

Jacob Gemma

From: Anderson Andrew
Sent: 12 March 2019 20:16
To: Tuckett Mike; Kershaw David; Vivone Rosalia; Taylor Neil; Kelly Stephen; Bulley Steve; Shaw Andy; Preston Lucy; Oyewo Olujide; Altinok Volkan
Subject: Citymapper Pass

All

I had a conversation with Citymapper this afternoon about their pass. Key points:

Will it work on Cycle Hire? Citymapper say they have tested it and believe the card works. However, they have gone back to check whether it is a prepaid card or not. 'Jide - can you please check that the scope on this was correctly implemented in the PED upgrade?

What is the proposition for travel? The customer pays their money in their subscription to Citymapper. We get settled like any other payment card. Citymapper will not know about any journey information and they are not using geolocation tracking, so there is nothing to identify the location of the individual and the journeys they have made. The only test that they are applying is whether the daily/weekly settlement value for each card matches the daily/weekly cap value for the subscription zones.

If there is a refund, then that will come through to the Citymapper account and they will credit it against the subscription, so that seems to flow OK.

However, the lack of journey data means that if a customer gets a max fare, Citymapper won't know - it will just be added to their bill so they probably will be seen to have exceeded their geographical area charging limit. This is the bit to watch, I think as it could have some unexpected outcomes for customers. However, if the customer creates an account with us (which they will be able to do), then they will be able to have transparency about their charging.

I think the same will also be true for Revenue Inspection charges - I don't believe that Citymapper will know what these are for. However, I haven't discussed with them what they will do if they see two settlements in the same day.

Volkan - your team will need to be clear that any unexpected outcomes from the Citymapper subscription payments is nothing to do with us and that the customer will need to take it up with Citymapper, as we have no visibility of how they are determining the charging and discounts that they are applying to the customer's account. If you want to get someone from the Knowledge Team to talk to me, I'm happy to help them.

Long-term, I'm not sure how this proposition will work, particularly if we ended up with the same capped outcome for different zone combinations - their proposition is very Zone 1 focussed.

Andrew

Sent from my iPad