

Issue 149 - December 2023

# Ticketing & Revenue Update

Sunday 10 December was a fares revision day - How did we get on? - page 2

How does the future look? Olly outlines his major plans for 2024 on page 10



THIS TUBE POSTER PROMOTING RESPONSIBLE CHRISTMAS SHOPPING WAS PRODUCED 100 YEARS AGO BY THE ARTIST AUSTIN COOPER

## INTRODUCTION

Welcome to TRU 149 and the last edition of 2023, coming fairly hot on the heels of our last edition.

The final TRU of the year has traditionally been the edition in which we outline the details of the proposed changes in the forthcoming main fare revision.

However, as in the previous few years, the traditional 02 January date has again been pushed back to March 2024.

It's a bit too early to outline any proposals at this stage, as the 2024 fares package is a way from being finalized and signed off.

We are however, following a couple of our other normal traditions with a quick look ahead to what might be in store in 2024 (on Page 10) together with a Christmas Quiz (on Page 11) and our annual update on T&R Charity activities (Pages 6 and 7).

We will continue to keep you updated in 2024, but in the meantime, we wish all our readers and their families, seasons greetings for a very good Christmas and a happy New Year.



## DECEMBER FARES REVISION – WHAT WENT WELL / WHAT NOT SO WELL

The recent fares revision may have been delayed by a week, having originally been scheduled to take place on Sunday 03 December, but when it did take place a week later things again seem to have generally gone very well.



As with other recent fares revisions, on the morning of the changes taking effect, there were no reported incidents of devices failing to switch-over to their new fares tables or of customers being charged incorrect fares. So, all good on that front.



On the downside, the delay of 7 days did result in the new Staff Fares Lists showing fares to NR stations, all being produced with an effective date of 03 December and no time to change this.

However, since we didn't release the new fares lists via our intranet pages until the Friday before the changes were due to take effect, there were only a couple of days where the lists showed fares that weren't yet in place.

One issue that came to light in the final pre-fares revision testing undertaken by Cubic affected the "best value" options displayed on POMs when customers attempted to buy a Single ticket to Heathrow via the Elizabeth line and has resulted in no fare being available and thereby preventing customers from purchasing the ticket they require.

This has been highlighted to us by a couple of stations in the Paddington area, but also affects other stations as well.

The good news is that a fix is being prepared which Cubic are planning to deploy as part of the next scheduled base data update, which is due to be implemented on Sunday 07 January 2024.



So, with the December revision now behind us, it will be full steam ahead to prepare for the main fares revision on Sunday 03 March!

## CHRISTMAS COLLECTIONS

This year Christmas Day falls on a Monday and Boxing Day on a Tuesday and as in previous years there will be no cash collections from any LU stations on either of these two days.

As we now have a lot of stations which only have collections weekly, fortnightly or 4 weekly, we have had to make some changes to schedules to ensure that we don't have large gaps between scheduled collections.

As a result, at a small number of stations collections which would have been due on 25 or 26 December have been moved to alternative days.

Full details of these changes have been sent to CSMs of the affected areas. If you haven't been told already, check with your CSM regarding these schedule changes.

At a couple of sites which are likely to be impacted by evening collections on Monday 01 January. At all other stations normal collections will take place on the Bank Holiday Monday.

Over the Christmas and New Year period, it will be extremely difficult to arrange re-visits to stations where collections are missed due to items not being ready or the custodian being refused access to the secure suite to collect from the CHD. It is therefore important that notes are moved to the cash sack, items are ready for release and at every minimum the custodian is allowed to collect from the CHD. As we have stated on numerous previous occasions, this is not dependent on having a TSID card holder available.



## POMs

On Sunday 24 December at all stations that will be unstaffed over Christmas Day, Station Supervisors must ensure that the last TSID card holder on duty empties all coin and note vaults on all POMs and leaves devices in service with vaults inside, with minimal amounts of cash within them prior to the closure of stations for Christmas Day. Notes deposited into the Cash handling Device must also be transferred into the collection sack.



## NEW YEAR'S EVE TRAVEL

As with last year, there will be no free travel period during this New Year's Eve and normal fares will be charged. With this in mind, gate settings and other actions will be put in place given crowd control measures, to ensure as many customers as possible are charged correctly.

Selected Auto Completion (SAC) will be set between 20:00 on 31 December 2023 and 04:29 on 01 January 2024 at the stations below. This means that where a customer has not touched out, and the next touch in is at one of the stations listed below, SAC settings will close the earlier unfinished journey. These are the same stations as 12 months ago.

BLACKFRIARS	BOND STREET	CAMDEN TOWN	CHARING CROSS
EMBANKMENT	GREEN PARK	LEICESTER SQUARE	OXFORD CIRCUS
PICCADILLY CIRCUS	ST JAMES PARK	SOUTH KENSINGTON	TEMPLE
TOTTENHAM COURT RD	VICTORIA	WATERLOO	WESTMINSTER

Additionally, Autofill will run each day completing some missed taps according to business rules which may assist customers not covered by the above.

## LONDON CITY AIRPORT



A change that was made in the autumn, was to introduce some TOMs at London City Airport to allow DLR staff to issue Single tickets from there, in addition to the self-service machines installed at the airport.

Station and Revenue control staff may therefore start to see tickets issued from this location being used for journeys on the network.



## BRENT CROSS WEST

On Sunday 10 December a new NR station, the first mainline station in London for more than a decade, Brent Cross West opened for customer service.

The new station is operated by Govia Thameslink Railway (GTR) for trains serving the Thameslink route and Midland Mainline and has been constructed as part of the major Brent Cross Cricklewood development.

The station is situated within Zone 3, operates over 4 platforms that can each accommodate 12-carriage trains, and covers the Brent Cross, Cricklewood and Dollis Hill areas of North London.



Preceding station	THAMESLINK	Following station
HENDON	<b>BRENT CROSS WEST</b>	CRICKLEWOOD
	RAILWAY	

## DELAY TO OYSTER PHOTOCARD ISSUING

At the beginning of December, an issue was identified with the arrangements for issuing Oyster Photocards on behalf of TfL. This appears to have been linked to changes that had been made to a firewall.

The main impact of this failure was to prevent customers making online applications for new or replacement Oyster Photocards and also prevented the processing of cards that were already in the process of being issued.



This obviously means that customers that are waiting for new or replacement cards are likely to have to wait a lot longer than would normally be the case.

The latest update we have received, was that a solution was due to be implemented and that things should begin to return to normal from Monday 08 December.

With the Christmas pressures on the postal system, it may be a while before all of the cards requested are actually delivered.

Affected customers will need to use other means to pay for their travel until they receive their new card.

**TIRIUNews**

## PROTEUS PROJECT

At the end of October, one of the Royal Navy's newest vessels the RFA Proteus, a multi-role ocean surveillance vessel, made a visit to London, passing our office at Pier Walk on its way up the Thames and on its return voyage down river.

By an odd coincidence "Proteus" also happens to be the name of a current project which is preparing the way for the retendering of the Revenue Collection Contract, or RCC as it is usually referred to as.

The Revenue Collection Contract is currently held by Cubic who are responsible for the maintenance of all of our ticket issuing and validation devices, together with all of the systems that support these.

The current contract is due to run until 31 August 2026, having been extended by one year beyond the original expiry date.

TfL have started the process of retendering the contract and have been gradually formulating requirements for the new contract, engaging with potential suppliers and earlier this year shortlisted potential bidders.



**RFA PROTEUS passing the Greenwich peninsula**



In the summer a number of visits were held to Waterloo LU station and Ashfield House Training Centre, to allow prospective bidders for the contract to see the equipment we currently have in place and see how it is maintained, to assist them in getting a greater understanding of our needs and help them develop their potential bid for the contract.

Although the new contract is not due to start until Tuesday 01 September 2026, there will be a phased handover between 2025 and 2026 to allow a smooth transition if the outcome of the retendering exercise were to result in a change of supplier. The current timetable is for the successful bidder to be announced in Summer 2024.

One of the hand back requirements of the current contract, is that all of the assets need to be handed over at the termination of the contract with sufficient residual life, not to need replacement for at least two years, so this should mean that no major upgrades or replacements should need to take place between September 2026 and 2028.



This may all sound a very long way off, but the retendering process and the potential transition are likely to impact on the ease of getting certain changes made, as there is also talk of a potential change freeze in the run up to the end of the present contract. So, it is unlikely that significant changes to software or hardware will take place towards the end of the RCC.

The downside of this, is that it may potentially hamper some of the things that we might want / need to do. An example of this is with the integration of barcode reading equipment into gates at our stations, as outlined in our update on Page 16.

We will of course provide further information on this project as and when it becomes available, but as it is fairly long term, it may be a while before a further update is available. It certainly doesn't feature in Olly's Look Ahead to 2024 on Page 10. Although we should learn more when the new contract is awarded next summer.

**DID YOU KNOW** - In Greek mythology, PROTEUS is an old man of the sea and a subject of Poseidon the God of the sea. He was able to see through the whole depth of the sea (a good name for a surveillance ship) and tended to Poseidon's flocks of seals. Proteus had the ability to foretell the future, but anyone wanting this was obliged to catch hold of him, as a defence he had the power to assume every possible shape in order to escape them, but whenever he saw that his capture was inevitable, he resumed his usual appearance and told them the truth.

## SPECIAL FEATURE

## CHRISTMAS CHARITY UPDATE

It's that time of year where we traditionally total up funds that have been accumulated over the year as part of a couple of separate charity schemes we operate.

### POM Overpayments

Our POMs have a facility that allow customers paying with cash to over-pay by up to 30p on a transaction if they don't have the correct money to pay. This is available on the AFM at all times and on MFM's and TVM's when these devices are in "Exact Money Only" mode.

The facility is less used nowadays, as customers have switched from Single and Return tickets to contactless, meaning the total of over-payments isn't as high as it was pre-pandemic. This year's total amounted to £5,739.19, which we split 50:50 between the two nominated charities; Make Some Noise and Railway Children, each receiving a donation of £2,869.59 before Christmas. This amount is slightly higher than last year, but still well below the amounts generated at the peak of the scheme between 2013 and 2017.

These latest donations bring the total amount generated for charity under this scheme to over £350k since the first payment was made in 2009, To date each of the charities has received a total of £177,373.64. The details of this and previous payments are included in the table below:

Year	Railway Children	Global Make Some Noise*	Total
2008 – 2009	£9,533.00	£9,533.00	£19,066.00
2009 – 2010	£7,306.00	£7,306.00	£14,612.00
2011 – 2012 †	£19,355.35	£19,355.35	£38,710.70
2012 – 2013	£12,161.00	£12,161.00	£24,322.00
2013 – 2014	£20,081.66	£20,081.66	£40,163.32
2014 – 2015	£24,731.54	£24,731.54	£49,463.08
2015 – 2016	£20,472.40	£20,472.40	£40,944.80
2016 – 2017	£20,628.84	£20,628.84	£41,257.68
2017 – 2018	£15,857.75	£15,857.75	£31,715.50
2018 – 2019	£14,946.14	£14,946.14	£29,892.28
2019 – 2020	£5,876.90	£5,876.90	£11,753.80
2020 – 2021	£1,034.00	£1,034.00	£2,068.00
2021 – 2022	£2,517.47	£2,517.47	£5,034.94
2022 – 2023	£2,869.59	£2,869.59	£5,739.19
<b>Total</b>	<b>£177,373.64</b>	<b>£177,373.64</b>	<b>£354,747.28</b>

† 18 month period

\* Previously Capital Help a London Child

[Redacted] (Global's Fundraising Campaigns Manager) told TRU; "We're always so grateful to London Underground for thinking of us at this time of year, especially since a lot of the small charities we are supporting this year are facing some of their most difficult times ever, even worse than during the pandemic, with the ever-increasing rise in running costs combined with an increase in demand for their services. Your donation will help us to support over 100 small charities and their service users, making sure no-one is left facing life's toughest challenges alone."

THE TOGETHER PROJECT - is a small charity that boosts wellbeing, reduces loneliness and fosters stronger, happier communities by creating joyful intergenerational experiences. The charity brings children and older people together to form meaningful friendships through a range of activities and support programmes. They aim to create a connected and inclusive society in which older people benefit from reduced social isolation and feel seen and valued, whilst children develop kindness, empathy and compassion, appreciating older generations. Global's Make Some Noise will fund 'Songs & Smiles' for one year, an intergenerational music and social programme bringing together children aged 0-4, their parents / guardians and older adults living in care homes and supported living schemes.



## SPECIAL FEATURE

**CHRISTMAS CHARITY UPDATE CONTINUED.....**

The latest charity payments also saw a further donation to Railway Children of money generated through the scheme that allows customers to donate the process of unwanted Oyster cards to the charity.

The latest payment covering the period from 30 April to 25 November 2023, totaled £22,584.73 and was the second payment made this year and represents an increase on previous payments and the highest amount since February 2021. Although amounts donated have been falling due to the growth of contactless payments and the fact that card fees are no longer refundable, the latest total has been boosted by the clearance of some backlogs of donated cards which we hadn't been able to process during the pandemic.

This means that the total generated by this scheme since the facility to donate via POMs was introduced in February 2020 is £172,658, (as outlined in the table below),

Payment date	LU POMs	Bus TVMs	T5 TVMs	Grand total
August 2020	£ 40,329.14	£77.07	£55.90	£40,462.11
February 2021	£ 27,800.15	£120.97	£104.34	£28,025.46
September 2021	£ 21,834.86	£96.52	£100.56	£22,031.94
April 2022	£ 21,038.47	£148.72	£435.55	£21,622.74
November 2022	£ 19,740.79	£200.45	£1,279.65	£21,220.89
April 2023	£15,488.41	£138.60	£1,084.00	£16,711.01
November 2023	£21,425.58	£63.90	£1,095.25	£22,584.73
<b>Total</b>	<b>£167,657.40</b>	<b>£846.23</b>	<b>£4,155.25</b>	<b>£172,658.88</b>

The latest payment brings the total donated to Railway Children through the two T&R schemes to a staggering £350K.

The latest presentation was made to [redacted] the Acting Corporate Partnerships Manager for Railway Children at Pier Walk on Wednesday 13 December.

A combined cheque for £25,454.32 covered the proceeds of both the POM Over Payments scheme and Oyster Donations via LU TVM/POMs.



[redacted] Corporate Partnerships Manager for Railway Children told TRU:

"Transport for London's donation to Railway Children due to the Oyster card refund scheme continues to make a direct impact to the lives of vulnerable children on our streets.

In London our 'Safeguarding Action Groups' in Euston and Waterloo bring together station stakeholders with British Transport Police with the purpose of raising awareness of vulnerability on the network and generate local solutions to improve safeguarding. This funding enables these initiatives to continue to happen and makes a difference to children's lives.

**THANK YOU FOR WHAT YOU'VE HELPED US TO ACHIEVE IN THE UK**

- Another **567** children and young people know how to stay safe on the rail network.
- We've helped **SIX** train operating companies achieve Safeguarding on Rail (SOP) accreditation.
- We've built up our **YOUTH FORUM** to help steer our work, including involving two young people in a pilot 'mystery shopper' project to identify gaps in safeguarding provision on trains and at stations.
- Our **SAFEGUARDING ACTION GROUPS** continue to bring people together to build expertise and strengthen responses to vulnerable children on the rail network.
- We've supported **165** young people and their families to work through problems and build better futures, including **62** young people in foster or support services.
- We've trained more than **200** Safeguarding Champions to be active across the country.
- We're meeting regularly with the **BTP DESIGNING OUT CRIME** team to share knowledge and improve safeguarding for young people involved in or at risk of criminal activity.
- Working with train operating companies, we've **DELIVERED OUR FIRST** Safeguarding Champions Conference. Rail staff received four Safeguarding Champions training an impressive 8.4 out of 10.
- To date, we've trained **11,614** BTP and rail staff to be our eyes and ears - identifying vulnerable children on the rail network and keeping them safe.

Special mention and thank you to [redacted] and his team for their support in continuing to process the cards, as well as the wider support of TfL for the staff that volunteer to help with our Rail Trail and other events such as the Sleep Out. We look forward to working together again in 2024!"

**askolly@tube.tfl.gov.uk**

From: [redacted]  
 Sent: 10 October 2023 11:43  
 To: Ask Olly  
 Subject: Digital NR cards  
 Hi Olly,



Is it possible you can get in touch with NR with the following idea? Can they make it so the photo card number on digital rail cards either larger or zoomable (if that's an actual word)?

It is so small on phones that I must either ask the customer to read it aloud or take the phone from them which not everyone might not want to do. I also have to ask them to count back 9 so it will fit into the box on the POM, which is way I am asking this.

I do have glasses to read but if I'm out and about and don't have them on me then I must rely on the customer to help me. Some people don't have big screen phones, so some come up really small. If you could pinch and zoom the card that'll be great, but you cannot. If that was possible then there would not be an issue. Hope this can be looked at?

Thanks

██████████  
CSS - Hornchurch area



Hi ██████████,

The Rail Delivery Group have confirmed that the Railcard number on the digital Railcard should be in 10-point type size and have asked if we can flag up any further examples that are seen with very small Railcard numbers and identify who the issuer of the Railcard was, so they can check this with the various issuers. The Issuer details are to the right of the holder's name.

Any that are issued by RDG themselves should say 'online' and should be 10-point text. There are a number of other issuers including Trainline. In the meantime we have asked if the font size can possibly be increased to assist staff checking the Railcard number.



Regards

*Olly Oyster*

From ██████████  
Sent: 28 November 2023 15:00  
To: Ask Olly  
Subject: Oyster cancellation

Hello Olly,

I'm a CSA at London Bridge and often see Oyster cards which have been cancelled despite having recent use and a positive balance.

The cards have the yellow "this card has been stopped" banner but also have a balance and the customers have not requested or received a refund. What can be the reason for this?

Regards

██████████  
CSA - London Bridge area



Hi ██████████,

From what you describe, it sounds as if the card concerned has been disabled. If you see another example and can note the Oyster card number, we can investigate further to discover why the card has actually been stopped.

In terms of reasons for this, it may possibly be some sort of bankcard payment irregularity which has resulted in the card being hotlisted, or the card may have been reported as lost or stolen? In such cases the card would then be disabled when next presented to a reader, which could be the day after it appears to have been used successfully.



Regards

*Olly Oyster*

**askolly@tube.tfl.gov.uk**

From: ██████████  
Sent: 05 November 2023 17:45  
To: Ask Olly  
Subject: Lost Stolen Oyster card

Dear Olly,



Can you clarify an issue for me? The instructions for customers wishing to transfer their balance to a new card states:

1. Get a new Oyster card
2. Make at least one journey with the new card
3. Wait 24 hours
4. Sign into your account or create an account
5. Go to 'Report cards lost, stolen or failed'
6. Select 'transfer my products to another Oyster card' and follow the instructions.

If a lost or stolen card doesn't get stopped straight away, is there not a chance that after 24 hours this card will be used up. Should not Point 1 be to stop the card via the account etc.

Many thanks

CSA1 - Green Park



Hi

The issue has since been raised with colleagues in the Customer Contact Centre who have confirmed that the information on the website is due to be updated shortly.

The reason for the 24-hour period before transferring the balance and products onto the new Oyster card, is to allow the customer to register the new card and make a journey, as this has to be done before the transfer can be completed.



Regards

*Olly Oyster*

From: [Redacted]  
Sent: 06 November 2023 16:24  
To: Ask Olly  
Subject: LU ticket acceptance on NR

Dear Olly,

Every week the Hot Issues Bulletin lists where LU tickets are to be accepted on certain NR services because of engineering work. This is also listed fortnightly in the Traffic Circular and usually includes staff and nominee passes. Quite often we are also advised of ticket acceptance by LUCC when LU services break down.

Myself and other colleagues have found that South Western Railway frequently fails to honour the ticket acceptance despite us accepting theirs when the position is reversed. Bearing in mind that this is usually when we are trying to get to work, would you please advise what procedure we should follow when we have been refused? Do we have to buy a ticket? How would we get it refunded? Can I use my PTAC to purchase a privilege ticket?

Yours

CSS - Turnham Green area

Hi,

Where there is an agreement for ticket acceptance due to engineering work, then the other operator (in your example SouthWestern Railway) should be accepting our tickets and passes on the agreed route, in the same way that we accept NR customers when they have line closures.

As you have since provided some details of when you have had an issue when travelling on alternative rail routes, we will take this up with the appropriate operator.

Regards

*Olly Oyster*



## SPECIAL FEATURE

### LOOKING AHEAD TO 2024

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



As in previous years we asked Olly Oyster to pop forward in time to identify some of his top priority T&R issues for 2024. Having returned just in time for publication, it seems he has some quite ambitious items on his agenda.

## SO WHAT IS OLLY'S 2024 VISION?

### 1 CHIP & PIN (PED) UNIT REPLACEMENT

*As previously outlined, the current Chip & PIN units used on our POMs are reaching the end of their life and Cubic are currently working on a replacement unit. Development work will continue in 2024, with the first devices being scheduled to receive the replacement devices towards the end of the year.*

### 2 STATION COMPUTER REPLACEMENT

*Another "asset refresh" project will see current Station Computers (SC) replaced, but ahead of this we are looking to reduce the number of SCs at certain sites.*

### 3 CHD SOFTWARE UPGRADE AND PC REPLACEMENT

*Progress on rolling out the new software and Cash handling device PCs has been slow, but hopefully the rollout should commence earlier in the New year and be completed by the spring.*

### 4 FRONT END DEVICE SECURITY UPGRADE

*A Vanguard of the first phase of the FEDs project is scheduled for early January and during the year a series of upgrades will be undertaken on a range of devices.*

### 5 PROJECT OVAL

*The first phase of Project Oval has been delayed until 2024, but hopefully we should see this and a second phase covering the expansion to further NR locations during the year.*

### 6 FARES REVISION

*Details of the main fares Revision on 05 March are yet to be finalized, but as in previous years we are likely to see some adjustment of the traditional May and September dates to allow time to complete planned changes.*

### 7 POM REDUCTIONS

*The next phase which will see the final QBMs phased out is now likely to happen in Spring 2024 with further POM changes to follow-on.*

### 8 MAYORAL ELECTION

*It will be election time again in May and depending on the outcome, there are likely to be implications for LU in terms of funding and fares policy.*

### 9 MFM NOTE HANDLER MODIFICATION

*Following the current Vanguard, we will be looking to rollout changes to allow quicker clearance of note jams when they do occur.*

### 10 SCU CHANGES

*Hopefully we will be able to obtain funding to reallocate some underused SCUs to locations that would benefit from a SCU in the Station Office.*

There will be lots more happening in 2024, so remember to keep up to date with the T&R Update next year!

**SPECIAL FEATURE**

**QUIZ OF THE YEAR 2023**

Although we don't always succeed, we try at the end of each year to test you on your knowledge of some of the events we've covered over the previous 12 months, plus we have included a couple of brain teasers to test your knowledge of the network – Good Luck!

**Q1**

In January 2023, what was increased to £100?



**Q2**

What took a turn to the left during 2023?



**Q3**

In February 2023, which new station entrance opened, strangely bearing the name of another nearby station?



**Q4**

What should have changed in March 2023, but ended up changing in June instead?



**Q5**

On average, by what percentage did TfL fares increase on 05 March 2023?



**Q6**

What suffered a significant weight loss during 2023?



**Q7**

What reached a £150,00 milestone on 29 April 2023?



**Q8**

What celebrated its 20th birthday in June 2023?



**Q9**

Which station had to stop taking cash payments in September 2023?



**Q10**

What was threatened with withdrawal, but received a reprieve in late 2023?



And to finish with, a couple of brain teasers:

**Q11**

Travelling on an LU train, what is the maximum number of consecutive stations you would stop at, that all begin with the same letter of the alphabet?

**Q12**

We only have 2 LU stations beginning with this letter of the alphabet and they are both on the same line, which also happens to begin with the same letter. What are they?

Check how you have done and calculate your points score. The answers are on [Page 15](#).

## REVENUE PROJECTS

**CHD UPDATE**

Progress towards rolling out the new Cash Handling Device (CHD) software along with replacement PCs, has again been frustratingly slow.

# PayComplete



Since our last update in TRUI48, we have managed to successfully deploy the new software and PCs to 21 devices at the eastern end of the Central line, between Monday 04 December and Thursday 07 December, bringing the total number of devices which have been migrated to the new operating platform to 26, which represents just under 10% of the CHD fleet.

This is about the number of devices we normally use for a Vanguard, but currently only includes one device using a fixed line connection to the back office.

Further progress has been held up by the need to develop an alternative solution for approximately 60 sites that currently operate using fixed line connections. The original design, which is being used to connect the sole fixed line machine at Waterloo (Colonnade) to the new back office, has not been deemed suitable for more general use.

Currently we are hoping that an alternative solution will be developed and approved to resolve this issue early in the New Year.

Until this has been resolved, we have been prevented from upgrading any further sites, even though the next batches of stations are all connected via modems and therefore not dependent on the fixed line solution.

We are therefore looking at a slight change of approach to separate the two types of station and gain approval to proceed with the upgrade of 4G connected sites whilst an alternative fixed line solution is developed.

This should hopefully allow sites at the north end of the Metropolitan line to be upgraded towards the end of January 2024.



Confirmation of the exact dates and briefing material on the changes that users will see, will be distributed to stations affected early in the New Year.



Separation of the two programmes will mean some adjustments to the original rollout schedule to push fixed line locations towards the tail end of the programme.

We will however, need to Vanguard the revised fixed line solution at a number of sites once this has been approved.

The upgrade of a large batch of stations on the Central line has at least freed up some of the previous design of PC, which has allowed Pay Complete to temporarily replace some failed units at other stations where the CHD had been out of service awaiting replacement parts.

Ready to update these devices with the new software and PCs.

## REVENUE PROJECTS

### MFM SOFTWARE ROLLOUT

As we went to print with this edition of TRU, Cubic were due to complete the rollout of the latest version of MFM software to the



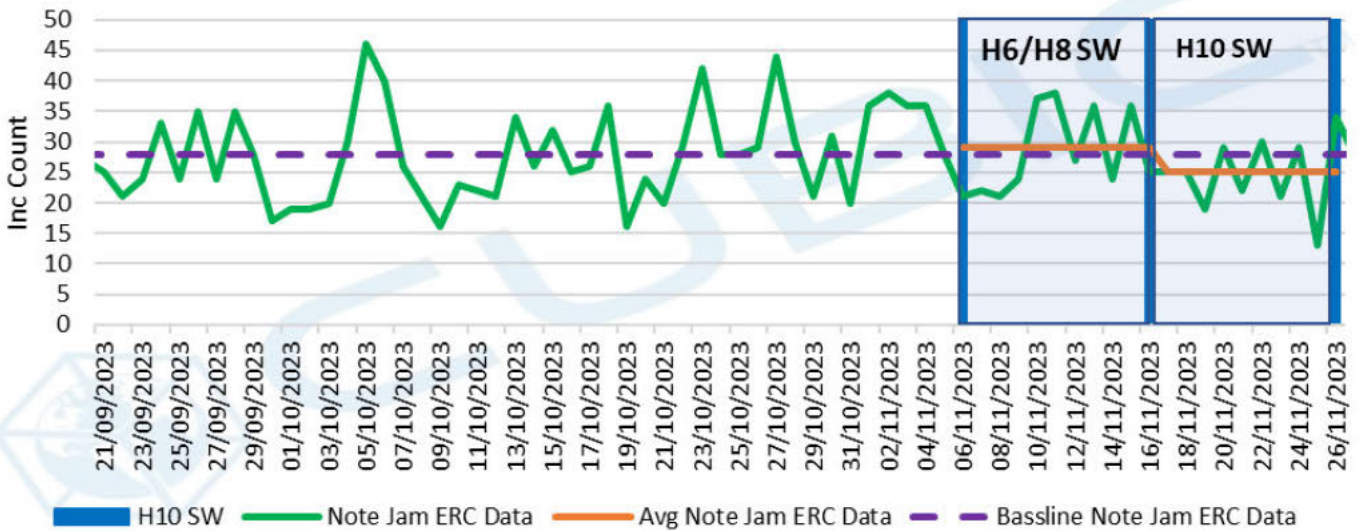
last of our MFM's. The final 30 devices being scheduled to be updated during engineering hours on Tuesday 19 December.

The new software which had previously been Vanguarded on around 100 MFM's, makes changes to the maximum capacity of each of the note recycler modules in devices fitted with Bank Note Recycler (BNR) units.

This is aimed at reducing the number of jams when notes are transferred to the vault and during the Vanguard we have seen a reduction in the number of jams occurring overall on these machines (as indicated in the graph below).



**MFM H10 SW - Note Jam Incidents ERC Data - 100 VG Devices**



The new software also paves the way for further changes to allow TSID card holders greater access to clear note jams when they do occur. This change is currently on Vanguard as outlined in the article below.

**MFM NHU VANGUARD**

On Thursday 07 December and Friday 08 December, Cubic engineers visited the stations listed below to undertake a modification to the MFM Note Handling Units (NHU) to allow LU staff greater access to clear note jams.

All MFMs at				Date
ALDGATE EAST	ALDGATE	BAKER STREET	LIVERPOOL STREET	Thu 07 Dec
MOORGATE				
BARBICAN	FARRINGDON	TOWER HILL	ELEPHANT & CASTLE	Fri 08 Dec
LAMBETH NORTH	EUSTON SQUARE	GREAT PORTLAND ST		

These stations were selected from the original 100 software Vanguard devices, mainly as sites where we were still seeing a significant level of notes jams. Hence there would be the greatest benefits in terms of clearing a jam and returning a machine to service.

A few devices with low levels of note jams were also included to ensure that all devices on a station / area were modified to ensure consistency for users.

**REVENUE PROJECTS**

**FEDS VANGUARD**

In TRUI48, we briefly outlined plans for the FEDs project next year, but we didn't actually explain what FEDs stood for!

Front End Device Security (FEDS) covers a series of device changes which will allow future updates of security settings to protect devices which operate on the Windows 10 platform,

Since our last edition, Cubic have completed testing for the first phase of deployment which will see the Vanguard of changes to Station Computers (SCs) and Station Control Units (SCUs) early in January., once the change freezes in place over the Christmas/New Year period have been lifted.

The stations below have been selected for these forthcoming Vanguards:

ACTON TOWN	ALPERTON	AMERSHAM	BAKER STREET
BATTERSEA POWER STN	BOSTON MANOR	BOUNDS GREEN	CHISWICK PARK
EALING COMMON	EAST ACTON	GREENFORD	GUNNERSBURY
HANGER LANE	HARLESDEN	HATTON CROSS	KENTON
KEW GARDENS	NORTH EALING	NORTHFIELDS	PARK ROYAL
	SOUTH EALING	WEST ACTON	

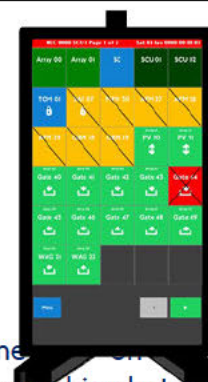
The Vanguard will see a daytime visit by Cubic engineers who will connect to the SC to install a patch which will allow their System Support team to remotely load a software update onto the SC during engineering hours. During the same station visit, the current SCUs will be swapped out for replacement units which have previously been upgraded at the Cubic workshops and loaded with revised software and a new base image.

These upgrades are scheduled to take place between Monday 08 January and Monday 22 January, starting with the equipment at the Ashfield House training location.

Later on in the FEDS programme, further station visits will be arranged to complete some of the remaining SCUs, which will see the fitting of a small device inside the device which will allow the remote switching between primary and secondary power supplies.

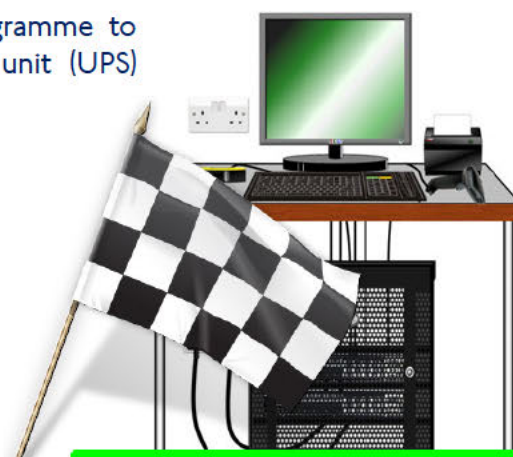
This will allow the later download of much larger software and security packs than is currently possible. Without this, devices sometimes struggle to accept large upgrades as devices are set to reboot automatically after a period of around 6 minutes if a task has not been completed.

Further information on the programme will be provided in the New Year.



## TOM UPS COMPLETION

Thursday 07 December saw the completion of a short programme to replace the batteries in the Uninterruptible Power Supply unit (UPS) connected to each TOM / SAF unit.



**COMPLETED** ✓

**REVENUE PROJECTS**

## GATE UPDATES

As we reach the end of the year, two upgrade programmes are currently underway for our gates.

We are currently mid-way through a programme to upgrade all of our Wide Aisle Gates (WAGs) with the new stronger ruggedised



motors, replacement paddle shafts and the new light weight design of WAG paddle.

Prior to the Christmas break, Cubic have completed these upgrades on devices at the western end of the Central line and when work resumes at the beginning of January the remaining sites that are yet to receive the upgrade will be scheduled in.

This particular upgrade is aimed at improving WAG reliability and reducing the impact of misuse of the WAG by customer trying to avoid payment of their fare, which in the past has often resulted in damage to the WAG motors.

In a separate piece of work, the TfL Tech & data team are in discussions with Cubic around potential changes to the settings on WAGs to increase the forces that hold the paddles closed.



It has recently been identified that current settings are not in line with those set out within the Revenue Collection Contract, which governs the supply and maintenance of ticketing devices.

Having completed a programme to upgrade Pneumatic gates within Central London, another programme now underway, is to replace the light beams which monitor and control customer movements through walkways on EI gates, mainly found at stations on the Jubilee Line Extension and at most stations outside of Zone 1.

## ANSWERS TO THE CHRISTMAS QUIZ

**How did you do?** The maximum score is 16. Check your answers below.

Q1	THE PENALTY FARE ON NATIONAL RAIL	1 point
Q2	THE WAY THE MONARCH FACES ON NEW UK COINAGE	1 point
Q3	BANK (CANNON STREET)	1 point
Q4	PRICES TO NR DESTINATIONS ON LU POMS	1 point
Q5	5.9%	2 points
Q6	WIDE AISLE GATE PADDLES	1 point
Q7	OYSTER DONATIONS VIA OUR POMS	1 point
Q8	OYSTER CARD	1 point
Q9	SOUTHWARK	1 point
Q10	DAY TRAVELCARDS	1 point
Q11	10... HOUNSLOW EAST TO HOUNSLOW EAST (VIA HEATHROW T4)	3 points
Q12	VAUXHALL AND VICTORIA	2 points

**...AND FINALLY!**

## BARCODE TICKETING UPDATE

So as we reach the end of 2023, there is probably one topic that has consistently come up during the year and for which we frustratingly have little progress towards finding a solution for our colleagues on LU stations.

The topic is the acceptance of barcode format NR tickets, which during the year has seen significant growth, in part due to the success of the Elizabeth line but also due to a number of Train Operators (TOCs) pushing



this format of ticket in preference to the more traditional magnetic stripe tickets. The latest TOC to throw its weight behind increasing its issue of barcode format tickets being C2C.

The fitting of barcode readers at some of our key stations that are served directly by NR trains, doesn't sound too difficult, particularly as gates at many NR stations already have these fitted. Unfortunately, some things are never as straight forward as they may seem and through the last year there have been long debates about an acceptable solution that would allow the fitting of barcode readers to LU gates.

The TfL position is to have readers that are covered by the Revenue Collection Contract (RCC) and that are fully integrated into our system, whereas The Rail delivery Group (RDG) who represent the TOCs and manage the NR barcode system and back-office, would prefer a system where their equipment is fitted to ours as a standalone piece of equipment, in a similar way to how TfL Oyster readers (RTDs) are fitted to NR TVMs. Unfortunately, and rather frustratingly this current impasse has hampered progress on finding even an interim solution to the problems gateline staff are encountering on a daily basis., Whilst there may be a desire to have a "Rolls Royce "solution in the long term, we really need something to be able to read and check barcode tickets at stations served by NR trains, without waiting for a final solution to be developed.

Having had a demonstration of a number of handheld reading devices in August, we had hoped that we would quickly be able to move towards obtaining some of these and testing them out at Stratford and possibly a couple of other stations. However, we are still awaiting confirmation of a potential start date from TfL's Tech & Data team, but as the year draws to a close there is a glimmer of hope that we may be able to trial such equipment at a couple of locations early in the New Year. Fingers crossed for some progress in 2024!!

## LOOKING AHEAD TO TRU150

TRU150 is expected to be published in late January, 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 March Fares Revision*
- *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, 14 Pier Walk, London SE10 0ES**