

Jacob Gemma

From: Baker Tony (Ops Mgr - Stations Overground & Crossrail)
Sent: 10 August 2016 06:01
To: Laura Sharman-Reid-Tfl
Subject: Fwd: Ticket Validators - Abbey Wood
Attachments: image001.jpg; image001.jpg

Can we discuss.

I'm kind of with peter on this that cabling should be required at abbey wood for validators, but having checked with fares and ticketing, Tfl neither has the capacity or requirement for validators at this station.

I think this will be easily closed with a statement to peter to that effect from me, with a stark warning that extension of the "pink validator" scenario, including any software development for this will be the responsibility of Mtr . [REDACTED]

That said, running cables should not be a big issue for NR but it will probably be escalated to change control. Then we have to justify something our organisation does not support.

I do not think we are in any way

Obligated under the concession agreement to provide these validators, we won't pay anything towards installation or upkeep (as Tfl don't require them) and most certainly won't pick up software development - and finger in the air cost - it won't be cheap! Certainly not under £500k.

It might be that a quiet word from you in mark etons ear about the "other risks" (cubic software development etc will kill this after I have outlined the risks to Peter. He has produced no evidence to support potential fares leakage - and this scenario exists at Shenfield, Reading, Maidenhead, Stratford, Farringdon at least already. The identical scenario happens at Woolwich today where access to the dlr is a potential leakage. I don't want to get into a situation where this sets a precedent.

Tony

Sent from my iPad

Begin forwarded message:

From: Peter Kalton [REDACTED] <[REDACTED]@mtcrossrail.co.uk>
Date: 9 August 2016 at 13:49:34 BST
To: 'Pathak Rajesh' <[REDACTED]@networkrail.co.uk>, Davis Lee [REDACTED] <[REDACTED]@mtcrossrail.co.uk>, [REDACTED] <[REDACTED]@networkrail.co.uk>, Neil Winchester [REDACTED] <[REDACTED]@mtcrossrail.co.uk>, Phagura Anita <[REDACTED]@networkrail.co.uk>
Cc: Tony Baker [REDACTED] <[REDACTED]@crossrail.co.uk>, Paul Hyde <[REDACTED]@mtcrossrail.co.uk>, Gareth Leslie [REDACTED] <[REDACTED]@mtcrossrail.co.uk>
Subject: RE: Ticket Validators - Abbey Wood

Raj,

I can confirm MTR will require validators on the platforms for interchanging customers between SET and MTR services. The risk for ticketless travel is MTR's responsibility within our contract with Transport

for London. Therefore having power and comms ducts within the platform will enable the installation of PVALs towards the end of the project.

If you require any other information please let me know.

Kind regards

Peter

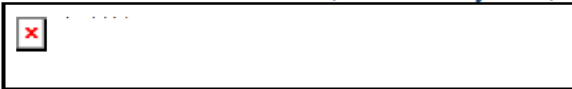
Peter Kalton

Head of Customer Experience & Infrastructure (Programme)

MTR Corporation (Crossrail) Ltd

Mobile: [REDACTED]

Address: 5th and 6th Floor, 63 St Mary Axe, London, EC3A 8NH



From: Pathak Rajesh [mailto:[REDACTED]@networkrail.co.uk]

Sent: 09 August 2016 12:01

To: Davis Lee [mailto:[REDACTED]@networkrail.co.uk]; Neil Winchester

[mailto:[REDACTED]@mtcrossrail.co.uk]; Phagura Anita [mailto:[REDACTED]@networkrail.co.uk]

Cc: Peter Kalton [mailto:[REDACTED]@mtcrossrail.co.uk]; Tony Baker

[mailto:[REDACTED]@crossrail.co.uk]

Subject: RE: Ticket Validators - Abbey Wood

Neil & Tony

My understanding from the meeting held at Canary Wharf on 29th July was that Tony, though his view is that the interchange oyster reader may not require, will check with TFL and come back to us. Until such time we consider that the interchange oyster reader is not required.

Regards

Raj Pathak, CEng MICE

Project Manager – Crossrail Kent

[REDACTED]

From: Davis Lee

Sent: 02 August 2016 15:30

To: Neil Winchester; Phagura Anita; Pathak Rajesh

Cc: Peter Kalton; Tony Baker

Subject: RE: Ticket Validators - Abbey Wood

Neil,

Thanks for the information. There seems to be an amount of logic in the placement of the equipment although my thinking is that Revenue will also be providing us with an ideal layout. Whilst that may be an identical layout, or may be by an output agreed between Revenue & yourselves, it is prudent to be involving them as soon as possible.

Regards

Lee

From: Neil Winchester [mailto:[REDACTED]@mtcrossrail.co.uk]

Sent: 02 August 2016 14:14

To: Phagura Anita; Pathak Rajesh; Davis Lee

Cc: Peter Kalton; Tony Baker

Subject: Ticket Validators - Abbey Wood

Anita / Raj / Lee

Please find attached a simple outline drawing indicating where passive provision should be made in terms of ducting for data and power as well as foundations to enable PVALs to be installed on the Abbey Wood Crossrail Platforms (P3 / 4).

The inclusion of this passive provision will enable PVALS to be installed with minimal distribution once Crossrail goes live at Abbey Wood for passenger service.

The inclusion of the PVALs will allow interchanging customers arriving on the SE platform (P1/2) to 'touch in/out' without leaving the station if they are travelling to alternate stations other than their normal destination. For example - a customer has a point to point ticket from Stroud Kent to London Bridge, but the odd day the customer changes a AW to travel to canary wharf.

I will be on leave until the 5th August, however if you have any questions please do not hastate to contact Peter Kalton prior to the 15th August or myself on my return. Finally it should be noted that MTR will be conducting a formal review of the CIS positions and location of the station and will feed this information back during the week of the 14th August.

Kind Regards

Neil Winchester

Project Interface Manager

MTR Corporation (Crossrail) Ltd

Mobile: [REDACTED]

Address: 5th and 6th Floor, 63 St Mary Axe, London, EC3A 8NH



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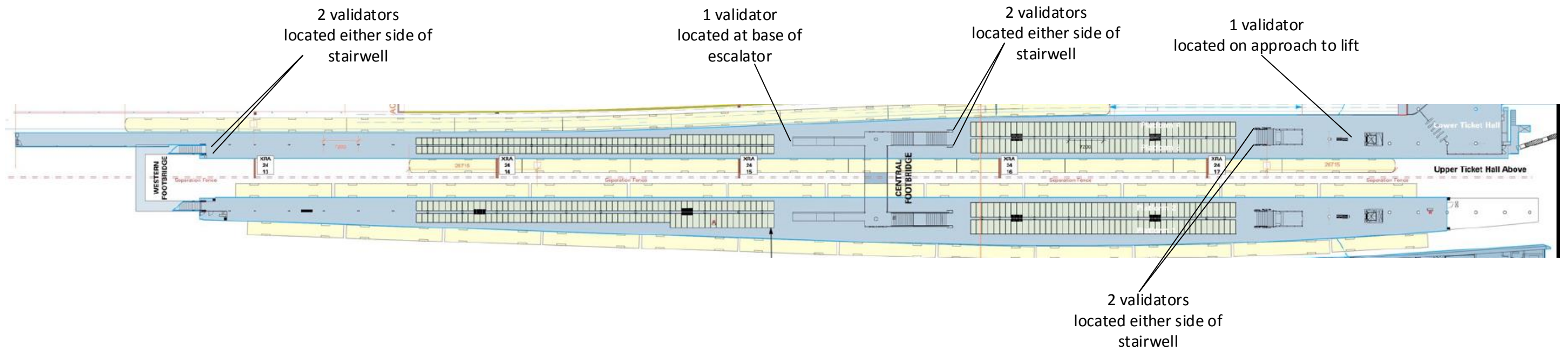
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MTRC required positions for Validators for interchanging customers

Validators required on Crossrail Platforms only (P3/P4).



Jacob Gemma

From: Baker Tony (Ops Mgr - Stations Overground & Crossrail)
Sent: 10 August 2016 06:42
To: Laura Sharman-Reid-Tfl
Subject: Fwd: Ticket Validators - Abbey Wood - internal Mtr/Tfl
Attachments: image001.jpg

I think this says enough to peter, it really isn't a battle worth fighting.

Sent from my iPad

Begin forwarded message:

From: Tony Baker <[REDACTED]@crossrail.co.uk>
Date: 10 August 2016 at 06:40:06 BST
To: Peter Kalton <[REDACTED]@mtcrossrail.co.uk>
Cc: Neil Winchester <[REDACTED]@mtcrossrail.co.uk>, Phagura Anita <[REDACTED]@networkrail.co.uk>, Paul Hyde <[REDACTED]@mtcrossrail.co.uk>, Gareth Leslie <[REDACTED]@mtcrossrail.co.uk>, Laura Sharman-Reid-Tfl <[REDACTED]@tfl.gov.uk>
Subject: Re: Ticket Validators - Abbey Wood - internal Mtr/Tfl

Peter

Whilst I understand your wish for these validators having checked with Tfl fares and ticketing teams, the concession agreement and the ONFR I would ask you to consider the following before a decision or instruction is made.

1) the provision of validators in addition to ticket gates is not a requirement of the ONFR. Any move to change the cable routing MAY result in a project change from the contractor to NR to CrossRail and will need the express authority of the Director of Operations.

2) Tfl fares and ticketing advise that the use of interchange validators at this location is not being considered. An identical situation currently exists at Woolwich Arsenal today where the South Eastern interchange with DLR is not provided with such devices.

3) fare and ticketing further advise that the interchange and zoning of Oyster is reaching capacity, and that they will not fund additional routes as part of system upgrades. This may import an additional cost to MTR for software development by cubic if this is an MTR requirement. I can seek an order of magnitude for such a change if required, but experience suggests that a change will not come without considerable cost.

4) there is no requirement for RfL to provide validators at this interchange. No implication of provision is stated or implied in the concession agreement. If additional costs are incurred (potential changes to ONFR, purchase of equipment, software changes not otherwise required by RfL and ongoing maintenance) sit outside of the agreement and would require funding. Validators at this interchange are not funded in any Tfl/RfL budget.

Whilst I empathise with your desire to install these validators, I would like to suggest that your revenue teams may wish to speak with Steve Bulley, Tfl Head of Revenue Protection.

With many years of experience of use of these validators, including new installations, and removals, this may help put into context your concerns and how interchange fraud has, in the past, been managed at other locations, and indeed the extent of problem perceived. This would help you in developing a business case should you, after meeting Steve, still perceive there is a ticketless travel risk at Abbey Wood compared to similar locations.

Whilst I know you may be disappointed by this reply initially, I have genuine concerns that we may be creating a costly "nice to have" for yourselves, without any business case having been fully evaluated. I do share your view that passive provision would be prudent and have stated such. To be clear though, this is not a contractual requirement on the part of the station delivery team, any move to instigate a change to the design is likely to be thwarted.

We clearly have many battles with design, on this occasion however, unless significant justification can be given, and within the next seven days, RfL will be unable to support this proposal, and then only subject to funding being made available for any costs incurred.

Regards

Tony baker
Stations Manager RfL

Sent from my iPad

On 9 Aug 2016, at 13:49, Peter Kalton [REDACTED] <[\[REDACTED\]@mtrcrossrail.co.uk](mailto:[REDACTED]@mtrcrossrail.co.uk)> wrote:

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If you require any other information please let me know.

Kind regards

Peter

Peter Kalton

Head of Customer Experience & Infrastructure (Programme)

MTR Corporation (Crossrail) Ltd

Mobile: [REDACTED]

Address: 5th and 6th Floor, 63 St Mary Axe, London, EC3A 8NH

<[image001.jpg](#)>

From: Pathak Rajesh [[mailto:\[REDACTED\]@networkrail.co.uk](mailto:[REDACTED]@networkrail.co.uk)]

Sent: 09 August 2016 12:01

To: Davis Lee [REDACTED] <[\[REDACTED\]@networkrail.co.uk](mailto:[REDACTED]@networkrail.co.uk)>; Neil Winchester

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Cc: Peter Kalton [REDACTED]@mtcrossrail.co.uk>; Tony Baker
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Regards

Lee

From: Neil Winchester [mailto:[REDACTED]@mtcrossrail.co.uk]

Sent: 02 August 2016 14:14

To: Phagura Anita; Pathak Rajesh; Davis Lee

Cc: Peter Kalton; Tony Baker

Subject: Ticket Validators - Abbey Wood

Anita / Raj / Lee

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<image001.jpg>

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Jacob Gemma

From: Baker Tony (Ops Mgr - Stations Overground & Crossrail)
Sent: 10 August 2016 13:24
To: Steve Bulley
Subject: Re: Ticket Validators - Abbey Wood - internal Mtr/Tfl

Thank you, that's helpful.

And Mark Davis works right next to me at Canary Wharf two days a week, even more helpful.

Tony

Sent from my iPad

On 10 Aug 2016, at 10:32, Bulley Steve <[REDACTED]@tfl.gov.uk> wrote:

Hi Tony

I've looked at this and I cannot see why you would wish to place RV's at Abbey Wood, there are no Z1 alternative route options to consider

Methinks maybe they don't know what the Pink RV's actually do?

I don't know the DLR TT scores, and given the hyper-sensitivity around that franchise at the moment I'm not sure they'll want to make them public

It might suit MTR to have a word with Mark Davis at DLR?

Best

Steve Bulley

From: Tony Baker [mailto:[REDACTED]@crossrail.co.uk]

Sent: 10 August 2016 07:58

To: Bulley Steve

Subject: RE: Ticket Validators - Abbey Wood - internal Mtr/Tfl

You can see I have alerted them to significant risk - I cant actually see the point of these- If [REDACTED]

[REDACTED]

My simple mind says "two of three times a month you do manual interchange checks" having a validator doesn't mean people will tap in or to get best fare, as the system will recognise the route anyway [REDACTED]

[REDACTED] I don't mind how many validators they have, but Richard and Harold say No, I have no budget, and I am not going to let this spill over onto "our side of the fence" money wise.

Peter sees this as a sensible option to provide cabling, I agree with that, but Howard wont approve change without a reason. If we get cabling free, yippee, but I cant see it being free. I am sure you will be able to put them in the right direction.

Do you happen to know DLR ticketless travel scores by any chance? If they see that they might realise its not a big risk to them.

Thanks

Tony

From: Bulley Steve [mailto:[REDACTED]@tfl.gov.uk]

Sent: 10 August 2016 07:46

To: Tony Baker

Subject: Re: Ticket Validators - Abbey Wood - internal Mtr/Tfl

Hi Tony

Thanks for the heads up

I'll let you know if anything comes my way

Regards
Steve Bulley

On 10 Aug 2016, at 6:46 am, Tony Baker <[REDACTED]@crossrail.co.uk> wrote:

Steve

I mention you in the email

Mtr want interchange validators at abbey wood, the email says everything. Harold/richard h have said no need, this is a problem at loads of places, I am sure you will have the answers if approached.

I am not quite sure how Mtr believe a pink validator will stop a fare evader in any way, but as you will see I have left them open to determine whether they want to upgrade cubic software and buy readers and a service at their own cost. I think this will go away, but FYI in case you are contacted.

Tony

Sent from my iPad

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Date: 10 August 2016 at 06:40:06 BST
To: Peter Kalton <[REDACTED]@mtcrossrail.co.uk>
Cc: Neil Winchester <[REDACTED]@mtcrossrail.co.uk>, Phagura Anita <[REDACTED]@networkrail.co.uk>, Paul Hyde <[REDACTED]@mtcrossrail.co.uk>, Gareth Leslie <[REDACTED]@mtcrossrail.co.uk>, Laura Sharman-Reid-TfL <[REDACTED]@tfl.gov.uk>
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<[REDACTED]@mtcrossrail.co.uk>;

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Cc: Peter Kalton

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Neil Winchester

Project Interface Manager

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Jacob Gemma

From: Baker Tony (Ops Mgr - Stations Overground & Crossrail)
Sent: 11 August 2016 06:18
To: Paul Hyde
Subject: Re: Ticket Validators - Abbey Wood - internal Mtr/Tfl

Hi Paul

I think you only copied me into this reply (but i am using an iPad, so can't be sure)

FYI Tfl only now install inside validators for alternative routes (so avoiding zone 1 where two routes exist) and these interchange from other services ones have all but disappeared. Anecdotally this was to avoid fraud for people arriving by NR services as you describe (getting on at ungated NR station with no ticket and tapping in on route).

Tony

Sent from my iPad

On 10 Aug 2016, at 14:13, Paul Hyde <[REDACTED]@mtcrossrail.co.uk> wrote:

Hi Peter,

My comments as follows:

- It is entirely right that TfL Fares & Ticketing should decide the presence or otherwise of PVALs inside paid areas. It is also true that many similar locations (such as WWA) do not have PVALs. This is especially true sine they meet the cost of providing and operating PVALs
- My personal opinion, for what it's worth, is that there should PVALs at Abbey Wood (footbridge), so that CCST holders from Kent are able to touch in and use NTM PAYG without exiting/re-entering the station. This is a largely matter of customer convenience.
- There may be ticketless travel implications for MTR if some "customers" use this as an excuse for not having a validated NTM on Crossrail journeys from Abbey Wood.

Regards,
Paul Hyde
Retail Systems & Standards Manager
MTR Crossrail
63 St Mary Axe
London EC3A 8NH
Tel [REDACTED]
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www.mtcrossrail.co.uk
<image001.jpg>

From: Tony Baker [[mailto:\[REDACTED\]@crossrail.co.uk](mailto:[REDACTED]@crossrail.co.uk)]
Sent: 10 August 2016 06:40
To: Peter Kalton <[REDACTED]@mtcrossrail.co.uk>
Cc: Neil Winchester <[REDACTED]@mtcrossrail.co.uk>; Phagura Anita <[REDACTED]@networkrail.co.uk>; Paul Hyde <[REDACTED]@mtcrossrail.co.uk>; Gareth Leslie <[REDACTED]@mtcrossrail.co.uk>; Laura Sharman-Reid <[REDACTED]@tfl.gov.uk>
Subject: Re: Ticket Validators - Abbey Wood - internal Mtr/Tfl
Peter

Whilst I understand your wish for these validators having checked with TfL fares and ticketing teams, the concession agreement and the ONFR I would ask you to consider the following before a decision or instruction is made.

1) the provision of validators in addition to ticket gates is not a requirement of the ONFR. Any move to change the cable routing MAY result in a project change from the contractor to NR to CrossRail and will need the express authority of the Director of Operations.

2) TfL fares and ticketing advise that the use of interchange validators at this location is not being considered. An identical situation currently exists at Woolwich Arsenal today where the South Eastern interchange with DLR is not provided with such devices.

3) fare and ticketing further advise that the interchange and zoning of Oyster is reaching capacity, and that they will not fund additional routes as part of system upgrades. This may import an additional cost to MTR for software development by cubic if this is an MTR requirement. I can seek an order of magnitude for such a change if required, but experience suggests that a change will not come without considerable cost.

4) there is no requirement for RfL to provide validators at this interchange. No implication of provision is stated or implied in the concession agreement. If additional costs are incurred (potential changes to ONFR, purchase of equipment, software changes not otherwise required by RfL and ongoing maintenance) sit outside of the agreement and would require funding. Validators at this interchange are not funded in any TfL/RfL budget.

Whilst I empathise with your desire to install these validators, I would like to suggest that your revenue teams may wish to speak with Steve Bulley, TfL Head of Revenue Protection. With many years of experience of use of these validators, including new installations, and removals, this may help put into context your concerns and how interchange fraud has, in the past, been managed at other locations, and indeed the extent of problem perceived. This would help you in developing a business case should you, after meeting Steve, still perceive there is a ticketless travel risk at Abbey Wood compared to similar locations.

Whilst I know you may be disappointed by this reply initially, I have genuine concerns that we may be creating a costly "nice to have" for yourselves, without any business case having been fully evaluated. I do share your view that passive provision would be prudent and have stated such. To be clear though, this is not a contractual requirement on the part of the station delivery team, any move to instigate a change to the design is likely to be thwarted. We clearly have many battles with design, on this occasion however, unless significant justification can be given, and within the next seven days, RfL will be unable to support this proposal, and then only subject to funding being made available for any costs incurred.

Regards

Tony Baker

Stations Manager RfL

Sent from my iPad

On 9 Aug 2016, at 13:49, Peter Kalton [REDACTED] <[\[REDACTED\]@mtcrossrail.co.uk](mailto:[REDACTED]@mtcrossrail.co.uk)> wrote:

Raj,

I can confirm MTR will require validators on the platforms for interchanging customers between SET and MTR services.

The risk for ticketless travel is MTR's responsibility within our contract with Transport for London. Therefore having power and comms ducts within the platform will enable the installation of PVals towards the end of the project.

If you require any other information please let me know.

Kind regards

Peter

Peter Kalton
Head of Customer Experience & Infrastructure (Programme)
MTR Corporation (Crossrail) Ltd
Mobile: [REDACTED]
Address: 5th and 6th Floor, 63 St Mary Axe, London, EC3A 8NH
<image001.jpg>

From: Pathak Rajesh [mailto:[REDACTED]@networkrail.co.uk]
Sent: 09 August 2016 12:01
To: Davis Lee <[REDACTED]@networkrail.co.uk>; Neil Winchester
<[REDACTED]@mtrcrossrail.co.uk>; Phagura Anita
[REDACTED]@networkrail.co.uk>
Cc: Peter Kalton [REDACTED]@mtrcrossrail.co.uk>; Tony Baker
<[REDACTED]@crossrail.co.uk>
Subject: RE: Ticket Validators - Abbey Wood

Neil & Tony

My understanding from the meeting held at Canary Wharf on 29th July was that Tony, though his view is that the interchange oyster reader may not require, will check with TFL and come back to us. Until such time we consider that the interchange oyster reader is not required.

Regards

Raj Pathak, CEng MICE
Project Manager – Crossrail Kent
[REDACTED]

From: Davis Lee
Sent: 02 August 2016 15:30
To: Neil Winchester; Phagura Anita; Pathak Rajesh
Cc: Peter Kalton; Tony Baker
Subject: RE: Ticket Validators - Abbey Wood

Neil,

Thanks for the information. There seems to be an amount of logic in the placement of the equipment although my thinking is that Revenue will also be providing us with an ideal layout. Whilst that may be an identical layout, or may be by an output agreed between Revenue & yourselves, it is prudent to be involving them as soon as possible.

Regards

Lee

From: Neil Winchester [mailto:[REDACTED]@mtrcrossrail.co.uk]
Sent: 02 August 2016 14:14
To: Phagura Anita; Pathak Rajesh; Davis Lee
Cc: Peter Kalton; Tony Baker
Subject: Ticket Validators - Abbey Wood

Anita / Raj / Lee

Please find attached a simple outline drawing indicating where passive provision should be made in terms of ducting for data and power as well as foundations to enable PVALs to be installed on the Abbey Wood Crossrail Platforms (P3 / 4).

The inclusion of this passive provision will enable PVALS to be installed with minimal distribution once Crossrail goes live at Abbey Wood for passenger service.

The inclusion of the PVALs will allow interchanging customers arriving on the SE platform (P1/2) to 'touch in/out' without leaving the station if they are travelling to alternate stations other than their normal destination. For example - a customer has a point to point ticket from Stroud Kent to London Bridge, but the odd day the customer changes a AW to travel to canary wharf.

I will be on leave until the 5th August, however if you have any questions please do not hastate to contact Peter Kalton prior to the 15th August or myself on my return.

Finally it should be noted that MTR will be conducting a formal review of the CIS positions and location of the station and will feed this information back during the week of the 14th August.

Kind Regards

Neil Winchester

Project Interface Manager

MTR Corporation (Crossrail) Ltd

Mobile: +

Address: 5th and 6th Floor, 63 St Mary Axe, London, EC3A 8NH

<image001.jpg>

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London, NW1 2DN

Jacob Gemma

From: Lucy Preston
Sent: 03 August 2022 12:19
To: Storer Richard
Subject: FW: Elizabeth line and PAYG interchange at Abbey Wood

Lucy Preston (she/her)
Senior Product Manager
T&D Payments
T: [REDACTED] E: [REDACTED]@tfl.gov.uk

My working hours are flexible. Please do not feel the need to respond outside of your working hours.

From: Byatt, Simon <[REDACTED]@southeasternrailway.co.uk>
Sent: 20 June 2022 14:54
To: Lucy Preston <[REDACTED]@tfl.gov.uk>
Cc: Towells, Steve <[REDACTED]@southeasternrailway.co.uk>; Steve Bulley <[REDACTED]@tfl.gov.uk>
Subject: RE: Elizabeth line and PAYG interchange at Abbey Wood

Hello Lucy

Steve Towells forwarded your message to me and I have been consulting our head of revenue for their take on this situation.

SETL is under renewed pressure from DfT to improve its ticketless travel scores. One element of our remedial plan is to seek to move some validators where they cause problems for us.

[REDACTED]

[REDACTED]

[REDACTED]

We are more than happy to keep open a dialogue with you on this, but as it stands we are not in favour of this development.

Regards

Simon

Simon Byatt
Head of Retail Strategy (secondment)
Mob: [REDACTED]

southeastern
4 More London Riverside
London – SE1 2AU

From: Lucy Preston <[REDACTED]@tfl.gov.uk>
Sent: 08 June 2022 09:37

To: Towells, Steve <[REDACTED]@southeasternrailway.co.uk>

Cc: Steve Bulley <[REDACTED]@tfl.gov.uk>

Subject: Elizabeth line and PAYG interchange at Abbey Wood

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DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNISE THE SENDER AND KNOW THE CONTENT IS SAFE.**

Hello Steve

Hope you're well. As usual, I'm hoping you can help with an issue that's been highlighted now that Elizabeth line services are running to/from Abbey Wood.

Some customers are frustrated at having to exit and re-enter at Abbey Wood in order to start their PAYG journeys. I get it – it is frustrating! We've been asked to explore installing free-standing validators to make it easier for Southeastern customers to start/end their PAYG journey whilst changing services.

We're happy to do that as it feels the right thing to do for customers but [REDACTED]
[REDACTED] I know that over the years TOCs generally have not been in favour of validators on the paid side.

I'm wondering who we should talk to about this. It might be you! A colleague has contacted Steve White (so many Steves!) but he's not responded.

Thanks

L

Lucy Preston (she/her)
Senior Product Manager
T&D Payments

T: [REDACTED] E: [REDACTED]@tfl.gov.uk

My working hours are flexible. Please do not feel the need to respond outside of your working hours.