

T&R Update

Issue **125**

For the attention of Station and Revenue Control Staff

IN THIS TOGETHER

NHS

April / May 2020

INSIDE THIS EDITION

IN THE NEWS

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SPECIAL FEATURE

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ASK OLLY!

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PROJECT UPDATES

Pages 10-11 → Device Upgrades → MFM BNA/BNR Replacement → SCU Upgrade → Gate Upgrades

AND FINALLY

Page 12 → Text → looking Ahead to TRU 126

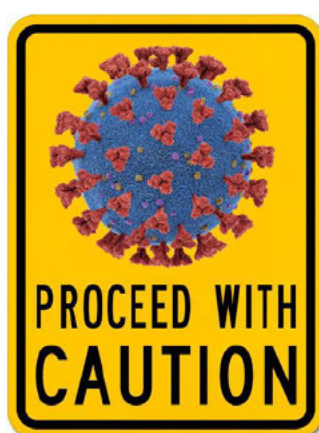
TRIVIA – Pages 2, & 4

Answers on Page 11

Not Business As Usual

The unprecedented times that we all currently find ourselves in means that for the second edition running TRU125 will only be published online and without the paper copies that we normally distribute to stations.

This edition also appears in a much reduced format due to the difficulty in producing the publication remotely and the current pause in projects, which normally make up a fair proportion of the TRU content.



This edition also appears slightly later than we had originally planned, as we have again had to make some last minute adjustments to its content, as a result of changes that are taking place. At the time of publication, expected announcements on potential changes to the existing “lockdown” and “social distancing” arrangements have been deferred until next week by Government. So there may be some changes to the current arrangements in the weeks ahead.

In advance of any changes being confirmed, preparatory work will be required as the LU network tries to start the long journey back to “normal”, whatever that might be!

In our much reduced Project Updates section this month, we take a quick look at how some of the upgrade projects that were suspended in March will begin to recommence.

We have also started the planning of additional maintenance visits that will be required to equipment at the 38 stations that have been temporarily closed.

Experience tells us that POMs and Gates that have not been used for an extended period will need to be overhauled and cleaned before being put back into service, as components tend to deteriorate during long periods standing idle.

These activities will need to be completed prior to these stations or closed areas of other stations re-opening.

As stations re-open and customer usage slowly increases, we will need to further revise cash collections schedules, although we have avoided reducing current frequencies too much, due to potential difficulties in being able to increase the number of visits as other businesses begin to reopen.

SUNDAY 17 MAY MAY FARES REVISION

KEY STORIES INSIDE

Page 2

MAY FARES REVISION

We provide our usual review of what is included within the scope of a very reduced fares revision.

Page 3

OTHER CHANGES TO CHARGING

We cover a recent change to how fares to / from some stations outside of London are charged and a forthcoming RTD upgrade which will address an area of potential revenue loss on contactless transactions.

Pages 8-9

125 NOT OUT

In the second of the special features in this edition, we review some of the highlights of the 125 editions of TRU published over the last 15 years.

Pages 10-11

UPDATE ON UPGRADES

We provide a quick update on some of the paused projects and when they might resume.

MAY FARES REVISION

The next Fares Revision is scheduled to take place on Sunday 17 May, but as you may already be aware from some of the items covered in TRUI24, the impact of the current Corona virus restrictions has meant that TfL have agreed with Cubic to reduce the original scope of the revision, to reduce the workload of the Cubic base data development and testing teams.

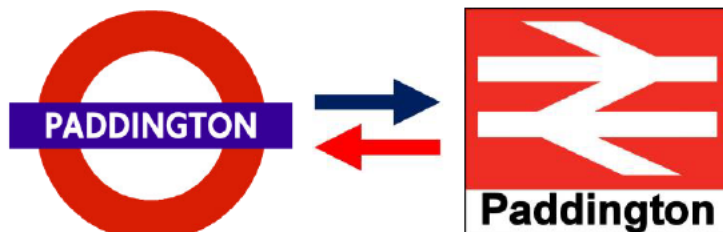


As a result, many of the changes that were originally planned to take place as part of the May Fares Revision have now been deferred until the following fares revision which is due to take place in September. This unfortunately includes a number of the POM screen changes that we had hoped to be able to implement.

However, as is often the case, there is a chance that some elements included within the September Fares Revision scope may possibly be delivered early, to spread the workload.

The main elements that are still going ahead on 17 May are:

- Implementation of a new NLC (6093) for gates serving Platforms 1-3 at Paddington NR. These platforms are usually served by GWR trains which do not call at stations between Paddington and West Drayton. These gates will accept valid contactless and ITSO cards but will not accept any Oyster card.
- An additional OSI will be introduced between gates on the new Paddington NR NLC 6093, matching existing OSIs to / from the other NR platforms. This will be for contactless customers only, to allow interchange to and from other parts of the Paddington station complex. This element will not be delivered until a base data update on Sunday 16 June.
- In response to customer requests, a new OSI will be introduced for PAYG users between Aldgate and Aldgate East stations. This change will again not be delivered until Sunday 16 June.
- Some through fares to NR destinations and fares for wholly NR journeys may also change as a result of the Train operators revising certain fares.



One element of the May Fares Revision package that has already been implemented was a revision to gate settings at Finsbury Park to ensure the consistent acceptance of ITSO products at all gatelines.

This was implemented on Sunday 05 April. Prior to this some ITSO format Staff Passes were being rejected by gates at the new Western gateline.

All gatelines on both the NR and LU parts of the station should now have the same settings.



Part 1 – Failed Oyster cards should only be replaced using the Failed Card Portal by station staff as a last resort...

Answers on Page 11

Q1) Which station staff are allowed to replace them?
(only one answer applies)

A CSID PIN holders

B TSID card holders

C TSID & CSID holders

D Supervisors / Managers only

Ticketing & Revenue
T&R
Trivia



POINT TO ZONE CHARGING

Although Oyster and contactless payment can be used to travel to a number of stations outside of the numbered London area zones, the fares and methods of charging have proved increasingly difficult for customers and staff to understand. In [TRU112](#) we explained some of the mysteries around fares to and from the ‘lettered’ zones around London.

Recent extensions on both the Govia Thameslink Railway (GTR) network and expansion of TfL Rail services to Reading had also resulted in journeys to certain stations outside of the numbered zones, not being subject to the normal capping arrangements. As an interim measure, customers making such journeys had been refunded the difference between what they had actually been charged and the daily cap that should have applied.

Conversely, for a small number of obscure journeys across London between stations outside of the numbered zonal area, e.g. from Rye House to Bayford, customers had incorrectly received the benefit of a cap, which should not really have applied for their journey. To resolve these issues from 20 April 2020, a new system of charging for journeys to and from the stations listed below was introduced, with customers being charged on a “point to zone” basis rather than wholly based on zones.

The main impact of this change was that customers using PAYG on contactless will now benefit from both daily and weekly capping.

⇨ IVER	⇨ LANGLEY	⇨ SLOUGH	⇨ BURNHAM	⇨ TAPLOW	⇨ MAIDENHEAD	⇨ TWYFORD	⇨ READING
⇨ BROOKMANS PARK	⇨ WELHAM GREEN		⇨ HATFIELD		⇨ WELWYN GARDEN CITY		
⇨ ST ALBANS CITY		⇨ HARPENDEN			⇨ LUTON AIRPORT PARKWAY		

In addition to these, since 20 April both Oyster and contactless PAYG users travelling to / from Potters Bar and Radlett will be charged different caps depending upon which type of payment they were using. Prior to the change both Oyster and contactless users were charged the same daily cap. Fares for these journeys are set by GTR but TfL is working with GTR to remove these differences in the future.

Please note that for some customers, individual journeys to stations outside the numbered zones are likely to be charged on the basis of an extension fare to that station, rather than as a daily cap.

There have not been any public launch activities in relation to these changes, due to the current climate and the need to ensure that the system is working as intended.

CARD READER (RTD) UPGRADE

The next planned upgrade of the RTD (card reader) software is currently in the process of being tested by Cubic and it is hoped to be able to deploy this as a Vanguard to a number of locations in late June, with network wide deployment currently scheduled to take place on 22 July 2020. Once all RTDs have been upgraded, the changes outlined below will be activated by a base data change scheduled for early August.



This upgrade which is referred to as Strategic Release 8 (SR8) is primarily aimed at reducing the volume of contactless payments that are currently rejected at exit gates with reject code 80 (card denied by issuer). These generally occur when a contactless user has travelled on a card on which payment has been declined by the card issuer and where the entry validation was either rejected or the customer has gained access to the system without validating. It is really the contactless equivalent of the Oyster reject code 36.

At present the TfL back office which processes contactless payments ignores any rejections that do not complete a journey and in most cases no charge will be made. At station level, gateline staff should charge the customer the fare for the journey made using the Manual Charge facility on the POM, but in many cases no fare is collected. TfL analysis has indicated that around 10,000 instances of POD code 80 exits occur per week and based on a £6.24 average CPC Maximum Fare charge, this could mean an annual revenue loss of up to £3.2m.

This upgrade to the RTD and Back Office processing, will result in all these denied exit taps for un-started journeys resulting in a maximum fare being charged. At station level after the upgrade, gates will indicate a new validation code “87”, but instead of preventing the customer from exiting, will allow the customer to exit and report this to the back office so that an appropriate charge can be made.

CASH COLLECTION CHANGES

As a result of the current travel restrictions and a dramatic reduction in both customer numbers and the cash taken at our stations, we have suspended cash collections from locations that have been temporarily closed and reduced the frequency of collections at many other sites. We have generally maintained a level of collections that would support a return to some sort of “normal” operation, as at a later date we will have to compete for limited G4S resources with their other customers, as other sectors re-open.

Around this time of year, we generally undertake a review of cash collections frequencies at each site against the actual amount of money taken at each station. This is to ensure that collection frequencies are correct.



We have taken the opportunity during the current disruption to our business, of completing this exercise slightly earlier than normal. Overall the review will result in fewer collections from a number of sites and a number of additional stations moving from weekly to fortnightly collections as a result of declining cash takings.

As a result, some of the recent reductions we have made to collection frequencies will be continued when the network starts to return to normal operations, whilst at other sites the schedule will be adjusted as stations re-open or traffic levels change.

As in previous years we have used the same triggers for each collection, so the level of cash on hand at any station should not change significantly.

BANKING CHANGES AHEAD

As part of the recent retendering of TfL’s banking contract, it is intended to make changes to the current arrangements for banking LU station cash. Our current Cash in Transit contract with G4S covers two elements; Collection of cash from stations and the processing of that cash and delivery to our banks. Currently notes are deposited with HSBC and coins with Santander.



The planned changes will see the processing of all cash transferred to HSBC, who will in future receive unopened cash bags from G4S at their cash centre, rather than G4S previously processing the money.

The impact on station staff will be relatively small, as G4S will continue to perform the normal collection process, but there will need to be some minor changes as outlined below:

- *CHD sack receipt – will be modified to more clearly identify LU sites with a barcode added to identify the account number and sort code the money is to be credited to after processing*
- *Cash Collection Sack – we will be introducing a clear pocket on the outside of the sack, into which the custodian will place the CHD receipt. During an initial pilot this will be achieved by utilising a stick on pouch, until a new design of sack is available from Suzohapp.*
- *Bulk Coin bags- as coin will no longer be banked via Santander, a new supply of bags will be provided. However, during transition stations will be able to continue to use existing stocks of bags.*

The new arrangements will initially be tested at stations served by one of the smaller G4S depots, before a phased transition to the rest of the network. The transition period is likely to take between 3 and 6 months to complete, so it is a good time for stations to check that they have adequate supplies of the bulk coin bags and order any that they use regularly.

Part 2 – As featured in our article celebrating 15 years of the TRU, the Ticketing & Revenue Books (TRB) and Appendices were introduced in May 2009. But, do you remember...

Answers on Page 11



Q2) What did the T&R Books replace?

A TARM – Ticketing & Revenue Manual

B TIFF – Tourist Information Fare Finder

C TOPH – Ticket Office Procedures Handbook

D TORB – Ticket Office Rule Book

2019-2020 PRIORITIES– PART 6

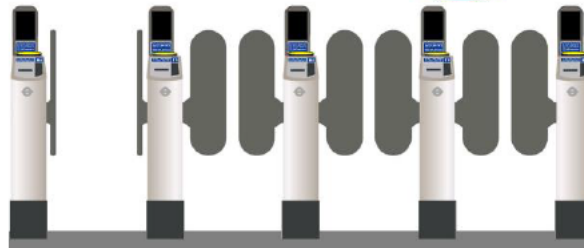
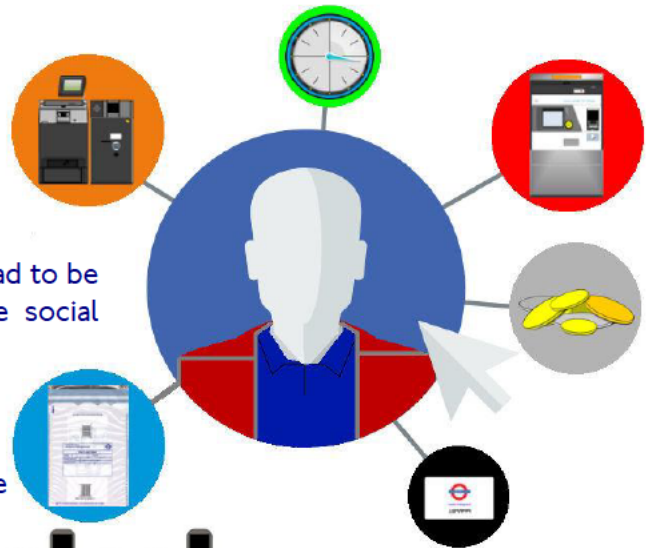
In the final episode in our series of articles focussing on some of the 2019/20 P&R priorities, this month we turn our attention to the subject of...

GATELINE MANAGEMENT

The current Corona virus situation means that changes have had to be made to the way in which gatelines are staffed, to ensure social distancing is maintained.

This will generally mean less staff being deployed on gatelines and greater use of monitoring from station offices etc.

Despite these changes to the way in which we work, we thought it was still worthwhile revisiting some of the general principles of good gateline management, as moving forward, these are important to the collection and protection of our revenue.



2019 / 20 PRIORITIES
Reducing Discrepancies
Failed Card replacements
Settings Discounts
PAYG Journey resolution
Ticketless travel
Gateline management

Way-In ticket checking – is one of the key elements to good gateline management in ensuring that all customers are encouraged to validate at the start of their journey. Good Way-In ticket checking ensures that no matter where they are travelling to afterwards, customers will be incentivised to touch-out and this ensures that the correct fare is charged. Failure to do so will mean that customers who are not forced to validate at the end of the journey, won't do so and will benefit from a free trip.

Events – Way-In controls are also important at stations during events. It is essential that customers are made to touch-in otherwise Auto-Completion will not be able to correctly charge the customer for a previous unfinished journey, which may have occurred on the way to the event. It is also important to remember, that if customers are discouraged or prevented from touching-in at the start of their journey, we do not have a tool that will automatically resolve an “un-started journey”. Auto Completion only works on unfinished journeys.

Don't congregate in groups – a common behaviour over the years, has been for staff to huddle or bunch on the gateline, typically around the Manual Gate when we had these at all stations. Where more than one member of staff is required on a gateline, they should be spread along the gateline or through the ticket hall, to ensure a quicker response is given to customers that need help or whose ticket or card is rejected by the gate. Apart from offering better customer service, the presence of staff along a gateline also acts as a deterrent to fraud, as customers using a product that is not theirs or a discount that they are not entitled to are likely to be more reluctant to do so if a member of staff is nearby and might scrutinise what they are doing.

Don't leave gates open – minimise the time that the paddles of gates or WAGs are left in the open position. This should only be necessary where the gateline is left unstaffed and it is not possible to monitor the gateline from elsewhere in the ticket hall or remotely from a station office or control room. Instances where a gateline is fully staffed and the WAG has been left open, seriously undermine gateline controls and encourage customers to take the opportunity not to validate or pay the correct fare.

At stations that still have them, the use of the Manual Gate should be avoided if possible, as once opened it again weakens gateline controls and is then often difficult to close if there is a flow of customers in or out of the station.

It also tends to make customers migrate towards the Manual Gate rather than using the other gates and at some locations encourages customers to demand to be able to use the Manual Gate rather than taking their magnetic ticket out of its holder.





Got a ticketing and revenue related question, problem or simply noticed something you think your colleagues should know about?
Why not test the knowledge of Olly - our resident ticketing guru.



From: [REDACTED]
Sent: 11 March 2020 12:22
To: Ask Olly
Subject: Security code for SCU

Hi Olly

My Question is why there isn't a security code to access the SCU (i.e. NLC code for each station)?

Some of the units holding the SCU are broken or just left open where anybody can potentially release a gate to exit or by school children causing problems on the gate line also resulting in lost revenue

Regards

[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

Thank you for your email and for highlighting this issue.

The SCU cabinet should be kept locked when not being used, to avoid it being accessed by customers in the manner you describe.

If the cabinet cannot be locked, it needs to be reported to the Cubic Helpdesk (on Auto 1610) as soon as possible to get the fault rectified.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and for highlighting this issue.

We recently had a look at receipts issued from POMs and TfL TVMs whilst undertaking some testing with Cubic and can confirm that the receipts issued by our POMs only show the amount of the transaction, time and location/device it was completed on.

For a cash sale there is quite a lot of blank space on the receipt produced, but these fields are used when a card payment is made, as those receipts also have to include a lot of extra information concerning the card used.

It is a little unclear what type of TfL Rail receipt you have seen, as the receipts from TfL TVMs although issued on a receipt roll, only carry the same very limited information regarding the value of the sale and when and where it was completed.

Possibly it may possibly have been generated from a ticket office transaction, as our TOM receipts do include details of the Oyster card and the product loaded.

Regards

Olly Oyster

From: [REDACTED]
Sent: 03 March 2020 22:03
To: Ask Olly
Subject: Receipts from POMS

Hello Olly,

Just checking if there is any software upgrade due for details on receipts from LU POMs?

Currently the receipt that gets printed has the amount printed on it with date and time but it doesn't show the Oyster card number or dates /availability of the Travelcard that a customer bought.

We do encourage people to open online accounts for more information but there are customers who just want this info on the receipt when they buy.

TfL Rail receipts seem to have all information printed on them. Hopefully some solution is in the pipeline.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]



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- Send an email to: [REDACTED] today.



From: [Redacted]
Sent: 21 February 2020 20:53
To: Ask Olly
Subject: Wimbledon Park POMs

Hi Olly,

Today at Wimbledon Park a customer wanted to buy a paper ticket to East Croydon.

The station name comes up on the screen, but then when it is selected you can't buy a ticket. Is there a reason for this?

If customers can't buy a ticket why show the station to begin with?

Regards

[Redacted]
[Redacted]
[Redacted]

Hi [Redacted]

Thanks again for highlighting this issue, which we have now raised with the Rail Fares team within Tech & Data.

It would appear that historically we have not offered through fares from stations south of west Brompton on the Wimbledon branch, probably because of the complexity around the choice of available routes, which also includes use of the tram service from Wimbledon.

It is likely that many customers making such journeys will use PAYG and those customers that are unwilling or unable to would need to be advised to rebook at the interchange they use.

The existence of the East Croydon button is rather odd, as it shouldn't be there and this will be taken up with Cubic to address in a future fares revision. Unfortunately as you may have already read, the next fares revision in May will be very limited, so it is likely that the first opportunity to remove the button will be at the September Fares Revision.

Regards

Olly Oyster

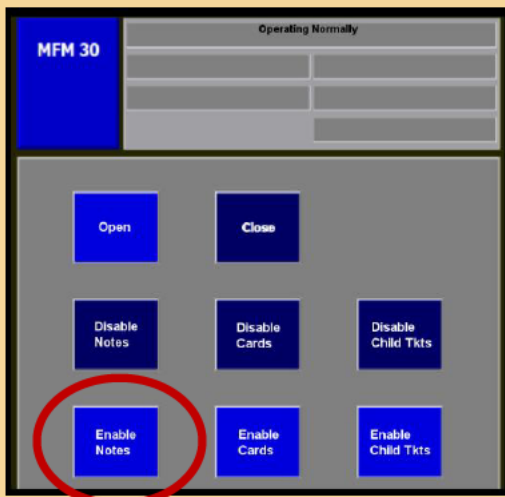
Hi [Redacted]

Thanks for your email and highlighting this issue.

This isn't something we have either seen or had reported to us from other stations that have had the new SCU installed, some of which also have QBMs.

Having investigated this a little further, the issue seems to stem from the fact that the QBM and MFM share the same device type within base data. This is why QBMs have always confusingly been described as MFM on the SCU.

Due to this there is an Enable notes button displayed on the device detail screen (as displayed below).



We are continuing to investigate whether there is anything that can be done to change the status display for the QBM when it is fully functional.

However, Cubic testing resources are very restricted at present and it may therefore take a bit longer to conclude than would normally be the case.

Regards

Olly Oyster

From: [Redacted]
Sent: 13 March 2020 15:00
To: Ask Olly
Subject: Queue Buster Machines

Hi Olly,

We've recently had the new SCU touch screen control unit installed at Hatton Cross and in order for the Queue Buster to be in operation you need to enable coins and notes. This is unnecessary as the machine only takes cards. If you turn off notes and coins the Queue Buster closes.

Can this be rectified in the upcoming update, along with the correction to the degraded service on the gate line issues?

Regards

[Redacted]
[Redacted]
[Redacted]

HAPPY BIRTHDAY TRU



This month marks a total of 15 years that the T&R Team have provided our station and Revenue Control colleagues with a newsletter that focusses solely on the world of ticketing and primary revenue issues.

With this also being our 125th issue let's break that down into a few statistics of what that content has involved;

	Editions	Pages	Words	Images
Total	125	2,133	1'116,713	12,430
Average	8.3♣	17.1♦	8,934♦	99♦
	♣ Per annum		♦ Per edition	

Over the next two pages we have laid out a chronology of as many events, landmarks and achievements we could since May 2005.

Date	Event
2005	TRU first published as "What's Happening". (12/06) The Penalty Fare is increased from £10 to £20. (06/07) London wins bid to host the 2012 Olympics. (01/08) Ticketing & Revenue Update appears as the title for issue 3. Child Oyster cards are launched. (01/09) Student Oyster cards introduced. (25/09) 7 Day tickets mandated onto Oyster.
2006	(02/01) Carnets (a pack of 10 x single Zone 1 tickets) are withdrawn. (15/02) Chip & PIN Day sees the mandatory use of PINs for chipped bank cards. (02/04) Free travel on LU extended to children under 11 years of age. (04/06) Embankment is the first station to receive ESAF. (02/07) Priv Rate PAYG migrated to Oyster. (01/09) Barclaycard launch a bank card with Oyster technology. (19/11) Introduction of Maximum fares for incomplete PAYG journeys. Short-lived trial of Oyster Vending Machines starts.
2007	(02/01) Visitor Oyster cards launched. (01/02) First skimming devices appear on LU POMs. (13/03) "Adam Smith" £20 note issued. (01/03) A new Advanced Fare Machine (AFM) starts to replace the limited Few Fare machine (FFM). (15/03) The start of 140 WAG installations begins. (06/07) Liverpool Street starts to accept Euros at an exchange rate of €1 = 65p. (15/07) Ticket Offices stop accepting personal cheques. (11/11) 9 stations on the Bakerloo and 2 on the District lines transfer from Silverlink to LU operation. Oyster donation boxes are installed at 4 stations, with proceeds benefitting the Railway Children Charity. (19/11) New ticket office opens at Walthamstow Central. (26/11) O2 start to trial Oyster on Nokia 6131 mobile phones. (22/12) East London line closes and when reopened will operate as part of the London Overground network.
2008	(22/04) PAYG expands to include NR services between Paddington and Ealing Broadway. (04/05) Boris Johnson becomes Mayor for London and will also serve a second term in 2012. (18/05) NR introduces Advance, Off-Peak and Anytime fares. (15/06) Olly Oyster first appears helping to promote the launch of Oyster acceptance on NR. 22/07) Royal assent is given to the Crossrail Act. (13/08) All POMs now provide ticketing information in 17 languages. (01/09) ZIP Oyster photocards replace Child Oyster photocards. (02/09) Introduction of Veterans Oyster card. (12/10) A new Wood Lane station opens and Shepherds Bush C&H is renamed as Shepherds Bush Market. (16/10) T&R Team develop the PAYG map. (01/11) ITSO is trialled between Staines and Windsor & Eton Riverside NR stations. TfL gives notice to end "Prestige" contract with Transys.
2009	(02/01) Reduced rate PAYG introduced between morning and evening peaks. (11/01) Penalty Fare increases from £25 to £50. (22/02) PAYG extended to Hayes & Harlington and Heathrow. (31/03) Trial of One Shot Release (OSR) buttons at Colindale and Hillingdon. (15/05) Crossrail construction work officially commences. (17/05) 8 slim A5-sized T&R Books, 4 Appendices and a Glossary replace the single (but bulky) Ticket Office Procedures Handbook (TOPH). (24/06) Ask Olly letters page is introduced to the TRU. (06/09) Pink routing validators are installed at 6 LU stations. (07/10) New entrance opens at High Barnet. (15/10) New ticket office opens at Marble Arch. (08/11) PAYG extended to Southern services between Victoria and Balham. (09/11) New MOVie 440 device starts to be rolled out to all stations. (29/11) Kings Cross Northern ticket hall opens.
2010	(02/01) Oyster in expanded onto NR stations in the Zonal area (OXNR) for the first time. TfL Warrants are withdrawn as are Day Bus & Tram passes, 3 Day Travelcards, Priv Day tickets and Kids for a quid tickets. £5 minimum PAYG top-up implemented. (x/01) Jubilee line gates removed at Stratford station. (01/02) New DESfire Oyster card starts to replace the original MiFare types. (11/03) Initial Vanguard of card readers to accept ITSO starts. (27/04) East London line partially reopens. (03/05) Cannon Street ticket office closes permanently and will reopen as a POM only station. (23/05) Record cards only issued for Annual tickets as they are still required to obtain the Goldcard discount. (17/06) New Station Computer installed at Embankment. (30/06) "Elgar" £20 note is no longer legal tender. (x/07) Farringdon ticket hall closes for major expansion work, a temporary ticket office is installed outside. (continued on the next page)

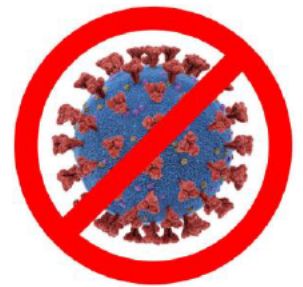
HAPPY BIRTHDAY TRU

2010 (continued)	(17/08) "Prestige" contract expires and new Future Ticketing Agreement (FTA) with Cubic begins. (30/07) Austerity measures result in the TRU being printed in grayscale. (01/10) New Southfield ticket office opens. (01/11) New Victoria (Vic) ticket office opens.
2011	(01/02) BTP "L" Division issued with Contractor Oyster cards. (27/02) Staff POM screen functions introduced. (03/04) First trial of AFM Oyster card dispensers. (01/04) Autofill is launched. (18/04) A limited edition Oyster card released for the William and Kate Royal wedding. (22/05) Ticket Offices no longer accept Penalty Fare payments. (31/08) DLR extension from Canning Town to Stratford International opens. (13/09) Stratford North opens. (02/11) New "Boulton & Watt" £50 note introduced. (01/12) 5 new pink Oyster cards and 2 Day Travelcards introduced for the Olympic and Paralympic games. (12/12) Farringdon (Cowcross St) entrance opens.
2012	(02/01) Heathrow customers and staff travel free between terminals. New Deal discount changed to Job Centre Plus (JCP). New Visitor Oyster featuring images of London is produced. (05/02) Farringdon main entrance reopens. (19/02) Penalty Fare increases to £80. (26/02) New Blackfriars ticket hall opens. (14/05) Diamond Jubilee special edition Oyster cards released. (31/05) New ticket office opens at Heathrow T123. (11/06) Festive London special edition Oyster cards released. (21/06) OSR installed on WAG at Victoria. (24/06) Paddington Suburban reopens following a major modernisation. (27/07 – 12/08) London Olympics. (29/08 – 09/09) London Paralympics. (x/09) Oyster is 10 years old. (01/11) 60+ Oyster card scheme starts. (10/12) LU150th Anniversary special edition Oyster cards released. (13/12) Contactless payments accepted on Buses.
2013	(20/01) Royal Mint releases commemorative LU150 £2 coins. (19/04) Free travel for Armed Services personnel in uniform and with their MOD ID card. (01/05) Ticket rolls with sector triangles starts to be phased out. (19/05) Apprentice Oyster card launched. (16/06) ITSO/contactless POM upgrade starts (21/07) AFM enabled to issue multiple Oyster cards. (17/08) FTA contract starts a 2 year transition. (27/11) Gates and PVals upgraded to accept contactless payments. (12/12) First trials of a Cash Handling Device start at Hendon Central and Euston.
2014	(19/02) Day Travelcards rationalised. FFM's officially removed as a ticket issuing device. (03/03) Year of the Bus special edition Oyster cards released. (29/07) Cubic awarded Electra contract worth £660m to start August 2015. (11/06) Final FFM removed. (22/06) Travellers Cheques no longer accepted. (06/07) Buses no longer accept cash. (01/08) Police Oyster cards issued to Met Officers. (06/08) ITSO cards accepted. (16/09) Contactless Payments accepted on rail modes. (01/12) BTP Oyster cards issued. (07/12) New POM screens rolled out to all POMs.
2015	(02/01) Customer Charter + Refund Vouchers are no longer accepted. (01/02) Queensway is the first ticket office to close under the FftFS programme. (17/05) A number of Greater Anglia services out of Liverpool Street transfer to London Overground and TfL Rail. (31/05) Warrants and NR Travel Vouchers no longer accepted. (14/07) Barclaycard bPay and Applepay accepted for contactless payments. (31/07) PAYG extended to South Eastern HSI between St Pancras and Stratford International. (02/08) Young Visitor discount implemented at all stations. (02/09) ScanCoin awarded contract to supply LU Cash handling Devices. (06/09) No further acceptance of company cheques. (15/09) PAYG accepted on River Services. (26/10) Rollout of CHDs commences.
2016	(02/01) Fares revision error prevents Oyster acceptance affecting around 10,000 PAYG journeys. (11/01) PAYG acceptance extended to Gatwick. (04/05) Sadiq Khan (Labour) elected as Mayor for London and starts a Fares Freeze for 4 years. (13/07) Lambeth Station closes for 6 months. (04/08) Secure Suite log book revamped. (19/08) Night Tube starts. (11/09) Bus Hopper launched. (13/09) The first polymer note is introduced, a £5 note featuring Winston Churchill. (26/09) Charing Cross (Strand) ticket hall closes for 9 months. (26/10) PIN Entry Device upgrade begins. (13/11) Arriva take over operation of London Overground.
2017	(02/01) Zone 2-9 / 4-9 Day Travelcards withdrawn. (16/01) New Victoria North ticket hall opens. (11/02) Lambeth North reopens. (28/03) A new 12-sided £1 coin replaces the old round £1 coin, which had been in circulation since 1983. (01/06) 2 RSLU TVMs installed at Kew Gardens and Gunnersbury. (26/06) Lancaster Gate and Charing Cross (Strand) reopen. (23/07) Launch of Faster Universal Load. (14/09) A polymer £10 featuring writer Jane Austen is introduced. (05/05) "Elizabeth Fry" £5 note ceases to be legal tender. (14/10) Round £1 coin ceases to be legal tender. (30/10) Ticketing App goes live. (17/11) Bond Street (Marylebone Lane) entrance opens. (27/11) PED upgrades complete.
2018	(09/01) POMs removed at Tottenham Hale. (14/01) TOM/SAF Vanguard starts. (01/03) "Charles Darwin" £10 note ceases to be legal tender. (15/04) First LU TVMs installed at Stratford. (20/05) Heathrow Connect services transfers to TfL Rail. (27/10) 500 special edition Adidas Oyster cards pre-loaded with £80 PAYG are available with trainers. (17/12) Oyster Weekly Capping on Buses.
2019	(19/02) PAYG accepted on Heathrow Express. (11/08) SCU Upgrade rollout. (08/09) Day Travelcard range reduced to maximum Z1-6 and Z1-9. (02/12) ApplePay Express validation launched. (15/12) TfL Rail operates between Paddington and Reading. (17/12) Finsbury Park (western) entrance opens.
2020	(20/02) A polymer £20 featuring painter JMW Turner is introduced. (21/02) Diners and Discover payment cards accepted for payments on POMs. Paddington (Bakerloo) ticket hall closes. (23/02) Oyster card deposit to fee change. (05/03) Oyster card donation on POMs. (09/03) GooglePay starts 12 month sponsorship with adverts on all gate readers ...and (mid-March) Coronavirus cause a London-wide shutdown in many areas and many projects are put on hold until further notice.

REVENUE PROJECTS

DEVICE UPGRADES

As we reported in TRUI24, as a direct result of the current Covid 19 restrictions, all Cubic upgrade projects were suspended in March, for a period of approximately 12 weeks. Up until this week, it had seemed unlikely that any of the device upgrade programmes would be able to resume until the end of June or beginning of July



However, some indication of possible changes to the previous restrictions resulted in this position now being reviewed, with the prospect of work on some of the upgrades resuming within the next couple of weeks, where the activities can be completed whilst maintaining social distancing arrangements. Most of these activities are likely to be undertaken at night to minimise contact with customers and staff.

Over the following couple of pages, we will provide you with a quick update on where we are on a number of the current upgrade projects and an indication as to whether work will resume shortly or not.

MFM BNA / BNR REPLACEMENT

We successfully deployed the new Suzohapp note unit to a total of 5 MFM's before the programme was suspended. Units with Bank Note Recyclers were installed at Ashfield House and Camden Town, whilst 2 MFM's at Vauxhall and the MFM at Pimlico were fitted with Note Accepters. Four of these devices remain in service although obviously processing much lower volumes of cash than normal, whilst the fifth at Pimlico is currently out of service whilst that station is temporarily closed.



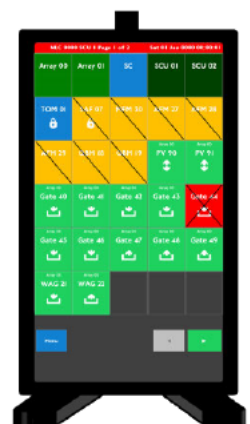
The remaining devices scheduled to be included as part of this Vanguard at Baker Street (Bakerloo), Regents Park and Brixton will not be upgraded for the time being, due to difficulties in the installation teams completing the work within the confines of the POM Room and to avoid unnecessary cash handling activities. As mentioned in TRUI24, the current social distancing guidelines would also hamper our operational readiness in briefing staff on how to use the new equipment.

During the current pause in installations, Cubic have continued with the development of the final version of MFM software ready for the main rollout of the Suzohapp units once the Vanguard has been completed. The new software is due to be tested by Cubic towards the end of May and at present the deployment of the Suzohapp units to other MFM's across the network is now likely to commence in late September.

SCU UPGRADE

Unfortunately as we reported in TRUI24, the rollout of the new touchscreen SCU had to be paused about 10 days before the programme was due to be completed. A number of the RSLU stations on the north end of the Bakerloo line and the final few stations on the Victoria line remain to be upgraded.

This is one of the upgrade programmes that Cubic are hopeful of being able to resume work on within the next couple of weeks, which should then allow completion of the last few stations well in advance of the mid-July date we had been previously looking at. The remaining works also include a couple of sites that were not completed on the initial visit due to cabling issues and a couple of locations where we have been able to provide additional SCU units. There are a couple of further locations that we have been made aware of, where additional SCUs would be useful, but we are unlikely to be able to provide these within the budget of the current upgrade programme. These will be included within a "2020/21 T&R Wish List" subject to funds being available to complete the works.



Testing of the latest updated version of SCU software has been hampered by the current restrictions on the amount of testing that can be completed by Cubic, but it is expected that testing will be completed ready for the software to be deployed to a number of Vanguard stations in early July. This upgrade will resolve a number of issues which we have previously outlined within the TRU and currently result in devices being indicated as being in a degraded mode, when no faults are actually present.

GATE UPGRADES

POD REPLACEMENT

As outlined in the last edition of TRU, following successful Vanguards on both EI gates at Balham and pneumatic gates at Marble Arch, the rollout of the new style POD commenced on EI gates at the north end of the Metropolitan line, but unfortunately had to be halted within the first week.

We are hopeful that this is another upgrade project that will be able to recommence in the next couple of weeks, particularly as the initial activity was focussing on quieter stations at the extremities of the network.

The pause in installations should also have allowed for the outstanding components required to commence upgrades of the older pneumatic gates at stations within Zone 1 to be delivered, which should then allow us to make a start on these devices as soon as we are able to.

EI GATE BLU VANGUARD

During the last year, a number of separate Vanguards took place on EI gates to identify the best solutions to overcome issues with the operation of the light beams which detect customer movements through the gate and control the operation of the paddles. The Beam Logic Unit (BLU) contributes to a high percentage of gate failures, particularly at locations which have high levels of dust present.

Having experimented with various different options, including adjusting the positions of some of the light beams during different phases of the Vanguard, Cubic have now identified the changes that they believe are likely to deliver the greatest improvement to gate performance.

Components have been ordered to run a further Vanguard of what we believe will be the final change to the beam logic units. This is due to be deployed to gates at Manor House, Paddington (Main) and Swiss Cottage and will include returning beams to their normal position at the last two of these stations. During the previous Vanguards only half of the gates at each location had been modified, but for the next Vanguard we will modify all of the EI gates at these sites.

We are currently exploring the possibility of completing the work at 2 of the 3 Vanguard locations ahead of these stations re-opening, as it potentially offers the opportunity to complete the necessary works much more quickly.

COMPOSITE GATE PADDLE TRIAL

A new design of gate paddle using a much lighter composite material has now passed the necessary LU fire testing to allow it to be deployed at LU sites. An initial batch of the paddles has been delivered to Cubic to allow them to be used within their testing facility.

Providing there are no issues identified during testing, a sufficient quantity of Gate and WAG paddles will be ordered ready for the planned trial which is due to take place at Embankment. The start date for this trial is now expected to be in early August.



AMERSHAM STATION - BEFORE ▲ AND AFTER ▼ IMAGES



ANSWERS TO T&R TRIVIA

Pt.1 **B** TSID card holders

How did you do?

Pt.2 **C** TOPH – Ticket Office Procedures Handbook

...AND FINALLY!

UPDATING PRIVILEGE DISCOUNTS

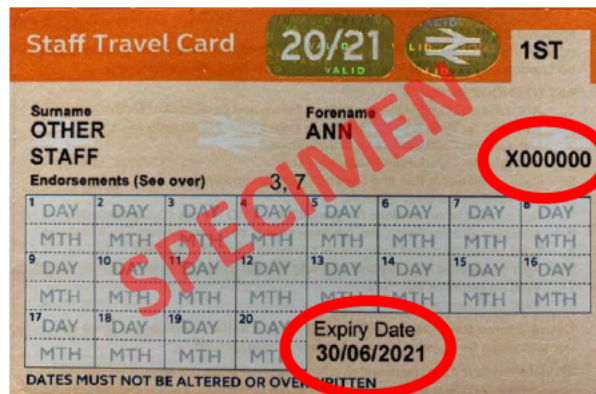
One issue that has arisen several times since the start of the current Covid-19 related restrictions and the need to maintain social distancing between customers and staff, has been the need to update certain discounts.

The fact that the current Government guidelines discourage non-essential journeys means that most of the discounts that are normally applied to customer Oyster cards are not currently being used. Probably the main exception to this is for holders of Privilege rate travel discounts.

We have recently been made aware of a number of cases of NR or Eurostar staff having difficulty in getting their Privilege discount entitlement updated, to enable them to buy a Privilege rate season ticket to travel to and from work.

Around this time of year, NR Staff Travel reissue the NR Staff Travel Cards which allow holders to travel at Privilege rate, so over the coming weeks there will be NR staff;

- *wanting their discount entitlement to be updated to cover the validity of their new Staff Travel Card*
- *needing to purchase a season ticket and will need the expiry date of their discount to be extended to the expiry date of the season ticket they require.*



This can be completed whilst still maintaining the requirements for social distancing. TSID card holders and CSID PIN holders are reminded that providing a customer has a valid PTAC or NR Staff Travel Card and an authorised Privilege Season Ticket application form, their discount **must** be updated using the steps below:

- *Check the application form has been completed and authorised.*
- *Take the form and note the Staff Travel Card / PTAC number.*
- *Ask the customer to move at least 6 feet away from the POM and sign onto the POM staff screens.*
- *Select the Discount entitlement option.*
- *Move at least 6 feet away from the POM and ask the customer to touch their Oyster card onto the reader.*
- *As the customer to move away from the POM.*
- *Update the Priv discount entitlement expiry date to match the expiry date of the required season ticket.*
- *Check that the NR Staff Travel card / PTAC number is recorded correctly in the Photocard field.*
- *Confirm the details.*
- *Move away from the POM and ask the customer to touch their card onto the reader to finalise the transaction.*
- *Advise the customer that their discount entitlement has now been updated and that they should now be able to purchase their Privilege Season Ticket from the menu on the POM.*
- *Place the Privilege Season Ticket Application in your V&C bag.*
- *Ensure you wash your hands as required.*



LOOKING AHEAD TO TRU126

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

TRU126 will include:

- *A review of device recent performance and availability*
- *An outline of recent progress in the fight against skimming devices*
- *Updates on current projects and revised implementation dates*
- *Other T&R news stories*

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

