


353 Future Ticketing Programme Phase 4 (FTP)

		Date	15/02/2018
	Programme Manager	Programme Stage	Overall RAG
Programme 8 - Payments Ticketing & Master programme	Mark Brown	PW05 - Delivery (Pathway)	Amber 
T & D Sponsor	Andrew Anderson	External Sponsor	N/A
Product Manager	N/A	Service Owner	Paul Chaplin
Characterisation	Spend to Save – T&D savings	Prioritisation Score	N/A

Programme Summary

Future Ticketing Programme Phase 4 (FTP4) will reduce the overall cost of revenue collection for TfL and deliver customer benefits by implementing an enhanced ticketing system which leverages new technologies.

FTP4 will introduce a mobile Ticketing App with notifications and purchase functionality; introduce Faster Universal Load and introduce Monday to Sunday Capping for Oyster Customers, all of which will encourage the existing migration to PAYG, reducing demand for season tickets in line with the Mayor's policy.

The programme will also implement the new final stage of the Mayor's bus hopper policy. These enhancements combine to enable savings - the savings are only made when customers switch from Oyster Ticket Stops (OTS) to online purchasing or to lower cost products, so reducing commission costs.

Progress to Date

Delivery Confidence Score

4

Overall RAG

A

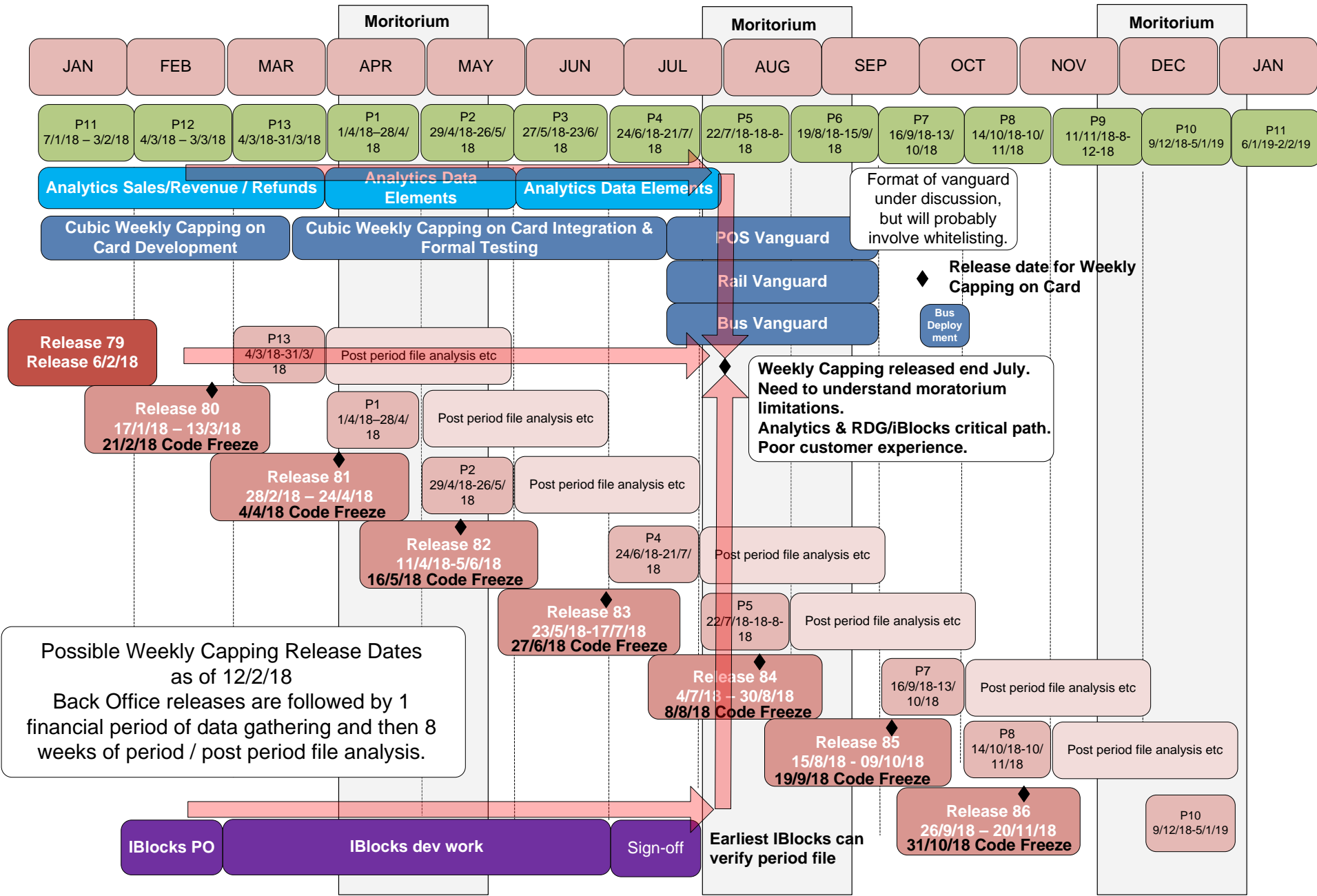


Overview

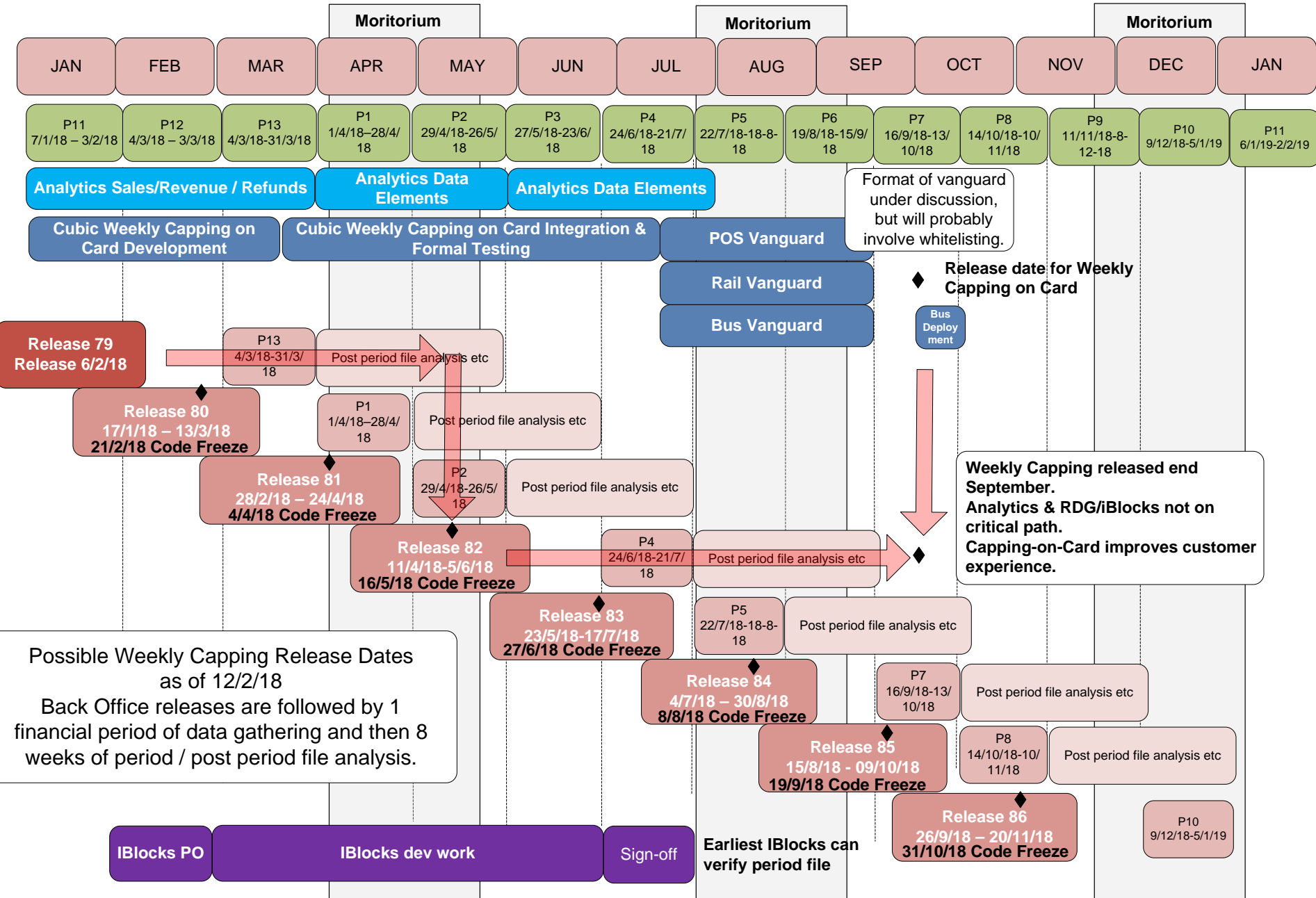
- The App software development timescales have been changed as a decision was made to prioritise the postcode lookup works – a new App PAM date of 15th June 2018 has been agreed with ExCo and Central PMO.
- Back Office Release R79 was delivered on 6th February and includes RAE improvements for assurance and the Bus Hopper apportionment / reporting fix. Allows Weekly Capping / Refunds Assurance to start – see slides. iBlocks quote from RDG just received, so PO can be raised.
- The Riverbus O2 link migration was completed on the 5th February, mitigating the Bus migration which is now planned for the 5th March – but link continues to approach saturation, see slide.
- Back Office CPC capacity analysis report received and discussed with Cubic – further investigations underway – need to align upgrades with DCC project this year.
- Concessions discussions continue with Novacroft to allow them to provide a firm price for integration with the mobile App.
- Areas of budget uncertainty remain 1) Price of Concessions work from Novacroft; 2) Cost of Analytics Phase 2 refunds work and 3) Costs to complete the App contactless functionality.



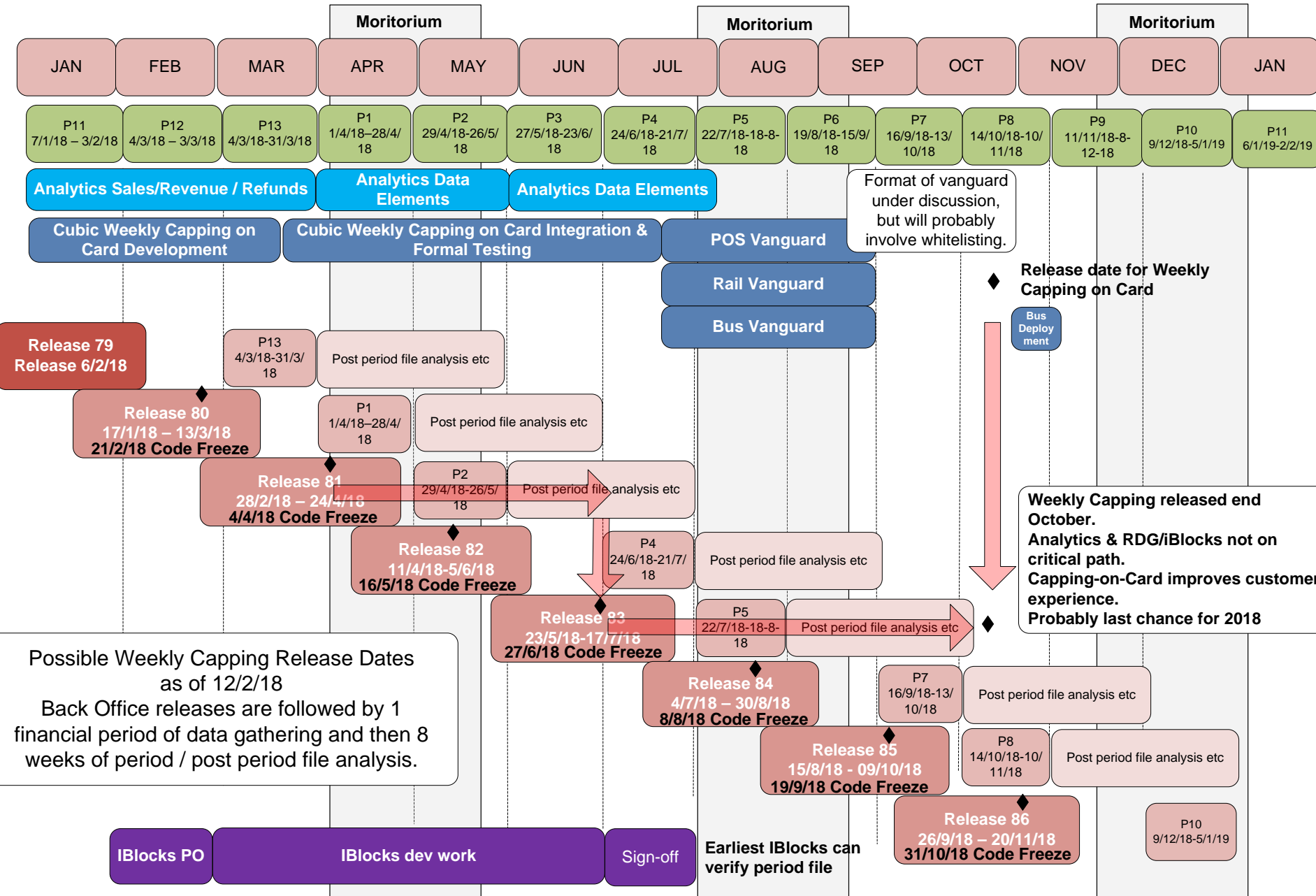
Weekly Capping – earliest but poorest customer experience



Weekly Capping – best customer experience

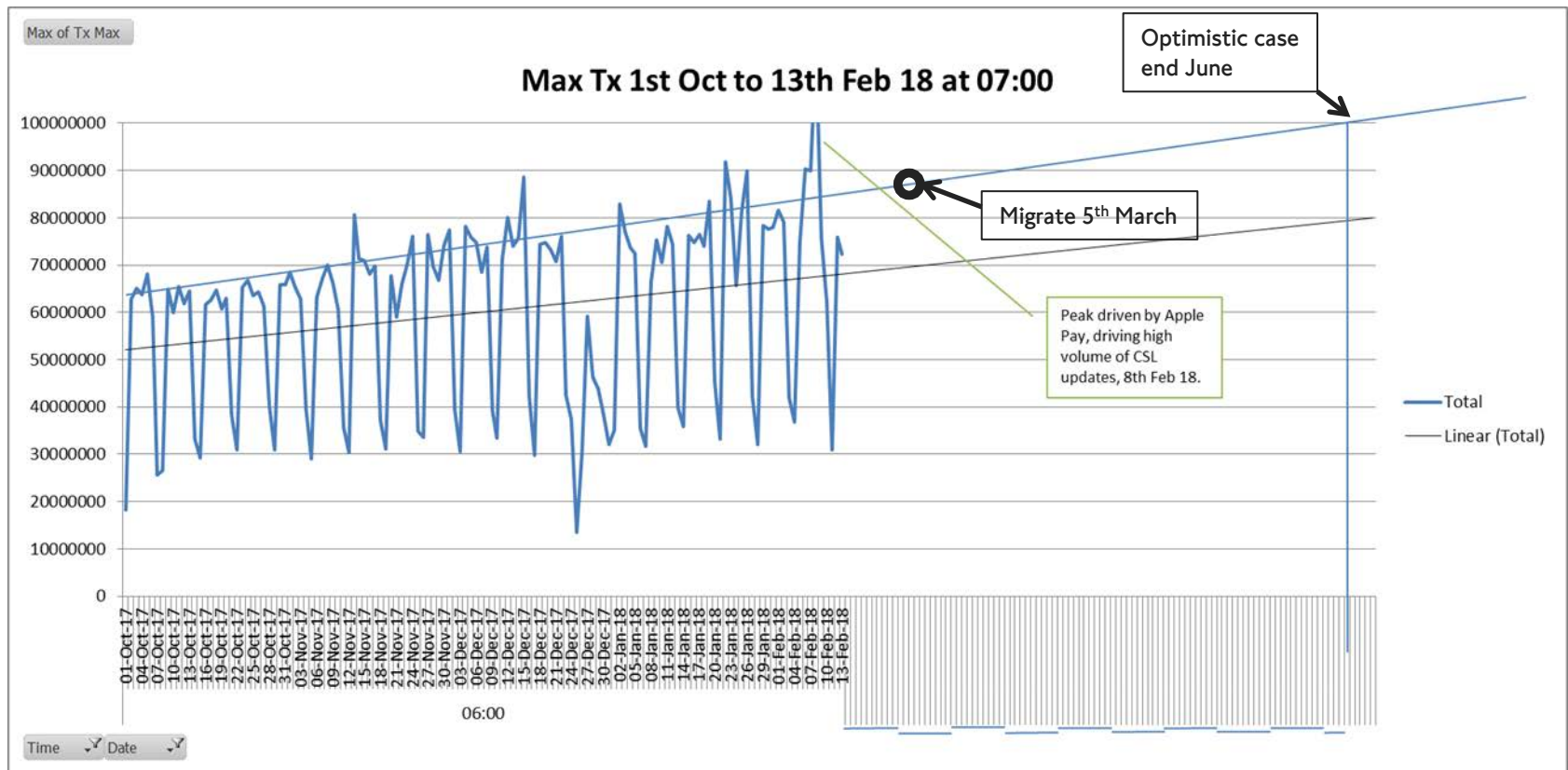


Weekly Capping – Probably last chance for 2018



Key Risk – O2 bandwidth limit

The Riverbus O2 link migration was completed on the 5th February, mitigating the Bus migration which is now planned for the 5th March. Link continues to approach saturation.



7 Unlimited Bus Hopper

The final stage of the bus hopper implementation allows unlimited free bus and tram journeys within one hour of the initial journey tap in - charged at £1.50.

The customer can make intervening underground / rail journeys and still qualify for the free bus / tram travel afterwards.

T&D and Cubic launched unlimited Bus Hopper on Wed 31st Jan.



Our NEW Hopper fare lets you take unlimited bus or tram journeys within one hour for £1.50

Our Hopper fare is part of the commitment by the Mayor, Sadiq Khan, and TfL to make travel in London more affordable.



Applies to pay as you go.
Always use the same card to touch in.

MAYOR OF LONDON



Questions?



Backup slides if needed



Analytics Plan

FTP4 Analytics Delivery Plan for Stage 1 Weekly Capping



Key Milestones

Key Milestones	Owner	Baseline End Date	Forecast/ Actual Date	RAG	Commentary
Bus Hopper Phase 3 Go Live		26/01/2018	30/01/2018	C	Completed as planned
Contactless functionality in App (Budget Milestone and PAM)		31/03/2018	15/06/2018	A	The App software development timescales have been changed as a decision was made to prioritise the postcode lookup works – a new App PAM date of 15 th June 2018 has been agreed with ExCo and Central PMO. See management decision slide.
Refunds in the Back Office (Weekly Capping)		26/01/2018	Under review	G	Deployment date under review. Needs to be before Capping-on-the-Card – see earlier slides.
Cubic's Weekly Capping on the Card		26/01/2018	6/09/2018	G	Deployment date under review.



Key Dependencies

ID No	Dependency Description	Dependency Impact	In / Out	Resolution Date	Owner	RAG	Status Update
13	Upgrade of O2 link for FUL	<p>The current bandwidth would impact transfer of the Products/Refunds via the Faster Universal Load thereby impacting Customer Proposition.</p> <p>The upgrade of the data link from TfL Data Centre to O2 to 1Gb will mitigate this problem. Bandwidth usage predictions indicate that the capacity limit may be exceeded around the end of February 2018, therefore this upgrade should be done as soon as is practical.</p>		05/03/18	PM / Cubic	A	<p>The Riverbus O2 link migration was successfully completed on the 5th February, mitigating the Bus migration which is now planned for the 5th March. See earlier slide.</p>
9	Incorporation of CPC functionality into mobile app dependent on CASC-in-Cloud	<p>Contactless development work will be impacted.</p> <p>Software development is proceeding to plan but the infrastructure/network changes to enable connectivity between Azure and on-premises components are behind schedule. This has been escalated to senior management.</p>		16/02/18	PM	A	<p>The App software development timescales have been changed as a decision was made to prioritise the postcode lookup works – a new App PAM date of 15th June 2018 has been agreed with ExCo and Central PMO.</p>



Key Risks

ID No	Risk Description + Mitigation	RAG	Target Resolution Date	Owner	Executive Update
19	RSP file system upgrade may not happen at the same time as we are gearing up to deliver weekly capping. TfL & RDG / Iblocks meet regularly at which this issue is discussed. Go live date is end July earliest due to the Analytics stabilisation work, allowing extra time for testing. iBlocks are aware of the timescales for delivery.	R	22/07/2018	Lisa Simone	Iblocks have submitted their cost break down and expected delivery timescales of 4 months. Quote received from RDG 14/2/18 - TfL can now raise the PO.
22	There is a risk that due to the Analytics stabilisation work, resource will be taken from FTP4. This will have a negative impact on David Kershaw and his team. If Analytics delay the full reporting capability of FTP4 revenue apportionment and the assurance that the data is incomplete or inaccurate, it will create considerable extra work through duplication and increased assurance checks, so increasing the likelihood of disputes with RDG / TOCs and cause internal accounting issues within TfL.	A	26/07/2018	Lisa Simone	Launch date of end July has been agreed to allow Analytics to deliver the full reporting capability.
21	There is a risk that the O2 data links will not be migrated in a timely manner causing the links to reach saturation level. This could result in CSL lists and FUL product pick up slowing down / not being at the readers so causing customer problems.	A	29/03/2018	Lisa Simone	The River bus migration was successfully carried out on the 5 th February. Date for Bus migration to be discussed at workshop on the 8 th February and now planned for 5 th March 2018.



Key Active Issues

ID No	Issue Description + Resolution	Current RAG	Project Owner	Target Resolution Date	Executive Update
11	Infrastructure delivery / Network teams are behind schedule to enable connectivity between on-premises and Azure components, which will prevent from delivering CPC in the App by the March PAM date.	A	PM	16/02/2018	PM working with TechDev and CASC in the Cloud project team to finalise plan for delivery options.
TBD	<p>Programme cost to complete is under review.</p> <ol style="list-style-type: none"> 1. The cost to complete of Contactless in the App is currently being reviewed. 2. The cost to complete the Analytics Phase 2 works is yet to be estimated. 3. The Novacraft component of the Concessions project has not been quoted for yet, but Novacraft are actively engaged. 	A	Mark Brown	31/03/18	<p>See financial slide.</p> <ol style="list-style-type: none"> 1. Get Card API quote from Cubic expected 23/2/18. 2. Phase 2 architecture now defined, allowing Analytics to make progress. 3. Further technical meetings held with Novacraft enabling them to prepare quote.



Funding

	Funding RAG	A
Funded By		T&D
Approved Funding		
Risk Provision		
Estimated Final Cost		
Spend to Date		
Variance (Approved - EFC)		
Spend to Go (EFC - Spend to Date)		

Cost Commentary

Current funding position is regarded as Amber since -

- 1) The cost to complete of contactless in the App is currently being reviewed. *Get Card API quote from Cubic expected 23/2/18.*
- 2) The cost to complete the Analytics Phase 2 works is yet to be estimated. *Phase 2 architecture now defined, allowing Analytics to make progress.*
- 3) The Novacroft component of the Concessions project has not been quoted for yet, but Novacroft are actively engaged. *Further technical meetings held with Novacroft enabling them to prepare quote.*



Management Information

Key Decisions Made

The App software development timescales have been changed as a decision was made to prioritise the postcode lookup works – a new App PAM date of 15th June 2018 has been agreed with ExCo and Central PMO.

Change Requests

None this period