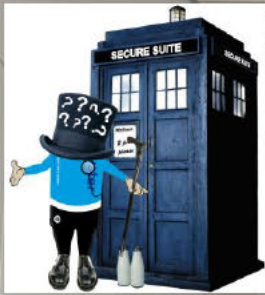


Issue 142 – November / December 2022

Ticketing & Revenue Update

Olly is back from the future to tell us what he is planning to deliver in 2023. Find out more on [\(Page 10\)](#)



Our chosen charities receive donations just in time for Christmas [\(Pages 7-9\)](#)



If you can't beat them... Olly has a new section called: Contactless Explained [\(Page 11\)](#)

INSIDE TRUI42

TRU NEWS – THE LATEST FROM THE WORLD OF T&R

Pages 1-6 → [TSID Migration](#) → [Fares Revision Issues](#) → [Discounts](#) → [Controlled Stationery](#) → [Stickers](#) → [POM Signage Update](#)

SPECIAL FEATURES

Pages 7-11 → [Charity Update](#) → [Contactless Explained](#) → [Looking Ahead to 2023](#)

ASK OLLY!

Pages 12-13 → [More of your queries answered](#)

PROJECT UPDATES

Pages 14-17 → [POM Upgrades](#) → [Gate Upgrades](#) → [CHD Changes](#) → [RID2 Rollout](#)

AND FINALLY

Page 18 → [Christmas is coming!](#) → [Looking Ahead to TRUI 43](#)

TRIVIA – Pages 2, 6 & 9

[Answers on Page 16](#)

The final month of the year sees the first TSID card change since 2018, with the current range of cards being swapped for the new 22***** series. How are the T&R Team completing this huge task? [\(See Page 2\)](#)

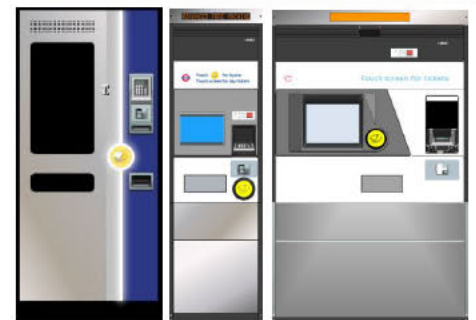


TSID 22xxxx SERIES LAUNCH

The new 22xxxx series of TSID cards will go live on the morning of Sunday 11 December 2022.

Here are some final bits that you need to know:

- 18xxxx series cards will cease to work after midnight on the night of Saturday 10 December.
- Staff should not attempt to sign onto any devices or perform any cash services between 00.01 and 04.00 hours on Sunday 11 December, whilst the changeover is taking place.
- New 22xxxx series cards will be automatically activated overnight and will need to be used from start of traffic on Sunday 11 December.
- If you have not already received your new TSID card, you need to contact your CSM immediately.
- The PIN for your new TSID card is printed at the bottom of the carrier to which the card is attached and will be different to the PIN for your existing card.
- You will need to use the new PIN with your 22xxxx series card and when signing onto a TVM / QBM or accessing the staff facilities on the front of a POM using your Staff Oyster card.
- You cannot change the TSID card PIN that you have been allocated.
- You will need to input your name when you use a TOM / SAF for the first time.
- When using your new card on a Cash Handling Device (CHD) for the first time, you will need to use your current CHD PIN. The CHD will then prompt you to change your PIN, allowing you to enter the new TSID card PIN so that you have the same PIN for all devices.
- Please retain your current 18xxxx series TSID card until you have successfully signed on with your new TSID. This is to ensure that in the unlikely event that the switch to the new card series cannot be completed, we may have to switch back to using the existing card range.
- Staff at RSLU stations on the Bakerloo and District lines that have not completed the full TMS training, but have completed the local training on TVM accountancy, will have received a new PIN to use with their Staff Oyster card, but will not receive a physical card.



Please note that staff who have not completed TMS training but hold a limited function CSID PIN, are not affected by the forthcoming changes and should continue to use their existing PIN with their Staff Oyster card to access the staff facilities on the front of the POMs.

If you have any problems with the switchover to the new card range:

	TSID mailbox		TSID Helpline		Auto 1769
--	------------------------------	--	---------------	--	-----------

For the changeover, members of the T&R team will be available from

Sunday 11 December ➔	00:00 to 19:00	Monday 12 December ➔	08:00 to 17:00
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Part 1 – ...and on the subject of TSID Cards

Q1) ...What was the issue prior to the 18**** series?

- | | | | |
|---|---------------|---|---------------|
| A | 10**** series | B | 12**** series |
| C | 14**** series | D | 16**** series |

Ticketing & Revenue

T&R

Trivia

[Answers on Page 16](#)

FARES REVISION UPDATE

In the final edition of TRU each year, we are normally focussing very heavily on the forthcoming fares revision which for many years has always taken place on 02 January.

This year, we are not including any fares revision details, since it has now been confirmed that the main fares revision for 2023 is likely to take place on Sunday 05 March 2023, rather than the traditional 02 January date.

This follows the pattern of the previous two years, when the date of the main fares revision was deferred from January to early March due issues relating to the COVID pandemic and then on-going discussions over future funding between the Department for Transport (DfT) and TfL. It is fairly likely that future fares revisions will also be scheduled for March rather than January.

The revised March date will avoid the imposition of two fares rises within the same calendar year. Something that would not have been popular given the current cost of living increases in many areas of customers lives.

JANUARY FARES REVISION

Details of the fares package to be implemented next March and the scale of the rises on both TfL and National Rail services are yet to be announced and are unlikely to be available until early in the new year. As an when information becomes available, we will publish this in a future edition of TRU.

The knock-on effect of the later revision date on the May and September 2023 fares revision dates is still being discussed with Cubic. The later March date makes it extremely difficult to implement further changes a couple of months later, as the contractual periods for notifying Cubic of certain changes we require them to make, would fall before the date the March revision was due to take place.

FARES POSTER

Since the last Fares revision took place in September, one of the 'hot topics' in the T&R team mailbox has been around fares posters.

In our last edition, [TRU141](#) we outlined some of the issues that occurred at the fares revision, with a number of stations either receiving the wrong version of poster or one that had some incorrect information printed on it. The latter issue was rectified by the printing of an additional sticker to be placed over the fares data table to correct the zonal information displayed.

Since our last edition there have been two main issues raised by staff at various stations. The first of these relates to information on the new all-day fares for journeys to and from Heathrow Airport, where a couple of stations on the Piccadilly line highlighted that customers have queried being overcharged for journeys to or from the airport as a result of looking at the Zone 1-6 Off Peak fare on the fares poster.

In the time that was available before the September Fares Revision, we were able to produce a version of the fares poster specifically for the Heathrow stations, as the Zone 1-6 fare from these will always be the Standard Z1-6 fare (£5.50).



2 How much will it cost?

Zones	Pay as you go						Paper tickets	
	Single fares		Daily caps		Weekly caps	Day Travelcards		
	Peak*	Off-peak	Anytime**	Off-peak**		Anytime	Off-peak***	
1 only	£2.50	£2.50	£7.70	£7.70	£38.40	N/A	N/A	
1-2	£3.20	£2.60	£7.70	£7.70	£38.40	N/A	N/A	
1-4	£4.30	£3.10	£11.00	£11.00	£55.10	£14.40	N/A	
1-6	£5.50	£3.50	£14.10	£14.10	£70.10	£20.30	£14.40	
2 only	£1.80	£1.60	£7.70	£7.70	£28.10	N/A	N/A	
2-3	£2.00	£1.70	£9.00	£9.00	£28.10	N/A	N/A	
2-4	£2.70	£1.80	£11.00	£11.00	£31.90	N/A	N/A	
2-5	£2.90	£1.90	£13.10	£13.10	£38.10	N/A	N/A	
2-6	£3.30	£1.90	£14.10	£14.10	£48.10	N/A	N/A	

The fare charged is based on the zones you travel through.
 * Peak travel times: 06:30-09:29 and 16:00-18:59 weekdays except public holidays
 ** This is the most you will pay for a day's travel, provided you always touch in and out.
 *** Off-peak Day Travelcard valid from 09:30 weekdays and all day Saturday/Sunday and public bank holidays

However, at other stations the Zone 1-6 fare is correct for most journeys but doesn't indicate a higher fare applies for journeys to / from the airport.

This issue will hopefully be addressed at the next fares revision in March, by the addition of an extra footnote to the table (as illustrated below).

Clarify Text

* Peak travel times: 06:30-09:29 and 16:00-18:59 weekdays except public holidays and at all times for journeys to / from Heathrow stations including Zone 1

FARES POSTERS continued

The other issues we have had highlighted to us since the last fares revision, came from ticket halls serving the new Elizabeth line service. At locations such as Farringdon (East), Liverpool Street (Broadgate), Tottenham Court Road (Dean Street) and the 2 new ticket halls at Bond Street, where access is directly on to the Elizabeth line, the current posters indicate the LU PAYG fares. Whereas at these locations, higher fares apply for journeys to Heathrow Airport and some stations at the east end of the line.

Day Travelcards

- Day Travelcards are paper tickets, valid for travel on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London

Under 11s

- Travel free on Tube, DLR, London Overground and TfL Rail services when accompanied by a fare paying adult (up to four children per adult) and on bus and tram

Remove Out of Date Text

References to TfL Rail will be changed to Elizabeth line

To address this, when fares posters are next reprinted, apart from references to TfL Rail services being changed to Elizabeth line, text will be added to highlight the need to check specific fares via the use of the TfL Single Fare Finder.

Amended Section 4 Text

This poster is a guide to fares on Tube and DLR. Check fares for a specific journey, including on London Overground, Elizabeth line and National Rail services, by searching online for 'single fare finder'. For general fares information, go online at tfl.gov.uk/fares, call 0343 222 1234* or ask a member of staff. The use of all tickets and pay as you go is subject to the relevant Conditions of Carriage or Conditions of Use. If you are delayed, you may be able to get a refund. Find out more at tfl.gov.uk/refunds

4 For more information

Please ask a member of staff, go online at tfl.gov.uk/fares or call 0343 222 1234*. The information on this poster is a general guide to fares on Tube and DLR. The use of all tickets, pay as you go and contactless payment cards is subject to the relevant Conditions of Carriage or Conditions of Use. If you are delayed, you may be able to get a refund. Find out more at tfl.gov.uk/refunds

In the longer term we are looking to include a QR code that customers can scan to take them directly to the Single Fare Finder on the TfL website, so they can check fares more easily. However, there is probably need for additional customer information at these Elizabeth line locations to highlight the higher fares that apply for some journeys and the non-availability of Oyster cards on the section between West Drayton and Reading.

One final matter relating to fares posters is that following the printing and distribution errors that occurred at the last fares revision in September, the Zonal boundary stations that originally received the wrong version of the fares posters should shortly be receiving the long awaited posters. These have been seriously delayed by a series of errors that have occurred in processing the reprint request and communications issues within Cubic.

MISSED CASH COLLECTIONS

Unfortunately, we are still experiencing some issues with missed cash collections in a number of areas. Recently the G4S Harlow branch which serves the east and northern most parts of the network has been badly affected by staff shortages, which has resulted in some stations having unacceptable levels of missed collections.

The T&R team are working with G4S to try and improve matters and prioritise visits to stations that need a collection and we have been promised an improvement in collection rates as new staff complete their training.

In monitoring the daily reports we receive from G4S, we do see from time-to-time reports that collections have not been completed with the reason being given as either "Nothing to collect" or "Service refused by customer".

In reality, we would rarely expect to see either reason, particularly as the custodian can still collect notes from the CHD even if no TSID card holder is available to release other items.

If for any reason you do refuse a collection, it would be helpful for you to advise the T&R team of the reason via the [T and R Performance mailbox](#).

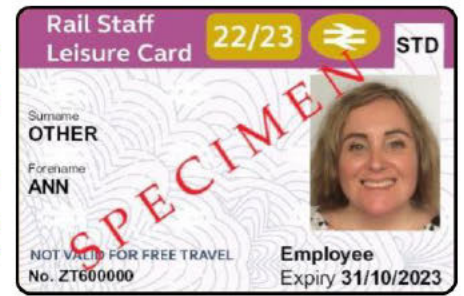


PRIV NR DISCOUNT

Following the publication of [TRU141](#), we received a number of communications relating to the article covering the new version of the NR “Rail Staff Leisure Card”. The queries were concerning the setting of the “Priv NR only” discount entitlement on Oyster cards.

In [TRU141](#) we stated that this particular discount could not be set at LU operated stations but could be set at London Overground and MTR operated Elizabeth line stations.

However, a number of customers wanting the discount set on their Oyster card had reported difficulty in getting this set at those stations due to an ongoing trade union dispute, which had resulted in staff either refusing or being instructed not to set discounts on their TVMs.



The good news is that following a recent meeting with the Rail Delivery Group and MTR, there now appears to be “some light at the end of the tunnel” in terms of customers being able to get the NR only discount set.

A change will shortly be made to the TVM screens at Overground and MTR Elizabeth line stations and MTR are in the process of briefing their staff at key stations on how to set discounts. MTR are hopeful of having a number of stations able to set discounts by mid- December and hopefully a similar arrangement will follow for London Overground stations.

Once we have been advised of the specific stations at which discounts can be set, we will communicate this via the weekly Hot Issues Bulletin. In the meantime, the best advice to any customers querying how to get their discount set, is to refer them to the [NR Staff Travel website](http://www.raildeliverygroup.com/rst) (<http://www.raildeliverygroup.com/rst>).

CONTROLLED STATIONERY

Following on from the work to reduce bag and stationery costs and consolidate supplies to avoid the unnecessary ordering of items that we outlined in [TRU141](#), the setting up of additional hubs is progressing well. This in turn has highlighted large volumes of controlled stationery items at many locations.



The supply of controlled items such as Inability to Pay pads and Report of Lost Ticket / Report of Lost Money in POM (ROLT/ROLMP) forms had previously been controlled from GSMs offices, but following changes made as part of the Fit for Future Stations programme, there appears to have been a loss of control of these items, with over-ordering and large stocks being built up at certain stations.

ROLT / ROLMP FORM →

In an effort to reinstate control of these items, which can potentially result in the loss of revenue, we are currently in the process of recovering stocks of these items to be held centrally.



TSID card holders are reminded that when processing a ROLT / ROLMP form via the TOM, they must use the ROLT form number located at the top of the form as the qualifier in all circumstances.

Procedures for ROLT / ROLMP forms are listed in T&R Book 7 – T&R Supervision Section 16.

INABILITY TO PAY FARE FORM ↑

Early in the New Year we will be looking to withdraw all existing ROLT and Inability to Pay pads and reissue stations with new pads so that we have an accurate record of what pads are at each station.

These will then be replenished from the central stock, rather than being ordered locally. More information on these changes will be published in early 2023.

STICKERS UPDATE

Another regular item in the T&R teams mailboxes over the last couple of years has been related to difficulties in obtaining replacement stickers for gates and POMs.

Part of the on-going problem has been around what stations are actually required to display and where to get them from? Traditionally some stickers were supplied by Cubic, whilst others were obtained via CDL.

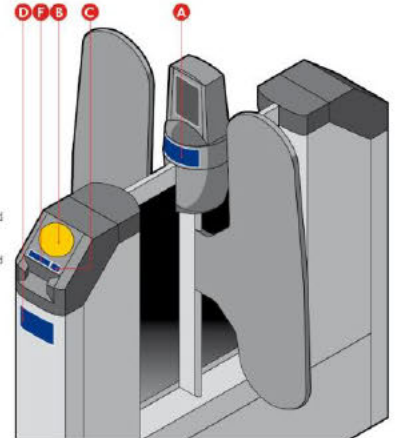
This confusing arrangement was clearly not working and recently some progress has been made in updating the standards covering both gates and POMs. These are in the process of being updated and should be published shortly.

The aim is that in the near future, all gate and POM stickers will be supplied via Cubic and we will then be working to add the relevant items to the Ticketing Consumables app in early 2023, maintaining this as a "one stop shop" for all ticketing related items. Unfortunately, due to the on-going migration of mi-apps to a new platform, we have not been able to progress the updating of the list of items you can order, for a number of months.

Further work is needed to review and update the third standard covering Passenger Validators. Although we do not have large numbers of these on LU they are common on other modes and there are unfortunately a number of different variants, which require slightly different arrangements of stickers or different messages to be displayed. We will provide a further update on this in due course.

- 3 E2 gate/E2 wide aisle gate
- A TFL_PF006 Penalty fare
- B YV_011B RTD card reader
- C LUSS_101 Device number
- D LUSS_327 Contactless payments accepted
- LUSS_329 Contactless payments accepted (non-Oyster stations)
- F LUSS_105A Children under five

EXTRACT FROM THE NEW GATELINE GRAPHIC STANDARD



POM SIGNAGE

One piece of work that has recently been undertaken by the TfL Customer Experience team, involves the updating of signage above POMs at a number of our stations.

During the Covid pandemic, many stations received updated signage, to indicate card only payment, but this work was obviously not completed at stations that were still accepting cash payments at the time.

As LU stations returned to taking cash payments last summer, the new signage was updated at stations that had not been taking cash.

The latest round of work has seen the new standard of signage applied above POMs (as illustrate in the images on the right) at sites that had not previously been updated with the new design of signage.

In addition to fitting new signage, the contractors also took the opportunity of removing redundant or non-standard signs and stickers and removing locally produced notices from certain machines in an effort to improve the overall appearance of devices.



BEFORE AND AFTER IMAGES AT KILBURN PARK



Part 2 – Still on the subject of TSID Cards...

Q2) ...what do the letters T S I D stand for?

- | | | | |
|---|---------------------------------|---|------------------------------------|
| A | Ticketing System Identification | B | Transport Services Identification |
| C | Ticket Seller Identification | D | Ticket Servicing Identity Document |



Answers on Page 16

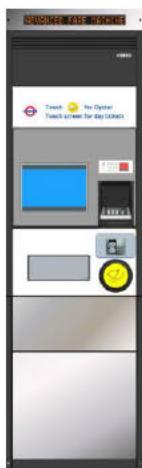
SPECIAL FEATURE

CHARITY UPDATES

In the run-up to Christmas each year, we traditionally total up the money generated through a number of charity schemes operated by the T&R team, to give the charities we support a welcome boost before Christmas.

This year in addition to the money generated from customer overpayments on our POMs, we have also made the latest payment of money donated through the Oyster card donation facility on MFM and LU TVMs.

POM OVERPAYMENTS



Money donated through this scheme is traditionally split between Railway Children and Global's Make Some Noise charity.

Last year's total of £2,068.00, was very low due to a large proportion of the year being affected by the Covid pandemic and many of our stations not taking cash payments.

Customers who do not have the correct change can opt to overpay by up to 30 pence on a transaction on AFMs and on MFM when they are operating in "Exact Money Only mode". During the last year, covering the period from 20 November 2021 to 12 November 2022, the total value of POM overpayments totalled £5,034.93, with each charity receiving a payment of £2,517.47. This represented a significant increase on last year's figure but was still below the amounts generated prior to 2019.

It means that the total donated by customers since we launched the scheme in 2008 has now reached an amazing £349K. Shame we just couldn't make the £350K landmark this year!



Year	Railway Children	Global Make Some Noise*	Total
2008 – 2009	£9,533.00	£9,533.00	£19,066.00
2009 – 2010	£7,306.00	£7,306.00	£14,612.00
2011 – 2012 †	£19,355.35	£19,355.35	£38,710.70
2012 – 2013	£12,161.00	£12,161.00	£24,322.00
2013 – 2014	£20,081.66	£20,081.66	£40,163.32
2014 – 2015	£24,731.54	£24,731.54	£49,463.08
2015 – 2016	£20,472.40	£20,472.40	£40,944.80
2016 – 2017	£20,628.84	£20,628.84	£41,257.68
2017 – 2018	£15,857.75	£15,857.75	£31,715.50
2018 – 2019	£14,946.14	£14,946.14	£29,892.28
2019 – 2020	£5,876.90	£5,876.90	£11,753.80
2020 – 2021	£1,034.00	£1,034.00	£2,068.00
2021 – 2022	£2,517.47	£2,517.47	£5,034.94
Total	£174,502.05	£174,502.05	£349,004.10

† 18 month period

* Previously Capital Help a London Child

On receiving the latest donation from LU, [REDACTED] the charity's Fundraising Campaigns Manager, outlined the role of Make Some Noise to TRU:

"Global's Make Some Noise – improves the lives of disadvantaged people by working with small charities across the UK. They believe everyone deserves to feel safe, feel well, feel included and feel prepared. So they work across four key areas: providing shelter and safety, supporting physical and mental health, improving life skills, and preventing isolation. This year, they have been supporting over 100 brilliant small charities in local communities across the UK, having raised an incredible £2.7m through the annual appeal Make Some Noise Day which was held in October.

These charities all provide distinct but essential services to their communities, from delivering food banks, mental health programmes, domestic violence helplines, to carer support, community projects and other vital life support programmes.

Thanks to support from London Underground, they'll be funding some amazing small charities in London such as the examples featured on the next page.

CHARITY UPDATES continued...

Bromley Brighter Beginnings

... is a volunteer-run charity in London which helps vulnerable families living in poverty. They provide baby and child-related items such as cots, highchairs, buggies, clothes, and shoes to families with children aged from new-born to 18 years old ↓.

SocietyLinks

... is a community charity based in Tower Hamlets, providing opportunities and activities to address the needs of people that need it most. They aim to empower people to make significant lifestyle and social changes, and to achieve long-term improvements to their quality of life, and their families. SocietyLinks' work focuses on education and training, youth work, unemployment, social exclusion, equality and diversity. It also focusses on improving the life chances of local people by building their confidence, capacity, and wellbeing.

The Pepper Pot Centre (PPC)

... PPC, serving West London, provides a culturally specific activity programme for the Windrush Generation; targeting members of the Caribbean and African community over the age of 60. The centre offers a wide range of activities (including weekly chair exercises, yoga, IT workshops, bingo, sewing, bible studies, trips & visits) that aim to combat depression, loneliness, harassment and discrimination, alongside diverse cultural and social events. Services include intergenerational activities, reminiscence therapy sessions, dementia support, befriending and home visits to reduce isolation.



In the case of the share of this money due to Railway Children, this was incorporated with the latest proceeds from the very successful Oyster Donation facility on POMs. This is the fifth payment made since that scheme was launched in February 2020.

The latest payment amounted to £21,220.89 and was very similar to the previous payment made in April 2022.

This brings the grand total of money generated through this scheme to an amazing £133,363.14, the breakdown of which is shown in the table below. Donations are still coming in each week, and we are now building towards the next payment to the charity midway through next year.



Payment date	LU POMs	Bus TVMs	T5 TVMs	Grand total
August 2020	£ 40,329.14	£ 77.07	£ 55.90	£ 40,462.11
February 2021	£ 27,800.15	£120.97	£ 104.34	£ 28,025.46
September 2021	£ 21,834.86	£ 96.52	£ 100.56	£ 22,031.94
April 2022	£ 21,038.47	£148.72	£ 435.55	£ 21,622.74
November 2022	£ 19,740.79	£200.45	£1,279.65	£ 21,220.89
Total	£130,743.41	£643.73	£1,976.00	£133,363.14

██████████, Corporate Partnerships Manager of Railway Children recently visited London Bridge station to receive a combined cheque for £23,798.35 and to assist in processing a number of Oyster cards that had either been donated directly to the charity by individuals or other partner organisations.

A couple of examples of this were the balance of a number of Visitor Oyster cards donated by a supporter of the charity in the United States and a batch of cards donated to Railway Children by Not Lost.

The proceeds from these cards together with a large batch of cards collected via Charity collection boxes at Heathrow Airport will be accumulated towards a separate payment to the charity next year, as part of our on-going support of Railway Children.



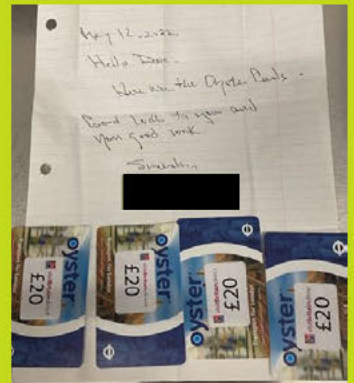
CHEQUE PRESENTED BY ██████████ TO ██████████ (RAILWAY CHILDREN) AT LONDON BRIDGE ON MONDAY 29 NOVEMBER

SPECIAL FEATURE

██████ told TRU, "As I always recognise and often say, Railway Children really are so grateful for the incredible support we receive from London Underground and all the team involved in the Oyster donation program, including LU suppliers such as Cubic who help to ensure the new automated donation system is as user friendly and impactful as possible.

However, what was particularly uplifting when sat with ██████, processing a few extra cards in November this year was the reminder that the Oyster donation scheme not only directly effects the lives and supports hundreds of vulnerable children just like Zoe, but it also reaches literally around the globe and makes a lasting impact on people who use the Underground.

People just like ██████ and family from Austin Texas, who each time they travel to London, ensure they always send their Oyster cards through to be donated and from companies such as NOT LOST, who wrote to us recently with cards that had been used on travels and they very much wanted to be donated.



Note reads - Hello Dave. Here are the Oyster Cards. Good luck to you and your good work

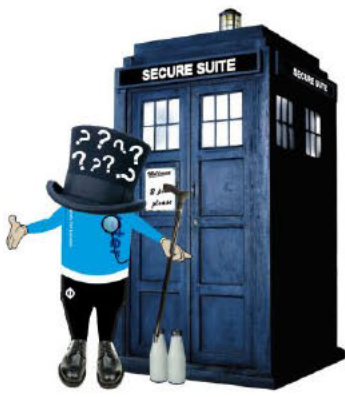
Part 3 – Our final TSID question and it is the sort that you can only really have a best guess at...

Q3) ...how many 22**** series TSID cards do you think we will be activating on Sunday 11 December?

- | | | | |
|---|-------|---|-------|
| A | 3,583 | B | 4,467 |
| C | 5,306 | D | 6,294 |



[Answers on Page 16](#)



LOOKING AHEAD TO 2023

In our last edition of TRU each year, we like to take a look ahead to what is planned for the forthcoming year.

As in previous years we asked Olly Oyster to pop forward in time to identify some of his top priority T&R issues for 2023.

Having returned just in time for publication, it seems he has some quite ambitious items on his agenda.

SO WHAT IS OLLY'S 2023 VISION?

1 A SPRING FARES REVISION

The main fares revision for 2023 is set to take place in early March, although details have not been finalised yet. Hopefully the scale of the proposed fare and other changes to take place will become clearer after Christmas.

2 CASH HANDLING DEVICE UPGRADE

We are looking forward to a slightly better year in 2023, having suffered a high level of component failures in our note processing equipment this year. 2023 should also see the rollout of new software on our devices, which will hopefully make devices easier to use and align menu options more closely to those used on the TOM / SAF.

3 POM COIN HANDLER UPGRADE

Following on from the replacement of the Note Handling Units in our MFMs, 2023 should see an update of the Coin Handling Units in both AFMs and MFMs to improve device reliability and ensure these devices continue to function beyond the end of the current Revenue Collection Contract.

4 NEW TICKET HALLS

Following a year which finally saw the opening of a number of new ticket halls to serve the Elizabeth line, 2023 looks to start with a number of further new openings as a result of project work at stations. Bank (Cannon Street), Knightsbridge (Hoopers Court) and Paddington (Bakerloo) are all scheduled to open their doors in early 2023.

5 FURTHER REDUCTIONS IN POMS

It is planned to "mothball" a number of AFMs at stations early in 2023 and this work is likely to be followed by a further batch of machine removals and the mothballing of further devices at stations not originally in scope due to other planned works.

6 FAREWELL TO THE QBM?

The further reduction in the number of POMs is likely to lead to the removal or replacement of the final 19 QBMs remaining on LU stations. These devices are relatively likely used due to their limited functionality and with such a small fleet of devices remaining, are obviously expensive to continue to support when it comes to software and fare revision changes.

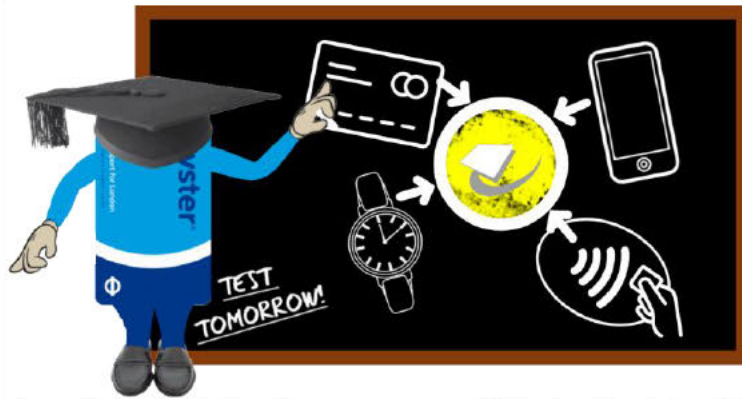
7 CONTACTLESS EXPANSION

2023 is likely to see the expansion of contactless payment to further sections of the NR network outside of London, as part of a longer term programme to improve travel options for rail customers.

8 BARCODE TICKETING

2023 is expected to see a number of LU sites that interface with NR services being equipped with barcode reading equipment to allow acceptance of the growing number of barcode formats being issued for NR journeys.

There will be lots more things happening in 2023, so remember to keep up to date with the T&R Update during 2023!



Contactless Explained

How time flies! It is over 8 years since contactless payments were made possible on LU and our customers have taken them to heart as the most popular method to use for making journeys... but how much do we actually know about them?

In a slight deviation from our normal Oyster Explained feature, we thought that we would use the final edition of 2022, to cover a couple of issues relating to contactless payments. This is partly due to the fact that we have had several recent queries regarding customers using contactless payments and how it operates.

Non-UK Cards – We have had a couple of different queries raised recently by staff members, concerning foreign visitors who they have advised to use contactless rather than buying an Oyster card for their travel. The customers have then queried the charges with some seemingly large amounts being charged for PAYG journeys they had made.

Such queries are extremely difficult to investigate without some details of the card being used, but in a couple of recent examples, where the customer appeared to be charged £23 for a journey, we were given some details of the customer's card which enabled the transactions to be traced.

The card concerned was a non-UK issued Maestro card on which a “holding charge” of €23.00 is taken when the card is first used for travel each day. This is not the actual charge that the customer will pay, but merely ensures that funds are reserved to cover the journeys they may subsequently make.



As with all contactless transactions, each individual validation and journey made is fed through to the TfL back office, to enable a single charge to be levied at the end of the day for the journeys made, zones covered and application of relevant caps.

In the case of these foreign issued cards, when the transactions are processed at end of day, the difference between the cost of the journeys made and the £23 holding fee will then be credited back to the customer's account, meaning that they will be charged the same as other contactless users.

So in conclusion, holders of non-UK issued cards will be charged the same per journey as any other user. However, there may be overseas currency transaction fees applied by the card issuer, but these would also apply if the customer used their card to buy or top up an Oyster card or purchased a Day Travelcard or magnetic ticket.

Two Devices Using One Card – One of the other areas that we have had several queries about concerns contactless payment users who have a card loaded on to a mobile device and from time to time either mistakenly use the physical card or perhaps run out of power and cannot validate using their phone.

Although it may be the same bankcard account they are using, the way contactless payment works on TfL means that these are effectively treated as *two different cards*. This stems from the fact that when the card is presented rather than the whole card number being recorded against the transaction a token is used instead. When a card is linked to a mobile device, this will have a different token to identify it than the actual physical bankcard.

As a result, if a customer uses both their card and a mobile device, their journeys will not be consolidated towards their daily or weekly cap and as a result they could end up paying more than they would have done had they stuck to one single method of paying for their travel.

This does however mean, that one person could use the actual card to travel, and they could pay for a second person's travel using the mobile device to touch-in and out.

MAESTRO?

Mastercard Maestro is a brand of debit cards and prepaid cards owned by Mastercard that was introduced in 1991.

Maestro is accepted at around fifteen million point of sale outlets in 93 countries, but mostly in the Americas.

Starting on July 1, 2023, Mastercard will phase out Maestro across Europe.

European banks and other card issuers will be required to replace expired or lost Maestro cards with Debit Mastercard.



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: 23 November 2022 17:39
To: Ask Olly
Subject: Fares Posters

Hi Olly,

The fares posters displayed at both Knightsbridge and Hyde Park Corner indicates that the Zones 1-6 Off Peak fare is £3.50.

I know there is a standard fare to Heathrow of £5.50 and did not notice any note of this on the poster which is confusing customers.

Can you please advise how this can be rectified professionally?

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

This issue has been raised by a couple of stations on the Piccadilly line. Unfortunately, in the time that was available between the fare changes being approved and implementation of the September Fares Revision, we were only able to update the fare values within the poster and the card fee.

Changes to the actual text to reflect the different fares to Heathrow, requires a much more extensive change to the poster which could not be done in the time available.

The fares shown are correct for the majority of Zone 1-6 journeys, but to clarify the different fares applying to Heathrow a change to the format of the poster is going to be made for the next Fares Revision in March. Some further detail on this is included on [Pages 3 & 4](#) of this edition of the T&R Update,

Regards

Olly Oyster

Hi [REDACTED]

Thanks for your email and query.

No there has been no change to free travel arrangements since that article you found.

The only area where Guide Dog Trainers have limited free travel on LU to acclimatise dogs to the network, is a short distance at the eastern end of the Central line, where the handlers have been given specific ID and are only allowed to travel between certain stations at certain times.

Hope that this answers your query.

Regards

Olly Oyster

From: [REDACTED]
Sent: 20 November 2022 16:50
To: Ask Olly
Subject: Guild dog trainers

Hi Olly,

I currently work on the Queens Park group, While I was working at Kenton a lady approached showing me a Guild Dog Trainers pass and her Mobile Phone which had a picture on it showing that she gets free travel on National Rail to train her guide dog.

I informed her that I wasn't National Rail but London Underground and hadn't heard of this concession.

I did find an article from TRU news dating back from September 2021 saying that the guide dog trainers don't have free travel while training their dogs has this advice changed at all since then.

Many thanks and kind regards

[REDACTED]
[REDACTED]
[REDACTED]



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From: [REDACTED]
Sent: 12 October 2022 18:28
To: Ask Olly
Subject: Inability to Pay Forms

Hi Olly,

I am seeking some clarification regarding the Inability to Pay Fare (ITPF) forms.

An ITPF form was completed today for a customer who was in distress, having no access to funds as his last source of funding had just stopped working.

The forms that we have on site have, what I believe to be "obsolete information" on them.

Please advise where I should send the white form and any advice for completing future ITPF forms

With kind regards and many thanks for your continued guidance.

[REDACTED]
[REDACTED]
[REDACTED]

Hi [REDACTED]

Thanks for your email and query

You are correct in that some of the text on the current form is now out of date.

The form and the overall process are currently being reviewed.

The current instructions on the distribution of the completed forms are contained within **T&R Book 7 Section 15**.

We have included some information about controlled stationery items including the ITPF form on [Page 5](#) of this edition of TRU and hope to be able to provide some further details of proposed changes to the criteria for use and method of issuing an Inability to pay form in the New Year.

Regards

Olly Oyster

Hi [REDACTED]

Thanks for your email and for highlighting this.

When text changes are made to the POM screens, it is normally a number of months before the translations are completed, to avoid the risk of having to undertake this expensive process twice, if we subsequently alter the text.

Having said that, the change to a card fee was made in February 2020 so all of the necessary translations should have been done a good while ago.

On further investigation it would appear that the translations had been completed, but possibly the subtlety of the change had not been made fully clear to those doing the translation. And as a result, they have possibly chosen a word that implies a deposit rather than charge or fee.

We had hoped that the necessary changes to correct the messages would have been completed before Christmas, but we have been advised that this will not now be possible until early in the New Year.

Regards

Olly Oyster

From: [REDACTED]
Sent: 22 August 2022 14:41
To: Ask Olly
Subject: International Oyster card information

Hi Olly,

Sorry to bother you, but my colleagues here at Bayswater and I have noticed that when selecting a different language on the POM screen it still describes the £5 card fee as a deposit which is no longer correct.

I have checked the different languages on the POM screen. These ones below still display 'deposit' in their respective languages. Some others I am not sure of due to questionable Google translate results.

- Spanish
- German
- Chinese
- Polish

To avoid confusion and any possible conflict over Oyster card refunds is this something that could be updated?

Many thanks,

[REDACTED]
[REDACTED]
[REDACTED]

REVENUE PROJECTS

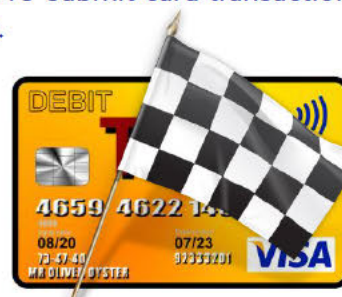
POM UPGRADES

We have had a real flurry of upgrades on our POMs recently, with all devices receiving at least one upgrade, involving the bankcard software used by the Chip & PIN units (PEDs) for processing card payments and most devices also receiving updated device software, mainly to address an issue which had resulted in devices failing to re-submit card transactions if communication with the bankcard payment server was lost during the transaction. Recent progress on these updates is outlined below.

COMPLETED ✓

POM Bankcard Pack

Following on from an earlier extended Vanguard which started on 13 September, the rollout of the latest POM bankcard pack commenced on Tuesday 08 November, with the final devices being completed on the night of Tuesday 29 November. Deployment was completed to AFMs, MFMs, QBMs and LU TVMs simultaneously, so that all devices at a particular location were generally all updated on the same night.



QBM Software update

All 18 remaining LU QBMs received a new version of software to address the issue with the resubmission of bankcard transactions outlined above. As there are now such a small number of QBMs, rather than having a very small vanguard, prior to deployment to remaining devices, we chose on this occasion to move straight to deployment to all devices after initially updating 2 devices on the night of Thursday 10 November. As this was successful, all other QBMs were then updated on the night of Tuesday 14 November.

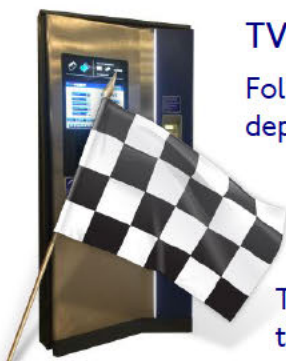


TVM software upgrade

Following an earlier Vanguard on a limited number of TVMs, a new version of software was deployed to all LU TVMs between Thursday 24 and Wednesday 30 November 2022.

This upgrade included the bankcard resubmission fix, that we were deploying to other types of POMS, but also included the implementation of an additional fix to ensure that Oyster cards submitted for refund, were checked against the TfL server.

This change had previously been implemented on all MFMs in late August, but deployment to TVMs had been delayed until after the completion of the last fares revision.



MFM software upgrade

Again, following an earlier Vanguard on a number of MFMs, a further new version of MFM software was deployed to all other MFMs between Thursday 24 November and Friday 02 December 2022. This again implemented the fix for the resubmission of bankcard transactions also deployed to QBMs and TVMs. Deployment of this new MFM software followed the same order as that used for the bankcard pack changes but was accelerated to ensure completion of the rollout before the forthcoming T&D change freeze over the Christmas and New Year period.



AFM software upgrade

The latest version of software for the AFMs is a little further behind that for the other device types, with a Vanguard currently underway on 68 AFMs. These devices were updated with the new software in 2 batches on Thursday 10 and Monday 14 November. Like the other upgrade programmes outlined above, the new software is being deployed to address the bankcard resubmission issue and will see the device retrying the request for authorisation, rather than aborting the transaction when communication is interrupted.

Due to the forthcoming T&D change freeze over the Christmas and New Year period, a decision on when the software can be rolled out to other AFMs will now not be taken until after the New Year. This should hopefully lead to the rollout taking place in early January. As there are a larger number of AFMs, this deployment is likely to take a little longer to complete than the programmes for the other device types.

POM UPGRADES - Continued

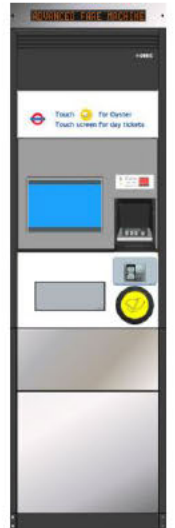
The rollout mentioned on the previous page, is expected to follow a similar order to that used for the other recent upgrade programmes.

In addition to the completion of the AFM software upgrade, January 2023 will also see a further upgrade programme to replace life expired components within the Coin Handling Unit (CHU) in both the AFM and MFM.

This should hopefully extend the life of these units and maintain device reliability and is scheduled to commence in February 2023.

As with a number of previous programmes, this upgrade is scheduled to be split between day and night shifts to minimise the impact to both staff and customers. Stations within inner London (generally Zones 1&2) plus the Heathrow Airport stations, will be completed on day shifts, to minimise the time that devices are either out of service or are operating in "Exact money only" mode. These stations will have multiple devices upgraded on the same date, with the Cubic upgrade teams moving on to the next device as soon as it has been emptied of cash.

Outer London stations (generally those within Zones 3-6) will generally be programmed to be completed on night shifts.



GATE UPGRADES

E1 and E2 GATE RAMP REPLACEMENTS

A further programme of work is scheduled to start on the night of Sunday 04 December, when Cubic will start to replace the metal ramps on a large number of E1, E2 gates and WAGs.

This programme will aim to replace worn ramps to improve slip resistance on plates that are showing signs of wear. A buffer stock of ramp panels has been procured which will be used to replace worn ramps, which will then be re-profiled and reused later in the programme to in turn replace other worn ramps at other stations.



Cubic have assessed the replace individual gate ramps based on recorded customer usage of each gate, so not all ramps at a particular location will be replaced during the programme. It is also worth noting that some ramps they may not currently be showing major signs of wear, may still be replaced to ensure that the ramps concerned will be an acceptable condition beyond the expiry date of the current Revenue Collection Contract (RCC) between TfL and Cubic.

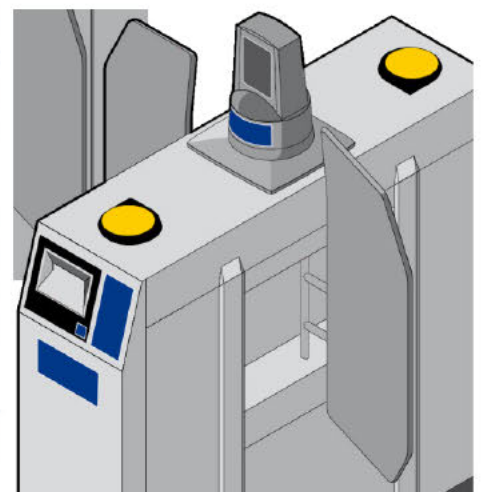
As normal, stations will be advised by email a week in advance of the planned dates that Cubic will visit and which walkways will be replaced.

P GATE BLU Pneumatic gates Beam Logic Unit

Further to our most recent update in [TRU141](#) and following on from the temporary suspension of the programme to update the Beam Logic Unit (BLU) on the older pneumatic gates, Cubic have investigated an upward trend in BLU related faults on these gates since the upgrade programme started.

This has now resulted in a decision being taken by Cubic not to continue with this particular upgrade. No further gates will be modified at the stations that were yet to be visited. We understand that arrangements have been made to revert all of the gates that had already been modified with this upgrade, back to the previous BLU arrangement.

This is likely to be implemented either via Planned maintenance visits or where a gate is visited by Cubic maintenance team to correct a BLU related fault.



REVENUE PROJECTS

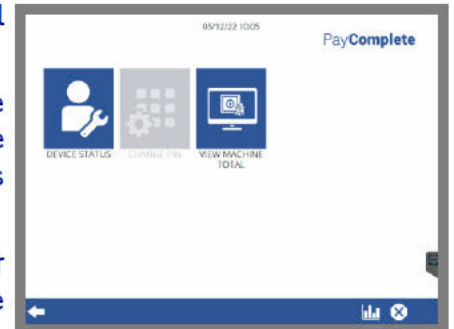
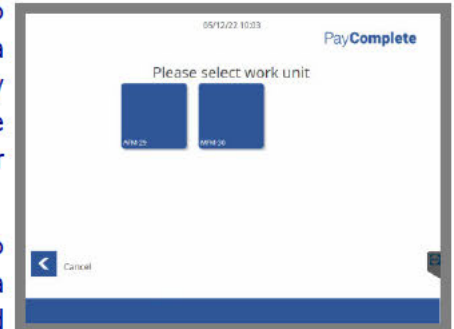
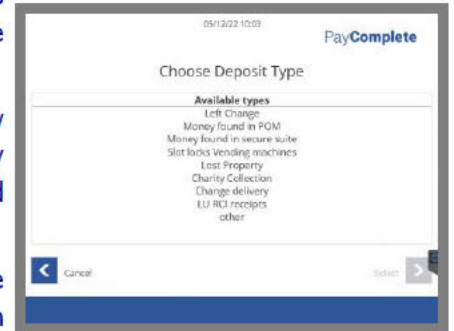
CASH HANDLING DEVICE CHANGES

The software currently used by our Cash Handling Devices (CHDs) will run out of support next year, so our maintainers Pay Complete, are planning to migrate all devices progressively onto a new software platform, which is already being used by a number of their other customers that have CHDs.

Prior to the new software being rolled out, we plan to Vanguard the new software and screen displays on CHDs at 2 locations: Stratford and Waterloo.

These 2 sites have been selected as they give us a comprehensive mix of CHD types (larger Type A devices, the most common Type B units as well as covering both devices that communicate via a fixed IT connection and those using a 3G / 4G router connection).

Although functionality of devices will be largely unchanged, the new software will mean that there will be changes to the User Interface Display and some minor changes to screen options which users see (as illustrated below).



Overall, these should make the device easier to use and will give us more flexibility to change button labels etc. As part of these changes, we also plan to implement options to identify the reason for a deposit into the CHD (e.g. Change delivery, money found in secure suite etc) or a withdrawal from the CHD to match the options that are already used for transactions on the TOM/SAF.



Due to a combination of the forthcoming switch to the new range of TSID cards and the TfL Tech & Data change freeze in place over Christmas, the Vanguard of the new CHD software will not commence until after 06 January 2023.

One key element of the Vanguard is that the CHDs that are migrated to the new software platform will be linked to a new "back-office software platform" and as a result there will be two separate back-office platforms and user files in operation.

As a result, at the two stations affected, staff will not be able to change their PIN on the Vanguard CHDs but will be able to do so on devices using the existing software at other stations.

Pay complete will then be arranging for the user files on the Vanguard devices to be regular updated with changes made on the rest of the network, so that these devices also have the latest user list. Full functionality will be available when the software is deployed network wide.

On completion of the Vanguard we then propose to rollout the software to other devices on a station by station basis.

ANSWERS TO T&R TRIVIA

Pt.1 **C** 14**** Series

Pt.2 **A** Ticketing System Identification

Pt.3 **B** 4,467



How did you do?

CHD FAULT REPORTING

In a further change being planned by Pay Complete in the New Year, it is proposed to migrate the current CHD Fault Report line (Auto 12261) away from the current third party service provider and instead bring that within the Pay Complete team.

Over the last couple of years and more recently when issues with the supply of key components have extended the time that certain devices have been out of service, we have had issues with staff at stations ringing the fault report number to get an estimate time for the device to be fixed or to obtain a progress update on a previously reported fault.

Unfortunately, with the way that the fault line is currently set up, the call handler can only log details and raise a new call reference.

PayComplete

This is not the same as the actual job or fault number which is generated when Pay Complete receive this information from the contact centre team. This often leads to staff believing that the original fault has been closed without the fault actually being fixed. Currently the correct way to follow-up on an outstanding fault is to email the [Ticketing Escalation](#) mailbox.

In future when the handling of fault reports is brought back under the direct control of Pay Complete, staff will be given an actual job number which is the same as that used by their service engineers.

It should also mean that the staff fielding calls from station should be able to check on the progress of a particular job and advise when an engineer is enroute and when a particular fault has been cleared. Particularly if it has been successfully cleared by an engineer accessing the device remotely.



The new arrangement is likely to be tested initially with stations that are part of the CHD software Vanguard outlined above. During the Vanguard issues will need to be reported temporarily via a different telephone number, which will be supplied to these stations.

However, when the service is fully migrated over to pay Complete to operate, the existing CHD fault report number will be unchanged and we will simply update the external telephone number that the abbreviated auto telephone number (Auto 12261) that you currently dial, to connect the call to the right place. More on that in the New year.

RID ROLLOUT



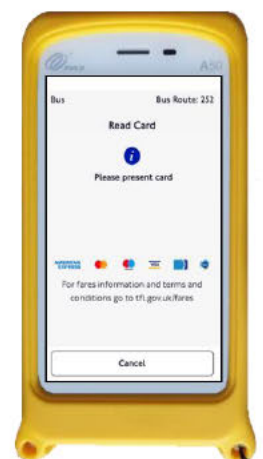
CURRENT RID

The rollout of the new Revenue Inspection Device (RID2) is now underway after a number of delayed starts due to the need to address a couple of minor issues identified during on system testing of the devices.

The issues that prevented some transactions from the devices reaching the TfL back-office have now been addressed.

The rollout of the new RID which is much smaller than the previous RID, to LU Revenue Control staff commenced on Tuesday 29 November.

To date over 100 of the new devices (illustrated right) with distinctive yellow jackets to protect them, have been issued with the old RID being withdrawn for return to Cubic on completion of the rollout. The deadline for swaps to be completed is Friday 16 December, by which time, all of our staff will have received their new devices.



RID 2 IN PROTECTIVE CASE

The support and operation of the existing RIDs will stop at the end of the year, meaning that any old devices that have not been returned will cease to work.

Rollout of the new RID2 is also taking place for London Buses Revenue Protection staff as well as Revenue staff on London Overground, the Elizabeth line, Dockland Light Railway, Croydon Tramlink and London area NR Train Operating Companies.

...AND FINALLY!

CHRISTMAS IS COMING!!

This is the final edition of the TRU for 2022 and as always, the T&R Team have been grateful for the unbelievable help, support and assistance we have received from all our readers over the previous 12 months.

The phone calls, emails, letters and enthusiasm we receive on a regular basis are what keeps this publication going and provides much of its content. We hope that it will continue throughout 2023 and it only remains for us to wish you a...



MERRY CHRISTMAS AND A HAPPY NEW YEAR

CHRISTMAS CASH COLLECTIONS

This Year Christmas Day falls on a Sunday and Boxing Day on a Monday and as in previous years, there will not be any G4S cash collections or change deliveries on these days. As we no longer have any scheduled collections on Sundays and a relatively small number of stations scheduled for a collection on a Monday, the impact of these cancellations should be much less than in previous years.

Normal collection schedules will apply on Christmas Eve, the additional Xmas Bank Holiday on 27 December, New Years Eve and the New Year Bank Holiday on Monday 02 January 2023.

We will endeavour to arrange recovery collections for any weekly or fortnightly collection stations which are not successfully collected on their previous visit on Monday 12 or Monday 19 December.

CHRISTMAS SECURITY REMINDER

On Saturday 24 December at all stations unmanned over Christmas Day, Supervisors must ensure that the last TSID card holder on duty empties all coin and note vaults on all POMs and leaves devices in service with vaults inside, with minimal amounts of cash within them prior to the closure of stations for Christmas Day.



NEW YEARS EVE TRAVEL

Although many things have returned to "normal" since the pandemic and this New Years Eve there will again be a firework display in central London, there will not be any free travel on New Years Eve again this year.

Although tube and bus services will operate through the night to take revellers home, normal fares will apply and customers will have to touch-in and out as normal. N.B. As this New Years Eve falls on a Saturday, Off Peak fares will apply apart for journeys to/from Heathrow Airport and covering Zones 1-6, where the all day Peak fares will still apply.

We would like to wish all our readers a very Merry Christmas and a Happy New Year

A message concerning fares together with a reminder to customers to touch-in and out have been included in a New Years Eve poster (illustrated on the right) which will be distributed to stations in the lead up to the day.

Travel information 

All night running on New Year's Eve

Services will run all night during New Year's Eve into New Year's Day on most of the London Underground and parts of the DLR, London Overground, London Trams, Elizabeth line and bus networks.

Standard fares apply.

Remember to touch in and touch out.

Please check before you travel.

To plan your journey, visit tfl.gov.uk, download the TfL Go app or scan the QR code.



MAYOR OF LONDON  TRANSPORT FOR LONDON

LOOKING AHEAD TO TRU143

2023 will start with our first edition of TRU scheduled to be published towards the end of January, when we intend to include:

- A review of the T&R events of 2022
- A preview of 2023 fares revision changes
- Updates on current projects and upgrade programmes
- A further Oyster Explained feature

Plus all the latest T&R news stories and a selection of our other regular features.

