

Issue 147 - September / October 2023 Ticketing & Revenue Update

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The sticky sticker situation may no longer be stuck - pages 6 & 7

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Victoria (North) Ticket Hall
February 2017

SEPTEMBER FARES REVISION REVIEW

The most recent fares revision of the year took place on **Sunday 03 September** and following the pattern of previous revisions, it again went very smoothly.



On the morning of the change, there were no reported cases of devices not switching to their new fare tables and during on-system testing over the next couple of days, no major issues were identified.



As we outlined in TRUI46, the scope of this particular fares revision was relative modest, but it is still good news that things again went very smoothly.

SEPTEMBER FARES REVISION Hopefully the same will be true of the fourth and final revision of the year in December.

PROJECT OVAL

As we previously outlined in TRUI46, Project Oval is a Department for Transport (DfT) funded initiative, which will see the acceptance of PAYG for contactless payment users extended to all National rail stations throughout the southeast of England.

The first phase of the project is scheduled to be delivered before the end of the year, although no specific dates for the implementation at any of the 53 stations included within Phase I have yet to be confirmed.

In the meantime, installation works are continuing in readiness, with the installation of PVals at ungated stations and the installation of routers to allow for transactions from the new sites to be transmitted to the TfL back office, where contactless transactions are processed.



A fourth fares revision of 2023 has been invoked for **Sunday 03 December**, to allow implementation of PAYG fares for these stations and make any adjustments to Single and Return fares to iron out any potential anomalies that may arise.

Unfortunately, at the time of writing some aspects of the fares structure have still not been confirmed, which casts some doubt over whether the end of December target will be met or not.

Watch this space for further updates in the next TRU.



So, on the subject of PAYG acceptance expansion...

Q1) At how many stations can customers currently use PAYG using contactless payment?

- A - 200 B - 247 C - 276 D - 350**

POM SCREEN CHANGES

As outlined in **TRUI46**, part of the scope of the September fares Revision changes included some POM screen changes. These were successfully implemented from **Sunday 02 September**.

The most significant of the changes involved the implementation of a “pop-up” message when a customer selected to buy a Single or Return ticket to a destination where PAYG could be used, reminding the customer that rather than buying a paper ticket, they could use contactless payment to make this journey.

The impact of this change will be monitored over the coming months to gauge how successful this has been in communicating the message to customers and whether we see a further reduction in the volume of Single and Return tickets sold.

Further work is being undertaken to make other improvements to POM screens including further clarification of the fact that the fee for new Oyster cards is no longer refundable, when a customer is paying for a new card. The message appears on a number of other screens, including where PAYG amounts are selected, but not when reaching the payment screen shown right.

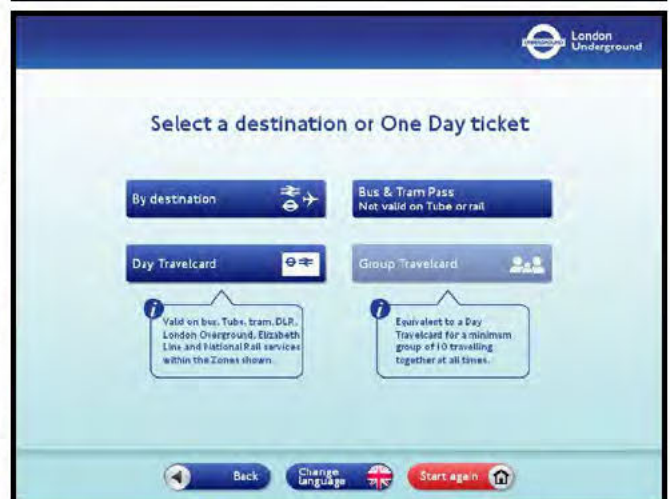
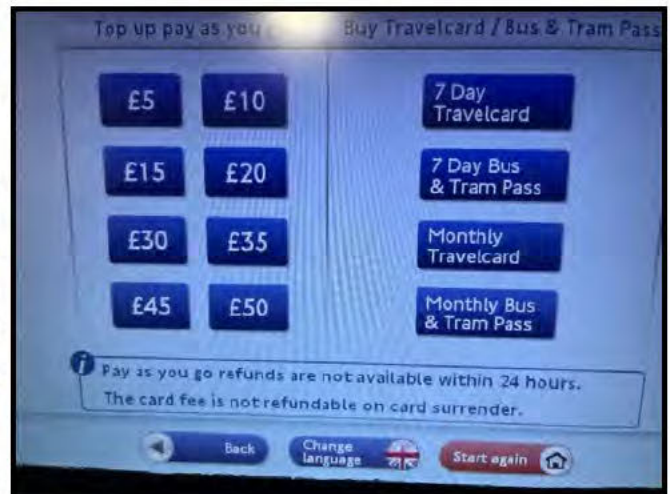
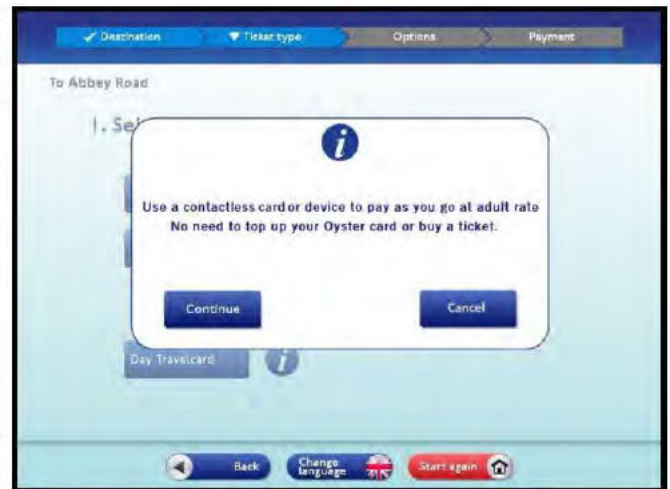
Further screen changes are likely to be needed in preparation for the implementation of two forthcoming projects. The replacement of the current Chip & PIN units (PEDs), which we also outlined in **TRUI46** and also if the plans to withdraw the Day Travelcard next year (as outlined in our article on **Page 5**) do go ahead.

Following a recent workshop on POM screens, we are also working with Cubic to address a few areas which are regularly featured in feedback from stations.

One such complaint that we are looking to address in future screen changes concerns customers requiring a receipt for their payment.

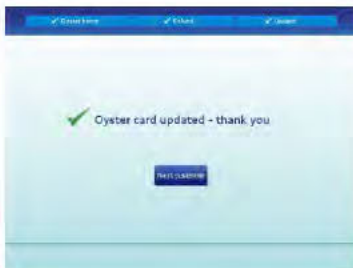
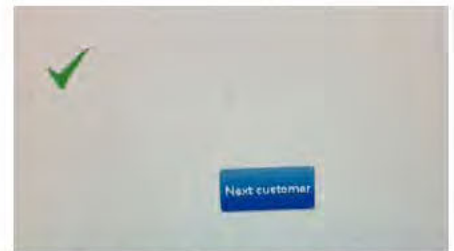
Despite previous attempts to make the receipt button more prominent by changing its colour, some customers still do not select a receipt. Currently if this is not selected before the transaction is completed, it is not possible to produce a receipt afterwards. Cubic are looking at an option to confirm if a receipt is required, as happens on self service terminals at many retail outlets, rather than relying on the customer to select the receipt button.

Following regular feedback, particularly from stations frequented by tourists, concerning confusion over the availability of Bus & Tram Passes, mainly around the difference between the Tube and a Tram, we are looking at the possibility of adding an icon of a bus to the current button, to try and make this clearer to foreign visitors.



NOT "SURE" THIS SCREEN IS RIGHT?

It was recently discovered that when an Oyster card was cancelled and the option to donate the proceeds to charity was selected on a MFM or TVM whilst the device was unable to make a cash refund, then at the end of the transaction a blank screen with just a green tick was displayed as shown in the image on the right. Not an advert for Sure deodorant for those of you that remember their advertising campaign with a tick!



It transpires that the text that should be displayed to customers in this scenario, has somehow disappeared at some point. The screen should display the standard "Oyster card updated" message as shown in the image below.

Hopefully the issue can be addressed in the next update of the POM screens. More information on this will be published in future editions of TRU once implementation dates have been confirmed.

CHARITY UPDATE

Following on from a successful walk along the route of the Elizabeth line between Abbey Wood and Paddington last year, Railway Children staged their latest 'Rail Trail' on 'Friday 29 September', when to celebrate the 160th anniversary of the line, around 100 walkers from across the rail industry walked, ran or hobbled their way the 20 kilometers between Wembley Park and Aldgate to raise valuable funds for the charity.

RAILWAY
children
Fighting for street children

METROPOLITAN LINE RAIL TRAIL 29 SEPTEMBER 2023

The 2022 event raised around £42k thanks to an event sponsor, and the charity have currently raised a further £15,654.36 from their latest event, which will change thousands of children's lives in the UK, India and Tanzania.

Members of the T&R Team supported the Rail Trail event by covering checkpoints at stations along the line to stamp the cards of participating walkers at each station.

The Ticketing & Revenue team also continue to support Railway Children through the oyster Donation scheme, which allows customers to donate their PAYG balance and the card deposit on older Oyster cards to the charity.



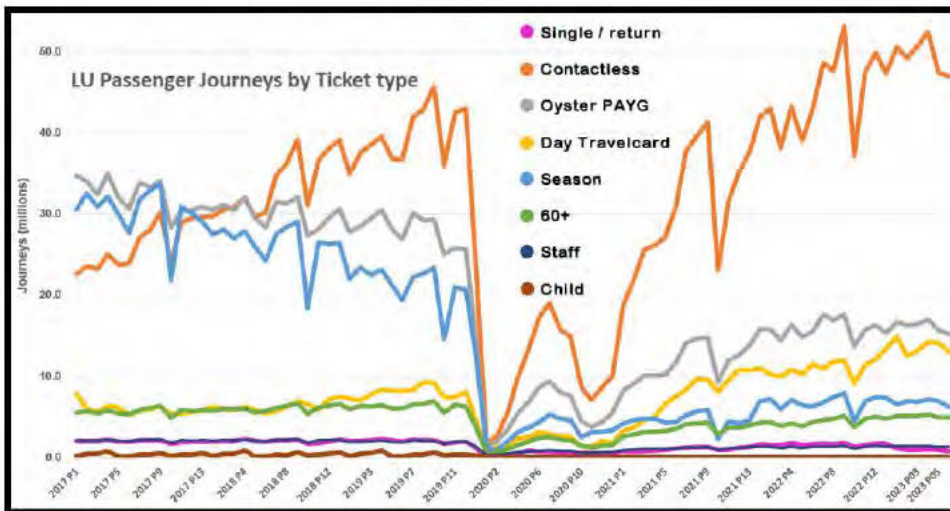
Proceeds from this are building up towards the next payment which is due towards the end of the year.

In the meantime if you know anyone who has an Oyster card they no longer want, perhaps encourage them to donate the proceeds to a good cause.

MAGNETIC TICKETING

Sales of magnetic tickets have very much declined with the growth of Oyster and more recently Contactless Payment as a method of paying for travel. A process which was very much accelerated by the onset of the Covid 19 pandemic in 2020.

This is illustrated in the graph below, which tracks tickets / cards used for customer journeys on LU since 2017.



Apart from a switch away from the use of season tickets, use of Single / Return tickets now makes up a very small percentage of usage and is falling further.

There has recently been a lot of media coverage around proposals for TfL to withdraw the Day Travelcard in January 2024, as part of a revenue generating exercise.

TfL believe that by switching customers who currently purchase the Day Travelcard to other forms of ticketing, they will receive additional revenue.

Currently the Travelcard agreement apportions revenue amongst operators based on expected usage, so in cases where we sell a Day Travelcard and the customer uses it to make a return journey just on LU, some of the cost will be shared with other modes. Should the customer use Oyster or contactless to make the same return journey, then we would receive all of the revenue for the two journeys as revenue is apportioned based on actual usage.

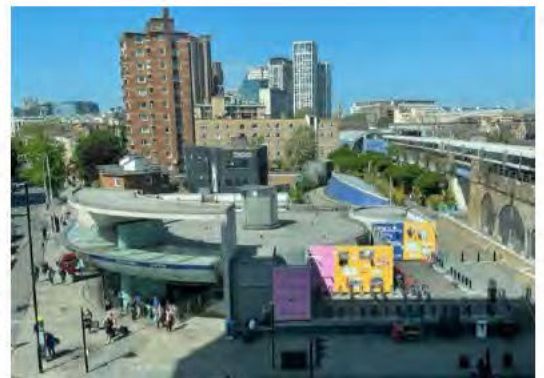
The Day Travelcard withdrawal was included within the scope of the main fares revision for March 2024, but which cubic have been asked to deliver in January 2024.

As outlined in our POM screen updated on **Page 3**, this planned change will require quite a number of changes to be made to screen displays to remove the option to buy a Day travelcard and to remove functionality that offers a Day Travelcard when this represents better value than the Return fare.

SOUTHWARK GOES CASHLESS

Building work is soon to start on a major development above the Southwark (East) ticket hall. As a result, the area occupied by the secure suite needs to be cleared to allow preparatory works to be undertaken.

To facilitate this happening, the MFM was removed from the station on the night of **Monday 25 September** and the two remaining AFMs were reverted to card only operation from **30 September**. As a result, customers will not be able to pay in cash or obtain a refund on their Oyster card at this station until further notice.



The next step will see the removal of the 2 AFMs which will be replaced by TVMs located elsewhere in the ticket hall, to enable the whole of the secure suite to be used as a worksite.

SPECIAL FEATURE

POM AND GATE STICKERS

Over the last couple of years, we have received lots of enquiries regarding the supply of stickers for both POMs and Gates.

Historically the supply of items was split between stickers supplied by Cubic and those supplied via TfL's publicity material contractor CDL.

A review of the two standards covering POM and Gate stickers has recently been completed to bring these up to date.

Where to find it?

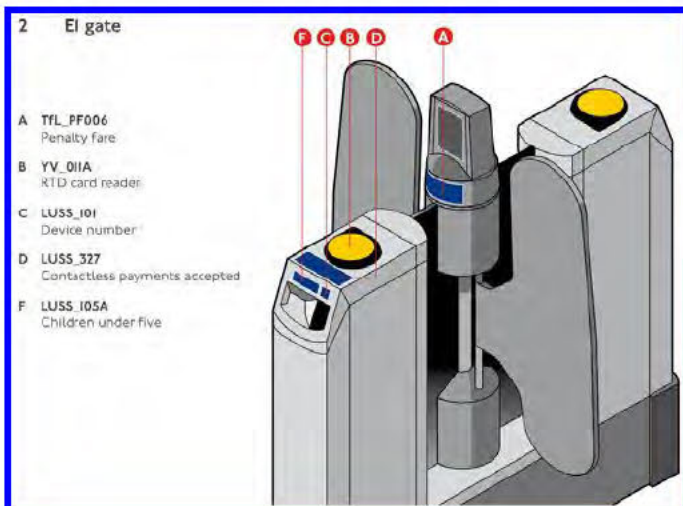
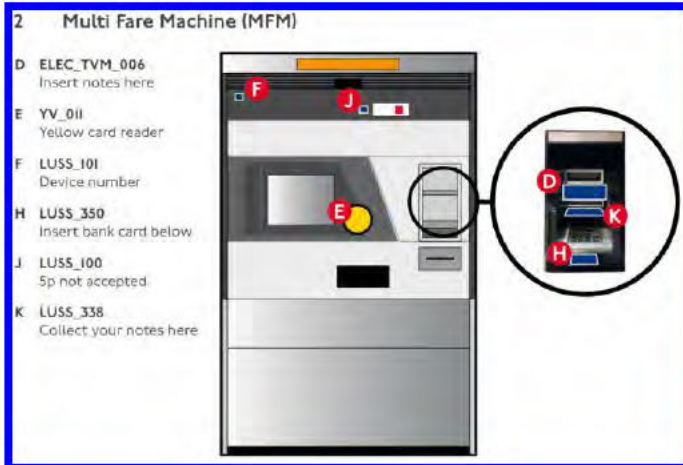
The current standards can be accessed via the links below.

- **POM Stickers** - [Ticket machine graphics standard](#)
- **Gate stickers** - [Gateline graphics standard](#)

Following on from the confirmation of what is required and where it goes, the intention is to issue a variation to Cubic so that they are then responsible for the supply of all these items.

What's in it?

Both standards list the stickers for all of the Cubic supplied customer facing devices within our ticket halls.



These two documents also replace the much-outdated information that was in the Stations Presentation Handbook yet has still been used by many when looking to replace stickers.



As part of the update, we have also taken the opportunity to discontinue a couple of stickers that are no longer required or are not very helpful, such as the miniature Tube map that was displayed on the MFM that is both difficult to read and has not been updated for some time

Continued on Page 7

SPECIAL FEATURE

POM AND GATE STICKERS... CONTINUED

Work is currently underway to simplify the ordering system on Mi-Apps, where stations will be able to order stickers for a specific POM or Gate type in each ticket hall.

How to order them?

Until this is up and running, station staff will still be able to order stickers directly from the Cubic Helpdesk by quoting the Art Reference Number as shown on the right.

Please note that the stickers listed in these Standards are the only stickers that are to be displayed on LU devices.

Any other stickers that do not conform to these specifications or have been produced locally should be removed.



Artwork reference
TFL_PF006

Position reference
A

Size
115 x 37mm

Colours
• Pantone 072 Blue

Penalty fare or prosecution

If you pass this point and fail to show on demand a ticket, validated smartcard or other travel authority valid for the whole of your journey

Note

Placed on entry side of the gate only.

TfL GO

Work is starting on the launch of a new version of the TfL GO app which will allow customers to manage their Oyster and Contactless account (linked to their online account). This is due to launch to customers by the end of this year.

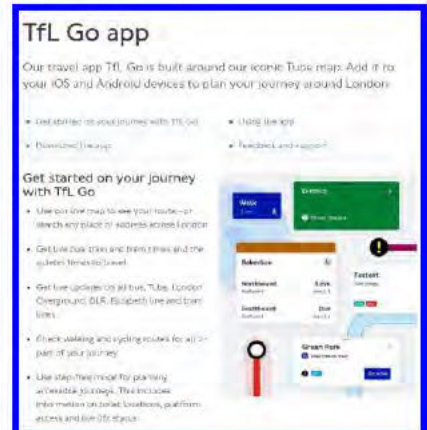
This means customers will be able to:

- Sign in with their existing online account details
- Create a new online account via the TfL GO app. When they create an account via TfL GO, they will be able to use the same details to sign in via our websites (oyster.tfl.gov.uk or contactless.tfl.gov.uk)
- Check their Oyster card balance
- Top up their Oyster card (top up requests will still need a journey to collect it via FUL)
- Check if their Contactless card is ready for travel (not on the deny list)
- View Oyster and Contactless journey history.

Eventually this will mean that the current TfL Oyster and Contactless app will be decommissioned so that customers just have one app for TfL.

As insight and feedback from operational colleagues is really important, ahead of launching Oyster and Contactless functionality within TfL GO, there will be a round of internal staff testing and TfL is looking for volunteers.

If any member of staff would be interested in taking part or have any questions, they should email the payments team at oysterhelp@tfl.gov.uk.



Volunteers will be given early access to the Oyster functionality and an adult retail Oyster card will be provided so they can make journeys to view in the app.



... still on the subject of Project Oval...

Q2) When Phase I has been implemented, how many stations in the southeast will accept contactless payment?

A - 300 B - 328 C - 403 D - 500



From: [REDACTED]
Sent: 13 August 2023 16:00
To: Ask Olly
Subject: Police Travel

Hi Olly,

Could you remind me the conditions of free travel for non BTP police? I let a female in today waving a badge with a photocard like white background paper printed POLICE on it, she said that she was from Essex Police and that she was entitled to free travel, she could show me an email too if required.

I would like to know if conditions have changed or warrant documents are now different.

Thank you.
Regards

[REDACTED]
CSS 2 - Fulham Broadway Area

Hi [REDACTED]

Essex Police Officers are entitled to free travel on LU, on production of their warrant card. Details and a sample warrant card are contained within the Free Travel section of T&R Book 8.

As only a small portion of the LU network falls within the area covered by Essex Police, unlike the Met and BT Police, they are not issued with Police Oyster cards.

Regards

Olly Oyster



From: [REDACTED]
Sent: 31 August 2023 00:06
To: Ask Olly
Subject: Young Visitor discount renewal

Hi Olly,

(I have) Encountered scenarios where tourists are spending time away from London, before returning for a further week or more, or have returned with their original Oyster cards after several months or even years away and expecting staff to renew the expired Young Visitor discount. I recall at one time we were able to renew the Young Visitor discount. For a validity of 4 weeks in total. But reading the YV discount procedural guidance in the most recent T&R updates, it would appear that the Young Visitor discount may only be applied for up to 2 weeks in total(?)

Are we permitted to add a Young Visitor discount to an Oyster with an expired Young Visitor discount? If not, does this effectively mean that visitors would be obliged to purchase a second new Oyster card for each eligible child, once the Young Visitor discount has expired on their original Oyster card?

Yours in anticipation.

[REDACTED]
CSA1 - Blackfriars Area



Hi [REDACTED]

The restriction is on the discount being set to run for a max period of 14 days when added to a card. This does not preclude the discount being re-added at a later date as you have described.

When a discount passes its expiry date, it is automatically removed from the card the next time it is touched on a reader, so it is merely a question of adding a new expiry date to the Young Visitor Discount to allow the user to have the discount for another 14-day period.

Regards

Olly Oyster



From: [REDACTED]
Sent: 06 August 2023 14:33
To: Ask Olly
Subject: Visitor Oyster Card

Hello, Olly,

I'm a CSA at Victoria -- I just wanted to ask whether a Visitor Oyster card can avail a Young Visitor discount on it? Are staff allowed to add the YV discount on the visitor Oyster card?

I'm aware those cards already have discounts on various tourists' attractions, so not very sure if they can have YV discount as well.

Thanks and regards

[REDACTED]
CSA - Victoria Area



Hi [REDACTED]

It is possible to add discounts to a Visitor Oyster card, but the registration flag on the card will need to be set before you can do so. You can therefore follow the standard process for adding a Young Visitor discount to the Visitor card as you would do with a standard Oyster card.

Although visitors do get discounts at various attractions, there are no physical discounts actually loaded onto a Visitor Oyster card, so all the slots should be available. It's less likely but potentially a holder may have a valid Railcard and may request the Railcard discount to be added to their Visitor Oyster card.

Regards

Olly Oyster



From: [REDACTED]
Sent: 10 August 2023 15:35
To: Ask Olly
Subject: Code 80

Hi Olly,

Please can you clarify more on Code 80s with a bank card? Especially when customers have used the same card to recently exit or have used a bus just before using the network. I'd like to be able to give customers a more definitive answer when they ask why their card isn't working.

Kind regards,

[REDACTED]
CSA2 - Leicester Square Area

Hi [REDACTED]

A change was made to gate software at most LU stations to change the way in which contactless payments were handled on exit. Previously if a customer's card was declined for travel, Reject code 80 would be displayed and the gate would not open. This occurred if the customer had either not touched in at the start of their journey, or their validation had been rejected, possibly due to a previous journey which had not been settled? Following the change the customer was allowed to exit through the gate and a further charge would be raised against their card in respect of the "unstarted journey" they had just made.

No change was made to the operation of entry gates, so a customer can exit the station and when they later return may find their card is rejected when attempting to make another journey. The customer should be advised to contact customer services to sort out any outstanding payments due for previous journeys. Their card can then be "unblocked" and this will then normally allow them to travel after a period of about 30 mins.

Alternatively, they should be advised to use another method of payment until the issue is resolved.

Regards

Olly Oyster



SPECIAL FEATURE

NATIONAL RAIL TICKETING ISSUES

National Rail tickets continue to be a major source of queries and a source of frustration within emails sent to the T&R team recently, with a number of separate issues featuring.

So in this issue we thought we would take the opportunity of updating you on some of those issues and what the current position is on each.



TICKET ON DEPARTURE

Ticket on Departure (or TOD) is a facility that allows customers who have purchased a NR ticket online to collect their ticket(s) from any NR station Ticket Vending machine. This would normally be the station that they are due to start their journey from, but it does allow them to be collected somewhere else in advance.

The customer presents their bankcard to the device and enters a confirmation code they have been sent by the online retailer and the machine will then issue the tickets concerned.

TOD is available on the TVMs at the 11 RSLU (Regulated Stations on London Underground) stations on the north end of the Bakerloo line and Richmond branch of the District line, as these devices are connected to the NR ticketing system.

However, the facility is not available at other LU stations, including those that are served directly by TOC services, as our POMs are linked to the TfL ticketing system and do not receive data from the NR back-office systems.

This is a common cause of frustration amongst some customers. Particularly those that have not checked the issuers website or just assume that they can collect their tickets anywhere. This is not such an issue at locations where there is a NR TVM to direct customers to, or a NR location close by.



LU stations should not appear on the list of stations customers can collect tickets from, but we were recently made aware of some incorrect information on the Trainline website, which should now be corrected.

As the TfL and NR back-offices are independent of each other, the TOD functionality is unlikely to be made available on LU POMs, particularly as most Train Operating Companies (TOCs) are gradually moving away from traditional magnetic tickets to using barcode format tickets. But that is another issue we will cover later!

ELIZABETH LINE TICKETING

The complication of the ticketing arrangements for the Elizabeth line, a hybrid between LU and NR ticketing arrangements, has resulted in some additional complications at the LU stations served by the line.



Although NR ticketing arrangements apply to the eastern and western ends of the line, the central core section operates within the LU fare structure.

As a result of this certain types of NR ticket that would not normally be accepted at LU stations are valid at some of the stations served by the Elizabeth line.

NATIONAL RAIL TICKETING ISSUES CONTINUED.....

One recent issue that has been highlighted and has caused a degree of confusion with both customers and staff, is the acceptance of "London Terminals" tickets.

These are valid on NR services to travel into the relevant London terminal station or stations. So a ticket from East Croydon to London Terminals, can be used at London Victoria, London Bridge or any of the other NR termini served by services from the south side of the river.



On the Elizabeth line, tickets from stations to the east of London on the Elizabeth line and on the Greater Anglia routes into Liverpool Street are valid for travel to Liverpool Street either via the Elizabeth line or the Central line between Stratford and Liverpool Street.

The opening of the Elizabeth line has also opened up some new journey options and customers from Southeastern now have the option of changing on to the Elizabeth line at Abbey Wood and Liverpool Street is now therefore a valid London Terminal for customers using this route, rather than travelling into Charing Cross or Cannon Street.



Although these London Terminals tickets should work our gates at Liverpool Street, they do not currently work the gates in the new **Liverpool Street (Broadgate)** ticket hall or at **Moorgate**, which now provides access to and from the Elizabeth line platforms. However, these tickets are valid for travel to / from Liverpool Street and customers can use these gatelines to gain access to / from the Elizabeth line. This is due to the fact that tickets from these NR stations can only currently be accepted at one LU NLC.

We are currently in discussions with Cubic to try and resolve this issue by adopting a group NLC solution previously used to allow tickets to work the multiple NLCs at Kings Cross LU station.

Please note that London terminals tickets from stations to the east of London are not valid on the central section of the Elizabeth line west of Liverpool Street, so cannot be used at stations such as Tottenham Court etc.

On the opposite side of the city, London Terminals tickets issued from stations in the west are valid on the Elizabeth line as far as Paddington, but are not valid at stations east of there, such as Bond Street. In the case of Paddington, we don't quite have the same level of complexity caused by the dual availability of tickets on parallel LU and NR routes that we have at Liverpool Street, or multiple LU gatelines giving access to the Elizabeth line.



BARCODE TICKETS

We have previously provided a number of updates on barcode tickets in earlier editions of TRU.

Although this format of ticket cannot currently be processed by our gates and is not valid on LU services (other than the small number of sections of line where there is alternate availability between modes), they are valid for travel on NR services serving our stations.

As a result gateline staff will need to manually check these tickets and allow customers through the gateline to reach or exit from NR platforms within these stations.

Hopefully by our next edition of TRU, we may be able to provide an update on progress towards trialing handheld barcode reading devices to help bridge the gap until readers can be installed on gates at key stations.

REVENUE PROJECTS

COIN HANDLER REPLACEMENT

It is good to report on the completion of a further project, with the completion of the rollout of replacement Coin Handling Units (CHUs) to all LU MFMs and AFMs.

The programme which saw the like-for-like replacement of life expired components within the coin handlers of our POMs. commenced on **Tuesday 09 May** and was completed during visits conducted during traffic hours to minimise disruption to customers and staff by concentrating the work at times where more TSID card holders were available to empty the devices as required.



The replacements generally went very smoothly and despite the current staffing challenges on certain Areas, with some juggling of the programme we managed to work around stations where staff were not available at the time the visit was originally planned.

A number of issues were identified with individual components, which in some cases resulted in some original parts being left in place. However, all the affected devices were revisited in the final week of the programme to check and ensure all parts had been successfully replaced. The final devices were upgraded on **Friday 18 August**.

Unfortunately, after completion of the rollout a number of CHU failures resulted in the identification of a manufacturing issue with one of the components. This required the Cubic workshops to re-machine part of the coin diverter and for components that had already been fitted to the MFM to be swapped out for modified components.

This was undertaken in a further programme of visits to each MFM starting on Monday 11 September, with the final devices completed on **Wednesday 27 September**. Like the original CHU rollout, these modifications were undertaken during traffic hours to minimise disruption to customers and staff.

This latest work only affects our MFMs, which will also be subjected to some further upgrade work, as outlined on **Page 13**.

TVM NHU FIRMWARE UPGRADE



Another programme that has recently been completed by Cubic, involved an upgrade to the firmware used with the Note Handling Units (NHUs) of our frontloading LU Ticket Vending Machines (TVMs).

As we previously reported in **TRUI46**, the deployment of this updated firmware was to address an increase in note jams that were occurring following the previous firmware change introduced to stop the acceptance of the paper £20 note.

The final devices were updated on **Monday 07 August**.



... and finally on the subject of Project Oval...

Q3) Once fully implemented, how many stations in the southeast will accept contactless payment?

A - 500

B - 550

C - 600

D - 625

REVENUE PROJECTS

FURTHER MFM CHANGES

Further to our update in TRUI46, Cubic have been progressing with the development of a further release of MFM software, largely aimed at achieving an improvement in the performance of the Note Handling Unit (NHU), but also paving the way for some proposed changes to hardware to allow station colleagues more access to more quickly clear note jams when they occur.

The new software was initially deployed as a Vanguard to the 2 MFMs at Ashfield House Training Centre and to MFMs at 3 stations on the Edgware branch of the Northern line on the night of **Thursday 28 September**.

After successfully loading the software to these first five devices, the Vanguard was extended to a further batch of MFMs, bringing the total up to a total of 32 machines at the stations shown in the table below.



MFMs at				Date
EDGWARE	GOLDERS GREEN	HENDON CENTRAL	GOODGE STREET	Sun 01 Oct
WARREN STREET	ELEPHANT & CASTLE	LAMBETH NORTH	VICTORIA	
ALDGATE	BARBICAN	FARRINGDON	LIVERPOOL STREET	
MOORGATE	TOWER HILL			

This represents roughly 10% of the MFM fleet and covers a mixture of devices fitted with Bank Note Acceptor (BNA) and Bank Note Recycler (BNR) units.

The main impacts of the latest software changes are to change the way that devices fitted with a BNR unit will operate as follows:

- *the maximum capacity of each of the recycler modules will be reduced from 100 notes to 40 notes to avoid instances of notes jamming when being moved out of the recyclers*
- *it will no longer be necessary for staff to routinely dump the BNR to avoid it reaching capacity*
- *following completion of a dump of the BNR, the TSID card holder must perform a note service by removing and emptying the note vault*
- *If a jam occurs whilst notes are being dumped, the device will automatically attempt to complete the dump 3 times before reporting a hardware fault*
- *New error code 174 will display if 3 attempts to dump the BNR are unsuccessful – this will require an engineer visit to clear*
- *New error code 223 will be displayed if the note vault is not removed following a dump of the BNR – this will require TSID card holder to remove the note vault.*

There should have been less immediate impact on MFMs fitted with BNA units. However, as all MFMs use a common version of software, it is necessary for us to Vanguard the new software on both types of device to ensure there are no unexpected impacts of the change.

As it happened, just as this edition was going to print and shortly after the BNA units were upgraded, Cubic identified an issue with the new error 223 coming up whenever a TSID card holder signed onto the MFM, resulting in the note vault having to be changed to clear the error and allow the device to accept notes.

As a result, a decision was taken to revert all of the MFMs fitted with BNA units back to the previous version of software. This being undertaken during engineer visits to each site on **Thursday 05 October**.

The Vanguard was scheduled to continue for four weeks until mid-October, during which time the performance of the Vanguard devices will be monitored. However it is likely that a further version of software will be needed to be tested and re-vanguard, before we can rollout to other MFMs across the network.

Before completion of the software Vanguard we are also hoping to Vanguard the hardware changes at some of the stations above.

REVENUE PROJECTS

CHD SOFTWARE VANGUARD UNDERWAY

Since our last update in TRUI46, we are pleased to report that after a lengthy period of delays due to a variety of different reasons, we were finally able to commence the long-awaited vanguard of new Cash Handling Device (CHD) software on **Monday 21 August**.

The first device to have a new PC fitted and be switched over to the new operating platform, was the larger Category A CHD within the **Stratford (East)** secure suite, with local staff being briefed on site about the changes by the T&R team. The upgrading of the first machine went very smoothly, allowing the other two CHDs at Stratford, in the **Stratford (North)** and **Stratford (Mezzanine)** POM Rooms to then be updated with the new software on **Wednesday 23 August**.



These upgrades also went smoothly and means that all devices at this location are now using the new software and operating platform, connected to a new Pay Complete back-office.



The Vanguard at Stratford was able to proceed as all the CHDs there are connected via 3G / 4G modems direct to the Pay Complete back-office. Completing the remainder of the other Vanguard devices has been hampered by an issue affecting devices which use a fixed line connection utilising the TfL IM network, as firewalls will need to be modified to allow devices to communicate with the new back office.

Progress towards resolving this blockage has been painfully slow, but TfL's IM contractor; Capita, have recently indicated an implementation date of **Thursday 12 October**.

This will hopefully allow us to progress with the PC replacement and software upgrades to the CHDs at the second Vanguard location; **Waterloo**. This is currently scheduled to take place on **Tuesday 17** and **Wednesday 18 October**.

There are a few concerns around what impact changing the PCs on these devices might have on the IM connection.

Earlier in the year we had a number of CHD failures which resulted in Pay Complete having to install a number of new PCs.

Since the installation of new Windows 10 PCs in CHDs at **Knightsbridge (West)** and **Victoria (North)** we have had issues with the connection of these devices to the back office.

These issues were being investigated by Capita, TfL's Tech & Data team and Pay Complete, but frustratingly attempts to resolve or test the lines have resulted in the deletion or corruption of the user files on these devices, which have then prevented LU staff and G4S custodians from being able to sign-on to the device. The good news is that the issue has now finally been resolved and both devices are now back online.

Once devices at Waterloo have been upgraded, the intention is to widen the Vanguard to encompass devices in the Secure suites at **Kings Cross**, **Euston** and **Green Park**. These sites were initially picked as they only have the larger Category A devices, for which replacement PCs were readily available, at a time when there was a long lead time on the delivery of the replacement PCs for the more common Category B units. These 3 areas do have the advantage of being relatively self-contained and not having a mix of different device types for users to have to contend with.

- **Option to log out is now in bottom left hand corner of main screen**
- **Deposit and dispense options now selected from the same icon**
- **New option to view machine totals without having to print this off**
- **New option to change money**
- **When selecting deposit/dispense the user is offered sub-options to select either banking, POM or other transactions**
- **Bulk coin creation is now selected via the dispense icon on the banking sub-menu**
- **For POM activities, the user will need to select the device number before depositing or dispensing money**
- **Dispense and move note functions now use the total value rather than the number of coins or notes**
- **New 'Other transaction' Deposit and dispense menus now match the Miscellaneous Transaction options on the TOM / SAF**

REVENUE PROJECTS

GATE UPGRADES TO START

There has recently been a 'slight lull' in device upgrade programmes and following the completion of the POM CHU replacement programme on AFMs and MFMs, the only current upgrade programme taking place was the ongoing replacement of E1 and E2 Gate ramps, which is scheduled to continue until the end of this year.

We recently had a number of stations where work was not completed on the planned dates, but Cubic have attempted to catch-up by scheduling revisits to sites that had not been completed on some additional Friday and Saturday night shifts. This should hopefully bring us back on track.

As often happens after a slight lull, this looks likely to be followed by a bit of a spike in activity, with two further programmes affecting gates due to commence.



WAG GATE PADDLES AND MOTOR REPLACEMENT

Following on from an initial Vanguard and a limited rollout of a new design of ruggedised WAG Motors, the replacement of paddle shafts and the installation of the new design of light weight composite paddles, Cubic will now be commencing a programme of upgrading the motors and paddle shafts on all of our remaining WAGs.



In conjunction with this they will also be fitting the new light weight design of composite material paddles to all of our WAGs that do not currently have these. As part of the original Vanguard of the lightweight paddles, a number of locations had the paddles fitted without receiving the new rugged motors and replacement paddle shafts, so the new programme will see all devices brought into line.

The upgrade programme commenced on the night of **Sunday 24 September** and is scheduled to run through until late **March 2024**, after which the installation teams will move on to complete similar works at London Overground and MTR Elizabeth line stations.

GATE BEAM REPLACEMENT

The second programme due to commence in early October will see the replacement of the light beams that monitor customer movements through the walkways of E1 and the older Pneumatic gates, as components in these are reaching end of life.

The programme is due to commence on **Sunday 08 October** and will initially mainly focus on stations with the older Pneumatic gates, although at a couple of our larger stations such as Oxford Circus, Bank and Paddington, which have a mixture of E1 and Pneumatic gates, work will be programmed to take place on both types of gate concurrently.



On completion of the stations with pneumatic gates, which is scheduled to be completed in mid-November, attention will then switch to the rest of the stations with E1 gatelines. If all goes to plan, the final stations should be completed towards the end of February 2024.



Q1) D - 350

Q2) C - 403 (existing 350 + 53 more)

Q3) B - 550

HOW DID YOU GET ON?

...AND FINALLY!

POM REDUCTION

We are still hoping to progress a further batch of POM removals to reduce the number of devices at certain stations in line with current and projected ticket sales.

Since our last update there has been frustratingly little progress in obtaining approval for the funding to undertake the next phase of work.

There have recently been some changes to the planned scope with a preference to remove surplus AFMs rather than to mothball further devices onsite, as we did in the last phase of the project.

What is certain is that we will need to remove or replace the final 18 QBMs at LU stations, as these devices have not been included within the scope of the forthcoming project to replace the current Chip & PIN devices (PEDs) on our POMs.



This project which we covered briefly in **TRUI46**, is due to be implemented towards the end of 2024.

RID SOFTWARE VANGUARD

In **TRUI46** we told you about problems experienced by RID users following the rollout of an enhanced software called "v5.18" on **Friday 07 July**.

Although the cause of the issues were quickly identified, they could not be fixed immediately and therefore a decision was made to roll back to the previous "v5.17" in the early hours of **Wednesday 25 July**.

Having now done this, Cubic are aiming to roll out a revised version of software, now designated "v5.20" to all RIDs in October.

This time a more cautious approach will be taken to the Vanguard for the roll out, which will be undertaken in 2 stages:



Stage	Date	Description
1	Tue 17 October	Vanguard of 20 LU and 20 Bus RIDs, plus 1 tester
	Tue 24 October	Stakeholder meeting – agreement to extend Vanguard
2	Wed 25 October	Vanguard extension to all remaining LU and Bus RIDs
	Tue 31 October	Stakeholder meeting – Rollout Go / No Go decision

LOOKING AHEAD TO TRUI48

TRUI48 is expected to be published in early November, when we plan to provide you with updates on:

- *Further information on planned changes to the MFM*
- *Further update on Project Oval*
- *Update on forthcoming fare revisions*
- *Update on the CHD upgrade*
- *Update on other projects going on around the network*

We also intend to include more of your questions sent in to *Ask Olly*, plus a selection of our other features.



T&R Team,