



Issue

October

The

T &amp; R

UPDATE

87

2015

## UNUSED OYSTER CARDS

From time to time, the press latch on to the number of Oyster cards that are lying about unused by their owners and more importantly the value of the PAYG balance on these cards and their deposits. Money that is basically sitting within TfL's accounts waiting for customers to use.



Over the last year we have made it possible for customers to get a refund of their deposit and PAYG balance if less than £10, from our POMs, but there are still many cards that have not been used for a long period of time.

From early November, TfL will be emailing the registered holders of cards that have not been used for three months or longer, to remind them that they can get a refund on any cards they no longer need. These emails will be sent out in batches to holders of standard adult Oyster cards, so as to avoid large numbers of customers all arriving at stations to get a refund at the same time. The text of the emails will confirm the refund limits currently in force on our POMs and will also offer the customer the option of getting a refund via the Customer Contact Centre.

On a related note, Friday 23 October saw the launch of a 3 month campaign with the charity Railway Children, the Department for International Development and LU, to promote the use of the Oyster Charity Box scheme at four of our main gateway stations. Between now and 22 January 2016 the value of any Oyster cards donated via the collection boxes at these stations will be matched by the UK Government (further details on Page 7 inside).

So if you have an unwanted Oyster card lurking somewhere, the proceeds could go to a good cause.

# SEPTEMBER FARES REVISION

## WHAT WENT WELL?

The fares revision on Sunday 06 September was completed successfully, but this time round there were a couple of hitches affecting POMs at certain stations, as a result of enhancements we made.



The implementation of this revision again went very smoothly, with no big issues in the loading of the new fare tables to devices. There were no problems reported at any LU sites, although Cubic did have to respond to issues at four different sites; two NR stations (**White Hart Lane** – due to a local power failure and **Deptford**) and at two Tram stops in Croydon. All four locations were reporting that their Station Computers were off-line, meaning it wasn't possible to confirm remotely that tables had correctly switched over on each of the associated devices. All of these sites were resolved quickly on the Sunday morning.

Testing of the changes implemented as part of the fares revision on the Sunday and Monday confirmed that all was generally working as intended, with the following exceptions....

## WHAT WENT NOT SO WELL?

The first POM related problems were identified on Sunday morning, by staff at **Chesham**, **Amersham**, and **Chalfont & Latimer** who reported that customers were unable to buy Off Peak Travelcards from their POMs.



At these three stations on the north end of the Metropolitan line where, as outlined in **TRU86**, we were introducing a change to allow POMs to sell the Day Travelcard (Off Peak) after 09.10 Monday to Friday. It subsequently transpired that the weekday time restrictions had been wrongly applied to weekends as well. The situation resolved itself shortly before 09.30, when the appropriate weekday easements kicked in. Cubic subsequently reloaded the tables to the POMs at these stations around midday, to correctly enforce Day Travelcard restrictions on POMs.

The other more serious POM issue was initially highlighted by staff at **Heathrow T123** on **Monday 07 September**, but also affected around 70 LU stations where the ability to buy a through Single or Return ticket to about 145 NR destinations such as **Cambridge**, **Benfleet** and **Sevenoaks**, disappeared from POMs. This was quickly identified as being linked to the implementation of a POM enhancement to allow customers holding Oyster season tickets to buy an extension ticket to popular NR stations outside the zonal area.

Unfortunately, in setting up this functionality, the ability for other customers to buy the more popular Single and Return tickets was accidentally removed. After discussions between Cubic and TfL, it was agreed that the quickest and most sensible solution was to roll-back the upgrade to the pre-fares revision position and remove the extension facility to restore the normal ticket range. An unfortunate consequence of this action, is that at the stations affected, the planned facility for customers to be able to buy an extension ticket from the POM, is unlikely to be available before the January Fares Revision.

In **January 2016** we had already planned to add the functionality to buy extensions at all stations where this isn't currently available, for holders of any Oyster Travelcards including Zone 1, to buy an extension from the last zone covered by their ticket, to a selection of popular NR destinations. The facility will then be extended at future fare revisions to other zonal combinations not including Zone 1. Unfortunately this cannot be done any quicker, due to the large volume of additional fares that need to be loaded in the system for each destination and zonal combination.

Until then, it is worth highlighting that under the NR Conditions of Carriage;

If the customer cannot buy an appropriate ticket for their journey due to the restricted range of tickets available at their starting station, they must buy a ticket that entitles them to make at least part of the journey before travelling. They must then, as soon as is reasonably practicable, buy an appropriate ticket to complete their journey. In these circumstances, they would not be liable to a Penalty Fare and would only be charged the fare that they would have paid at the start of their journey

## IN THE NEWS



## LONDON POPPY DAY

Thursday 29 October is London Poppy Day and as with previous years, between the hours of 06:00 and 20:00 fundraisers and uniformed personnel from across the RAF, Army and Royal Navy will be making charity collections at LU stations.



This year customers will be able to make donations to the British Legion's Poppy Appeal (via official collectors) using both a Chip & PIN bank card or via contactless payment through a service supported by Barclaycard.

Volunteer fundraisers will be in possession of an official volunteer badge (see below left) which is to be used as both their letter of authority to take collections and their authority to travel on TfL services (excluding Emirates Air Line) throughout Thursday 29 October only.



**Please note that there are no changes to the current travel agreement for Armed Forces personnel, who must be in full uniform AND present their forces MOD 90 identification card.**

Two Circle line trains in Poppy Day livery will also operate throughout the day with permission extended to allow uniformed Armed Forces personnel (accompanied by RCIs) to make collections on these trains between the hours of 10:00 and 16:00.



There is currently no provision under this arrangement for free travel to veterans travelling without either of the above ID's or permits.

Veterans travelling to ceremonies will be required to present a valid ticket or concession pass in these instances.



## NEW CONTRACT FOR G4S

Further to our last report in **TRU85**, following a re-tendering process G4S have been awarded a new contract for the provision of cash collection and deliveries to our stations. The new contract started on **Sunday 25 October 2015**. Changes were also made to the frequency of collections at a number of stations from the same date.



After a delay of over a year in fully implementing the process for Recovery Collections, the new contract will see the implementation of an automatic revisit if a collection is missed at any site that has [REDACTED] collections.

If a collection is missed, a missed collection notification must be completed via the T&R section of the intranet. A second notification must be completed on the day of the recovery collection, to confirm whether the recovery collection has been completed or not.

To coincide with the new contract, we have also made some changes to both the **Missed Collection Notification** (1) and the **Change Delivery Order Form** (2) available on the intranet.

1. [http://luintranet.tfl/ops\\_maintenance/service\\_support/oyster\\_tickets\\_revenue/14266.html](http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/14266.html)
2. [http://luintranet.tfl/ops\\_maintenance/service\\_support/oyster\\_tickets\\_revenue/609.html](http://luintranet.tfl/ops_maintenance/service_support/oyster_tickets_revenue/609.html)

The changes mean that is now possible for DSMs to set up a one off delivery of change, rather than having to set up an on going 'standing order'.

Under the new contract the lead time for change deliveries has been reduced from two weeks notice to one week (as outlined in **TRU86**).

The missed collection form also now covers recovery collections and scenarios where a collection is made but G4S fail to deliver a change order.



## CHIP & PIN ONLY - THE END OF MAGNETIC BANKCARD ACCEPTANCE

Despite restrictions introduced over the years on both the value and number of transactions made with non-chip & PIN bankcards, the level of fraudulent transactions made with magnetic swipe cards is currently running at unacceptably high levels, prompting warnings and the threat of fines from the card issuers.

Currently the maximum transaction value on a magnetic swipe bankcard is £39. Customers are also limited to only one POM transaction per day at an individual station and a maximum of two transactions per day across the network. However, based on a pattern of falling numbers of magnetic stripe bankcards, but rising fraud, TfL and LU have had to review our strategy on the acceptance of these cards.



It had been planned that all US card issuers would have switched to chip cards by 01 October 2015, at which point, there would have been a significant change in the liability for fraudulent magnetic stripe transactions. This would have seen the risk moving from the retailer to the card issuer. Unfortunately, this target has not been met and the rate that US card issuers are switching customers to chip cards, has been much slower than originally planned. As a result LU remains liable for any fraud that takes place on magnetic bankcards.

It is therefore proposed that from **mid November 2015**, LU will stop accepting all payments by non-chip bankcards at most stations. This will apply to both TOM and POM transactions, as although there is slightly less risk on transactions that are supported by the customer signing the sales slip, there has been an increasing trend in these transactions being challenged by the account holder and the signature not being valid.

As a result, at most of our stations the current £39 limit will be reduced to zero, thereby preventing any transactions on magnetic swipe cards being authorised. At a small number of gateway and heavily used tourist stations which currently have large numbers of legitimate magnetic bankcard transactions, the current limit will be increased to £60. This will give tourists more flexibility in buying more than one Oyster card on arrival. At stations where magnetic bankcards are no longer accepted, customers should be advised to obtain cash from an ATM to then buy their tickets.

The 12 stations where it is intended to allow customers to still use magnetic swipe bankcards are:



## STAFF OYSTER HELP LINE ACCESS

We have recently undertaken an audit of the SOHL database to ensure that all TSID card holders can access this facility.

This has resulted in around 180 additional names being sent to Customer Experience, to be added to the system. At the same time, we are also removing around 50 names of staff who have either left the company or are no longer working as station staff.

The changes to the database have to be undertaken by an outside supplier, so it may take a couple of weeks for the changes to take effect.

With the changes to the arrangements for issuing TSID cards mentioned on **Page 6**, we will be sending the names and employee numbers of new TSID card holders to Customer Experience more frequently, so there should be a much shorter period before holders can access the SOHL facility.

Please note the SOHL facility is currently only available to holders of a current TSID card and Revenue Control Inspectors



We have recently received a number of reports from staff who have had difficulty in accessing the SOHL and heard a recorded message indicating the opening hours of the helpline. This was initially resolved very quickly by Customer Experience, but the problem then re-occurred and despite being raised again with the team who manage the service, it was some days before we got further confirmation that the issue had been resolved.

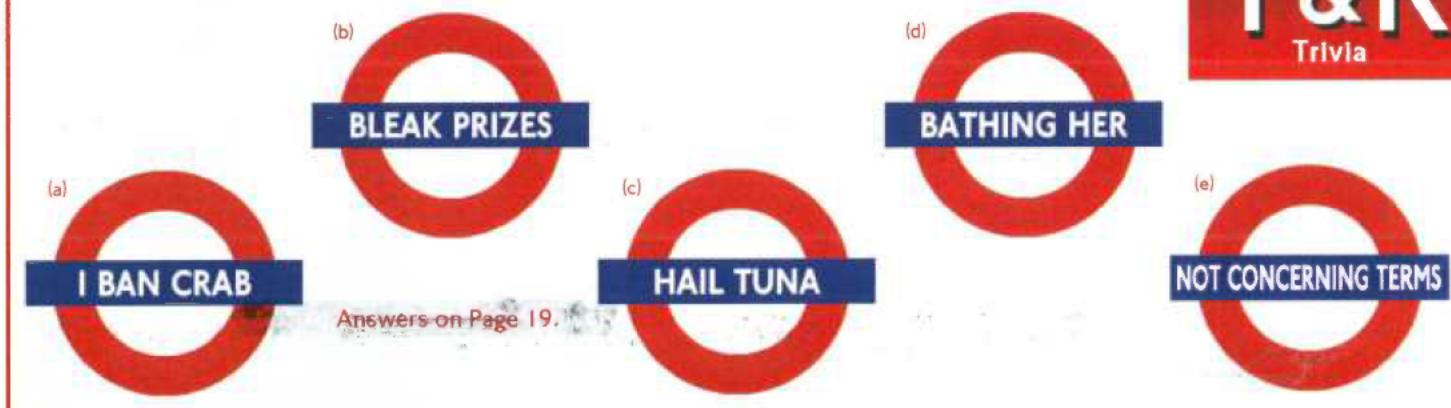
It appears that around the time the problems arose, the telephone system used by the Customer Contact Centre was changed and this may have upset the operation of the SOHL. The system has since been tested and confirmed as operating correctly.

We are also following up on a number of long term defects within the SOHL facility. As there has been little progress in resolving these issues since they were originally raised with the suppliers at the beginning of the year, a decision has been made by Customer Experience, to package the necessary changes into a small project, which they will fund. The current defects have prevented the service being extended to TOC staff, beyond an initial trial undertaken by LOROL last year.

Some of the issues to be addressed are:

Information not given on cards with a valid discount entitlement
Information not given on cards which have previously held a discount, but which has now expired
Incorrect PAYG balance if card has a negative balance
Incorrect status of cards which have been refunded on a MFM
Standardisation of log in, so that all staff use their Employee Number, rather than RCIs using a badge number

**LAL MXIDE PU** Part 1 – We've mixed up the letters in these station names. Can you work them out?



## CHANGES TO CSID AND TSID ISSUING

In the run up to changes in station staffing next year, all station staff who do not currently hold a TSID are being encouraged to undertake a new training programme to obtain a TSID. Like the CSID application process, this is currently voluntary, but has the benefit of allowing those staff that volunteer, to be able to provide a better service to customers.

The new programme is made up of a mixture of online modules, practical training with a local coach and a formal assessment at Ashfield House. In preparation for this, briefing sessions have been held at Ashfield House for local coaches and the first sessions for staff to sit the new assessment are scheduled to take place on **Monday 02 November and Tuesday 03 November**. Attendance at subsequent sessions can be booked via SAP.

<b>Q</b>	So why do this now?
<b>A</b>	Everyone will need to have a TSID to be able to deal with POM problems next year, but doing the training now will allow staff to resolve more issues on POMs now.
<b>Q</b>	But I already have a CSID, so why bother?
<b>A</b>	Although CSID holders can perform basic functions on the screens at the front of the POM, they are not able to sign on at the back of the device to perform servicing, floating or defect rectification. They also cannot perform POM refund transactions on the TOM/SAF. Having a TSID allows all of these to be completed and TSID holders can therefore provide a much better customer service.

From **early November**, instead of being trained and issued with a CSID PIN, all new CSAs will instead complete the new modules covering POM servicing activities. Successful delegates will be issued with a TSID instead of a CSID PIN on successfully passing the assessment.

To coincide with this, from a date in November which is yet to be confirmed, we will also be making some other changes to the way we issue CSIDs and TSIDs.

The online application process used by DSMs to authorise an application for a staff member to be issued with a CSID will be switched off. Instead staff will be encouraged to complete new modules leading to them taking a TSID assessment.

Staff attending the Customer Service training at Lillie Bridge, will no longer be issued with a CSID if they complete the online module during the course. Instead they will be encouraged to undertake the remaining modules to obtain a TSID.

Group stocks of TSIDs will be phased out and any remaining Emergency TSID cards will be withdrawn from locations where the ticket office is no longer open. The requirement for an Emergency TSID card to be held in a safe, only applies to stations with an operational ticket office. With the forthcoming training of a large number of new TSID card holders, we need to ensure that stocks are used efficiently.

All new TSID cards have been issued directly by the T&R team since the new card range was introduced last November. Staff successfully completing the new TSID assessment and migrating from a CSID PIN to a TSID will be sent their card via their group. However, they will be required to contact the T&R team when they receive their card, to have it activated and linked to their Staff Oyster card. This activation will be completed overnight, after which their CSID will no longer work. This process ensures that there will be no disruption to their ability to use the staff sign-on screens on the front of the POMs.

Replacement TSID cards for any cards that have been lost or damaged will now be issued by the T&R team, rather than from the local stock. The replacement will not be an immediate process, as with less dependence on the need to provide a ticket office window service and in future more staff having a TSID, there will be less urgency to issue a replacement TSID card.



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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.
- access to archived copies.

- Send an email to: [REDACTED]



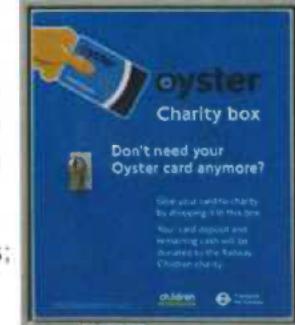
If you are a TSID Card holder and not receiving the TRU by email, please check with your group administrator that you are included on your group's "+CSA (group)" distribution list.



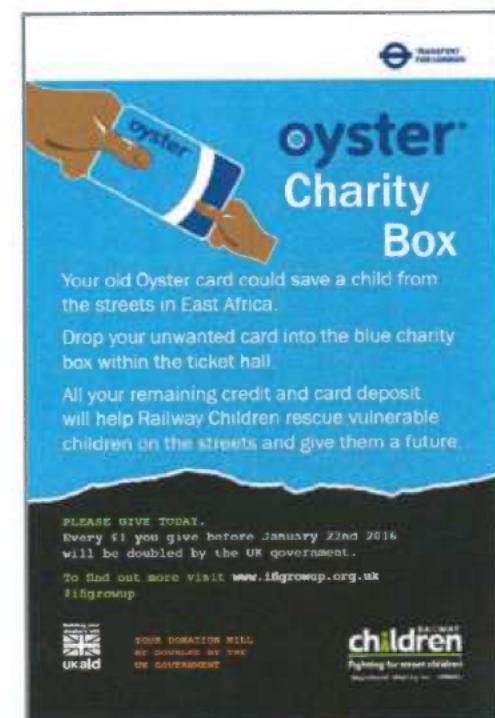
## FUNDRAISING STEPS UP A GEAR

Amongst the extensive coverage of our on-going support of the Railway Children charity in **TRU86**, we are pleased to announce confirmation that a scheme to match funds raised under the successful **Oyster Charity Box** scheme during a three month period had been approved by the Department for International Development (DfID).

This exciting scheme kicked off on **Friday 23 October 2015** at the following locations:



The scheme will run for three months until **Friday 22 January 2016**. During this period, the value of PAYG balances and the deposits on cards donated via the boxes will be matched by DfID, effectively doubling the amount of money raised.



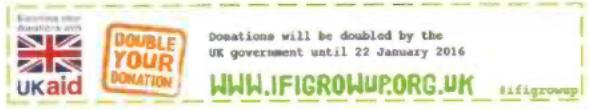
The initiative will be supported by new posters which will be displayed on the whiteboards where the collection boxes are mounted. A further poster (illustrated left) will be displayed on a number of poster sites at the participating stations.

These have been donated to Railway Children by Exterion, who operate the poster sites around the network.



These sites situated on platforms and routeways, will hopefully raise awareness of the scheme to customers before they reach the ticket hall, where the collection boxes are located and will be displayed on the poster.

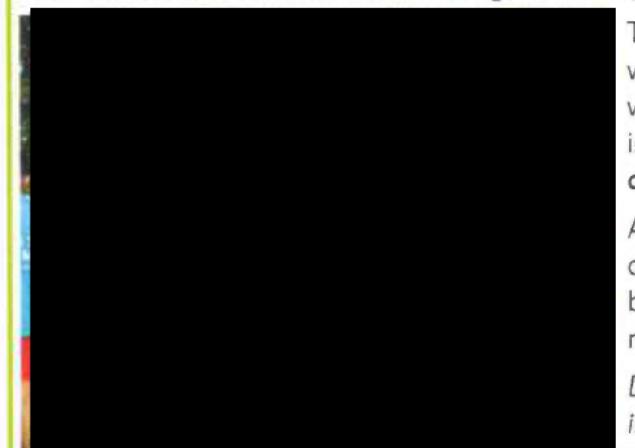
The stations will also be using PA announcements to encourage customers to donate any unwanted cards via the collection boxes.



## T&R TEAM WENT THE EXTRA MILE!

On **Sunday 11 October 2015**

Royal Parks Half Marathon in support of the **Railway Children** charity. They completed the run in under two hours, recording a time of just under 1 hour 56 minutes.



Thanks to the amazing generosity of work colleagues and friends within the T&R world, our target of £500 has been exceeded, with almost £750 being raised to date, when gift aid is taken into account. **The T&R Team are very grateful to everyone who donated and turned up on the day to cheer them on.**

Anyone still wishing to make a donation can still do so as the link below will remain active for a few more days yet.



**Don't forget that by selecting "GiftAid" a donation will be increased by 25%; <http://uk.virginmoneygiving.com/tandrteam>.**



[askolly@tube.tfl.gov.uk](mailto:askolly@tube.tfl.gov.uk)

From: [REDACTED]  
Sent: 17 September 2015 16:14  
To: Ask Olly  
Subject: Pink RouteValidators

Dear Olly,

I work near to Rayners Lane station which has a pink card reader and I regularly explain the function of this to customers. However I've just recently had a lot of unhappy customers who travel on a journey such as Hounslow East to Harrow-on-the-Hill, changing at Rayners Lane. This is the quickest and logical way of doing so and does not involve going near Zone 1. Customers are unhappy because suddenly the system is now charging customers for travelling through Zone 1 unless they touch the pink reader.

This makes no sense to them, or me, because many have been making this same journey for years without touching the reader or incurring a zone 1 charge and are naturally questioning why they should suddenly need to touch the pink reader every single time now. There is no reason you would go through zone 1 for this journey so the system should not assume customers are.

Please can we have this fixed?

[REDACTED]

Hi [REDACTED]

I can confirm that Helpdesk staff should not be referring customers to stations to have a product manually added to their card. In exceptional circumstances, there is a process that allows a written authorisation to replace a card or product to be faxed to the station.

We have had a number of similar complaints from station colleagues, regarding customers being wrongly sent back to stations and we have raised this with the managers of the Customer Contact Centre.

Regards

*Olly Oyster*

[askolly@tube.tfl.gov.uk](mailto:askolly@tube.tfl.gov.uk)

Hi [REDACTED]

Thank you for your email and what is quite a timely query, as we are featuring this issue as part of our *Oyster Explained* feature this month.

At the last fares revision a number of changes were made to the way we charge for certain journeys. This generally moved us away from always giving the customer the benefit of the doubt and charging them the cheapest available route, to more consistently requiring validation using a route validator at key points on their journey, so as to show the actual route taken.

In the case of the journey you have described, although via Rayners Lane may appear to be the most logical route, we also have to facilitate similar journeys, where the choice of route may be less clear cut (e.g. Hounslow East to Dollis Hill, or Northfields to Rickmansworth).

The advice to customers is to always use a pink Route Validator when interchanging, as in that way they will always get the benefit of the cheapest fare.

Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 06 September 2015 14:39  
To: Ask Olly  
Subject: NR Railcard discounts

Hi Olly,

Could you shed some light on the reason that a discount entitlement cannot be added to an Oyster card on the POMs, for a customer who has purchased a Senior Railcard online for 3 years?

Presumably the POM cannot recognise the expiry date because it is more than 3 years. Customers get an extra week when purchasing online to allow for the post.

Regards

[REDACTED]

Hi [REDACTED]

Thank you for your message and query.

Your suggestion makes a great deal of sense. However the functionality we currently use would need to be significantly changed to allow this to happen automatically.

The staff sign-on screens on the POMs, are largely based on the software used by the TOM and to set any discount it is necessary for the card to be registered.

For this temporary discount, we circumvent the need to fully register the card, by putting the relevant codes in the password, postcode and photocard fields. This also helps identify cards which have had this temporary discount set on them.

Regards

*Olly Oyster*

[askolly@tube.tfl.gov.uk](mailto:askolly@tube.tfl.gov.uk)

Hi [REDACTED]

We have had a few similar queries regarding the setting of discounts of late, most relating to 4 year 18-25 Railcards.

The maximum period that can be set on a POM for any NR Railcard is 3 years, so if the period of the Railcard is 3 years +1 week as you state, the options are:

1. Set the discount for the whole period using a TOM in the ticket office or POM Room
2. Set the discount on a POM for the maximum period of 3 years and advise the customer to have it updated once more than a week has elapsed, when it will be possible to enter the correct expiry date

The setting on the POMs has been implemented to ensure that a discount is not accidentally loaded for a longer period than is permitted, as had previously occurred on a few occasions after the functionality was introduced.

Regards

*Olly Oyster*

From: [REDACTED]  
Sent: 08 August 2015 07:34  
To: Ask Olly  
Subject: Young Visitors Discount

Hi Olly,

I was wondering whether it is possible to simplify the setting of the Young Visitors discount?

Why is it necessary to apply a false Password, postcode and photo card field? Can we not have a system whereby we just select the Young Visitors discount from a drop down menu and it is then automatically set for 14 days.

Given that most of the time this procedure will be carried out on busy POMS on busy gatelines, the simpler the process the better.

Many Thanks

[REDACTED]

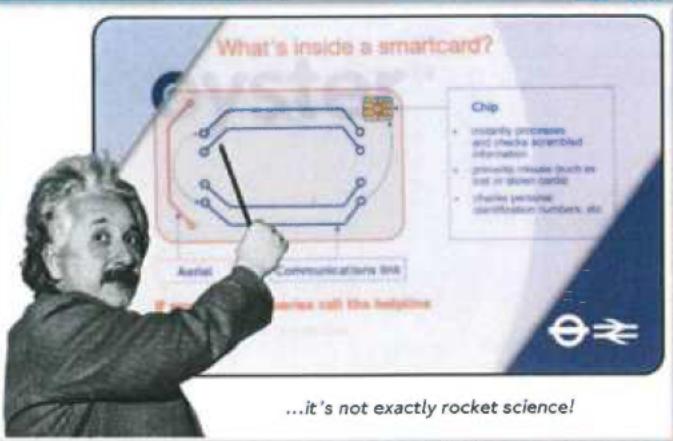
Hi [REDACTED]

Thank you for your email.

For online purchases the Gold record card would be posted to the customer, so they wouldn't lose out on the benefits associated with having an Annual Gold card. The customer would still need to have the NR Railcard discount added at a station, to get the benefit of the discount.

Regards

*Olly Oyster*



# OYSTER EXPLAINED

In our regular Oyster Explained feature, we try to cover a mix of new topics and others that we revisit from time to time. The latter category is often driven by specific queries or recent events which make a revisit to a previous topic worthwhile.

This month we revisit one of our most frequent topics;

## OYSTER CHARGES AND ROUTINGS

The recent September Fares Revision included some changes to the way certain journeys are charged. This resulted in us receiving a number of queries from staff in the Stratford area, regarding customers who now appeared to be charged more for certain journeys made via LOROL's North London line. It is also a topic featured in one of our **Ask Olly** letters on [Page 8](#).

In the early days of Oyster, it was very difficult to ascertain the route a particular customer had taken, particularly where a journey between two stations could be made via different routes. As a result, we generally gave customers the 'benefit of the doubt' when calculating fares, by charging the customer the cheaper fare.

This gave rise to a number of situations where customers could touch in and out, travel on a direct route via Zone 1, but actually be charged as if they had travelled on a more circuitous route avoiding Zone 1. This was very frustrating of Revenue Control staff, who encountered the customer whilst travelling through a zone not covered by their season ticket.

The introduction of the pink **Route Validators** helped us to distinguish which route a customer had actually taken and allowed us to more accurately charge the customer for the journey they've actually made.

One of the key changes that Route Validators made, was to enable us to always charge the higher (e.g. Zone 1 fare) unless the customer had validated on a Route Validator or passed through a Gate at a key interchange point.

At recent fares revisions, we have also progressively fine tuned our fare charging, to avoid the need to give the customer 'the benefit of the doubt', where an interchange is required to complete a cheaper route. This has been implemented on a phased approach with journeys through various key points being progressively changed at different fares revisions. The latest batch of journeys including those involving **Stratford**, follows previous changes to journeys through West Hampstead, Camden and interchanges to the south of London.

The most recent changes mean that for a vast majority of possible journeys, the customer now needs to validate on a pink Route Validator to be charged the lower fare, in cases where there is more than one possible route.

Some confusion happened at **Stratford** due to the presence of both pink Route Validators and yellow Passenger Validators (PVals) on the station. Several customers mistakenly believed that a validation on a PVal would ensure they were charged correctly. However, PVals are not configured to work in this way and validation is required on a Route Validator to have any impact on the route or fare charged.

When advising customers on routeing issues, please bear the following points in mind:



**Always use a pink Route Validator if one is available when interchanging**

**It does not matter how many pink Route Validators you use, it will not cause you to be overcharged**



**Do not use a yellow Passenger Validator unless you are starting or finishing a journey, or have to leave the network to make an interchange outside of the station**



## OYSTER CHARGES AND ROUTINGS (Continued)

At this point it is probably worth revisiting some of the principles of how Oyster journeys are charged.

### JOURNEYS USING SEASON TICKETS

Each journey between two stations will have a chargeable route which is used to determine the fare for the journey. In the case of certain journeys, a second chargeable route may be available if the customer uses a route validator or interchanges through a gateline at a given point.

In a small number of cases where it isn't easy to determine the route a customer has taken, an alternative chargeable route is set for season ticket holders. In such cases various zonal combinations would be accepted for a particular journey. So if a journey could be made directly via Zone 1, with a Z1&2 Travelcard, but could also be made via an orbital route avoiding Zone 1, then a Z2&3 Travelcard would also be accepted. In the limited number of cases where this situation still exists, the customer using a Z2&3 Travelcard would not be charged the higher via Zone 1 fare, even if they used that route, as the gate cannot distinguish the actual route taken. As we have already stated, the possible journeys on TfL operated services where an alternative chargeable route has to be set have been drastically reduced. However, there are many complex NR journeys, particularly in south London, where multiple orbital routes exist and alternative routes are set.

### JOURNEYS USING PAYG

In general, charges for PAYG journeys are set on the principle of there being only one chargeable route. So regardless of which route a customer takes, the customer will be charged the set PAYG fare. This can often mean that a PAYG customer would effectively be charged for more zones than a season ticket holder.

One such example would be a journey from **Northfields** (Zone 3) to **Notting Hill Gate** (Zone 1&2 boundary). The PAYG fare for this would be charged as a Z1-3 journey (one change at Earls Court), but it is also possible to make the same journey with a Zone 2&3 Travelcard by changing twice at Acton Town and again at Ealing Broadway onto the Central line to complete the journey without going into Zone 1.

The situation for PAYG customers has improved, as the more specific routings allowed by use of Route Validators and gates at interchanges identifies the route taken, so we can charge a different fare for each route.



### REASONABLE ROUTES

We often receive queries regarding PAYG charges where a customer believes they have been overcharged, after taking a very circuitous route, generally to avoid Zone 1.

When selecting chargeable and acceptable alternative routes, the decision is usually based on what is a reasonable route and the number of changes involved. So where a customer makes a journey that could be made directly or involving one change, but instead uses a route involving 3 changes, then this would not be regarded as a reasonable route. The customer would therefore be charged the PAYG fare for the more reasonable direct route.

### COMPLEX JOURNEYS INVOLVING MORE THAN ONE ROUTE VALIDATOR

One other area of confusion on some complex journeys, is which route validator a customer needs to use?

We have received a number of queries, particularly relating to the recent fare changes in the Stratford area, where customers have used a validator enroute, but still not been charged the correct fare. Here the critical point is the use of the validator that distinguishes their route, as there are a number of locations where a Route Validator will not necessarily distinguish between two possible routes.

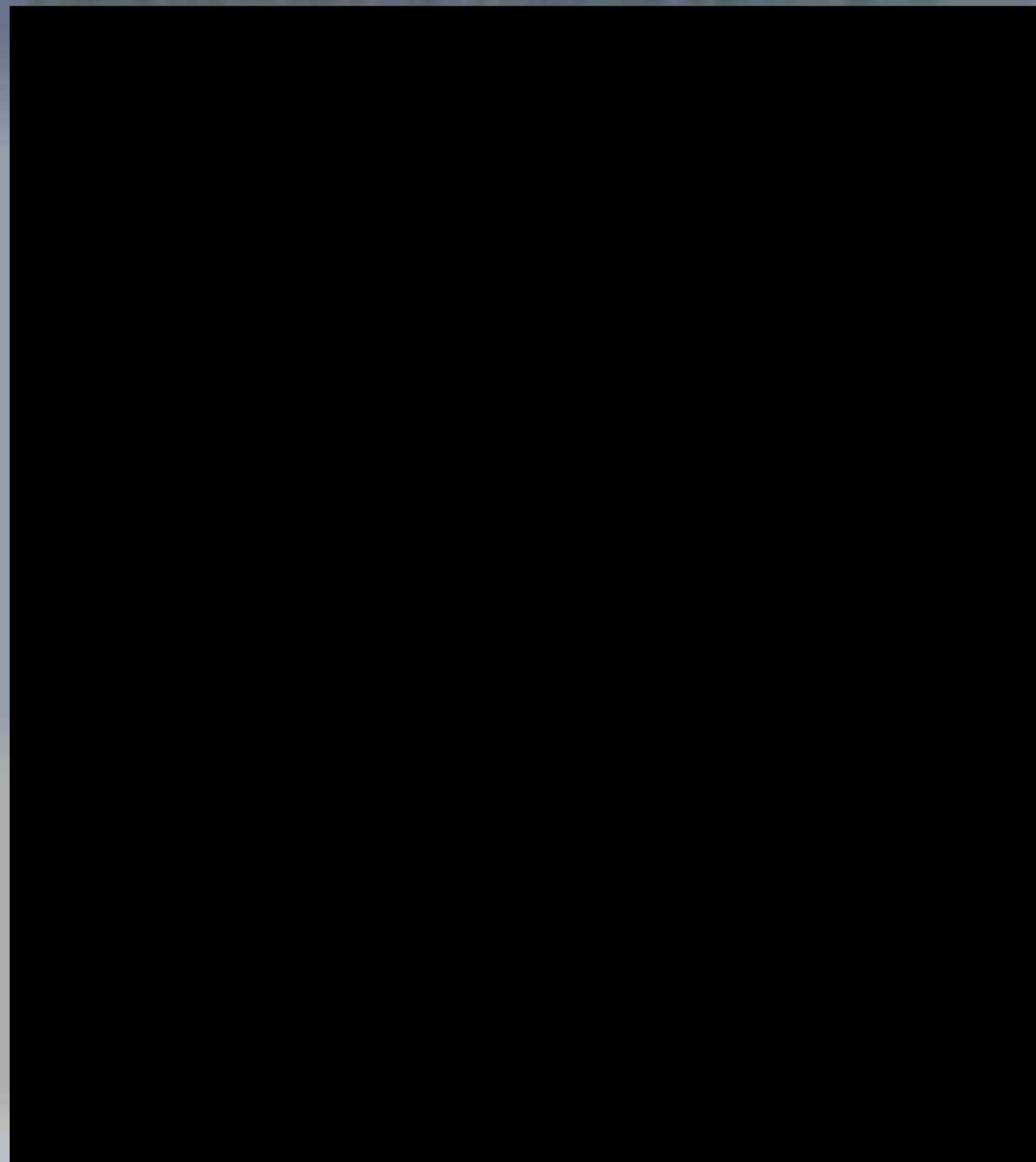
For example a customer travelling from south west London via Clapham Junction may use the Route Validator when changing to LOROL, but some trains operated by Southern call at Clapham Junction before heading directly up the West London line to West Brompton and Willesden Junction both of which have their own route validators. Use of the Route Validator at Clapham Junction would not therefore guarantee the correct fare being charged, whereas the use of Route Validators at West Brompton and Willesden Junction would for a large number of orbital journeys.

## CASH HANDLING DEVICE

PRIMA, or Project PRIMA, was the name of the contract for development of a cash handling device for the British Royal Mint.



Following the contract being awarded on 9 September 1945, manufacture of the necessary units started, each unit being required to be able to handle up to 1000 documents per hour of operation. The first unit was delivered to the Royal Mint in London on 10 October 1946.



## MFM REFUND CHANGES

Following an initial Vanguard on 11 MFMs that had seen a high level of refunds being obtained on Oyster cards previously loaded with PAYG using fraudulent bankcards, a decision was taken to rollout this version of software to all of our other MFMs.

From **Thursday 01 October**, Cubic started the remote upgrading of 32 devices per night and over the following 9 nights.



All MFMs were scheduled to have been completed by the morning of **Monday 12 October**.

As we outlined in **TRU86**, the main changes implemented within this particular upgrade are as follows:

- **Holders of Oyster cards which contain a valid season ticket cannot obtain a PAYG refund at a POM. When such a card is presented to the RTD, the PAYG refund button will not appear, in a similar manner to cards containing more than £10 of PAYG**
- **If the PAYG on a Visitor Oyster card or Oyster card with no deposit is refunded via the POM, the card will now be cancelled and the holder won't be able to use the card again. Currently these cards are left live.**



## TOM & SAF SOFTWARE UPGRADES COMPLETED

All of our TOMs and SAFs are now operating on the latest version of software, following a recent upgrade programme which was completed in the early hours of **Wednesday 30 September**.



The new software supports the upgrade of the SAF PC hardware to operate on the more up to date Windows 7 operating system. Details of this programme are included on **Page 18**.

Other changes which were implemented within the latest TOM/SAF software release, included the rectification of a number of previous defects, including correction of the customer search facility to show address details when logging a customer's details for a refund.

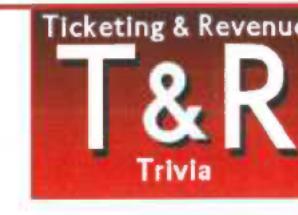
The software also provided the ability to read ITSO format smartcards on TOMs at all of our stations. Previously this facility had only been available on POMs.

As outlined on **Page 15** (opposite), a further upgrade of the TOM software will be required next year, to enable the TOM to operate on the Windows 7 operating system, in the same way as the SAF.

**Part 2 – Picking up on the planned Vanguard of a new Coin Handling Unit on the MFM (as outlined on Page 16)...**

**Q1) What is the maximum value that a customer can add to their PAYG balance on one of our POMs, when paying entirely with coins?**

- |   |     |   |     |
|---|-----|---|-----|
| A | £19 | B | £38 |
| C | £50 | D | £90 |



Answers on **Page 19**

## CHIP & PIN UPGRADE

The Chip & PIN units on our ticket issuing devices, or PEDs (PIN Entry Devices) as they are officially known, are approaching the end of their working lives and are shortly due for replacement.

In preparation for this, discussions are taking place between Cubic, TfL and prospective suppliers, regarding replacement PEDs for most of our devices. The PED replacement project will cover replacement units for the MFM, AFM, QBM and TOMs used within the TfL Travel Information Centres.



The TOMs at LU stations which are being relocated into POM Rooms, do not require this upgrade, as they no longer have PEDs. However, linked to the PED replacement work all TOMs will be upgraded with a new PC and software using the Windows 7 operating system, in line with SAF PC upgrade which is currently underway.

This work will see the relocation of the TOM PC into a modified SAF cabinet, rather than the current interim set up, where the TOM PC is housed in a separate cabinet mounted between the underside of the counter and the SAF cabinet.



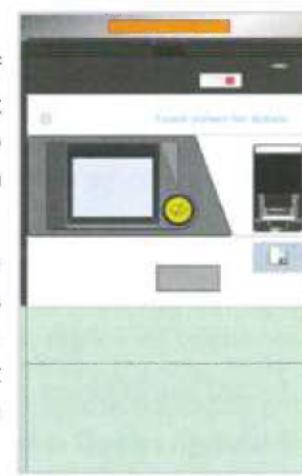
The new PEDs for our POMs are likely to be different to the current design and will probably consist of a separate keypad and card reader. This will require some modification to the current machine layouts.

The least significant changes will be on the AFM, but this device will need to be fitted with a new PC as part of the upgrade.



On the MFM, this will require the cutting of a new slot for the card reader below the current PED housing.

The MFM modification will be undertaken in situ, but the more significant changes on the QBM will need to be undertaken within the CTS workshop. The QBM will also be fitted with a new PC, interface board and replacement door (as illustrated above) and this will require the complete removal of each device. A pool of spare devices will be used to facilitate this, with devices that are removed from our stations being modified in the workshop and will then be used to replace unmodified devices at other LU stations.



In our **Crimewatch** feature on **Page 20**, we report on some recent instances of skimming devices being fitted to POMs at some of our stations. The ability to prevent unauthorised devices being attached to the PED is an issue that has been taken into account in the design of replacement modules. In the past we have experimented in designs that made it more difficult to attach a skimming device to the PED.

The proposed designs are likely to involve the actual card reader being located inside the POM, rather than the current design where it protrudes out from the casing. This should make the attachment of a rogue device much easier to spot for both staff and customers. It is also likely that the new PED will contain a sensor that could detect something being attached to it. Our RTDs on gates and POMs already have such a facility that can detect the interference caused by a receiver being attached to it.

We are still in the very early stages of this project and the current timescales are for Vanguards on each device to take place in **June or July 2016** with rollout taking place towards the **end of 2016**.

**Part 3 – And for the final part of our Trivia challenge this month and staying with a theme of bankcard acceptance...**

**Q2) After the planned changes to POMs in November (as outlined on Page 4), which of the following cards can be used for payment on LU?**

- |   |                     |   |                 |
|---|---------------------|---|-----------------|
| A | Diners Card         | B | UK Maestro Card |
| C | Non-UK Maestro Card | D | UK Visa Card    |



### MFM COIN HANDLER VANGUARD

After a fairly extensive round of testing, Cubic have recently demonstrated a new version of Coin Handling Unit to be deployed in the MFM, as and when the current units fail.

During witness tests, the unit showed a very high level of coin acceptance (no £1 coins rejected), whilst at the same time showing an improved level of rejection of invalid coins compared to the current model.

This is a very topical issue since as reported in our *Crimewatch* feature on [Page 20](#), we have had reports from a number of stations regarding high levels of invalid coins (mainly Swaziland Lilangeni) being accepted by POMs.



Although the new validator was unable to successfully reject all of the foreign coins tested, there appeared to be a significant improvement with several of the types of coin we have previously seen accepted by POMs.

It is planned to vanguard the new CHU on 5 of our MFMs at the following locations:



Each of these sites has multiple MFMs which should allow us to more easily compare the performance of MFMs with the upgraded CHU with the adjacent devices fitted with conventional coin handling units.

### FLAT SCREEN SCU

The Station Control Unit (SCU) is probably one of the oldest bits of our station ticketing equipment. It is therefore overdue a bit of an overhaul.

Closure of ticket offices has meant that the number of SCUs has been greatly reduced, as the ticket office SCU has been removed at most sites. A SCU has been retained where the secure suite functions as a Station Office and the dateline and devices need to be monitored and also within larger POM Rooms containing more than 5 POMs.

At these locations it was felt beneficial to retain a facility to check the status and change the operational mode of devices, as with more POMs the room is likely to be occupied for longer periods.

**Q. So will the SCU not be replaced by an app on the handheld device staff have been issued with?**

A. Although an app is being developed that will help staff monitor the status of devices on their station and report and track faults, it will not be able to perform all the functions of the SCU. In particular it will not be possible to open or close a device, change the direction of operation of gates, perform an emergency open or release a gate or restrict the operation of a POM.

The ticket hall SCU and where provided, the Station Control Room SCU, will therefore remain important pieces of kit for the operation of our stations.

One of the weak points of the current SCU configuration is the actual screen. This is currently a very out dated monitor, on which the display quality is very often poor. Cubic are currently looking at replacement units and are hoping to trial a flat screen monitor at around 5 sites soon.

It is likely that these trial locations will be Control Rooms or station offices, where the new monitor can easily be mounted on the desk, without the need to develop a bracket or housing to secure the new style monitor within a ticket hall SCU cabinet. Trial locations are currently being discussed with Cubic.



### LCP3 PROGRESS

After numerous delays and some 'false starts', the last month has seen some significant progress towards the implementation of the new LCP on each of our three types of automatic gates.



#### E2 Gates

Although the new LCP has been installed on E2 gates at All Stations which have an E2 gateline, we have seen a number of issues since the rollout. The majority of these have been resolved in an updated version of software recently deployed as a Vanguard to **Blackfriars** and **Tottenham Court Road**. Feedback has confirmed that this has successfully fixed the issues that we have seen on E2 gatelanes at End of Day, when gates were left in Paddle Open or Emergency Open modes.

The latest release does not address one other current defect, which causes some gates to stop transmitting transaction magnetic ticket and Oyster data and eventually results in the gate developing an Error 16, when its transaction store gets full up. The latest software release introduced a greater level of logging on the upgraded gates, which should hopefully allow Cubic to identify the cause of the transaction lock-up and then develop a solution. This latest software, although not solving this transaction lock-up, does enable Cubic to resolve this issue more quickly when it is spotted, without the need to send an engineer to site to physically restart the gate at the station. Due to the benefits it offers over the previous software version currently in use on E2 gates fitted with the LCP3, a decision has been taken to deploy the upgraded software to other E2 sites. This upgrade will be completed via a download from the DGC to each Station Computer, which will then be picked up by each gate, rather than Cubic having to remotely upgrade each individual gate. This upgrade is scheduled to take place on the night of **Friday 30 October 2015**, so that the new software will take effect from start of traffic on **Sunday 01 November**.

#### E1 Gates

Retesting of the LCP3 software for E1 gates has recently been completed, allowing us to resume the Vanguard at **Stratford (Mezzanine)** and **Bank (Waterloo & City)** gatelanes. The new software loaded at these sites, like the new E2 gate software, also includes the advanced logging which will hopefully help capture any issues affecting transaction data transmission, should they occur.



The rollout of the LCP3 and new service panel for E1 gates is unlikely to start until a solution has been identified for the Error 16 issue outlined above; as we are keen to avoid introducing this problem to any more gates. It will also hopefully avoid the need to revisit or upgrade devices after they have been fitted with their new LCP.



#### Pneumatic Gates

Last but by no means least, the long awaited Vanguard of the LCP3 on the older Pneumatic gates is due to commence on **Monday 02 November**.

It will start with 4 Pneumatic gates at **Liverpool Street (Central)**, before the upgrading of the remaining gates there and at **Euston Square**. We are also taking the opportunity to expand the Vanguard by upgrading the 4 way-in gates at **Covent Garden** before the station fully re-opens on Saturday **07 November**.

The software on these upgraded Pneumatic gates will also include the enhanced logging introduced on the other gate types. In addition to hopefully finding a fix for any transaction transmission issues, Cubic are also hopeful of obtaining data that will help them identify the cause of an issue which results in the gate paddles not opening, even though the customer's card had been validated. This has been observed at a number of stations with pneumatic gates and the paddles not having opened, means that when the card is presented to the RTD by the customer, the card is then rejected indicating reject code "21" (card already used). The current Pneumatic gate equipment does not allow extraction of any log files, so until now, issues such as this have been very difficult to trace.

Performance of the Pneumatic gates fitted with the new LCP will be closely monitored during this Vanguard. Like the E1 gate rollout, it is very unlikely that the deployment of the LCP3 to Pneumatic gatelanes will occur until a version with a fix to solve the data transmission issue is available.

## SAF PC UPGRADE

The programme to replace all of our SAF PCs is now underway. The work is being completed via two separate work streams:

- At stations where the ticket office has already closed and the TOM has been relocated into the POM Room, the SAF PC will be replaced by a Cubic installation team. At these locations which were fitted with a KVM switch comprising a switchbox and a button, new cabling will be installed to remove the need for the switchbox. Should the need arise to switch to the reduced SAF functionality; this will be done in future by simply pushing the button.
- At stations where the ticket office is due to close, the SAF PC replacement will be undertaken at the same time as the TOM is relocated into the POM Room and the single button KVM button is installed.

The first few weeks of the programme have not been without their problems. Initially the non availability of the new PC units at the stores resulted in the postponement of most of the first night's work.

We have also encountered problems at several sites where the incorrect location of other items within the POM Room has resulted in the SAF cabinet being left in a position in which it cannot be maintained. This has resulted in work at having to be rearranged once the equipment has been repositioned in the correct location.



At locations where the SAF PC has been replaced, we have had a number of stations where the data from the SAF has not been transferred across onto the new PC.

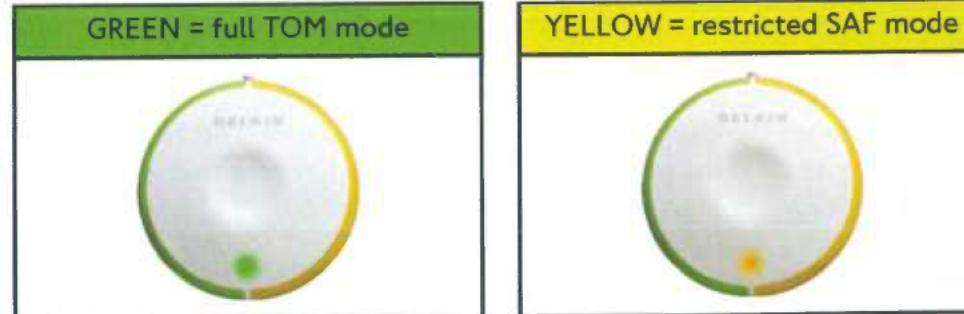
Although all of the data is held within the central system, at station level, the net result is that the journal, safe contents and bag histories will appear blank.

To mitigate this, we have asked staff as a precaution, to print a copy of the safe contents from the SAF the evening before the planned upgrade, and to use it to undertake a safe audit or to restore the contents, should the data not be transferred.

Unfortunately, at several stations where the PC upgrade has not gone to plan and the SAF data has not been transferred, printouts have not been taken as requested, making life more difficult for staff on duty the following morning. Cubic have now instituted a revision to their process whereby the engineer will check that the data has been copied over onto the TOM before the SAF is replaced.

In such cases the new PC will be left on site for a maintenance engineer to swap over, once the data has been copied across by the Cubic Technical support team. This should avoid further cases of the local data being wiped and bags having to be re-input onto the SAF.

The single KVM button being installed in conjunction with the SAF PC replacement will show either a **Green** or **Yellow** indication as shown on the examples on the right.



The programme of upgrading all of our SAF PCs is scheduled to run into early January 2016. Stations will be advised by email about a week in advance of the planned date that their SAF will be upgraded.

## RTD UPGRADE FOR GATWICK EXPANSION

In previous issues of TRU, we have provided updates on the progress towards extending PAYG acceptance to additional NR stations outside of the current zones. One of the proposals that has been in the pipeline for some while, is the planned extension of Oyster to **Gatwick Airport**, which currently looks likely to be launched in January 2016.

Although most of the preparatory work for this has already been completed, before the launch date we will need to undertake an RTD (card reader) upgrade on all of our devices, to enable them to deal with the additional zones and the non-standard fare scale that will be charged on Gatwick Express services.



An initial Vanguard at around 40 LU, NR and TfL Rail sites across the Oyster network is currently underway and this was recently extended to include both **Blackfriars (LU)** and **Blackfriars (NR)** stations due to a high number of cards being rejected by gates with the reject code "01".

This had occurred since the launch of full Oyster PAYG acceptance on river services, where customers had failed to touch-out on the PVal on the pier, when alighting from their boat.



**BLACKFRIARS**

The Intermediate Validation settings in place at Blackfriars, to cope with customers interchanging from NR who had failed to touch out on the NR gateline, resulted in cards that had an "unknown" open river boat journey, being rejected by the gates. Deployment of the new RTD software, which can cope with a range of non-standard fares has now resolved this issue at Blackfriars.

This RTD upgrade at Blackfriars is separate to the earlier E2 gate Vanguard at the station (see Page 17), which upgraded the software within the actual gate itself, rather than in the RTD.

A date for the upgrade of RTDs on all devices at other LU sites is yet to be confirmed, but is likely to take place towards the **middle of November**, before preparations for the January Fares Revision get in full swing. This will be undertaken by an overnight release of the software being remotely downloaded to all devices, with an effective date a couple of days later, when all devices will switch to the new software version.

Stations will be advised of the confirmed date in advance of this upgrade taking place, by email and through the weekly *Hot Issues Bulletin*.

Pt.1 **LAL MXIDE PU**



(a) **BARBICAN**



(b) **BELSIZE PARK**



(c) **HAINAUT**



(d) **HIGH BARNET**



(e) **MORNINGTON CRESCENT**

**How did you do?**

Pt.2 Q1 **B** £38 (if paid entirely with £2 coins – maximum 19 coins per transaction)

Pt.3 Q2 **B & D** UK issued Maestro and Visa Cards – we no longer accept Diners and cannot accept non-UK Maestro cards

**ANSWERS TO T&R TRIVIA**

## NEXT ISSUE

Although on **Page 2** we feature a look back at the September Fares Revision, to see what went well and what didn't go so well, we are rapidly approaching the time of year when we start to build up towards the main Fares Revision on **02 January 2016**.

In the November issue, **TRU88**, we hope to bring you an initial overview of the main changes being planned for January and some of the main 2016 prices. The exact dates for publication will be heavily dependent on the timing of the public announcement of the 2016 fares package by the Mayor, but is likely to be towards the end of November.

**TRU88** will also provide an update on plans for the rollout of Cash Handling Devices beyond the initial Vanguard stations, plus all of the usual T&R News, a further selection of your letters and emails to **Ask Olly** and most of our other regular features.

