

**From:** Steve Bulley [REDACTED]@tfl.gov.uk>  
**Sent:** 13 March 2023 12:47  
**To:** Thomas Canning [REDACTED]@tfl.gov.uk>  
**Subject:** FW: New RID problems

Hi Tom

See below. No issues known to us. We're still looking in to it and if we find anything we'll let you know

**Kind regards**

***Steve Bulley***

**Senior Product Manager (Payments)**

[REDACTED]

**Mobile:** [REDACTED]

**No landline**

[REDACTED]@tfl.gov.uk



**From:** Stephen Kelly [REDACTED]@Tfl.gov.uk>  
**Sent:** 13 March 2023 11:48  
**To:** Steve Bulley [REDACTED]@tfl.gov.uk>  
**Cc:** Bhavika Tailor [REDACTED]@tfl.gov.uk>  
**Subject:** RE: New RID problems

Hi Steve,

News to me. There are no issues reported with the new RID reading tokens presented via Google Pay.

Some of the older Android devices need a bit more manoeuvring during the RID to device reading process, but this a minority of reads. Note: we require the customer to wake their device and present the token they used at the start of their journey, this can require different behaviour from when the customer device is presented to our transit reader.

In all cases the RID will prompt the inspector of the result of the presentation, even if that result is that the RID is unable to read the contactless token presented.

Bhav is out with LU today so can do a quick verification to see if there any issues.

Best regards.

**Stephen Kelly | Product Manager: Payments | Technology & Data**

Transport for London, 14 Pier Walk (3G4), North Greenwich, London, SE10 0ES

Tel: [REDACTED]

Email [REDACTED]@tfl.gov.uk Website: [www.tfl.gov.uk](http://www.tfl.gov.uk)

**From:** Steve Bulley [REDACTED]@tfl.gov.uk>  
**Sent:** 13 March 2023 11:05  
**To:** Stephen Kelly [REDACTED]@TfL.gov.uk>  
**Subject:** FW: New RID problems

Morning Stephen  
Are you aware of this ?

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**From:** Thomas Canning [REDACTED]@tfl.gov.uk>  
**Sent:** 13 March 2023 11:03  
**To:** Steve Bulley [REDACTED]@tfl.gov.uk>; Andrew Anderson [REDACTED]@tfl.gov.uk>  
**Subject:** Fw: New RID problems

Morning both,

Any idea if this is correct?

Tom

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**From:** [REDACTED]  
**Sent:** 13 March 2023 11:00  
**To:** Thomas Canning [REDACTED]@tfl.gov.uk>  
**Subject:** New RID problems

Hi Tom,

This popped up on a forum I contribute to over the weekend:

There is currently an issue with the new Revenue Inspection Device in Yellow cases being able to read Cards presented via Google Pay, thus in these cases nothing will have been read and no prompt given by the RID.

RPI's should be cautious about making accusations if they know the current limitations of their devices.

Is there any truth about this? Is it a valid defence if someone has been given a penalty fare?

Kind Regards,

[REDACTED]

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[REDACTED]

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**From:** Thomas Canning [REDACTED] @tfl.gov.uk>  
**Sent:** 15 March 2023 15:26  
**To:** Steve Bulley [REDACTED] @tfl.gov.uk>  
**Subject:** Fw: New RID problems

FYI

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**From:** [REDACTED]  
**Sent:** 15 March 2023 15:24  
**To:** Thomas Canning [REDACTED] @tfl.gov.uk>  
**Subject:** Re: New RID problems

Hi Tom,

I asked the forum user who posted the comment for further information and this is what they said:

It comes from Personal experience using the new RID's on the National Rail Network within the Travelcard/Contactless areas whilst conducting Revenue at Risk Ticketless Traveller Surveys.

There is also a possible issue where Santander Customers are having a 10 pence per RID inspection ringfenced from their Bank Account (not actually taken but held and returned back as available at a later date.

Trust this info helps.

As they say, I hope this info helps.

[REDACTED]

[REDACTED]

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On 13/03/2023 12:58, Thomas Canning wrote:  
Hi - first anyone has heard of this so I think it might be speculation rather than anything factual. But we are asking around and will let you know.

Tom

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**From:** [REDACTED]  
**Sent:** 13 March 2023 11:00  
**To:** Thomas Canning [REDACTED] @tfl.gov.uk>  
**Subject:** New RID problems

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Kind Regards,



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