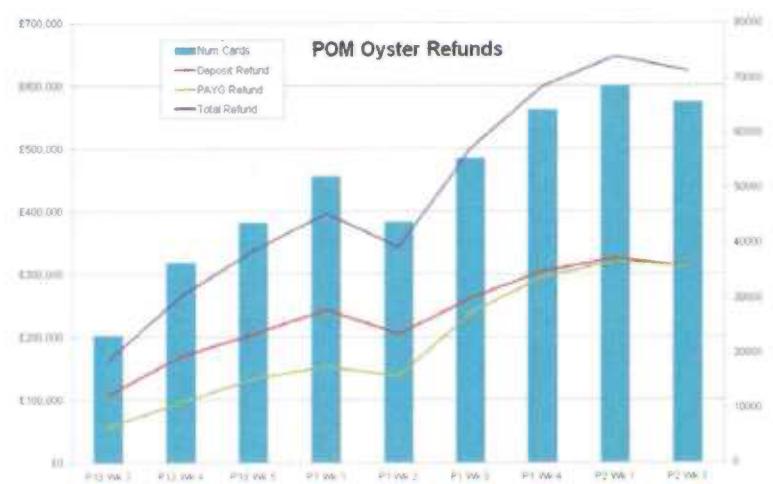
In the last month, we have seen several main issues, which are summarised below, with an update on the planned mitigations which are being developed:

Initial action	Fraud opportunity	Mitigation
[REDACTED]		

The graph on the right shows the increase in the volume of Oyster refunds at POMs in recent weeks.

As a short term fix to address some of these POM fraud issues, Cubic have quickly developed a software modification that will prevent Oyster cards being used to obtain a refund within 48 hours of them being issued.

The deployment of this software was completed to all MFM on **Thursday 28 May**. A base data upgrade in conjunction with the 31 May fares revision, will also remove the "back" button from the screens on all AFMs, to prevent cancellation of a transaction whilst a card is being updated.



NEXT ISSUE

The reduced 16 page format of this edition means that we have had to hold over several of our usual features, including [Ask Olly](#) this month.

TRU85, a combined June/July edition, is scheduled for publication at the beginning of July and apart from catching up on Olly's inbox, we will also be providing updates on a number of the projects which are due to reach significant milestones around this time.

