

Issue 143 – January / February 2023

Ticketing & Revenue Update

Olly proposed lots of good things for 2022... but how many of them came to fruition? See our review of the year ([Page 8](#))

The January Fares Revision was postponed until March. We outline the main changes being introduced ([Pages 2-4](#))



How did the Revenue Inspection Device (RID2) rollout go? ([Page 7](#))

 **Trains** to Central London 



INSIDE TRU143

MARCH FARES REVISION

Pages 2-4 → [A round-up of the main Fares Revision Changes on 05 March](#)

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

Pages 5-7 → [TSID Reissue](#) → [Controlled Stationery](#) → [Collection Changes](#)

SPECIAL FEATURE

Pages 8 & 9 → [Review of 2022](#)

PROJECT UPDATES

Page 10-15 → [POM Upgrades](#) → [POM Reduction](#) → [SCU Update](#) → [Manual Gates](#) → [CHD Update](#) → [Gates and Ramps](#)

AND FINALLY

Page 16 → [NR Penalty Fare Increase](#) → [Rail Staff Leisure Privilege Discount](#)

TRIVIA – Pages [6](#), [9](#) & [11](#)
[Answers on Page 15](#)

National Rail have increased their Penalty Fare... but by much? ([Page 16](#))

~~January~~ MARCH FARES REVISION

MARCH FARES REVISION PREVIEW

Further to the update on the last edition of TRU, it was announced shortly before Christmas, that the delayed January Fares Revision will take place on Sunday 05 March, as we had previously expected.

5.9%

The Department for Transport (DfT) also confirmed that the average fares increase across the National Rail network for 2023, would be 5.9%.

This is considerably below the rise that would have taken place if the traditional figure based on the July Retail Price Index (RPI) had been used, as in previous years.

Unfortunately, the very late announcement of the average amount by which fares would rise, did not allow much work on this to be completed before the end of 2022 and as a result the detail of how the rise would be implemented on the TfL network has only recently been confirmed by the Mayor and City Hall.



The postponement of this fares revision until March again this year, means that the next fares change cannot now take place in May as would normally be the case.



The date for the spring fares revision has recently been confirmed as being Sunday 11 June, although the scope of the June changes is likely to be fairly limited due to the limited amount of time available to implement further changes.

Some of the main details of the March Fares Revision are as set out below and on the following 2 pages.

Further detail will be available in T&R Book Appendix 1 – Fares Revision Circular, which is expected to be published early next week, with a link provided in the Hot Issues Bulletin.

Any changes or last-minute information will be including in due to be published on Friday 03 March.

TRAVELCARD SEASON TICKETS

The table below lists the Season ticket prices within Zones 1-9, which are set in conjunction with the National Rail Train Operating Companies.



As a result, they generally reflect the 5.9% average increase, subject to the need to round fares to 10 pence denominations.

7 Day Travelcard	Adult		Change (£)	Change (%)	Child / 16-17*		Change (£)	Change (%)
	Current	March 2023			Current	March 2023		
12	£38.40	£40.70	£2.30	6.0%	£19.20	£20.40	£1.20	6.3%
123	£45.20	£47.90	£2.70	6.0%	£22.60	£24.00	£1.40	6.2%
1234	£55.20	£58.50	£3.30	6.0%	£27.60	£29.30	£1.70	6.2%
12345	£65.70	£69.60	£3.90	5.9%	£32.90	£34.80	£1.90	5.8%
123456	£70.30	£74.40	£4.10	5.8%	£35.20	£37.20	£2.00	5.7%
1234567	£76.50	£81.00	£4.50	5.9%	£38.30	£40.50	£2.20	5.7%
12345678	£90.30	£95.60	£5.30	5.9%	£45.20	£47.80	£2.60	5.8%
123456789	£100.20	£106.10	£5.90	5.9%	£50.10	£53.10	£3.00	6.0%
2-3, 3-4, 4-5, 5-6	£28.80	£30.50	£1.70	5.9%	£14.40	£15.30	£0.90	6.3%

JANUARY ~~MARCH~~ FARES REVISION

PAYG FARES

In the case of PAYG fares for rail journeys which are on the TfL fares scale, which are set by TfL alone, the range of price increases is not as consistent as for Travelcards.

Zone 1 fares will increase by the largest amount (around 12% for Peak journeys), but from 05 March a lower Reduced PAYG fare will apply to 'Off Peak' journeys within Zone 1, rather than the same charge applying all day.

Prices for journeys including the outer zones will increase by significantly less, to try and encourage travel within these areas where customers may not be as affluent.



As you will see from the table below, Zone 1 -4 and Zone 1-6 journeys will increase by significantly less than the 5.9% average.

Zones	PAYG Standard		Change (£)	Change (%)	PAYG Reduced		Change (£)	Change (%)
	Current	March 2023			Current	March 2023		
1	£2.50	£2.80	£0.30	12.0%	£2.50	£2.70	£0.20	8.0%
12	£3.20	£3.40	£0.20	6.3%	£2.60	£2.80	£0.20	7.7%
123	£3.60	£3.70	£0.10	2.8%	£2.90	£3.00	£0.10	3.4%
1234	£4.30	£4.40	£0.10	2.3%	£3.10	£3.20	£0.10	3.2%
12345	£5.00	£5.10	£0.10	2.0%	£3.40	£3.50	£0.10	2.9%
123456	£5.50	£5.60	£0.10	1.8%	£3.50	£3.60	£0.10	2.9%
1234567	£6.00	£6.40	£0.40	6.7%	£4.40	£4.70	£0.30	6.8%
12345678	£7.40	£7.80	£0.40	5.4%	£4.40	£4.70	£0.30	6.8%
123456789	£7.50	£7.90	£0.40	5.3%	£4.50	£4.80	£0.30	6.7%

One issue affecting PAYG fares that has already come to light, is that some of the fares supplied to Cubic for journeys outside Zones 1-6, mainly local journeys at the north end of the Metropolitan line and on the London Overground route to Watford Junction differ from the fares quoted in some of the documentation regarding the changes.

The fares affected are generally 10p higher and due to the tight timescales, we will not be able to adjust them until the next revision in June.



SINGLE TICKET PRICES

The prices of magnetic Single tickets for any journey within Zones 1-6 will also increase by 40p to £6.70, whereas the equivalent PAYG fare only increases by 10p (as outline above).

This means that the differential between the Single and the Standard PAYG fare increases from 80p to £1.10. At times the reduced PAYG rate applies the difference is £3.10.



Zones	Adult		Change (£)	Change (%)	Child		Change (£)	Change (%)
	Current	March 2023			Current	March 2023		
Z1-6	£6.30	£6.70	£0.40	6.3%	£3.10	£3.30	£0.20	6.5%

The prices of through fares to NR destinations will not increase at this fares revision, as there was insufficient time to be able to calculate and implement these changes.

As a result, these fares are likely to change as part of the next fares revision on 11 June.

~~January~~ FARES REVISION

DAY TRAVELCARDS

Prices of Day Travelcards will also increase, generally in line with the 5.9% average increase being applied, as these like Travelcard season tickets, are again set in conjunction with the Train Operating Companies (TOCs). The Z1-4 (Anytime) and the Zone 1-6 (Off Peak) both increase by 80 pence representing an increase of 5.6%, slightly under the overall average increase.

	Adult		Change		Child		Change	
	Current	March 2023	(£)	(%)	Current	March 2023	(£)	(%)
Day Travelcard (Off-Peak)								
123456	£14.40	£15.20	£0.80	5.6%	£7.20	£7.60	£0.40	5.6%
123456789	£15.30	£16.20	£0.90	5.9%	£7.60	£8.10	£0.50	6.6%
Day Travelcard (Anytime)								
1234	£14.40	£15.20	£0.80	5.6%	£7.20	£7.60	£0.40	5.6%
123456	£20.30	£21.50	£1.20	5.9%	£10.10	£10.70	£0.60	5.9%
123456789	£25.70	£27.20	£1.50	5.8%	£12.80	£13.60	£0.80	6.3%

FARES POSTERS

As PAYG and Travelcard prices will be changing from Sunday 05 March, it will be necessary to again reprint the fares posters which are displayed in our ticket halls.

Following a review that was undertaken last autumn, we will be reducing the quantity of posters supplied to a number of stations by Cubic, to generally provide one poster per ticket hall / POM array.

Following feedback received since the September fares revision, the replacement posters will contain some minor changes to wording, to highlight that higher fares apply for journeys to and from Heathrow and on some Elizabeth line journeys.

Unfortunately, due to the very reduced timescales for this particular fares revision, it is possible that Cubic will not be able to deliver the new fares posters to stations prior to the fares revision, but we are hopeful that all stations will receive their posters by the week after the fares changes.

On the night of Saturday 04 March, the current fares poster must be removed from display and if the March version has not yet arrived, the frame should be left empty until the new fares poster arrives.

When the posters are received after 05 March, they should be checked to ensure they show the correct zonal information and are the correct size for the station's frames. and then be put immediately on display for customers. If there are any issues with the replacement posters, please retain the poster and email [REDACTED]



STAFF FARES LISTS

LU Staff Fares lists have been updated to reflect the changes to prices from Sunday 05 March.

Since we no longer provide printed versions, these will be available to download from the T&R Platform pages of the intranet from Thursday 02 March ([Click here](#)).

Any previous versions of fares lists for stations on your Area that have been saved on your iPad should be deleted on Sunday 05 March, to avoid confusion when checking a fare for a customer.

Please note that as through fares to NR destinations are **not** changing, the National Rail Staff Fares lists are not being reissued for the March fares Revision and the current version should therefore be retained on your iPad.

TSID REISSUE – What went well / What didn't go so well

Normally in the first edition of TRU each year, we traditionally have a review of the January Fares Revision and look at what went well and any aspects that perhaps didn't go quite to plan. With this year's main fares revision again being delayed until March, we are instead having a look at the recent reissue of TSID cards, to see what went to plan and what didn't go quite so smoothly.

The switch from the 18xxxx to 22xxxx series took place as scheduled on the night of Saturday 10 /Sunday 11 December 2022. Thank you to the small band of TSID card holders that volunteered to help us test and confirm functionality of the new cards on the night of the switchover.

Back in April 2018 when we last undertook a change to the TSID card range, we encountered a major issue with around 10% of the TSID cards due to a problem with the algorithm used to determine the PIN. This resulted in these cards having to be withdrawn and replaced, which greatly added to the complexity of the changeover.



This time round the switchover to the new card series went extremely smoothly on the Cubic maintained devices.



This was achieved in four stages, with the disablement of the whole 18xxxx series range, followed by enablement of the new range of magnetic swipe cards, followed by the relinking of the new TSID card to the holders Staff Oyster card and finally the enablement of the new card range to allow sign-on to TVMs and QBM's.

This all went pretty much to plan, with all of the tests confirming successful implementation.



Unfortunately, all didn't go quite to plan with the changeover on the Cash handling Devices (CHDs) maintained by Pay Complete.

In 2018 the migration of users from their old TSID card to their new TSID went very smoothly on the CHDs. However, in December, it was this aspect of the changeover that gave us a few challenges. The loading of the new CHD user file to all CHDs during the night was unsuccessful and the nightly reload at around 04.30 hours resulted in the reloading of the old 18xxxx series user file. This meant that on the morning of Sunday 11 December, users found that their new TSID card was not recognised by the CHD. Fortunately, we had advised staff to retain their 18xxxx series cards until after the changeover had been successfully completed, so users were able to sign on to the CHD with their old 18xxxx series card and PIN.

The CHD issue was resolved during the morning with CHDs successfully uploading the new user file from around mid-day onwards. However, a second aspect of the changeover also didn't work as planned and the flag in the new user file which should have forced each user to change their previous PIN once they had signed on with their new 22xxxx series card did not work. We were therefore reliant on users manually changing their PIN to that of their new TSID card.



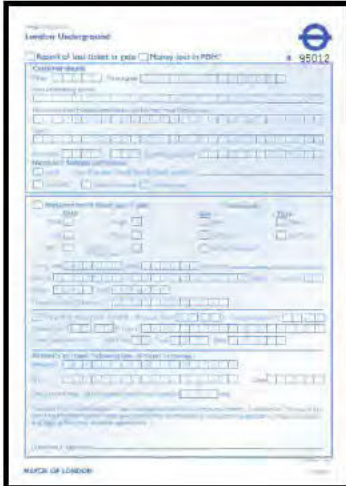
If you have not already successfully changed your CHD PIN to match the PIN of your new TSID card, please do so as soon as possible.

Finally, an unexpectedly large number of TSID card holders failed to follow the guidance issued with the cards and via the TRU and Hot Issues Bulletin and managed to blacklist their new 22xxxx series card by inputting the wrong PIN. This created a great deal of extra work on top of the high level of queries caused by the CHD issue outlined above.

To clarify a couple of final points that seem to have caused some confusion:

- The TSID card PIN is fixed and cannot be changed
- You can change the CHD access PIN to match the PIN on your TSID card, but this is only for use on the CHD and does not apply to the POMs or TOM/SAF
- The PIN for accessing the staff screens on the front of POMs and for TVM/QBM access is the PIN supplied with the new TSID card.
- TSID card holders do not have a separate CSID PIN, as these are only issued to provide limited functions to staff who have not completed TMS training.

TICKETING CONSUMABLES AND CONTROLLED STATIONERY ITEMS



Since the autumn the T&R team have been working with teams on a number of areas around the network, to improve the stock control of ticketing consumables such as multi-safe and bulk coin bags.

Following on from an initial trial, we are looking to establish “hubs” around the network to store and distribute consumables to neighbouring stations. This is aimed at reducing costs and ensuring that large surpluses of certain items are redistributed and used more efficiently. The aim is to have hubs established covering all areas of the LU network within the next 3 or 4 months.

As part of this work, we are also making changes to the way in which controlled stationery items such as ROLT / RLMP pads and Inability to Pay Fare pads are controlled. The ordering and control of these items are being moved away from Area management teams and will in future be undertaken centrally by the Ticketing & Revenue Team.

Surplus stocks of ROLT / RLMP are in the process of being collected from stations and the final batches of these will hopefully soon have all been returned to the T&R Team at Pier Walk.

We will then shortly be commencing the process of reissuing a controlled ROLT / RLMP pad to each location, whilst recovering the pads that are currently being used by each station. Pads with less individual forms (25 rather than 50 sets) will be supplied to many of our smaller stations where use of the ROLT form is very low. Each pad will be accompanied by register to record the issue of each notice and these will be collected when a replacement pad is delivered.

The changes will ensure we have much better control of where each pad has been issued to and can more easily track notices that have been issued and processed around the network.

When pads are nearing completion, replacements will in future be supplied directly by the T&R Team, rather than from local Area Manager’s offices, as they have previously been.

In tandem with the change to the ROLT / RLMP process, we have also commenced a similar exercise to collect in surplus stocks of Inability to Pay Fare pads.

Following a slight change to the criteria for issuing an Inability to Pay form to better cover vulnerable persons, which was implemented at the end of last year, we are looking to make some changes to address the out of date information on the current form and provide a method that customers issued with an Inability to Pay Fare notice can subsequently pay their fare for the journey they have made.

Further information on these changes which will be implemented as part of the reissue of pads to stations, will be supplied shortly and we will provide further updates in future editions of TRU.



Part I – So the fares revision is the main topic of this edition; but it hasn’t always been at this time of year..

Q1) ...So when was the last time we actually had a January Fares Revision?

- | | | | |
|----------|-----------------|----------|-----------------|
| A | 02 January 2019 | B | 02 January 2020 |
| C | 02 January 2021 | D | 02 January 2022 |



Answers on Page 15

COLLECTION CHANGES

Since the last edition of TRU, the new Cash In Transit (CIT) contract for the collection of cash and delivery of change to our stations has been re-awarded to G4S, who were successful in their bid for all of the packages of work on offer.

This at least provides a level of continuity and avoids the complexity of a hand-over between different service providers which would have been required had some of the work been awarded to another service provider.

Following a review of our requirements and the levels of cash currently being taken at each station, revised collection schedules were implemented across the network with effect from Monday 06 February.



In summary the changes will see:

- 6 locations frequencies increased (to weekly or twice per week)
- 1 location reduced to once per week
- 9 locations move to fortnightly collections
- 54 locations move to a 4-weekly frequency
- 16 very low volume stations move to dynamic collection scheduling, joining the 7 stations already on dynamic scheduling, following a trial which commenced last summer.

Following some G4S resourcing problems before Christmas, their performance has greatly improved over the last 4 weeks and are now in a lot better position to complete recovery collections where they have been unable to visit a site and to undertake the ad-hoc collections from stations that are now on the dynamic schedule.

The changes will see an overall reduction of around 21 collections per week, which represents a reduction of about 10% on our previous schedule.



With the scale of changes made this time around, there are always likely to be a few teething problems and despite learning from previous years and providing more detailed information to G4S to ensure a smooth implementation of the new schedule, we are aware of a few minor scheduling issues that have already occurred.

The general pattern seems to be that the additional services that we had requested had been overlooked and not added to the revised G4S schedule, as had the small number of stations moving from weekly to fortnightly collections.

Having identified these potential errors in the first couple of days of operation, we are hopeful that these will be corrected from the following week onwards.

With less frequent services at a large number of stations now, the T&R team will be actively monitoring the completion of cash collections and following up instances where a collection is not completed.

A final couple of reminders on this topic.

- Please ensure a Missed Collection Notification is completed if a collection is not completed within the designated time window
- Ensure that after each POM servicing activity, notes are transferred from the CHD note recyclers into the collection sack, ready for the custodian to collect
- A TSID card holder does not need to be present for G4S to be able to collect notes from the CHD
- Refusing a collection will result in LU being charged for the visit, even if nothing is collected by the custodian
- Although the custodian should arrive within the designated time window, every effort should be made to facilitate a collection if the custodian attends after this time.



SPECIAL FEATURE

T&R REVIEW OF 2022

In the first edition of TRU each year, we traditionally take a look back at the T&R events of the previous year and revisit some of the predictions set out by Olly Oyster in the previous December's edition of TRU.

After 2020 and 2021, many of us had hoped for a much better year in 2022, but it turned out to still be challenging for many people, with a number of new challenges that we didn't expect to face.

Back in the November 2021 in TRU135, Olly outlined his vision for some of the things expected to happen in the year ahead, so on the next 2 pages we have dusted off the 10 items he outlined and review what actually happened on each one during the last year



SO WHAT WAS OLLY'S 2022 VISION?

1 ELIZABETH LINE OPENING

This was the item that has certainly been on Olly's wish list for the longest amount of time, with the original December 2018 opening date being put back a number of times. We are pleased to say that in 2022, it finally happened! The opening of the central section of the Elizabeth line initially with services running in sections and the subsequent introduction of through services later in the year, has seen huge growth in usage, with customer numbers above the original projections. Certainly a thumbs up to start with!!



2 2022 FARES CHANGES

Although we got the clarity on 2022 fares early in the New Year, we didn't quite achieve the on-going stability around funding and future fares levels that Olly was looking for. As you will see from elsewhere in this edition, late decisions on the scale of the 2023 increases have again hampered implementation next month.



3 POM REDUCTIONS

Another wish that the thumb could have been either up or down. In February 2022 we did achieve the removal of a large number of QBMs and the consolidation of POMs at a number of stations. However, progress towards the next phase of mothballing a batch of AFMs was much slower than expected and although the groundwork was completed, it has only been in the first weeks of February 2023, that this mothballing work has been completed.



4 MFM NHU REPLACEMENT

We have also given this a very generous thumbs up, as the programme to replace the last of the older type of Bank Note Acceptor (BNA) unit was completed. However, we have since had issues with notes jamming in the devices, as outlined on Page 12. We did however, benefit from being able to install Note Recyclers (BNR) units in a larger number of MFMs than originally planned.



5 PNEUMATIC GATE PODS

Another wish where its fair to say that "we got there in the end!" Although the replacement of the PODs on the older style pneumatic gates had been completed, some unexpected issues were encountered with a number of single direction entry or exit gates, where information was not displayed to staff on the rear of the POD. After a couple of 'false starts' we finally managed to crack the problem and get this project over the finishing line.



6 CONTACTLESS DENIED EXIT CHANGE

A change to the way that exit gates handle validations of contactless payment cards / devices which would have been rejected on entry to the system, was successfully deployed to most LU stations in February, removing potential confrontations that arose when these cards were previously rejected with reject code '80'. It also allowed charges to potentially be made to the cards concerned.



7 WAG MOTORS AND PADDLES

Another thumbs up, with Cubic successfully deploying a new ruggedised WAG motor and the new design of light weight paddles to a number of WAGs that had previously shown high levels of motor or paddle shaft related faults. As you will read on Page 17, the need to revisit these sites to undertake a further modification has recently been identified, ahead of a wider rollout of the new motors and paddles to other WAGs later this year.



8 THE END OF PAPER MONEY

The final transition from paper to polymer notes took much longer than originally planned, but at the end of September the paper versions of both the £20 and £50 notes were officially withdrawn. For the first time we were able to take advantage of the functionality of the new Pay Complete NHUs in our MFM's to update the note set in each device remotely, rather than requiring an engineer visit to each device. It hasn't all been plain sailing though and the processing of polymer notes by our devices continued to provide a number of challenges through 2022.



9 GATE IMPROVEMENTS

Not such a good record of achievement here, as although we completed the final gates in the programme to modify the gate beams on our E1 type gates at the start of the year, the plans to subsequently undertake a similar modification to improve the performance of the older Pneumatic gates didn't go so well. In fact after some delays and a Vanguard, we commenced the rollout only to find that the modification appeared to have contributed to an increase in beam related faults, rather than reducing them. As a result a decision was made to revert all of the pneumatic gates back to the original beam arrangement.



10 RETURN TO NORMAL

After the upheavals of 2021, this is a difficult one to call. Things have certainly started to return to 'normal', customer usage has climbed and although weekend usage of the LU network now often exceeds 2019 figures, customer numbers in the week are still well below pre-pandemic numbers. Cash takings have slowly increased, although again well down on 2019 volumes and a switch to contactless and travel only 2-3 days per week, certainly seems to have impacted on outer zone station sales more than the busier central area stations. So, it's probably a 'new normal' rather than exactly how it was before.



In conclusion, it was another difficult year, but overall 8 of the areas identified by Olly in his 2022 wish list have achieved the thumbs up and some very long running aspirations have finally been achieved.

In addition to the items outlined, 2022 also saw a number of other significant achievements with the completion of the rollout of the new Revenue Inspection Device (RID2) as outlined on Page 16, and the reissue and switch to a new series of TSID cards, which were both completed in December.

The September Fares Revision also saw an increase in the Oyster card fee and the introduction of higher fares for journeys to and from Heathrow, as part of moves to close the gap in TfL's funding post pandemic.

So lots of success stories and hopefully the momentum will continue into 2023 and that this time next year we will be reporting on a similar set of achievements.

Part 2 – Following on from the Fares Revision theme.

Q2) ... Which year were Stratford, West Ham and Canning Town stations rezoned as 2/3 boundary stations, benefitting more than 100,000 commuters per week?

A 02 January 2014

B 02 January 2015

C 02 January 2016

D 02 January 2017



Answers on Page 15

REVENUE PROJECTS

MFM IMPROVEMENTS

Following the completion of the rollout of the Pay Complete Note Handling Unit (NHU) to all of our MFMs last year, we have had issues with the level of note jams and related faults at a number of locations.

As a result of a recent dip in MFM performance and availability, Cubic have been required to develop an action plan to investigate the causes of these issues and to identify actions to improve the overall device performance.

One of the key issues they have implemented so far, is to increase the frequency of cleaning of the NHUs. This is now being undertaken both through increased planned preventative maintenance visits and through its inclusion as part of the minimum call requirements that an engineer is expected to undertake, when attending any site for an MFM NHU fault.

The enhanced cleaning will see devices at locations which are known to have high levels of dust in devices, visited more often than those situated elsewhere.

All of our MFMs have already received this enhanced cleaning, and initial indications are that the enhanced cleaning may be helping to achieve a modest improvement in MFM performance.

It has also been identified that previous attempts to remotely reset the NHU or by engineers powering the NHU off on site, to clear a note unit fault, may have actually contributed to faults subsequently occurring.

As a result, the Power Supply Unit (PSU) is being modified to prevent the unit being reset remotely. So far around 15 MFMs have been fitted with a modified PSU and Cubic are now monitoring their performance, ahead of the potential replacement of PSUs on all other MFMs.

The other area being reviewed, is where the majority of notes are actually jamming within the device and it appears that a majority of these are deep within the unit, in areas that staff do not have access to be able to clear the jam.

Currently the only part of the NHU that can be accessed by TSID card holders is the top section of the unit.

Greater access might shorten the time a device cannot accept notes, but allowing it to be resolved without an engineer having to attend site, but this on its own will not necessarily reduce the actual volume of jams that are occurring. Where there is an issue within a unit, an engineer visit may still be required and this would potentially be delayed if a number of jams were cleared locally by our staff.

One of the other downsides of providing greater access to the unit for TSID card holders, is that to access the area where jams appear to occur most, would potentially require the removal of a large module, with associated manual handling risks.



AFM SOFTWARE UPGRADE

Following on from the glut of software upgrades that were implemented on MFMs, QBMs and TVMs before Christmas, a similar programme to update AFM software has recently been completed. The final AFMs were upgraded with the new software on the night of Sunday 22 January.

Like those completed on the other device types, this mainly focussed on an issue affecting bankcard acceptance and the resubmission of authorisation requests when connection to the bankcard server was lost during a transaction.

A Vanguard of the software on around 70 AFMs had commenced in November, but we were unable to commence a rollout before the end of last year, due to the change freeze in place over the Christmas and New Year period.



UPDATE ON POM REDUCTION

The 3rd Phase of the POM Reduction programme is currently nearing completion and hopefully should be finished by the end of February.

It consists of the mothballing of a total of 54 AFMs, which were selected in late 2021 / early 2022 following a local consultation exercise.

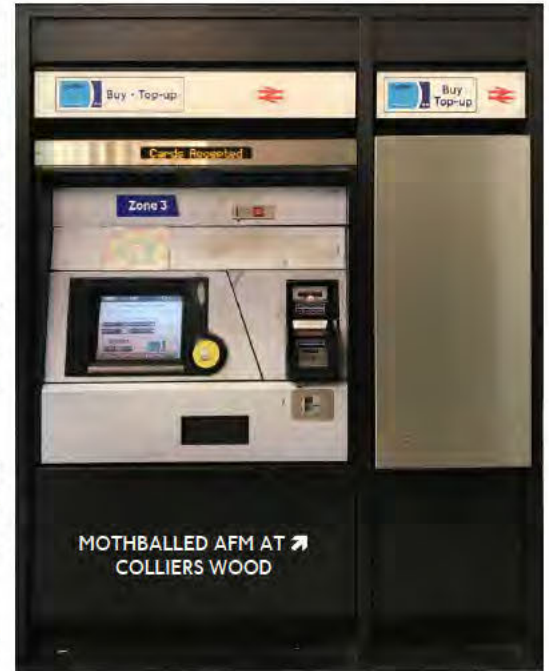
The devices concerned are being “mothballed” on site in a 2-stage process. On the first visit, key components such as the Chip & PIN unit and Oyster card reader will be removed, and a blanking panel fitted to the front of the device to hide it from customers. The device will be removed from the station SCU following completion of this work.

Within the first two weeks of this programme we encountered some issues at a couple of sites where non-standard clearances above and around the AFMs being mothballed, prevented Cubic from being able to fit the standard blanking panels that had been manufactured. Fortunately Cubic were able to resolve these issues and complete the work on these AFMs during a follow-up visit.

Following this initial visit, Cubic will revisit each site to disconnect power and communications connections to the mothballed device, before base data for the devices is removed to prevent them reporting errors or showing as being offline.

Devices were selected on the basis of low sales volumes and customer demand. However, should things markedly change at any location, we have the option to reinstall a device to increase ticket issuing capability.

Planning for a 4th phase of POM Reduction work is also currently underway.



This focusses on several main areas of work:

- Removal of the last 20 QBM devices from the Network – some of these will be removed as sufficient other POMs are available at the location, whilst others may be replaced by TVMs.
- Replacement of some AFMs with an additional MFM – mostly at locations where a second MFM was removed prior to Fit for Future Stations. (Harrow on the Hill, Baker Street, Queensway)
- Mothballing of a further batch of AFMs at locations where removal of devices had originally been planned in conjunction with Commercial Development schemes
- Removal of a number of redundant PVals (Harrow & Wealdstone and Seven Sisters).
- Mothballing of devices in the Kings Cross (Pentonville Rd) ticket hall which has remained closed since the beginning of the pandemic.

Further AFM mothballing is proposed at:

Station	AFMs	Station	AFMs	Station	AFMs	
VICTORIA (District)	-3	KINGS CROSS	(Western)	-3	HIGH STREET KENSINGTON	-1
(North)	-4		(Tubes)	-4	LONDON BRIDGE (Remote)	-4
(Vic)	-4		(Northern)	-4		

Part 3 – Our final fares revision question is...

Q3) ...when Mayor Sadiq Khan was elected in May 2016, he announced a freeze on fares set by TfL. How long did it last?

A One year B Two years

C Three years D Four years

Ticketing & Revenue
T&R
Trivia

Answers on Page 15

REVENUE PROJECTS

POM LANGUAGE UPDATE

For the last few months, as tourists have returned to London, we have received several bits of feedback on confusing or misleading translations on POM screens, mainly around the change of the Oyster card deposit to a non-refundable card fee in February 2020.

Late last year it transpired that although text had been translated into all of the languages used on the POMs, the subtlety of the change does not appear to have been fully grasped by the those undertaking the translation, resulting in the wording that differentiate that the fee for a new Oyster card is not refundable.



New translations have recently been completed by Cubic and we had hoped that these would be deployed to our POMs before Christmas. However, the deployment of the changes had to be postponed and was subsequently completed on Sunday 22 January.

Hopefully implementation of these recent changes will have eradicated any confusing regarding the status of Oyster card charges.

ANOTHER TVM UPGRADE

Unfortunately, since the implementation of the new TVM Note handler firmware to stop the acceptance of the old paper version of the £20 note on these devices, there has been an increase in instances of notes jams within the TVM NHU.



Investigation of this, has identified an issue within the NHU firmware supplied to Cubic by the manufacturers of this particular note handler.

This has now been rectified and Cubic have been supplied with an updated version of firmware which will now have to go through their test process before being released to devices on the network.

Unfortunately, unlike the new NHUs installed in our MFM's which can now be updated remotely, the TVM NHU firmware can only be loaded into the device via an engineer visit to each machine.

On a separate piece of work, TVMs at the RSLU stations on the Bakerloo and District line are scheduled to receive new software in April, as part of the reaccreditation process required by the Rail Delivery Group (RDG).

These devices are connected to the NR ticketing system, rather than to the LU system like other POMs and TVMs at conventional LU sites.

OTHER POM UPGRADES

The changes don't stop there either, as there are a number of other POM upgrades currently in the pipeline.

POM Bankcard Pack

Despite only completing the deployment of the last update to the software used for processing card payments in the Chip & PIN device (PED), a further upgrade is coming soon. A new bankcard pack update is scheduled to be Vanguarded in mid-March, once the fares revision has taken place.

It is planned for this Vanguard to run until Easter, before a rollout to all devices commences around Monday 17 April.

Like the previous bankcard pack deployment, it will need to be downloaded to AFMs, MFM's, QBM's and TVM's and it is likely this will follow a similar plan to the last deployment, with all devices at a location receiving the update on the same night.



SCU SOFTWARE UPDATE

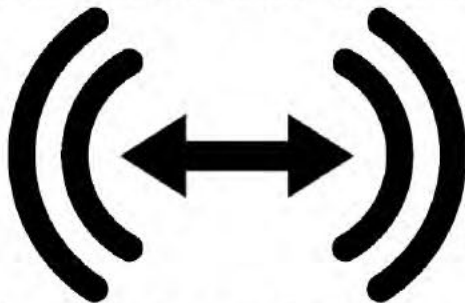
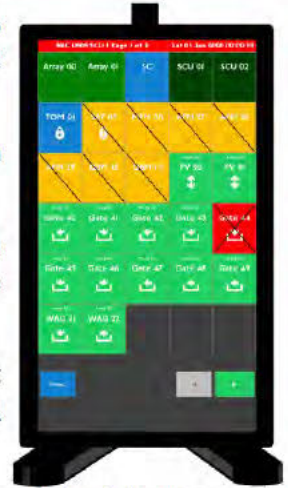
After a long wait, it is planned to deploy updated software to Station Control Units (SCUs) to address an issue we have covered on several previous occasions in the T&R Update.

It has been found since the new PC SCU was deployed across the network, that from time to time individual SCUs have been found not to be accessible remotely.

One of the features of the new SCU when it was introduced, was that changes to screen displays and gate settings could be configured remotely, without the need to visit the station, or to be loaded through base data tables as with the previous version of SCU.

The issue of certain SCUs becoming “undiscoverable” remotely, first really came to light when the first software upgrade to the SCU took place after completion of the initial rollout.

Attempts to remotely download the new software to devices was unsuccessful on quite a lot of devices, as at some point the ability to connect with them remotely, had been lost.



We had been hopeful of starting a Vanguard of the new SCU software in January, but unfortunately this has now, like several other pieces of work covered in this edition, been delayed until after the fares revision.

There have been some debates around how to vanguard the change to be able to demonstrate it has been successful and the random nature of this issue makes it quite difficult to predict which devices might be affected.

As a result, it is likely that we will select a small number of stations that have multiple SCUs and load the new software to all devices there.

The vanguard is likely to be for at least a couple of months, during which time, regular checks will need to be made on each of the Vanguard SCUs to ensure they are still accessible remotely.

MANUAL GATE REPLACEMENT

Throughout 2022, Cubic have been engaged in a long-running project to remove obsolete ABP design of manual gates that have been in place since the original gating of our stations.

As they are no longer manufactured, being able to obtain replacement parts has been made impossible and due to the installation of WAGs, there is no longer a need to have manual gates at most of our stations.

One obstacle to this programme has been the last remaining ABP design of Manual Gate at Temple station, where congestion concerns due to a combination of factors such as the London Marathon, the layout of the ticket hall and the distance between the platforms to the gateline has meant that the old gate is to be replaced by a more modern Cubic design.



The installation at Temple is now almost complete, with Cubic expected to visit the station and fix the glass side infill panels on the night of Thursday 23 February.

This will mark the completion of the project and should make future maintenance of these assets a much easier task.

REVENUE PROJECTS

CHD SOFTWARE UPGRADE

We are still awaiting confirmation of the start date for the planned Vanguard of new CHD software which is due to take place on devices at Stratford and Waterloo stations.

This was originally planned to start in January but has been further delayed pending the conclusion of discussions between TfL and Pay Complete, around a potential upgrade of PCs to the Windows 10 operating platform.

This will necessitate the purchase of a new batch of PCs, which is likely to be very timely as Pay Complete have recently seen an increase in the number of failures due to PC or hard drive failures on devices.

Hopefully, the authorisation of the PC upgrade as part of the migration to the new CHD software will also help improve the performance of the devices.

In conjunction with the Vanguard of new CHD software, Pay Complete are also planning to move their fault reporting service from the current third-party provider, to instead be undertaken within their own team.

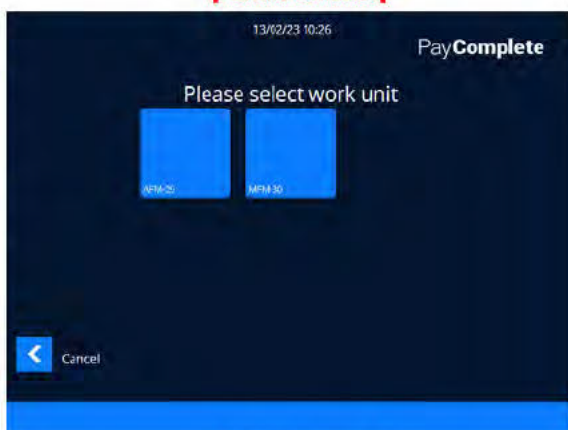
This will initially mean that staff at the stations where we will Vanguard the new CHD software, will temporarily have to call a different number to report any faults on their devices.

Once the new fault reporting arrangements are working as required, we then plan to expand this to the rest of the network by switching the current abbreviated Auto Phone short dial number to in future connect to the new Pay Complete fault reporting facility.

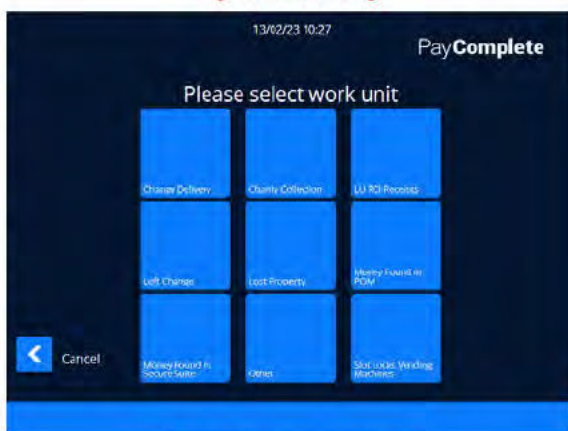
This aspect of the change should be seamless for users as they will continue to dial the current number, but will be routed to a different reporting facility, who will hopefully be able to provide updates on previously reported faults and give some idea of when an engineer will be attending.



↑ START SCREEN ↑



↑ POM SCREEN ↑



↑ OTHER TRANSACTIONS ↑

RID2 ROLLOUT COMPLETED

Further to the last update in TRUI42, we are pleased to report that the rollout of the new Revenue Inspection Device (RID2) used by our Revenue Control team, was successfully completed in December, with the withdrawal of the old style RIDs during a changeover process which started at the end of November.

The old devices no longer function, as the back-office support for these has now finished and the vast majority of units have now been returned to Cubic for secure disposal.

A small number of devices remain to be collected, mainly from users that are currently away from work, but the T&R team will be pursuing the recovery of these units over the next few weeks.



GATE RAMP REPLACEMENT

As we outlined in TRUI42, the programme to replace ramps on a number of E1, E2 gates and WAGs commenced on Sunday 04 December 2022.

After a bit of a bumpy start with some access problems, plus the discovery of problems with the underframes that support the ramps on a number of gates, requiring more time to fix than originally expected, the programme settled down and was progressing well with most stations on the Bakerloo line being completed.

Unfortunately, as is often the case, just when you think things are going well, you then hit a snag. Recently the number of underframes having to be totally replaced due to damage or difficulty in removing some of the fixing screws has resulted in the stock of E1 sub-frames being temporarily exhausted.

This meant that the programme had to be switched to concentrate only on E2 type gates and subsequently had to be restricted to just WAG ramps.

Further stocks of sub-frames have been ordered and once these have been delivered to Cubic, we will hopefully be able to resume the programme covering all gate types.



WAG PADDLE RETROFIT

Following an initial trial of fitting new ruggedised motors and new light weight composite material gate paddles at a number of stations, Cubic last year extended the rollout of these to Wide Aisle Gates (WAGs) at a number of additional locations where they had seen a high level of WAG motor issues.

Since the fitting of these new motors and the lightweight paddles, Cubic have identified an issue with a block that the new paddles are attached to on these WAGs.

To address this issue, Cubic have recently started a retrofit programme to revisit the affected WAGs, when their installation engineers will replace the original aluminium blocks with a new more durable stainless-steel block.

This should hopefully reduce the numbers of failures and avoid the need to replace the damaged aluminium blocks in the future.

The first stations to receive this retrofit were due to be visited on the night of Sunday 19 February and the work will then continue nightly over the following 2-3 weeks, until all of the WAGs fitted with the new style paddles have been visited.

A further batch of WAGs are due to be fitted with the new motors and paddles from May of this year and these and all future installations of the new lightweight paddle will utilise the new stainless-steel blocks.



ANSWERS TO T&R TRIVIA

Pt.1 **B** Thursday 02 January 2020

Pt.2 **C** Saturday 02 January 2016

Pt.3 **D** Four years (2016-2020)

Front cover image – Heathrow
T2&3 ticket hall (May 2022)

How did you do?

KEEPING AN ON THE NEIGHBOURS

Two important changes have taken place recently on the National Rail (NR) network.

PENALTY FARES

From Monday 23 January 2023, the Penalty Fare scheme in operation on the NR network changed, with the Penalty Fare for customers without a valid ticket or travel authority for their journey being increased to £100 plus the fare for the journey being made.

£100

If the Penalty Fare is paid within 21 days, the charge is reduced to £50 plus the fare for the journey being made.



There is no change to the TfL Penalty Fare scheme which continues to be £80, which now means that the NR Penalty Fare is now higher than ours for the time being.

There are however, plans to possibly increase the TfL Penalty Fare later in the year. We will obviously provide further information on these proposals as and when they are confirmed.



PRIVILEGE DISCOUNT SETTING

We have previously covered the setting of the Privilege NR only discount in previous issues of TRU.

The Privilege ‘NR Only’ discount entitlement for holders of NR Staff Leisure Cards, cannot be set at LU operated stations. Since the last reissue of these cards, holders have experienced some difficulty in getting their discount entitlement updated at Overground or MTR Elizabeth line stations.

However, from Monday 30 January staff at designated MTR stations on the Elizabeth line are now able to set this discount.



Customers enquiring about the setting of the ‘Priv NR only’ discount should be directed to one of the stations listed below where staff will be able to set discounts during the times shown.

Station	Monday - Friday	Saturday	Sunday
ABBEY WOOD			
CANARY WHARF (EL)			
CUSTOM HOUSE			
EALING BROADWAY			10:00 - 17:00 hours
HAYES & HARLINGTON			
ILFORD	10:00 - 15:00 hours	10:00 - 17:00 hours	
PADDINGTON (EL)			
ROMFORD			
SOUTHALL			
WEST DRAYTON			
WEST EALING			
WOOLWICH (EL)			10:00 - 17:00 hours

LOOKING AHEAD TO TRU144

The next edition of TRU is due to be published at the end of March and will feature:

- A review of the March Fares Revision changes
- Updates on current projects
- All the T&R news
- And a couple of items we have had to hold over from this edition.

Plus a selection of our other regular features.

