



INSIDE THIS EDITION

IN THE NEWS

Pages 2-5 → January Fares Revision → Christmas Collections → Finsbury Park Opening → On the Move

SPECIAL FEATURES

Pages 6-9 → TRU Christmas Quiz → Looking Ahead to 2020 → Charity Update

ASK OLLY!

Pages 10-11 → More of your questions answered

PROJECT UPDATES

Pages 12-15 → Gate upgrades → POM upgrades → TOM software → SCU upgrade → CHD changes

AND FINALLY

Page 16 → PED trial → Looking Ahead to TRU123

Quiz answers Page 15

THAT'S IT FOR 2019

The final edition of TRU of 2019 and of this decade, sees the final countdown towards this January's main fares revision, which as usual takes place on Thursday 02 January.

On Pages 2 and 3 inside we provide some final information on the fares revision and a summary of the main changes taking place this year. As it marks the final year of the Mayor's four year "Fares Freeze" changes are largely restricted to Travelcards and other fares involving travel on NR services, where TfL are not responsible for setting fares.



More detailed information can be found within the 2020 Fares Revision Circular, hard copies of which have been distributed to all LU stations. The document can also be downloaded or accessed via the T&R section of the intranet or via the link below.

Please make sure you take time to familiarise yourself with changes.

We had hoped within this edition, to provide the detail of the planned changes to the Oyster card deposit, which TfL are planning for early next year.

JANUARY FARES REVISION

However the planned implementation date for this change has been pushed back until mid-February 2020 and the public announcement of this change has not yet been made.

We are therefore holding this item over until TRU123, in which we provide a detailed explanation of the change, the reasons behind it and how it will be implemented.

KEY STORIES INSIDE

Page 6 T&R CHRISTMAS QUIZ

In place of our usual T&R Trivia, we feature our annual quiz to see how much you have read during 2019 and what you have retained?

Page 7 LOOKING AHEAD TO 2020

We take our customary look ahead to what 2020 might have in store.

Pages 8-9 CHARITY UPDATE

We report on the recent presentation of cheques to our nominated charities in respect of POM overpayments during the last year.

Page 13 POM UPDATE

We provide an update on recent upgrades, some issues that have since come to light and what we plan for the first few months of 2020.

Page 15 CHD CHANGES

We provide an update on some recent changes to cash handling devices.

Written and compiled by

ALAN MUNDY & DAVID NIX

JANUARY FARES REVISION

OVERVIEW OF MAIN CHANGES ON 02 JANUARY 2020

Over the following two pages we outline the main changes to be introduced from start of traffic on Thursday 02 January 2020.

Many of these were covered in more depth within [TRU121](#), but are produced as a summary below. We have also added a number of regular “good housekeeping” processes that accompany this fares revision.



PRICE CHANGES

PAYG FARES –for journeys wholly on TfL services, will remain frozen at 2016 prices. NR and through journeys involving travel on both TfL and NR services increase as a result of the TOC element being increased.

DAILY PAYG CAPS – In line with fares increases on the National Rail network, the prices of the Anytime Daily PAYG caps will rise between 20p and 40p depending on the zones chosen.

SINGLE & RETURN FARES – remain unchanged for journeys on LU. PAYG continues to offer best value for customers, with a saving of £2.50 on a journey wholly within Zone 1.

TRAVELCARD SEASON TICKETS – The prices of Season tickets will increase by an average of 2.8%. Contactless Weekly PAYG caps will also increase by the same amounts.

DAY TRAVELCARDS – As with Season tickets, Day Travelcards will increase in accordance with the Retail Price Index (RPI). In general terms this means that Adult One Day Travelcards within Zones 1-6 will increase by 40p-50p and within Zones 1-9 by either 40p (Off Peak) or 70p (Anytime).


VISITOR TRAVELCARDS – The on-going trial of 2 Day and 3 Day Visitor tickets at a number of Gateway and tourist stations will now continue until the May 2020 Fares Revision, rather than being withdrawn as we previously hoped. Although these tickets are only valid on TfL services, prices will increase from 02 January in line with prices of the comparable Day Travelcard. .

PAYG EXPANSION TO READING

TfL SERVICES OPERATING BETWEEN PADDINGTON AND READING

- From *Sunday 15 December 2019*, a TfL Rail service commenced between Reading and Paddington, though many services from Reading will continue to be run by Great Western (GWR). Under agreements reached some 10 years ago between the DfT and TfL, common Single fares will apply on the GWR and TfL services.
- Oyster is not being extended to Reading and Oyster validity will terminate at West Drayton, the last station in Zone 6 on this route. From Thursday 02 January customers will be able to use contactless payment to make PAYG journeys on the TfL service as far as Reading.

Iver

	Fares from / to	ZONE 1		PADDINGTON (Terminal)		Daily Cap	
		Standard	Reduced	Standard	Reduced	Anytime	Off-Peak
	READING	£26.80	£13.00	£24.40	£10.60	£55.90	£26.00
	TWYFORD	£17.10	£10.70	£14.70	£8.30	£36.10	£21.40
	MAIDENHEAD	£14.30	£8.90	£11.90	£6.60	£30.70	£17.90
	TAPLOW	£13.70	£8.60	£11.30	£6.20	£29.40	£17.30
	BURNHAM	£12.50	£8.10	£10.10	£5.80	£26.80	£16.20
	SLOUGH	£11.10	£7.70	£8.70	£5.30	£24.30	£15.50
	LANGLEY	£10.70	£7.40	£8.30	£5.00	£23.50	£14.90
	IVER	£9.50	£7.00	£7.10	£4.60	£21.00	£14.00

EXIT THRESHOLDS AT OVERGROUND AND TfL RAIL STATIONS – On *Thursday 02 January*, changes will be made to the “Exit threshold” at London Overground and TfL Rail stations to mirror changes already made to LU stations LU in 2019. It allows customers that have failed to touch-in, to exit through the gates even if their PAYG balance is less than the minimum fare. Currently cards would be rejected with reject code 36.

JANUARY FARES REVISION

FARES POSTERS



Due to a production issue, revised versions of the customer fares poster will be distributed slightly later than normal. All LU stations should receive their new posters during week commencing 22 December 2019.

Staff taking delivery of these posters at nominated stations on each area, must;

- Provide the courier with their **name** and their **employee number**
- Store the posters safely and **record their storage location** in the station Log book
- Distribute posters to other stations in the area as necessary.

At the end of traffic hours on **Wednesday 01 January 2020**, Supervisors must remove all existing fares posters and replace them with the new posters prior to start of traffic on **Thursday 02 January 2020**.

ADVANCED ISSUE OF TICKETS

As with previous January's Fares Revisions there will be a block on the advance issue of tickets from POMs between **Sunday 29 December** and **Wednesday 01 January**, to prevent customers being able to purchase tickets to start after 02 January at the 2019 prices. POMs will revert to normal operation on 02 January.

Customers can buy Travelcards and Bus & Tram Passes at the price applicable to the ticket's start date;

- Online – up to 30 days in advance
- At Oyster Ticket Stops – up to 7 days in advance.
- At London Overground / TfL Rail ticket offices – up to 30 days in advance
- At National Rail ticket offices that have Oyster ticket issuing facilities.

STAFF FARES LISTS 2020

New staff fares lists showing 2020 fares are now available online from the T&R Intranet pages and can also be viewed or printed off by [clicking here](#).

The fares lists appear by station / NLC and each has two lists. One covering fares to other LU stations plus other stations on the TfL fares scale, the other covering through fares to NR stations within the London area.

- the first starting SOO followed by the last 3 digits of the station NLC – containing fares to LU, DLR and other stations on the TfL fare scale for which "Station of Origin" tickets are issued
- the second starting SOD followed by the last 3 digits of the station NLC – containing fares NR stations for which "Point to Point" or "Station of Destination" tickets are issued.
- At stations with multiple NLCs, only one version of fares list is being provided

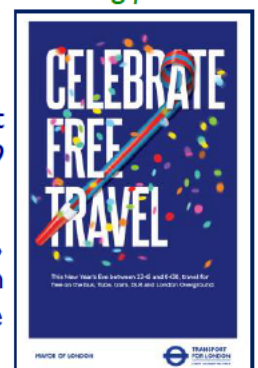
NEW YEARS EVE... REMINDER

As is customary, New Year's Eve travel will once again be free to London's late night revellers on TfL services from 23:45 hours on **Tuesday 31 December 2019** until 04:29 hours on **Wednesday 01 January 2020**.

In this Fridays edition of the HOT ISSUES BULLETIN 51-19 (the final edition of the year), we will include **all** the information you will need to answer any questions or enquiries from customers who are concerned they may be incorrectly charged for any journeys they have made or are making.

Any staff working on gatelines during this period are advised to have these instructions close at hand, to ensure that customers receive accurate information. Staff will also be able to use this information to check which devices should remain powered up and when POMs need to be switched on and off.

Network Enforcement are also working with TfL Ticketing Policy to produce customer facing posters with easy to understand information as to how they must travel and who they can speak to when things go or appear to be wrong. These will displayed on whiteboards close to gatelines leading up to and during the period of free travel.



IN THE NEWS

CHRISTMAS COLLECTIONS AND DELIVERIES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

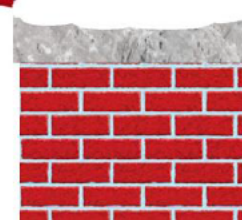
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PREPARATIONS FOR CHRISTMAS DAY

[REDACTED]

[REDACTED]

[REDACTED]

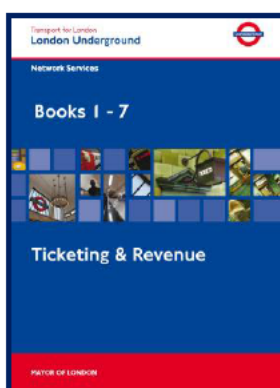
[REDACTED]

[REDACTED]

[REDACTED]

TICKET & REVENUE BOOKS

The planned publication of updates to a number of the T&R Books has again been delayed, as a result in the slippage of a couple of programmes which are likely to have a major impact on the content within a couple of the books.



We are currently looking to publish new versions of most of the T&R Books online at the end of January, after the implementation of the January Fares Revision changes, the launch of contactless PAYG acceptance on the TfL Rail service to Reading and in readiness for the planned changes to the Oyster card deposit, bankcard acceptance and the provision of a charity donation facility on the POMs, which are all now scheduled to take place from differing dates in February.

T&R Books 1 and 4 which are the only editions that are still provided as a hard copy for secure suites are not likely to be republished until after the May Fares Revision.

Further information on the changes included within the revised books will be included within TRU123 which is due to be published at the end of January.

A summary of changes that have been made since the current edition of each T&R Book were produced are published weekly in the [Hot Issues Bulletin](#).

FINSBURY PARK OPENING

Since the closure of the main LU ticket hall in Wells Terrace, Finsbury Park has operated with access to the LU part of the station via the NR ticket hall in Station Place and the smaller entrance in Seven Sisters Road. This was due to redevelopment work taking place on and around the station, to improve capacity and provide step free access to all areas for customers.



Completion of works at the station will see the opening of a brand new ticket hall from Tuesday 17 December, providing much improved access for customers arriving on the north side of the station. The new Finsbury Park (Western) ticket hall will have a new gateline consisting of 4 E2 gates and 2 WAGs, with ticket issuing being provided by two new LU TVMs.

These will initially operate as "card only" devices and customers wanting to pay with cash will need to continue using the Station Place entrance.

The opening of the new ticket hall will be slightly complicated by the fact that the NR gatelines are yet to be relocated from their platforms to the Station Place ticket hall. As a result customers using the new entrance and travelling via NR will need to additionally validate on the PVal within the interchange passageway, between touching in/out on the LU and NR gatelines.

A customer entering from the street would therefore have to touch-in on the new LU gates, validate on the PVal and then touch-in again on the NR gateline. Whilst those arriving on an NR train and wanting to exit via the Western ticket hall would need to touch-out on NR, validate on the PVal in the interchange subway and then touch-out on the new LU gates.

This utilises the existing OSI between LU and NR to address the fact that customers would otherwise be touching in or out twice and would almost certainly be charged a maximum fare as a result.



ON THE MOVE

Following the sale of 55 Broadway, the former headquarters of London Transport, the LU T&R team will be on the move again during the weekend of Saturday 18 and Sunday 19 January 2020 to the 3rd Floor at 14 Pier Walk at North Greenwich.

In preparation for this move we will be unable to issue new or replacement TSID cards or issue PIN reminders for TSID, CSID or RID users, between Tuesday 14 January and Friday 24 January 2020.

There may also be slight delays to the supply of some other items distributed by the T&R team, whilst stocks are transferred to the new location.

Please note that contact telephone numbers and email addresses will be unchanged.



	Telephone	Email
TSID Helpline	Auto 1769	TSID
TSID Activation Line	Auto 55791 Ext: 020 7027 5791	
CSID Helpline	Auto 1769	CSID
CHD Helpline	Auto 1768	



SPECIAL FEATURE













OLLY'S CHRISTMAS QUIZ 2019

In the final TRU of the year, Olly replaces our regular T&R Trivia items with a special Christmas quiz all of his own.

With it he aims to test both your direct knowledge and powers of recollection, on some of the T&R events and issues covered in the eight editions of TRU that were published during 2019.

Like last year, he has made some of the questions a little more cryptic. There are a couple that you should find very easy, but hopefully a couple will challenge you a little more?... Good Luck!



Q1	Which new station appeared in 2019 and what did it replace?	
Q2	Which other city can now be reached using contactless payment?	
Q3	What can you see in the east and the west, but you won't find in Central London for a while?	
Q4	The value of what went "into the red" in February 2019?	
Q5	Which piece of 1987 technology, finally started to be replaced in 2019?	
Q6	At which station was the final device of the CHD rollout installed in 2019?	
Q7	Which was the first station to which contactless payment was extended, but Oyster wasn't?	
Q8	In September what was reduced from £5 to £3 as a trial at certain stations?	
Q9	Regular supplies of what were "cut-off" in September 2019?	
Q10	Which two things were sent via a different route during 2019?	
Q11	Which three stations participated in trials of new MFM note handling units during 2019?	
Q12	It took a while, but was finally speeded up towards the end of 2019?	

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



LOOKING AHEAD TO 2020

In our last edition of TRU each year, we like to take a 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 2020.

SO WHAT IS OLLY'S 2020 VISION?

1 COMPLETION OF SCU UPGRADE

This featured on Olly's 2019 wish list and although the project got started and the rollout of the new SCU is well underway, we still have work to do in 2020 to complete the project and to update the software to resolve a couple of known issues.

2 GATE POD UPGRADES

In the New Year we should be ready to start the rollout of the new E2 style of Passenger Orientated Display (POD) to all of our E1 and Pneumatic gates. It's going to take a while as there are a lot of gates to update.

3 MFM NOTE HANDLER REPLACEMENT

Although trials started in late 2018 and a decision on the preferred option has been made. Lengthy procurement and software development timescales mean that it won't be until early 2020 that we are able to Vanguard the new note units and spring 2020 before we start the planned rollout.

4 POLYMER £20 NOTE INTRODUCTION

New polymer £20 notes will be introduced on 20.02.2020 and prior to this we will need to upgrade all of our note handling equipment to be able to accept the new notes.

5 CHARITY DONATIONS VIA POMS

A new facility to donate the value of unwanted Oyster cards via our POMs is due to be Vanguarded at the end of February and implemented across the network in the spring.

6 EXPANSION OF BANKCARD RANGE

A software upgrade in readiness for an expansion of the range of bankcards accepted on POMs will be Vanguarded early in the New Year. Further information will be included in TRU123.

7 OYSTER DEPOSIT CHANGE

The software is now in place ready for a change to the current arrangements scheduled for February 2020. The changes and how they are being implemented will be fully explained in TRU123.

8 REPLACEMENT OF MANUAL GATES

Following some preparatory work in 2019 a funding paper has recently been submitted to cover the removal of a number of Manual Gates and the replacement of any older style gates that will remain.

9 OYSTER WEEKLY CAPPING

The launch of Weekly capping for Rail PAYG users was on Olly's 2019 wish list, but TfL are yet to reach agreement on this with all of the Train Operating Companies (TOCs) involved. We are hoping that the facility may now be introduced in summer 2020?

10 MAYORAL ELECTION

Hot on the heels of the recent General Election, Londoners will be back to the polls in May 2020 for the Mayoral election. Whoever wins is likely to have a big say on future fares policy!

POM OVERPAYMENTS – CHEQUE PRESENTATIONS



In the run-up to Christmas we try and spread a little cheer and traditionally total up the amount of money which has been overpaid by customers using our POMs over the last twelve months.

The option to overpay by up to 30p on a transaction is offered when the POM is unable to offer the customer change. This happens at all times on the AFM and when the MFM or TVM has insufficient change available.

This year the total amount generated through these overpayments amounted to just under £30k, which is slightly down on last year's amount and reflects a slight decline in the volume of cash transactions as more customers switch to other methods of paying for their travel. This year marks 10 years that the scheme has been in operation, bringing the total amount that LU (and its customers) has donated to over £330k and payments in previous years are summarised in the table on page 9.

As in previous years the proceeds were split between our two nominated T&R charities; Railway Children and Global's Make Some Noise. Within the first two weeks of December we were delighted to be able to present cheques to the two charities.

The first presentation took place on Monday 02 December at London Bridge station, when a cheque for £14,946.14 was presented to Dave Ellis of Railway Children.



Railway Children's Corporate Partnerships Manager Dave Ellis told TRU:

"The POM overpayment scheme is an integral part of the support London Underground provides to us and we are so proud that there are now a number of such effective schemes running across the Underground and wider TFL network. These now give customers the opportunity to change the lives of vulnerable children at various points of their journey and in a number of innovative ways. When you consider that just £20 could fund an hour of support work for a UK runaway child or young person and their family, the difference LU and their customers continue to make to the lives of children becomes incredibly apparent."

Railway Children is an international UK registered charity working in India, East Africa and the UK. Over the last 22 years they have protected 300,000 children who faced violence, abuse, exploitation and even death. They have a vision where no child ever has to live on the streets. Their aim is to reach children as soon as they arrive on the streets and intervene before an abuser can. Their pioneering work enables them to get to street children before the streets get to them.

In the UK, Railway Children now has a strategic partnership with British Transport Police (BTP) and for the last 3 years they have worked together to develop the Safeguarding on Transport programme which identifies and supports vulnerable and disadvantaged children on the transport network, an area no other agency or statutory body is tackling.



The rail network and its stations are magnets to vulnerable children, offering them places to go and places to hide. Unfortunately, abusers know and exploit this, seeking out and befriending the vulnerable before grooming them for sexual or criminal activity. In many cases the toxic trio of domestic abuse, poor mental health and chaotic substance misuse drives children out of the family home and in some tragic cases they may even resort to using the rail network as a means of ending their life.

In 2018 the BTP dealt with over 8,000 child safeguarding incidents on the rail network. A third of children identified had run away from home or care; other issues included sexual exploitation, abuse, addiction, poor mental health and suicide. These children are either not meeting the threshold to receive support from social services or are being allocated services that do not meet their complex needs.

Their partnership with BTP enables them to connect with some of the most vulnerable children in the country and provide them with a service that genuinely turns their lives around for good and the support of London Underground plays an integral role in this.

POM OVERPAYMENTS continued.....

The scheme has operated from 2008-19	Divided equally between our two nominated charities		Total raised over 10 years
	Railway Children	Global Make Some Noise*	
Total for each charity	£150,127.54	£150,127.54	£300,255.08

The second of this year's cheque presentations took place on Wednesday 11 December at 55 Broadway, when a cheque for £14,946.14 was presented to Global's Make Some Noise, again marking the 10th year of our support of the charity (formerly Help a London Child) through the POM Overpayment scheme.

Global's Make Some Noise is a national charity that funds and empowers local projects helping disadvantaged children, young people and their families, as close to home as possible. **Jasmine Morgan**, Partnerships Manager for Global's Make Some Noise, told TRU:



"We are hugely grateful to once again receive such a generous donation generated through London Underground's POM overpayment scheme.

Life is tough for a child or young person living with illness, disability or lack of opportunity. It can be very isolating for them and their family. A specialist charity close by can often be the difference between coping and not. Yet 78% of small charities are struggling to meet growing demands.

These small charities are often the only place for families to turn to when their lives suddenly change. With your donation we're able to fund vital equipment and life-changing services to help children and young people through challenging times, including therapy, counselling, nursing and support groups.

The funding and support we've received from LU over the year's means that many local charities have been able to bring to life a new project that's desperately needed in their communities. For others, it means they're able to continue running the only service of its type in the UK. Thank you for joining us to make some noise and to help small charities have a big impact."



By way of background to how valuable the support of Make Some Noise is to these small charities, we have included below an example of one of the London area charities they are currently supporting.

Case Study - Ourtime



Ourtime is a charity which supports children affected by parents suffering with mental illness.

There are currently more than 3.7 million affected in the UK. The children concerned currently are not recognised as young carers and receive little help.

In being selected as a beneficiary by Make Some Noise, Ourtime have been able to develop a new "Kids Time Workshop" in Ealing, which will provide essential support to young people and their families.

Through drama and games, these children are able to better understand what is happening to their parent and find ways to build both resilience and better relationships with their family.

The support of Make Some Noise will allow Ourtime to shine a light on these children and give them the support they need to ensure they are not affected in later life themselves.



Got a ticketing and revenue related question, problem or simply noticed something you think your colleagues should know about?

Why not test the knowledge of Olly - our resident ticketing guru.



From: [REDACTED]
Sent: 08 December 2019 09:04
To: Ask Olly
Subject: Child free travel

Hi Olly,

According to **T&R Book 8, Section 10**, it no longer says "children under 11 are free when travelling with a fare paying adult" it now says "free travel under 11 if accompanied by a ticket holder or Oyster PAYG user."

Does this mean that Freedom Pass users can now take children on the Underground for free as they are NOT fare paying adults?

I look forward to your quick response and explanation on this matter.

Regards

Hi [REDACTED]

Thank you for your email and query.

The arrangements for accompanied travel for children under 11 are that anyone over 16 with a valid ticket, validated smartcard (i.e. they paid for their travel), magnetic ticket including Day Travelcards or a free travel concession can take children with them free of charge. So a Freedom Pass holder would be included in this.

The only exception to these arrangements are holders of Group Day Travelcards where they are not able to take additional children free.

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

The arrangements are contained within **T&R Book 3 (POMs)** within **Section 4.9**. If coins or notes are found anywhere within the POM other than within a vault they should be treated as "left change".

This will enable the money to be easily identified and refunded if a customer subsequently claims that they have lost money within the device.

Regards

Olly Oyster

From: [REDACTED]
Sent: 22 November 2019 07:10
To: Ask Olly
Subject: Unclaimed money stuck in POM

Dear Olly,

Please settle a debate. If a bank note is found stuck in the MFM, and it hasn't been claimed by a customer, do we use the Left Change or Money Found in POM option on the miscellaneous transactions page on the ESAF?

Regards

Join our **email Distribution List** to ensure you get the benefits from;

- the most recent edition of the TRU, on the same day it goes to the printers.
- having your own personal copy.
- access to archived copies.

- Send an email to: [REDACTED] today.



From: [REDACTED]
 Sent: 08 October 2019 22:33
 To: Ask Olly
 Subject: Revenue protection ideas

Hi Olly,

[REDACTED]

[REDACTED]

[REDACTED]

Let me know your thoughts.

Kind regards

[REDACTED]

Hi [REDACTED]

Thank you for your email and ideas.

[REDACTED]

[REDACTED]

Regards

Olly Oyster

Hi [REDACTED]

Thank you for your email and query.

The revised design of TOC Privilege Travel Card started to be issued in April this year and was covered in [Hot Issues Bulletin 26](#) which was issued on 28 June.

An extract from that article is pasted below with an image of the card



Holders of these cards are not entitled to Privilege rate travel on LU services and although they can have a Priv NR only discount set on an Oyster card, this cannot be set at any LU station.

Regards

Olly Oyster

From: [REDACTED]
 Sent: 07 October 2019 13:22
 To: Ask Olly
 Subject: Privilege rate travel

Hi Olly,

My staff just came across a customer who had a TOC only Staff Travel Card and wanted a Privilege discount set on their Oyster card.

Now I also hear that there is a new design which came out this year and we are NOT to give Privilege discounts on them.

Could we have a picture to see what this new design looks like please?

Regards

[REDACTED]

REVENUE PROJECTS

DEVICE UPGRADES

The run up to Christmas is always a period of feverish activity, as we attempt to get projects started or particular tasks finished before the onset of the change freeze that precedes the January Fares Revision and the Christmas / New Year holiday period. The change freeze allows the new fares tables to be loaded in readiness for 02 January and we don't want this to be disrupted by the downloading of any new software or base data.

Over Christmas there will be a lull in activity before it all starts again after the fares revision has taken place, when we are likely to see a surge in activity as projects attempt to start or regain lost ground.

Over the next couple of pages we provide updates on where we are with the various device upgrades and what is planned for the beginning of next year.

GATE UPGRADES



Once the fares revision freeze is lifted in January, we are likely to see a surge in activity on a number of gate upgrade projects.

In mid-January, Cubic are planning to deploy the updated pneumatic gate software which has been on Vanguard at Marble Arch and Queensway, to all the other stations that still have the older style pneumatic gates starting from Monday 13 January. This will then be followed by the start of the installation of the new POD hardware and RTD arrangement on to pneumatic gates starting from 03 February 2020.

At around the same time and following on from the current Vanguard at Balham, we are scheduled to also start the rollout of the new E2 style gate POD to other stations that have E1 gates.



BEAM AND VALIDATION COUNTING

In addition to these two programmes, we are also looking to extend the previous Vanguard of the new beam counting software outlined in [TRU121](#) to some additional sites. This new software had initially only been tested on E2 Gates, so up until now has only been deployed to E2 gates and WAGs. Early in the New Year, it is hoped to complete testing on E1 type gates so the same software can be deployed to this type of stanchion.

The initial figures from the first batch of sites have had to be revisited as the original calculations appear to have failed to include magnetic ticket validations, meaning that initially it appeared there were significantly more passages through the walkways than validations at several of the Vanguard stations where the software had been in place.

BEAM LOGIC

The much delayed deployment of new light beams and reflectors on the walkways of E1 type gates will hopefully start early in 2020, once all parts have been delivered. This will hopefully start with the revisiting of the Vanguard site to complete the upgrade of any devices that were not included in the original Vanguard and to bring these devices up to the final designs approved for rollout. After these it is hoped that a priority will be given to the deployment of the new arrangement at a number of stations that have E1 gates, where there are known issues with an accumulation of dust.

Installation is planned to coincide with preventative maintenance visits to stations with E1 gates.

PADDLE TRIAL

Two separate initiatives involving gate paddles are likely to take place next year. The first of these involving the installation of taller paddles on gates (as outlined in [TRU121](#)) will be confirmed in the New Year, but we are currently looking at the possibility of using one of the smaller stations on the north end of the Bakerloo line for this.

The other trial is planned to test a new design of lighter paddle once this has successfully passed all of the necessary fire safety tests.



POM UPGRADES

SOFTWARE UPGRADES

Wednesday 11 December saw the completion of the final batch of POM software and PED upgrades, in readiness for changes planned early in 2020. All POMs should therefore have been displaying the updated card scheme logos on both the home and payment screens. However, a review of software versions reported by each device highlighted a number of devices which had failed to accept the new device software or PED software updates. A number of these required engineer visits to the stations to resolve the issue that was preventing the devices from updating.

We also received feedback from staff at Gunnersbury which highlighted that at this and the other RSLU stations (Regulated Stations on London Underground) on the District and Bakerloo lines were missed when the base data table containing the card scheme logos was deployed across the network.

As a result the QBMs at these sites are not currently displaying the correct bankcard scheme logos, although the devices do have the latest QBM software. As we are currently in a change freeze, it means that this issue cannot be addressed until the base data load for the January Fares Revision.

In a completely unrelated issue affecting QBMs at a number of the RSLU sites, it was recently identified that devices which were installed as part of Fit for Future Stations works were not accepting payment by American Express cards. This has since been traced to the fact that when these devices were installed a new Merchant ID (MID) was not requested for AmEx transactions. As AmEx process their own transactions whereas all other card types are processed via Barclaycard, each of our locations have two separate MIDs. In the case of these RSLU sites a Barclaycard MID was provided but a corresponding AmEx MID was not, possibly based on the assumption that one already existed for the new RSLU TVMs. Unfortunately the sales from these devices report into Arriva Trains London for reconciliation purposes, so a separate LU MID is required for the QBMs. Hopefully these will be provided early in the New Year allowing the devices to offer the full range of payment options.

MFM NOTE HANDLER REPLACEMENT

Further to our last update in [TRU121](#), plans to deploy the new Suzohapp note unit at a couple of Vanguard locations before the Christmas break, proved to be unachievable. This Vanguard which was planned to include 5 BMA units and 5 BNR units will now be scheduled to start in mid-January. This first phase will use restricted software and allow the acceptance of only Bank of England notes. All of these units will come ready to accept the new polymer £20 notes when these are introduced.

A further Vanguard with enhanced software and full note acceptance is scheduled to follow in April 2020.

£20 POLYMER NOTE ACCEPTANCE

Ahead of this we need to upgrade all of the existing BNA and BNR units ready for the £20 polymer note introduction. This work commenced during the second week of December with the training of the Cubic installation teams and the upgrading of spare BNA units. As a result, any BNA units that are now replaced, will come £20 polymer ready and will therefore not need to be upgraded as part of the upgrade programme which is due to start on Monday 06 January. The first phase of BNA updates will focus on stations within inner London, where the upgrades will be completed during traffic hours between 10.00 and 16.00 hours. As usual, details will be confirmed by email ahead of the upgrade dates.

These will be followed by the outer London stations with BNA units which will be upgraded at night, starting from Sunday 18 January, with two teams each upgrading around 6 devices per night. For this phase devices will need to be emptied of cash in advance, so that the Cubic engineers can access the machines and upgrade them during the night.

The final phase of the polymer note upgrades will focus on devices with BNR units which again will be undertaken during the day and is scheduled to start from Monday 03 February, with each engineer scheduled to complete 8 devices per day.

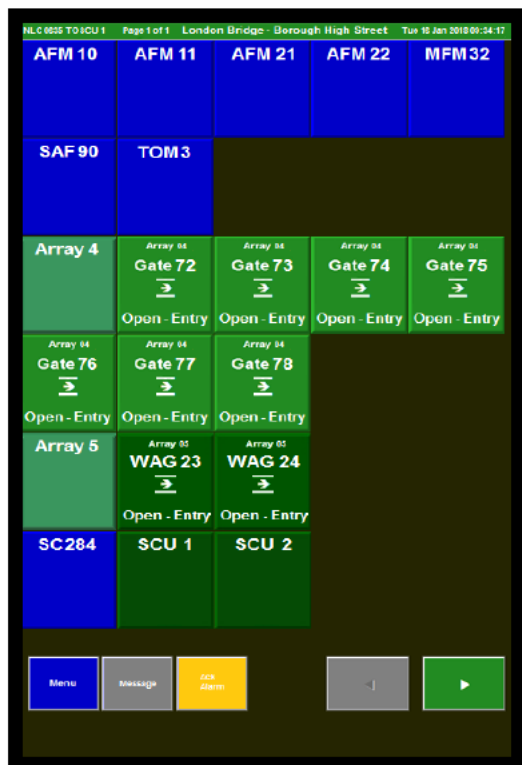
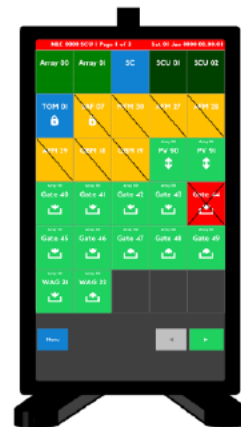


REVENUE PROJECTS

SCU UPGRADE

Unfortunately due to leave and other commitments which reduced the number of installation teams available in the run-up to Christmas, we had to slow down the rate of SCU installations in early December reducing from two stations per night to one for the final two weeks of the 2019 programme.

The suspension of installation work over the Christmas period means that no further installations will take place after Thursday 20 December, until the night of Sunday 05 January.



To date we have now installed the new SCU at over 150 sites, which represents just over 50% of the programme as now having been completed. If all goes to plan, we should have installed the new SCU at all LU sites by the end of March 2020.

Hopefully in early January, once testing resources become available following the completion of other work, Cubic will commence the testing of an updated version of SCU software.

This will include fixes for a couple of known issues which we have outlined in previous editions of the TRU and currently results in both AFMs and single direction gates reporting as being in a degraded mode and the button on the SCU being yellow rather than green or blue.

If testing progresses well we would be looking to run a short Vanguard of the new SCU software at a small number of stations that have already the new SCU, towards the end of February.

Once approved all further installations taking place would be done with the new software and a short upgrade programme will see all devices that have already been installed being remotely updated with the new software.

TOM SOFTWARE DEPLOYMENT

Further to our update in [TRU121](#), the deployment of the new TOM software in readiness for next year's Oyster deposit changes, was initially delayed by 7 days and was rescheduled to start on 10 December rather than 03 December as originally had been planned.



An issue identified during testing then resulted in a further delay with the software not being deployed to the first three Vanguard TOMs until the night of Thursday 12 December.

The pending start of the January Fares Revision change freeze meant that we had to then move quickly to get the other Vanguard devices upgraded and these were upgraded on the night of Friday 13 December.

The vanguard will now run over the Christmas and New Year period and all being well we plan to commence the rollout of the software to all other TOMs starting in the week commencing Monday 06 January 2020.

This will be done as a remote upgrade during engineering hours at a rate of around 50 devices per night.

No software upgrade is required by the SAF as this doesn't process Oyster transactions.



CHD CHANGES

Changes to POM Rooms at Oxford Circus to facilitate the development of new retail units, have recently resulted in the removal of one of the two existing CHDs and opened the way for a cascade of units which eventually allowed us to replace the non-standard slimline CHD at West Ruislip, with a standard note recycler unit.

In the original CHD rollout four sites with small POM Rooms were deemed too small to accommodate standard CHD units and were fitted with twin note acceptor units instead. A subsequent review of each of these sites established that conventional note recycler units could in fact be accommodated with only minor changes.



We have now successfully replaced 3 of the 4 original units, the last remaining device being at Chorleywood. We hope to be able to replace this unit in 2020, subject to a further note recycler becoming available from another site.

Suzohapp have recently started the process of preparing all of our CHDs to accept the new polymer £20 which is due to be introduced in February and this programme will resume after the Christmas / New Year break.

We are currently in the process of retendering the contract for the maintenance of our cash handling equipment, Suzohapp (formerly Scancoin) having provided and maintained our equipment for a period of almost 4 years.

The original contract was very much geared around the supply and installation of the cash handling devices, but going forward, the contract covering the next few years will be more focussed on the maintenance and potential updating of the units during the life of the new contract.

A decision on the new contract is due to be made early in the New Year, with the new contract due to commence in April 2020.

CHRISTMAS QUIZ ANSWERS

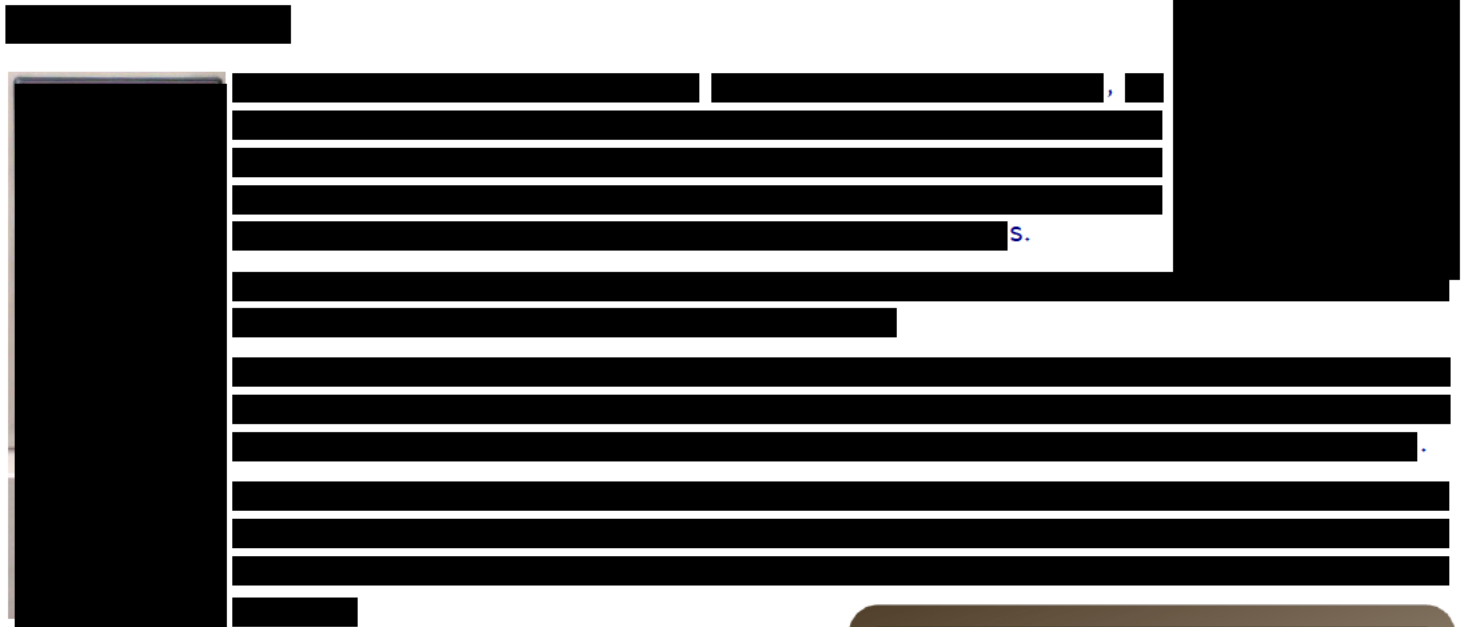
No	Answer	Award yourself
1	Meridian Water station – replaced Angel Road station	2 points
2	St Albans in Hertfordshire. (If you put Welwyn Garden City its a 'Garden City' not a city)	1 point
3	Crossrail / Elizabeth line trains	1 point
4	Exit threshold	1 point
5	Station Control Unit (SCU)	1 point
6	Bromley By Bow	1 point
7	Brookmans Park	1 point
8	Minimum PAYG top-up with a bankcard	1 point
9	Ticket wallets	1 point
10	Oyster transactions and bankcard authorisations	2 points
11	Vauxhall, Highbury & Islington and Moorgate	3 points
12	ApplePay validations	1 point

The maximum points score available if you got everything right was 16. So how does your point score rate?

We thought we would classify your performance using stations with a bit of a Christmassy theme as our categories:

Total	Level achieved	Rating
14 – 16	STAR LANE	The top of our T&R Christmas tree. A shining light to your colleagues and clearly someone who reads their TRU from cover to cover.
11 – 13	ANGEL	You could have been top of the tree if you had just got a few more right!
7 – 10	SEVEN KINGS	With a bit more studying you could become one of the Wise Men!
5 – 7	PUDDING MILL LANE	You have definitely gone a bit off the boil.
Under 5	TURKEY STREET	You need a lot of work to get ready for Xmas!

...AND FINALLY!



Many thanks to the eagle-eyed members of staff who spotted a mistake in last month's Fares Revision Special TRU.



↓ DAY TRAVELCARDS

The prices of One Day Travelcards will also increase in accordance with the Retail Price Index (RPI).

This means that One Day Travelcards within Zones 1-6 will increase by 40p (Anytime) or 40p (Off Peak) and within Zones 1-9 by either 70p or 40p.

ZONES	ADULT DAY TRAVELCARD			
	(ANYTIME)		(OFF PEAK)	
	2019	2020	2019	2020
1-4	£13.10	£13.50		
1-6	£18.60	£19.10	£13.10	£13.10
1-9	£23.50	£24.20	£13.90	£13.90

The guilty text!

Due diligence was not properly observed when we put together the fares changes for Day Travelcards in [TRU121](#).

The Zone 1-6 Adult Day Travelcard (Off Peak) was incorrectly shown as unchanged, when it is in fact going to rise by 40p to **£13.50** in line with RPI, as mentioned in the supporting text above the table.

With the Zone 1-6 Daily Cap only rising to £13.20, this error incorrectly suggested it would in fact be better for customers to purchase a magnetic ticket as a cheaper option to PAYG.

The online copy of TRU121 has now been corrected and the Fares Revision Circular has also been published showing the correct fares.

LOOKING AHEAD TO TRU123

That's it for the TRU for 2019. We will be back in the New Year with our next edition TRU123, which will be back towards the end of January with a combined January / February edition.

In it we plan to include:

- Our customary review of the January Fares Revision – what went well and what didn't go so well
- A look back on the major T&R events of 2019
- A detailed look at the forthcoming Oyster Deposit change and how it will be implemented
- Updates on all of the current projects and vanguards
- Plus all of the usual T&R news, letters and our regular features.



All that remains is for everyone in the Ticketing & Revenue Team to wish you all a very...

MERRY CHRISTMAS AND A HAPPY NEW YEAR