

## INSIDE TRUI31

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# FARES REVISION DATE CONFIRMED

Since the publication of the last edition of T&R Update before Christmas ([TRUI30](#)), it has been confirmed that the delayed January Fares Revision will now take place on Monday 01 March 2021.

As we had indicated last time, it had looked quite doubtful that the timescales for providing the necessary fares data to Cubic would be met, as the deadline for this data was due in mid-January and the intervening period included the Christmas and New Year holiday when a lot of people were scheduled to be on leave. There are also a lot of other train operators (TOCs) whose data is required to complete the whole fares package.

Remarkably a great effort by all of those involved, saw each of the TOCs manage to meet the very tight deadlines, enabling the fares revision to go ahead as planned.



Fares data provided by the TOCs which we have had to provide to Cubic to meet their deadlines for 01 March, was supplied as “provisional data” and it is likely that any changes that are made between this and the ‘final’ data, may result in one or two charging anomalies between the NR and TfL fares data for certain journeys.

## ~~JANUARY~~ MARCH FARES REVISION

The final confirmation of the fares revision date does at least mean that in this edition, we can include on Pages 6-9, some initial details of what is included within the fares revision and more importantly, for the first time some examples of the new fares that will apply from Monday 01 March.

With the current on-going arrangements that have seen many of our customers working from home, there are likely to be fewer requests for information on season ticket prices in the desire to beat the increase.

However, there are likely to be some queries about the forthcoming fare changes in the weeks ahead, particularly as we get closer to the actual implementation date.

## KEY STORIES INSIDE

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### [£5 RETURNS](#)

We outline a new process that will see some customers receive a sort of £5 loyalty bonus!

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### [POM SIGNAGE UPDATE](#)

We take a look at a recent programme of work to improve signage around our POMs at a number of stations.

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### [REVIEW OF 2020](#)

Our traditional review of some of the main T&R events of the last year and some that didn't happen as planned.

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### [MANUAL GATES](#)

An update on recent progress with a programme to replace Manual gates at a number of stations.

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### [UPGRADES](#)

Latest news on current device upgrades.

Written and compiled by



## £5 RETURNS

As we originally outlined back in [TRU123](#), on Sunday 23 February 2020, before the impact of COVID 19 truly hit us and everything changed unbelievably, TfL implemented a significant change to Oyster with the replacement of the refundable £5 Oyster card deposit and the introduction of a non-refundable £5 card fee on new Oyster cards.



At the time the change was made, it was stated that if a customer continued to use the card for 12 months, they would then receive a refund of their £5 card fee, in the form of a £5 PAYG credit to their card.

From **Tuesday 23 February 2021**, card fees will start to be refunded on the anniversary of the card being issued, providing that it hasn't already been cancelled, surrendered or hot listed,

The process for making these card fee refunds will be automatic; the customer will not need to request a refund and will not be notified in advance of when their refund is due. The £5 credit will be sent to the card using the Faster Universal Load (FUL) process, as outlined below:

- a daily report will be generated identifying eligible cards
- eligible cards will initially be added to a 'warm list' to identify the next use of the card
- when this eligible card is touched on an RTD (card reader) as part of a journey, the refund will be sent out via FUL after 30 minutes
- the refund will be added to the card when it is next touched on an RTD within the 4-day FUL collection window
- any refunds not collected within 4 days will be transferred back to the warm list and resubmitted the next time the card is touched on a RTD
- refunds must be collected within six months.

The deposit on cards issued before 23 February 2020 can still be refunded if the card is no longer needed.

## TfL AND THE ENTIRE RAIL INDUSTRY COME TOGETHER TO SUPPORT RAIL AID

When the coronavirus pandemic swept across the globe, causing chaos for millions and disaster for many charities, Railway Children's events programme, of Marathons, treks and cycling challenges, a key part of their annual fundraising income was all but wiped out.

This left a huge hole that would ultimately mean children who needed their support, both here in the UK and around the world, might not get the help they need. The list of events also included their annual Railway Ball, a glamorous event that has raised over £8m in 20 years it has been running.



To help support the charity, Rail Aid was born. A week of fundraising events culminated in the final event; a live show bringing all the highlights from the week together.

Dave Ellis, Railway Children's Corporate Partnerships Manager reflected:

*"It was heart-warming and almost overwhelming to see teams around the country dancing, cycling, running or spontaneously forming a choir. People really bought into the concept of a campaign of unity for children on the streets and even created their own campaigns. It was also so incredible to have the support of so many of the industries leaders including Andy Byford and we really are so grateful"*

During the week of events which were held between 23 and 27 November, Rail Aid was hugely successful in raising more than £540,000, with more than 14,000 people viewing the videos that were posted from across the rail industry. A big thank you to all of you that donated or participated in the event and helped make it such a great success.



Following the huge success of the event it is planned that Rail Aid will run again late in 2021, so watch this space for more details in future issues of T&R update.

In next month's TRU we will be updating you on the LU scheme which allows customers to donate the balance of unwanted Oyster cards to the charity via our POMs.



## SUZOHAPP – SAME PEOPLE DIFFERENT NAME!

The year started with a notification from our Cash Handling Device (CHD) maintainers, Suzohapp, that due to a refocussing of some of their business activities they would be changing their name and brand to become PayComplete.

The new name and brand reflect a gradual broadening of the company's focus over the last few years, away from just the provision and maintenance of cash management device hardware, to include the wider provision of software platforms on which these devices operate.

# PayComplete

The current Auto 12261 number for reporting CHD faults will be unchanged following this rebranding. However, over the coming months, you will gradually see the replacement of the Suzohapp name with the new PayComplete brand name.

It will obviously take a while before stocks of CHD sacks etc with the new branding appear. In due course we will be updating the POM Room laminated notices giving Fault Report and Helpline numbers with the new name.

From experience we know that it will take a little while before people get used to the new name. Indeed within the five years that we have had CHDs on LU, we have already had one previous change of name and we are pretty confident that many colleagues may still be referring to them by their original name of Scancoin, or even as some have been heard to say "Coinscan".

 **SCAN COIN** ➡  **SUZOHAPP** ➡ **PayComplete**

## CHD CONTRACT CHANGES

From the beginning of the year, the brand name may have switched, but as outlined above, most aspects of the service provided will have been unchanged.

On the basis that we have a number of stations that are temporarily not accepting cash payments through their POMs and in the current climate the need to reduce costs wherever possible, we have been reviewing the current provisions of the CHD contract to identify possible savings that could be made.



Previously the stations not accepting cash were covered by the same service and maintenance levels as those processing cash payments.

From the start of financial Period 11 which began on Sunday 24 January, the contractual arrangements for stations that are not currently taking cash payments has been reduced. Any CHD faults that do occur on devices at these stations should continue to be reported.

However, rather than an engineer automatically being sent to site in response to a call, the request will now be routed via the T&R team to review and approve.

This may mean slightly longer response times for some calls, as stations processing cash will be given a higher priority for an engineer visit.

**Part 1** – As the overriding theme of this edition of TRU are the forthcoming fares changes, we thought we would return to asking a few questions about fares...

**Ticketing & Revenue**  
**T&R**  
Trivia

**Q1) When was the last time the price of a Zone 1 PAYG journey increased?**

Answers on Page 15

**A** January 2014

**B** January 2015

**C** January 2016

**D** January 2018



## DISCOUNT HOTLISTING

Many readers will be familiar with the facility that enables us to hotlist particular Oyster cards in the event of them being reported lost or stolen or if there are other concerns about potential fraudulent use of the card.

When a card is added to the hotlist, it will be automatically disabled the next time that it is touched onto any RTD (card reader). This applies to both gates and POM readers at LU stations and also to readers on buses, National Rail and other services where Oyster is accepted. Once a card is disabled it cannot be used again.

Perhaps less well known is the fact that it is also possible to disable functionality on an individual Oyster card, so it is technically possible to disable the PAYG capability of a card or the ability to load or use season tickets.

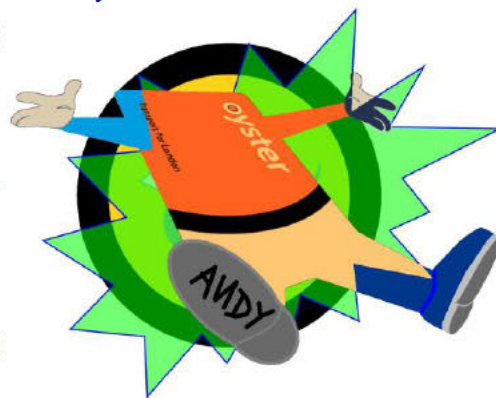
Disabling the season ticket capability would prevent the holder loading a season ticket on the card but would not prevent them loading and using PAYG to make journeys, therefore remaining “live” but with reduced functionality. This facility hasn’t been widely used but would potentially be useful in certain circumstances where it wasn’t desirable to block the whole card.

As a result of some work that has been undertaken to monitor the setting of discount entitlements, the T&R team have been exploring a the use of a rarely used facility to disable an *individual* discount entitlement on an Oyster card.

This would be particularly useful in cases where a discount has been set incorrectly on a particular Oyster card to prevent the customer getting the benefit of discounted travel that they are not entitled to. Previously the only option available would have been to hotlist the Oyster card concerned to prevent any further use, which in some cases may not be particularly customer focussed if the error had been made by a member of LU staff.

Over the coming weeks with the help of colleagues at Cubic, we will be undertaking some live testing of this facility on some test cards which have been set up with a range of different discounts. If successful, we would then look to utilise the facility in cases where an incorrect discount has been applied to a customer’s card.

This would then result in the discount concerned disappearing from the user’s card on the next occasion it is used. The Oyster card would remain useable and if entitled, the customer would be able to have the correct discount added back onto their card.



## CUBIC HELPDESK PHONE UPDATE

Many of you may be aware that over the last 18 months the Cubic Helpdesk which is based in Stockton in the north east of England, have experienced several significant failures to their phone system, which has impacted on their ability to take calls and the ability of LU staff to be able to report faults on devices or make other requests.

Subsequent investigations into the reasons behind these various phone system failures has identified that the root cause of these incidents was due to their current system using various different phone providers, some of which are based outside of the UK.



A formal Corrective Action Plan issued by TfL as a result of a particularly lengthy failure in November 2019 led to Cubic to seek alternative UK based suppliers. They have now secured a new supplier and will be transitioning to that new supplier on Wednesday 03 February 2021.



On this date whilst the transfer to the new telephone service provider takes place, the Cubic Helpdesk will be operating on a temporary telephone number, as their usual contact number will not be available for a period of around 12 hours.

The LU T&R team have arranged with TfL’s Telephone Services team to transfer the Auto 1610 number to the temporary Cubic Helpdesk number throughout Wednesday 03 February, so colleagues should still be able to report faults via this number in the usual way. The number will then be switched back to relink it to the existing Cubic Helpdesk telephone number from start of traffic on Thursday 04 February.



## POM SIGNAGE UPDATE

The TfL Customer Experience team have recently commenced a programme aimed at improving POM signage at a number of stations, to remove conflicting or contradictory messages, eliminate the need for a number of temporary notices and improve the general appearance for customers.

An initial programme of surveys has recently been undertaken by their contractor Links Signs to identify what work needed to be done at each site in readiness for a further visit to complete this work by applying new vinyl signage above each of the POMs.

We are hoping that during the same visit, the contractors will also be able to remove any out of date bankcard scheme stickers from POMs, examples of which were identified within the photographs taken during the initial surveys.



The first of these installations commenced during the week commencing Monday 25 January and we have included several examples of the updated signage in the pictures below.

At several sites where we have previously identified QBMs for potential removal, the contractors have been instructed to remove any existing POM signage from above the QBM and will not apply any of the new style signage above these devices.

This should avoid the need to arrange for signage to be changed when these machines are eventually removed and to also prevent the risk of us ending up with a sign above a non-existent machine for a period after a device has been removed from a station.



## PROCESS REVIEWS

The T&R team have recently started to review a couple of our current processes, to see if there are improvements or savings that we can make.

The first area that we are looking at is the current Validation & Control (V&C) process, as the number of refund and miscellaneous transactions being undertaken had greatly reduced since the closure of all of LU's ticket offices. The current process requires staff to complete a return and create a V&C bag for any transactions involving cash being paid out; these bags then being collected, processed and stored by G4S.



As some of our stations do not currently have collections, we are looking at alternative options for submitting the required documentation electronically, thereby saving on stationery, bags and G4S costs. We are hopeful of trialling a revised process at a number of stations on the Victoria line later this year, ahead of it potentially being adopted at other LU sites, if it is found to be successful. In parallel with the review we are currently undertaking an audit of V&C bag and sack stocks, so if your station has not responded to the request to confirm stock levels, please do so as soon as possible.

The second area to be looked at is the Inability to Pay process, which is used to ensure that vulnerable persons or victims of crime can travel home safely. The present process appears to be circumvented on a regular basis, resulting in customers travelling on the system without a confirmed authority to travel. The printed stationery is also now out of date and does not contain appropriate information on how to pay the fare that is owed.

We are currently looking at ways to record data electronically and provide much better information on the use of the process. In the longer term, it is hoped that it will be possible to replace the current system which is reliant on printed stationery with an electronic form.





# JANUARY FARES REVISION

## THE LATE JANUARY FARES REVISION!

As outlined in previous editions of TRU, this year fares will increase by an average of 2.6%, but due to the need to round adult fares to 10p denominations, some fares may increase by more than this, whilst others may either not change or will rise by a lower percentage.

Over the next 4 pages, we have included details of some of the changes and a selection of sample fares.

Space doesn't permit us to include everything here, but you can obtain full details of all of the 2021 fares from the 2021 Fares Revision Circular which is expected to be published in early February.

## DAY TRAVELCARDS

From Monday 01 March 2021, the prices of both the Anytime and Off-Peak versions of the Day Travelcard will increase, as outlined in the table below.

The Anytime Z1-4 and Off Peak Z1-6 versions will both increase by 40p to £13.90 and Child Day Travelcards will increase in line with adult versions.

DAY TRAVELCARD		ADULT				CHILD			
		CURRENT	01 MAR 2021	CHANGE		CURRENT	01 MAR 2021	CHANGE	
ANYTIME	Z1-4	£13.50	£13.90	+40p	3.0%	£6.70	£6.90	+20p	3.0%
	Z1-6	£19.10	£19.60	+50p	2.6%	£9.50	£9.80	+30p	3.2%
	Z1-9	£24.20	£24.80	+60p	2.5%	£12.10	£12.40		2.5%
OFF PEAK	Z1-6	£13.50	£13.90	+40p	3.0%	£6.70	£6.90	+20p	3.0%
	Z1-9	£14.30	£14.70		2.8%	£7.10	£7.30		2.8%

## DAILY PRICE CAPS

Similarly, the Daily PAYG price caps for Oyster and contactless payment users will also increase, as shown in the table below.

As in previous years, PAYG caps will continue to be cheaper and offer better value than the equivalent Day Travelcard prices.

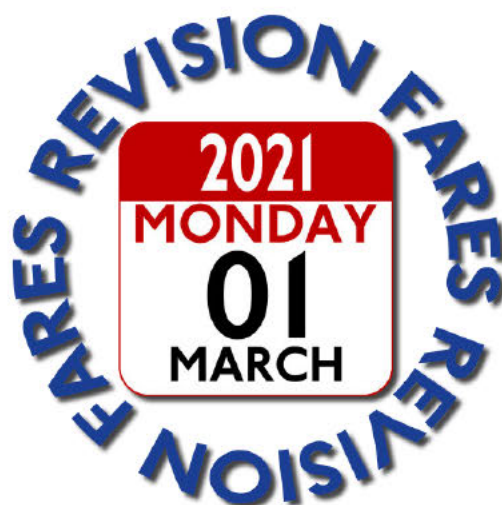
PAYG DAILY CAP		ADULT			
		CURRENT	01 MAR 2021	CHANGE	
ANYTIME	Z1-2	£7.20	£7.40		2.8%
	Z1-3	£8.50	£8.70	+20p	2.4%
	Z1-4	£10.40	£10.60		1.9%
	Z1-5	£12.30	£12.70	+40p	3.25%
	Z1-6	£13.20	£13.50	+30p	2.3%
	Z1-9	£18.80	£19.30	+50p	2.7%
OFF PEAK	Z1-9	£13.30	£13.60	+30p	2.25%

## SINGLE JOURNEYS

The prices of most Single tickets will increase for the first time in 5 years. However the price of a Z1-6 ticket remains unchanged at £6.00, the same price it has been since January 2015.

The changes will see a flattening of the previous fares scale with only 2 steps rather than 3, basically Zone 1-3 and Zones 1-6.

LU SINGLE FARES	ADULT			
	CURRENT	01 MAR 2021	CHANGE	
Z1-2	£4.90	£5.50	+60p	12.24%
Z1-3				
Z1-4	£5.90	£6.00	+10p	1.7%
Z1-5				
Z1-6	£6.00	£6.00	No change	



Singles for through journeys to NR destinations will increase to reflect the above changes to the LU element and changes set by the relevant Train Operator (TOC) for the NR element of the journey.



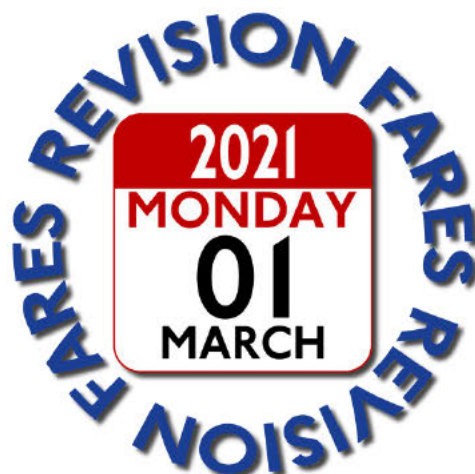
# ~~JANUARY~~ MARCH FARES REVISION

## PAYG FARES

On TfL services Zones 1-6 PAYG fares will generally increase by 10p or 20p, although fares for journeys within Zone 1 or within any other single zone will be unchanged.

This is to assist with the post-COVID recovery in central London and also encourage the use of public transport for local journeys in preference to car use. Child PAYG fares will also remain unchanged.

The main change to PAYG charging is that the current flat £1.50 fare which applies to any journey outside Zone 1, when the reduced PAYG rate applies, will be replaced by a graduated scale of fares, with three prices, depending upon the number of zones travelled through.



ADULT PAYG FARES		STANDARD			REDUCED		
		CURRENT	01 MAR 2021	CHANGE	CURRENT	01 MAR 2021	CHANGE
Including Zone 1	Z1	£2.40	£2.40	No change	£2.40	£2.40	No change
	Z1+2	£2.90	£3.00	+10p		£2.50	+10p
	Z1-3	£3.30	£3.40		£2.80	£2.80	No change
	Z1-4	£3.90	£4.00			£2.90	+10p
	Z1-5	£4.70	£4.80		£3.10	£3.20	
	Z1-6	£5.10	£5.30	+20p		£3.30	+20p
Not including Zone 1	1 Zone	£1.70	£1.70	No change	£1.50	£1.50	No change
	2 Zones		£1.80	+10p		£1.60	+10p
	3 Zones	£2.40	£2.50			£1.70	+20p
	4 Zones	£2.80	£2.80	No change			
	5 Zones		£3.00	+20p			

## ENTRY / EXIT CHARGES

As a consequence of the above changes to PAYG fares, the Entry and Exit charges for PAYG users will be increased as follows.

These represent the amount deducted from an Oyster user's PAYG balance when they touch-in to make a journey, or when a PAYG customer touches-out having failed to validate their card at the start of their journey.

PAYG RATES		STANDARD			REDUCED		
		CURRENT	01 MAR 2021	CHANGE	CURRENT	01 MAR 2021	CHANGE
Adult	Z1-9	£8.40	£8.60	+20p	£5.70	£5.80	+10p
Child		£0.85	£0.85	No change	£0.75	£0.75	No change
16+ / JCP / YV		£4.20	£4.30	+10p	£2.85	£2.90	+5p
Watford Junction		£9.80	£10.00	+20p	£6.60	£6.80	+20p

## SEASON TICKET PRICES

The prices of season tickets and the Weekly PAYG cap for contactless payment users will also increase from Monday 01 March and as can be seen from the table on the right, the increases in each of the main zonal combinations are close to the 2.6% average increase.

7 DAY TRAVELCARD / WEEKLY CAP	ADULT			
	CURRENT	01 MAR 2021	CHANGE	
Z1-2	£36.10	£37.00	+90p	2.5%
Z1-3	£42.40	£43.50	+110p	2.6%
Z1-4	£51.90	£53.20	+130p	2.5%
Z1-5	£61.70	£63.30	+160p	2.6%
Z1-6	£66.00	£67.70	+170p	
Z1-9	£94.10	£96.50	+240p	

The prices of Monthly and longer period tickets will also increase in proportion to the changes in the 7 Day prices shown above. As Travelcard prices are set in conjunction with other operators, they have generally increased each year, linked to the Retail Price Index.



# ~~January~~ FARES REVISION

## BUS FARES

Bus and tram single fares will increase by 5p to £1.55 and as a result, the Daily Bus and Tram Cap which is achieved after payment of 3 individual bus/tram fares, will be raised from £4.50 to £4.65.

In line with this, the cost of a 7 Day Bus & Tram Pass season ticket and the corresponding Weekly PAYG cap for contactless payment users will be increased to £21.90.

Changes to adult bus and tram fares are summarised in the table above. As bus and tram fares are set solely by TfL these will be the first increases since January 2016.

BUS FARES	ADULT			
	CURRENT	01 MAR 2021	CHANGE	
PAYG – Single Journey	£1.50	£1.55	+5p	3.3%
Bus & Tram Daily Cap	£4.50	£4.65	+15p	3.3%
1 Day Bus & Tram Pass	£5.00	£5.20	+20p	4%
7 Day Bus & Tram Pass	£21.20	£21.90	+70p	3.3%



## WEEKLY CAPPING ON OYSTER

As a consequence of the late delivery of the January Fares Revision and the forthcoming London Mayoral election, the much delayed plans for the delivery of what are referred to as the FTP4 (Future Ticketing Project Phase 4) changes, which include the introduction of Weekly Capping for Oyster users has been further delayed.

This is currently scheduled for introduction in late May 2021, following the completion of the May Fares Revision process.

The planned changes will see Oyster journeys processed via the same back office currently used for contactless payments, with each customer's daily usage being recalculated after the end of each day and any necessary adjustment being made by way of an automatic PAYG refund back to the customers Oyster card.

This will also allow some of the "auto-fill" tools currently used for contactless journeys to automatically resolve incomplete journeys where a customer may have failed to touch-in or out.

To avoid the risk of the customers receiving a "double refund", it is proposed to further restrict the resolution of incomplete journeys by station staff to incomplete journeys which meet the current restricted criteria, but only on the day that they occurred.



The FTP4 changes will also remove a small number of anomalies between Oyster and contactless charges on journeys to a small number of NR stations outside of the numbered zones.

Currently an Oyster user may pay slightly more than a companion using contactless payment for the same journey.

Part 2 – And following the same fares revision theme...

Q2) ...Bus fares will increase for the first time since 2016, but how much did an adult PAYG bus journey cost in 2011?

A £1.20

B £1.30

C £1.40

D £1.50

Ticketing & Revenue  
**T&R**  
Trivia

Answers on Page 15



# ~~JANUARY~~ **MARCH** FARES REVISION

## ADVANCE PURCHASES

Please be aware that unlike the normal January Fares Revision, when there is a block on the advanced purchase of season tickets with start dates after the 02 January fares revision date from our POMs, for the rearranged fares revision on 01 March, there will be no such restrictions in place on POMs.

Customers purchasing online will be prevented from buying a ticket with a start date after 28 February, at the 2020 price. However, customers buying from a POM will be able to select to advance the start date of their ticket beyond 01 March and since POMs can only hold one set of fares tables, these will be issued at the current (2020) rate.

## FARES POSTERS ➡

As fares are changing as part of the forthcoming fares revision, Cubic will be reprinting the Fares Poster displayed in each ticket hall. Stations will be supplied with either a slimline two column version or a standard poster frame sized three column version.

The size of poster supplied will be based on what was supplied at the last fares revision in January 2020, unless a request has already been submitted to change the poster size.

Cubic are scheduled to deliver the new laminated posters shortly and staff should take care to record details in the Station Log Book and must store the poster safely until the night of Sunday 28 February, when the new poster should be used to replace the 2020 version currently on display.

Unfortunately, at several previous fares revisions we have had cases of the new fares posters being mislaid or accidentally being thrown away. As these are basically bespoke posters, the cost of reprinting an individual poster is extremely high and would need to be paid for by the Area manager concerned.

**STAFF FARES LISTS ➡**

Staff fares lists will also be updated and reissued to reflect the new fares that will apply after **Monday 01 March**. Since we no longer provide printed versions, these will be available to download from the T&R pages on the intranet shortly before the fares revision.

Any previous versions of fares lists for stations on your Area that have been saved on your iPad should be deleted on **Monday 01 March**, to avoid confusion when checking a fare for a customer. Both the LU and NR fares listed are being reissued on this occasion.

One issue to highlight is that the March 2021 versions of the LU fares list will contain two new destinations; **Nine Elms** and **Battersea Power Station**, ahead of these two stations on the Northern Line Extension opening later this year. Although customers will not be able to travel there or select those destinations on the POMs yet, the fares for future journeys to these new stations have been included in readiness.

**FARES REVISION CIRCULAR ➡**

The Fares Revision Circular is currently in production and will be issued via email to all station and Revenue Control staff shortly.

## 2021 FARES REVISION DATES

Although the January Fares Revision will be delivered two months later than normal, it is still planned to proceed with the next planned fares revision on Sunday 16 May. However, the scope of this is likely to be somewhat restricted due to the reduced timescales.

The third scheduled fares revision date in 2021 is **Sunday 05 September**, after which we will hopefully return to 'normal' with the January 2022 Fares Revision scheduled to take place on the usual date of **02 January**, which next year falls on a Sunday.



as Underground and D&R Rates from: 695 St. James's Park				Percentage of 100,000	
as	underground	as	as	as	as
<b>A</b>					
1	100	100	100	100	100
2	100	100	100	100	100
3	100	100	100	100	100
4	100	100	100	100	100
5	100	100	100	100	100
6	100	100	100	100	100
7	100	100	100	100	100
8	100	100	100	100	100
9	100	100	100	100	100
10	100	100	100	100	100
11	100	100	100	100	100
12	100	100	100	100	100
13	100	100	100	100	100
14	100	100	100	100	100
15	100	100	100	100	100
16	100	100	100	100	100
17	100	100	100	100	100
18	100	100	100	100	100
19	100	100	100	100	100
20	100	100	100	100	100
21	100	100	100	100	100
22	100	100	100	100	100
23	100	100	100	100	100
24	100	100	100	100	100
25	100	100	100	100	100
26	100	100	100	100	100
27	100	100	100	100	100
28	100	100	100	100	100
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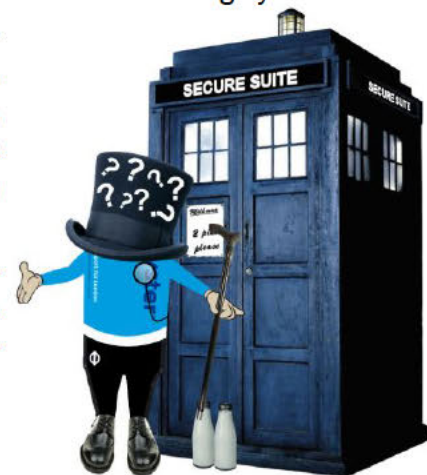
# SPECIAL FEATURE

## T&R REVIEW OF 2020

Most people will probably agree that 2020 proved to be a year like no other and one that many people will be glad to see the end of? It was a year during which terms such as 'social distancing', 'furlough', and 'lockdown' sprung into daily use, where 'self-isolation' became the right thing to do and where strangely it became a requirement to cover your face if you wanted money from a cashier in a bank.

In [TRUI22](#), we took our annual look ahead to what might be in store in the T&R world during 2020. Unfortunately, Olly Oyster in the guise of a famous time traveller, failed to predict a year that would be largely dominated by the impact of COVID19 and where most people's plans had to be rewritten many times.

So, we start off this edition's look back at the year that has just ended, by dusting off what Olly foresaw for 2020. We have pasted below and opposite the 10 items he highlighted, together with a quick note to say what actually happened!



### SO WHAT WAS OLLY'S 2020 VISION?

#### 1 COMPLETION OF SCU UPGRADE

*The rollout of the new SCU was well underway when we started 2020 and was one of the success stories of both 2019 and 2020. Despite COVID restrictions stopping work for the best part of two months, we managed to complete the rollout in July, install some additional SCUs and complete the deployment of a software upgrade in November, to resolve issues identified since the initial Vanguard.*



#### 2 GATE POD UPGRADE

*At the start of 2020 we were getting ready to start the rollout of the new E2 style of Passenger Orientated Display (POD) to all E1 and Pneumatic gates. The first upgrades took place in March, but after a week work had to be stopped, again due to COVID restrictions. Installation of the new POD on E1 gates resumed at the end of May and the final E1 gates were completed in early December. Upgrade of the older pneumatic gates were delayed until the end of the year but are now well underway.*



#### 3 MFM NOTE HANDLER REPLACEMENT

*Plans for a final Vanguard early in 2020 and to start a planned rollout in spring 2020 didn't come to fruition. The suspension of installation work and some of the original Vanguard stations temporarily not accepting cash through their POMs, led to us having to restart the Vanguard at Liverpool Street in August.*

*Delays and uncertainty around cash acceptance have delayed further progress, but parts required to install the new units more widely are now on order.*



#### 4 POLYMER £20 NOTE INTRODUCTION

*The new polymer £20 note was introduced on 20.02.2020 and prior to this we successfully upgraded all of our note handling equipment to be able to accept the new notes. It had been expected that the old paper version of the £20 would quickly be withdrawn, but this is still yet to happen, as the COVID pandemic has dramatically reduced the circulation of money.*



#### 5 CHARITY DONATIONS VIA POMS

*A new facility allowing customers to donate the value of unwanted Oyster cards via our POMs was introduced in March and despite the launch being only a week before the first national lockdown, to date the facility has successfully raised around £70k for the Railway Children charity.*








So not a bad start with four out of five of the objectives being successfully completed during the year.



## T&R REVIEW OF 2020 continued.....

So the other 5 objectives that Olly set out in December 2019 were:

<b>6</b>	<b>EXPANSION OF BANKCARD RANGE</b>	
	<i>A POM software upgrade was completed early in the year, allowing expansion of the range of bankcards accepted on POMs to be extended at the end of February, to include Discover and Diners cards.</i>	
<b>7</b>	<b>OYSTER DEPOSIT CHANGE</b>	
	<i>A further POM software upgrade at the end of 2019 paved the way for the successful implementation of a change which saw the Oyster card deposit become a non-refundable card fee at the end of February 2020.</i>	
<b>8</b>	<b>REPLACEMENT OF MANUAL GATES</b>	
	<i>Following a lot of preparatory work in 2019, the programme to remove redundant Manual Gates and to replace the remaining older style Manual Gates, was beset by a series of delays. The programme finally started in early December, but due to resource issues we were only able to complete work at 4 stations before the end of the year.</i>	
<b>9</b>	<b>WEEKLY CAPPING ON OYSTER</b>	
	<i>For the third year running, the promise of introducing weekly capping for Oyster users was not delivered. Towards the end of the year there was an expectation that this would finally be delivered in January 2021, but this date has already been pushed back twice. Initially until March and now because of the late fares revision, the current expected date is not until the end of May.</i>	
<b>10</b>	<b>MAYORAL ELECTION</b>	
	<i>Following the 2019 General Election, we had been expecting a London Mayoral election to take place in May 2020. However, COVID resulted in this being deferred for 12 months until May 2021. We had been eagerly awaiting to see the impact on fares policy but will now have to wait until after May. The postponement did, however, result in the 4-year TfL fares freeze coming to an end, but not until March.</i>	

So, things seem to have tailed off a little towards the end of the list, with the last three all receiving the thumbs down. One must however consider, that it proved to be a very difficult year and that it was something of an achievement to have managed to complete over half of these objectives, despite everything else that went on.

Not such a good picture though if you wind the clock back twelve months to January 2020, when in [TRU123](#) we reviewed what had happened during 2019.

Of the six items identified at the end of 2018, only three got a thumbs-up in our review. Revisiting them now, only one of the six, the SCU Upgrade has been completed and four of the six 2019 objectives remain to be completed this year.

<b>1</b>	<b>WEEKLY CAPPING ON OYSTER</b>
	As outlined above, will hopefully finally be implemented in 2021
<b>2</b>	<b>OYSTER CHARITY BOX RELAUNCH</b>
	Has stalled due to a large back log in minor works requests. It is also now not the best of times to relaunch an initiative which is heavily dependent on the generosity of visitors to London.
<b>3</b>	<b>ELIZABETH LINE</b>
	originally scheduled to open in December 2018, we still seem some way off the new line across London opening. Indeed in 2021 it looks likely that the Northern Line Extension to Battersea Power Station will open first.
<b>4</b>	<b>BANK NOTE ACCEPTOR REPLACEMENT</b>
	although a trial started in early 2019 and a decision on which of three units to adopt for the planned upgrade was made in spring 2019, we are still yet to start the rollout of the units which had been purchased in readiness for this to be completed in 2020.



# REVENUE PROJECTS

## MANUAL GATE REPLACEMENT

The Manual gate Replacement programme resumed after the Christmas break on Monday 04 January as planned, but the year did not start well and we have had to make a number of revisions to the planned schedule (details of which were included in [TRU130](#)) due to some resource and technical issues.

At the first station visited in 2021, Paddington (Suburban), Cubic were not able to remove the Manual Gate as planned due to an issue with the floor construction at this relatively new ticket hall.



As the Manual Gate concerned was due to be reused at another station, subsequent installations also had to be cancelled whilst some juggling of the planned order of works took place.

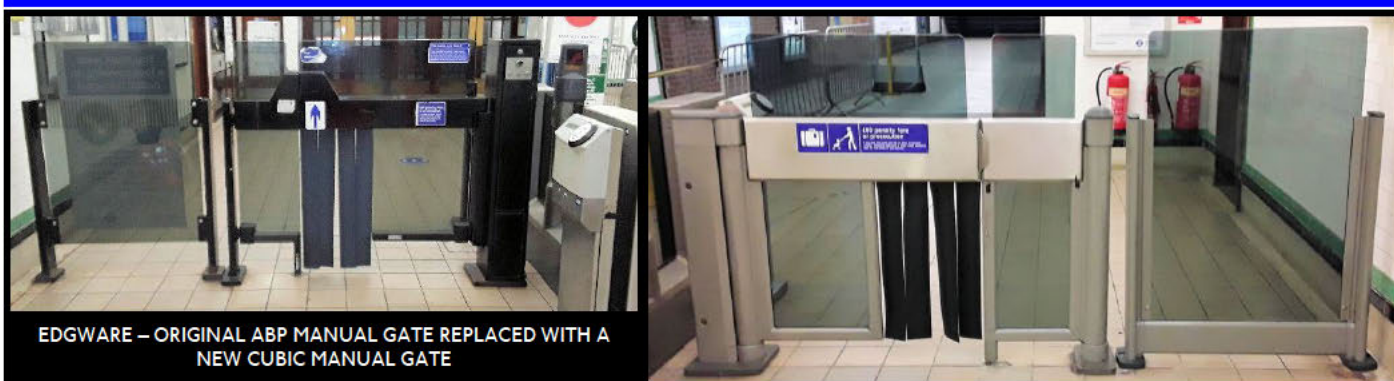
Since Paddington, things have gone more smoothly with some additional survey visits being undertaken in advance to potentially identify any further 'hidden nasties' before work actually commenced.

Since the programme was recommenced on Sunday 10 January, we have completed Manual Gate replacement works at 6 further sites, which included a mixture of removals of Manual Gates and associated PVals and installation of fixed glass barriers and the first site at which we replaced the ageing ABP design of Manual Gate with a newer Cubic model.

We have included some 'before and after' images to show some of the work completed so far this year.



HEATHROW T2&3 – MANUAL GATE REPLACED WITH A NEW FIXED GLASS BARRIER



EDGWARE – ORIGINAL ABP MANUAL GATE REPLACED WITH A NEW CUBIC MANUAL GATE

The programme has had to be amended a couple of times this year already, so we are slightly reluctant to publish too much detail about work in the forthcoming weeks here. The next round of Manual Gate replacements will focus on Victoria, where we are planning to remove 2 of the 3 existing Manual Gates from the District line ticket hall and replace the third which is being retained to assist with crowd control, with a newer Cubic design of Manual Gate and then remove the Manual gate from the Victoria (North) ticket hall.

Following on from Victoria the following stations are scheduled to be visited, including the first of the Jubilee Line Extension (JLE) sites which have non-standard ABP Manual Gates which have proved extremely difficult to maintain.

BANK (Monument)	TEMPLE	WEMBLEY PARK (Stadium)
WATERLOO (Main)	WATERLOO (Auxiliary)	WESTMINSTER
Remove the Manual Gate and Passenger Validator and install a fixed glass panel.		
SOUTHWARK (East)	Remove 2 x Manual Gates and Passenger Validators and install fixed glass panels.	



## GATE UPDATES

As we have previously outlined within TRU, there are a number of other gate upgrade programmes which are either planned or are currently underway. We provide below a brief update on where we are with each of these.

### E2 Gates

A combined programme to install revised Paddle Control software and a cooling fan to reduce ticket jam failures in hot weather is currently underway. Unfortunately, Cubic had to suspend the fan installation element for around a week due to the recent very cold weather, as the adhesive being used to fix the fan to the gate casing will not set-in the sub-zero temperatures encountered.



At several of the stations visited, the metal casing of the gate stanchion was considerably colder than the prevailing air temperature. So ironically a programme aimed at reducing the temperature within the gate during hot weather, was derailed by it being too cold!

The good news is that after a short period during which the installation team continued with the software element only, they have now switched back to completing both elements.

The stations at which fans were not installed in certain gates will be revisited at a later date once temperatures have risen.



### E1 Gates

The start of a similar programme to install the revised Paddle Control software and improvements to the associated light beams has been further delayed due to a combination of limited labour resources and restricted capacity within the Cubic workshop due to the need to maintain social distancing.

Output from the workshop has been significantly reduced by only being able to accommodate about half of their normal workforce and competing demands from various other projects have meant that preparation of the necessary kits to upgrade the Beam Logic Units (BLU) has been pushed back.

Hopefully work on our E1 gates will now commence in March, probably focussing initially on some of the E1 gates that have already had the BLU modifications completed as part of the trials undertaken last year.



### Pneumatic Gates

The replacement of the Passenger Orientated Display (POD) on the older pneumatic gates with the modified design of E2 Gate POD is now underway and progressing well.

Cubic have had to produce and fit a sticker to the "unused" side of dedicated Entry and Exit gates, as a number of stanchions were found not to have a power supply to both sides of the POD, which prevented the illumination of the "No Entry" or "No Exit" visual on the new display.

Cubic are currently developing a modification of the light beam arrangement to improve reliability, similar to the solution mentioned above, which is due to be rolled out to all E1 Gates. This will hopefully be available for a vanguard in the spring.



Part 3 – And finally staying with a fares related theme.

Q3) ...From 01 March a Z1-6 Day Travelcard (Off Peak) will cost £13.90, but how much did it cost 10 years ago in 2011?

A £8.00

B £9.00

C £12.00

D £12.10

Ticketing & Revenue

**T&R**  
Trivia

Answers on Page 15



# REVENUE PROJECTS

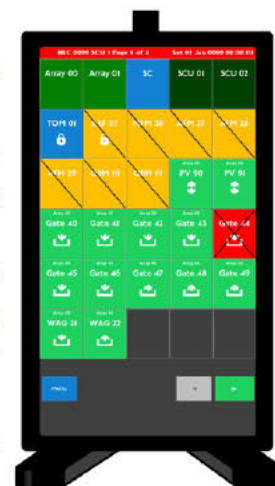
## SCU REQUESTS

One of the successes of 2020 was the completion of the deployment of the new style SCU and the provision of units within Station Offices that had not previously had them.

The onset of the COVID pandemic has shown the SCU to be extremely valuable at a number of locations where revised methods of managing the gateline have had to be adopted to help keep staff safe.

In our last edition of TRU we outlined that we were looking at the possibility of developing a further programme of works to address a number of locations that had been missed in the original SCU surveys that were undertaken and pick up some further requests from stations around the network.

We also asked for any stations that would benefit from the provision of a SCU in a Station Office or Station Control Room to be highlighted to us.



Since that article appeared, we have had a very good response from colleagues on various areas and are currently in the process of collating requirements for the work that would need to be done and confirming potential locations for the equipment.

We hope to finish this process over the next few weeks, together with identifying potential 'donor sites' where the planned reduction in the number of POMs will mean that we no longer need to provide a SCU in a number of our POM Rooms.

The programme will require some funding, but we are hopeful of being able to get work completed at a number of the sites that have been identified.

## MFM NHU UPGRADE

Since our last update in [TRU130](#), Cubic have completed the upgrade of the one further MFM at Liverpool Street (Main) with the new PayComplete (formerly Suzohapp) Note Recycler unit. All of the devices within this POM suite have now been upgraded with the new note handling units.



Prior to Christmas Cubic ordered enough components to allow 20 further units to be fitted into other MFMs and this order was subsequently increased to cover enough kits to enable all of the MFMs that are currently accepting cash payments to be upgraded.

Once the necessary brackets and cables have been delivered, they will need to be assembled into installation kits at the Cubic workshop. As outlined in our article on gate upgrades on Page 13 of this edition, the capacity of the workshop is very much reduced at present, so we are not expecting to be able to commence any further upgrades of MFMs until late March.

We hope to be able to formulate a rollout plan shortly, to identify which devices require new note handlers with the additional note recycling module and which will receive the basic version which will just accept notes.

This should also help us to ensure that staff at the stations affected are advised and receive the relevant briefing material on the new note handlers, ahead of the equipment being installed on their stations.



As previously mentioned, although we have a number of stations that are currently not accepting cash payments, the replacement of the current note accepting units is essential to maintain the reliability of devices at a number of our busier stations, as the current equipment has reached the end of its working life.



## POM SOFTWARE UPDATES

The New Year has started well, with the first chequered flag of the year, marking the completion of the rollout of new MFM software to all devices on the night of Thursday 21 January.

Those of you that have followed previous TRU reports on this particular software update, will be aware that during the initial Vanguard of version 8.02, an issue was identified with the way that the MFM handled the process of dumping notes from the new Suzohapp (now PayComplete – see Page 3) Note Recycler unit.

The issue was subsequently resolved with a new release of software, version 8.03, which was subsequently Vanguarded on the same 15 devices used for version 8.02.

**COMPLETE** ✓



Deployment to the remaining LU MFMs took place over seven nights starting with a batch of 20 MFMs on Wednesday 13 January and then stepping up to 50 machines per night after that.

Few issues were encountered with this remote upgrade, with only a couple of devices failing to upgrade on the first attempt due to them being offline and one device at Hammersmith (D&P) which required an engineer visit to resolve a local communications issue before it could be upgraded.

All MFMs are now operating on this latest version

In [TRU130](#), we reported on the successful completion of another POM upgrade on 01 December, when we completed the deployment of a new version of Barclaycard software used by the PIN Entry Device (PED) or Chip & PIN unit as it is often called.

As we stated at the time, the upgrade resolved a known issue that was impacting on PED performance, but that a further version of Barclaycard software was expected to be released, addressing a further known issue.



Currently this latest PED software is due to start its test cycle at Cubic in mid-February and providing that no issues are identified once it has been tested on all types of POM, we would hope to be able to start a Vanguard on a selection of devices in early March, once restrictions around the fares revision have been lifted.

It is likely that we will use the same Vanguard devices and then follow the same rollout plan that we used for the previous software rollout, to deploy the new software remotely to all devices during April.



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## ANSWERS TO T&R TRIVIA

Q.1 **C** January 2016 (from £4.80 – £4.90)

Q.2 **B** £1.30

Q.3 **D** £8.00  
(the price jumped from £8.90 to £12.00 in January 2015)

**How did you do?**



# ...AND FINALLY!

## TVM SOFTWARE UPGRADE

A further software upgrade is currently focussing on the Cubic TVMs at our stations. A new version of TVM software is currently in Vanguard on 6 devices at RSLU stations, prior to a planned rollout to all of TfL's TVMs.

This Vanguard commenced with one of the TVMs at Kew Gardens on Wednesday 13 January and was expanded to include devices at Wembley Central, Gunnersbury and Ashfield House from Monday 25 January.



This latest software release contains fixes for a number of known defects and some improvements that should hopefully improve the reliability of the devices concerned. Some of the main changes included, are as follows:

- *Changes to non-travel tickets printed via the Ticket on Departure facility (e.g. PlusBus) so they are no longer encoded to open gates. Only the supporting ticket for rail travel will now be encoded.*
- *Addition of "Ticket Printer Clean" option to the staff screens to allow insertion of a cleaning card into the ticket printer unit*
- *Improvements to reduce the number of short duration Error 190 faults*
- *Inclusion of route text on all magnetic tickets where this is appropriate*

The changes implemented at Ashfield House also include a change to prevent tickets issued during training being encoded to operate gates on the live network.

All being well, the upgrade is scheduled to be rolled out to all other TVMs across the TfL network in mid-February.

## SR8+ VANGUARD

In [TRU129](#), we reported on the start of a Vanguard of a new version of RTD (reader) software on 23 November 2020. This particular upgrade was referred to as Strategic Release 8 (or SR8).

Since then, some additional issues have been identified, mainly with ITSO card acceptance and a further version of software (SR8+) has now completed testing and is ready to be deployed to live devices.



As before, the software will initially be deployed to two LU stations; Buckhurst Hill and Loughton on the night of Wednesday 03 February.

The remaining LU stations listed in the table below will then be updated the following week, on the night of Monday 08 February. In both cases the new software will take effect from start of traffic the following morning.

Stations				Date
BUCKHURST HILL	LOUGHTON			Wed 03 Feb
BLACKFRIARS	FINSBURY PARK	CANARY WHARF	PADDINGTON	Mon 08 Feb
EAST HAM	HIGHBURY & ISLINGTON	KILBURN	PADDINGTON (Suburban)	
WEST BROMPTON	MARYLEBONE	LIVERPOOL STREET		

All being well, the new software will then be deployed to all RTDs across the whole London rail network from Monday 08 March.

## LOOKING AHEAD TO TRU132

February is a short month and with the forthcoming fares revision taking up a lot of our time in the next few weeks, the next edition of TRU will be published towards the end of March.

The next edition will include:

- *A review of the March Fares Revision process*
- *An update on the POM Oyster card donation facility*
- *Updates on some projects scheduled to start in February*
- *The latest T&R news stories*

Plus a selection of our regular features.....

