

Issue 155 - October 2025

Ticketing & Revenue Update



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A lot to tell you next month

WE'RE BACK!

This is the first publication of the Ticketing & Revenue Update since August 2024. If you were a fan of the publication... sorry we've taken so long! If you weren't a fan and have been pleased with the extra space in your email inbox... sorry, but we're back!

Why such a long time between publications? Well, there is an easy answer and a more complicated one.

Our team's limited size, combined with the scope and volume of our responsibilities, has presented several challenges. Like many other departments within TfL this past year, we have prioritised the most essential functions to best support both our colleagues and customers.



Another reason is that the founder and majority contributor to the T&R Update [REDACTED] retired in October 2024 after 40 years of service with London Underground and has been greatly missed by the team, and at the time of writing has not been officially replaced. This means that our small team is one person smaller and time to write, review and publish the TRU has been extremely difficult.

Until further notice the role of T&R Integration and Performance Manager is being covered by [REDACTED] the second longest serving member of the team and by default now also the main contributor to the TRU. Therefore if you notice a huge difference in the style and composition from what you are used to then once again we are very... actually, that's enough apologising for one edition.

[REDACTED] has stepped up to assist with the writing of articles and we hope to be producing publications on a more regular basis. We have also been able to track down Olly, but such is the backlog in his inbox we are unsure how he will be able to respond to all your letters and emails. We will ask him to answer a few queries in this issue and see how he gets on going forward.

Over the next few pages, we will take a look at the major events that have taken place over the past 12 months. Some will items no longer be relevant as "news" and others will be projects that have finished, are fully in use or have been and gone. However, it would be remiss of us not to cover them for you.

More on [REDACTED] time with London Underground and his involvement in the world of Ticketing and Revenue can be found on pages X and X

WE'VE MOVED!



In May 2025, due to some TfL offices in Pier Walk being relocated and the letting of other areas within the building to Ravensbourne University, the T&R Team once again were on the move.

Although still a major upheaval, happily this time we only moved a couple of floor within the building from the first floor up to the third.

The relocation took place over the weekend of Saturday 03 and Sunday 04 May. Although this involved transferring a wide range of items—including TSID cards, various Secure Suite consumables, Revenue Inspection Devices, and Barcode Reader equipment—the process went very smoothly. Hopefully, our station and Revenue Control team colleagues did not notice any disruption to our services.

This has been our third move in the space of four years and hopefully will be our last for a while. Visitors to our new offices wishing to collect and deliver items or equipment should make a note of our new address below.

Ticketing and Revenue Team
4th Floor - Blue Zone Area 2,
14 Pier Walk, North Greenwich
London SE10 0ES

TEMPORARY T&R TEAM CHANGES

As mentioned on the previous page, the T&R Team has already lost one important member with the retirement of [REDACTED] in October of last year.

We have also temporarily lost another vital member of the team, only this time we are experiencing mixed emotions due to [REDACTED] (T&R Performance Support Manager) going on maternity leave and giving birth to a beautiful baby daughter. Although we really miss her, her knowledge, her enthusiasm and the many contributions she makes in her role, we are also extremely happy for her and her family, wish them the best for their future and hope to see her again very soon.

Welcomed into the team to cover for [REDACTED] role is our newest colleague [REDACTED], who has carried out a number of temporary roles within the team for a while now. Although very knowledgeable in much of our work, [REDACTED] is currently undertaking TMS training in order for him to access all our systems and also be better equipped to handle other areas of our business.

CYBER ATTACK AND I.T. WOES

Most of us will have been affected to a varying extent by the cyber-attack which took place on TfL on Monday 02 September 2024 and the subsequent lockdown of systems to enable isolation and recovery from this.

Although not affecting our actual ticket issuing, accountancy and validation functions, the incident had a severe knock-on impact on a number of our supporting systems and the operation of the T&R team in particular.



Transport services were not affected, but the attack caused around 3 months of disruption to many TfL online services and connected information boards that went offline. In all, the hack is believed to have cost TfL over £39 million in damage and disruption.






Two teenagers aged 18 and 19 from Walsall, West Midlands and East London respectively, have been arrested by the National Crime Agency (NCA). They both appeared at Westminster Magistrates Court on Thursday 18 September 2025 and charged in connection with the attack. It is also believed that the teens are members of the notorious Scattered Spider criminal collective who have been responsible for a series of cyberattacks, ransomware and data theft extortions since 2022.

Due to the nature of the attack, TfL needed to contact around 5,000 customers to report that there may have been unauthorised access to personal information such as bank account details, names and email / home addresses.



About 25,000 TfL staff had to check in at London head offices and verify their identities before regaining system access during the extensive recovery process.

Items affected by the attack included,

-  The September 2024 fares revision was postponed.
-  Project Oval – the project to roll out contactless expansion to stations outside London in September was postponed.
-  TfL could not process payments on the Oyster and Contactless app, but payments could still be made at stations and on the website.
-  TfL were unable to register Oyster cards to customer accounts and could not issue refunds for contactless PAYG journeys.
-  Applications for Oyster and ZIP photocard were temporarily suspended.

Continued on the next page

CYBER ATTACK AND I.T. WOES

(Continued)

Due to the photocard suspension, expired ZIP cards remained valid through October. Many Oyster photocard applicants were advised to keep records of fares paid and continue travel as usual, with TfL planning to reimburse them after resolving the issue.

By early December 2024, the majority of customer-facing issues had been addressed, and full operations resumed. However, staff access to certain IT and online systems remains limited or requires interim solutions.

FARES REVISIONS COME AND GO

During the time between publications we have seen a total of four fares revisions. September 2024 was postponed due to the cyber incident until December, which saw a limited scope of what was originally planned.

Next was the main fares revision, which went ahead on Sunday 02 March 2025. The main changes were,

- *Fares affecting TfL services rose by 4.6% on average, although Bus fares remained frozen.*
- *Bus & Tram One Day paper tickets were withdrawn, although the Oyster version was still available from Ticket Stops.*
- *Visitor Oyster card fees increased from £5 to £7.*
- *Entry / Exit charges for Zones 1-9 increased to £10.40.*
- *National Rail fares also increased.*

All in all the fares revision went well with no reported major incidents.

This was followed by another minor fares revision on Sunday 08 June 2025, which mostly affected NR fares and the only headline changes affecting TfL were'

- *Daily off-peak caps between Reading and Iver increased.*
- *River Services*
 - a) *Double Tree Hilton Docklands Pier was renamed to Rotherhithe Pier.*
 - b) *Plantation Wharf Pier was renamed as St Marys Wandsworth Pier.*

The only other fares revision to tell you about was on Sunday 14 June 2025.

The only change on LU was that the fee for both Retail and Visitor Oyster cards increased from £7 to £10. However, as this involved a change to the customer-facing fares poster, new posters had to be published, delivered and displayed in advance of the changes taking effect.

We now just have one more fares revision scheduled to take place before the end of the year. This one will take place on Sunday 07 December 2025 and we will look to provide more information in our next edition of the TRU.

FARES REVISION



JCB CARDS NO LONGER ACCEPTED

It came to light in August last year that Barclaycard who process all of our POM bankcard transactions had recently stopped processing card transactions for bankcards issued by the Japanese Credit Bureau (JCB).

Unfortunately, and somewhat typically we were not made aware of this change until after it had actually taken place.

Volumes of these cards were previously very low compared to the major card types we accept (Mastercard, Visa and American Express), so it is unlikely that many customers will be impacted by this.

POM screens have since updated as part of a base data change in December 2024.



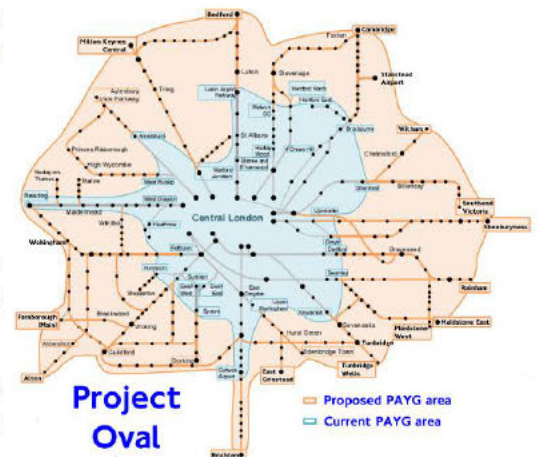
PROJECT OVAL




Another consequence of the TfL IT problems was the cancellation of the implementation of the next phase of Project Oval that was originally planned to take effect from Sunday 22 September 2024.

This part was Phase 1B, the eagerly awaited extension of PAYG acceptance for contactless payment users, to a further 47 National Rail stations in the south east of England.

This is in addition to Phase 1A, which saw contactless payment acceptance added to six Chiltern managed stations back in late June 2024.

Now that things are back on track, contactless PAYG acceptance was rolled out to the additional stations listed below on Sunday 02 February 2025 .



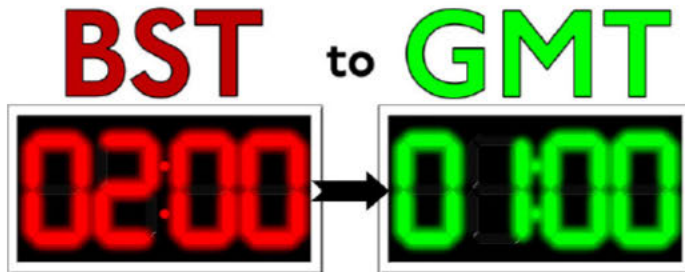
c2c EAST TILBURY SHOEBURNESS THORPE BAY	BASILDON LAINDON SOUTHEND CENTRAL TILBURY TOWN	BENFLEET LEIGH ON SEA SOUTHEND EAST WEST HORNDON	CHALKWELL PITSEA STANFORD LE HOPE WESTCLIFF
London Northwestern Railway BRICKET WOOD HOW WOOD ST ALBANS ABBEY	APSLEY CHEDDINGTON KINGS LANGLEY TRING	BERKHAMSTED GARSTON LEIGHTON BUZZARD WATFORD NORTH	BLETCHLEY HEMEL HEMPSTEAD PARK STREET 
South Western Railway KEMPTON PARK SUNNYMEADS WRAYSbury	ASHFORD SHEPPERTON UPPER HALLIFORD	DATCHET STAINES VIRGINIA WATER	EGHAM SUNBURY WINDSOR & ETON RIVERSIDE 
Thameslink OTFORD	BAT & BALL SEVENOAKS	DUNTON GREEN SHOREHAM	EYNSFORD 

We will of course continue to provide you with information via the TRU and Hot Issues Bulletins on the continued rollout of Project Oval as soon as they are officially confirmed.

CLOCKS GO BACK THIS WEEKEND

Station & Revenue Control colleagues are advised that this **Sunday 26 October** at **02:00 hours** clocks go back by one hour to reflect the end of British Summer Time.

All Cubic devices will revert back to GMT automatically and technicians will be monitoring stations remotely to ensure a smooth transition.



Station Supervisors should report any issues arising from the time change to the Cubic Help Desk on Auto 1610.

The change back to GMT also means that all CHDs, iPads and RIDs will need to be checked to ensure the time change has implemented correctly.



Any Night Tube journeys that are incorrectly charged as a result of the time change will be automatically adjusted over the following days and **MUST NOT** be resolved by staff.

LONDON POPPY DAY 2025

Stations and Revenue Control colleagues are advised that this year, the London Poppy Day organised by the Royal British Legion will take place on **Thursday 30 October**.

As in previous years, fundraisers will be allowed to travel free on our services throughout the day on production of their official RBL pass which they must present to gateline staff to enter and exit.



The two passes are slightly different,

- **BLUE Pass** – Allows free travel at any time on **Thursday 30 October**
- **RED Pass** – Allows free travel from **18:00 hours** on **Wednesday 29 October** and at any time on **Thursday 30 October**

The badge shown right has physical and digital versions and allows volunteers to travel anywhere across the network when presented at the gateline.

Holders must present this pass to be eligible for free travel and if they can't, must be advised to use PAYG or buy a ticket. The barcodes on the pass can also be scanned to show validity via the TfL Charities homepage.

- **Fundraisers will be a mix of Armed Forces personnel (in uniform), veterans and others.**
- **They can travel free on all bus, Tube, tram, DLR, London Overground and Elizabeth line services throughout the day.**
- **They can't travel free on the London Cable car and river services.**
- **Any queries relating to TOC free travel should be directed to the appropriate TOC.**



*ID For London Poppy Day Official Volunteers



The rules about free travel for Armed Forces personnel have not changed and they will need to be both in uniform and with their Military ID. Anyone presenting a volunteer's ID card does not need to be in uniform.

Collections will take place at various stations across LU.



Please note that cash consolidation via the CHD will not be carried out on LU stations this year.

NEW RAIL STAFF LEISURE CARD

The National Rail Staff Leisure card which caters for TOC staff who are not entitled to full privilege facilities, has been updated as illustrated below right.

These are not valid on LU services, so holders have to pay full fare on LU, but can use discounted tickets on NR services at Stations covered by T&R Book 6.

Holders are not entitled to have a Privilege discount set on their Oyster card at LU stations and staff must not attempt to load one of the privilege discounts, as they have different availability and would potentially allow the holder to make journeys at a reduced rate they are not eligible for.

Any NR staff who request to have the NR only Privilege discount added to their Oyster card should be referred to the Rail Staff Travel website; <https://www.raildeliverygroup.com/rst.html>



This discount can only be set at the following Elizabeth line stations during the times indicated				
Station		Sunday	Mondy to Friday	Saturday
ABBEY WOOD	HAYES & HARLINGTON	10:00-17:00 hours	10:00-15:00 hours	10:00-17:00 hours
CANARY WHARF*	ILFORD			
CUSTOM HOUSE*	PADDINGTON*			
EALING BROADWAY	WOOLWICH*			
ROMFORD	WEST DRAYTON			
SOUTHALL	WEST EALING			
Customers will need to speak to a manager in order to get the discount set at all stations marked with *				

GRAPHIC DESIGN STANDARDS FOR POMs, GATES & VALIDATORS

After much discussion and simplification we are very pleased to advise you that the TfL Graphic Design standards for POMs, Gates and Passenger Validators (PVals) have been published on the TfL website, allowing staff to place stickers for any stickers that have become worn, damaged or simply gone missing.

The table below provides a link for station colleagues to access the TfL standards containing ,

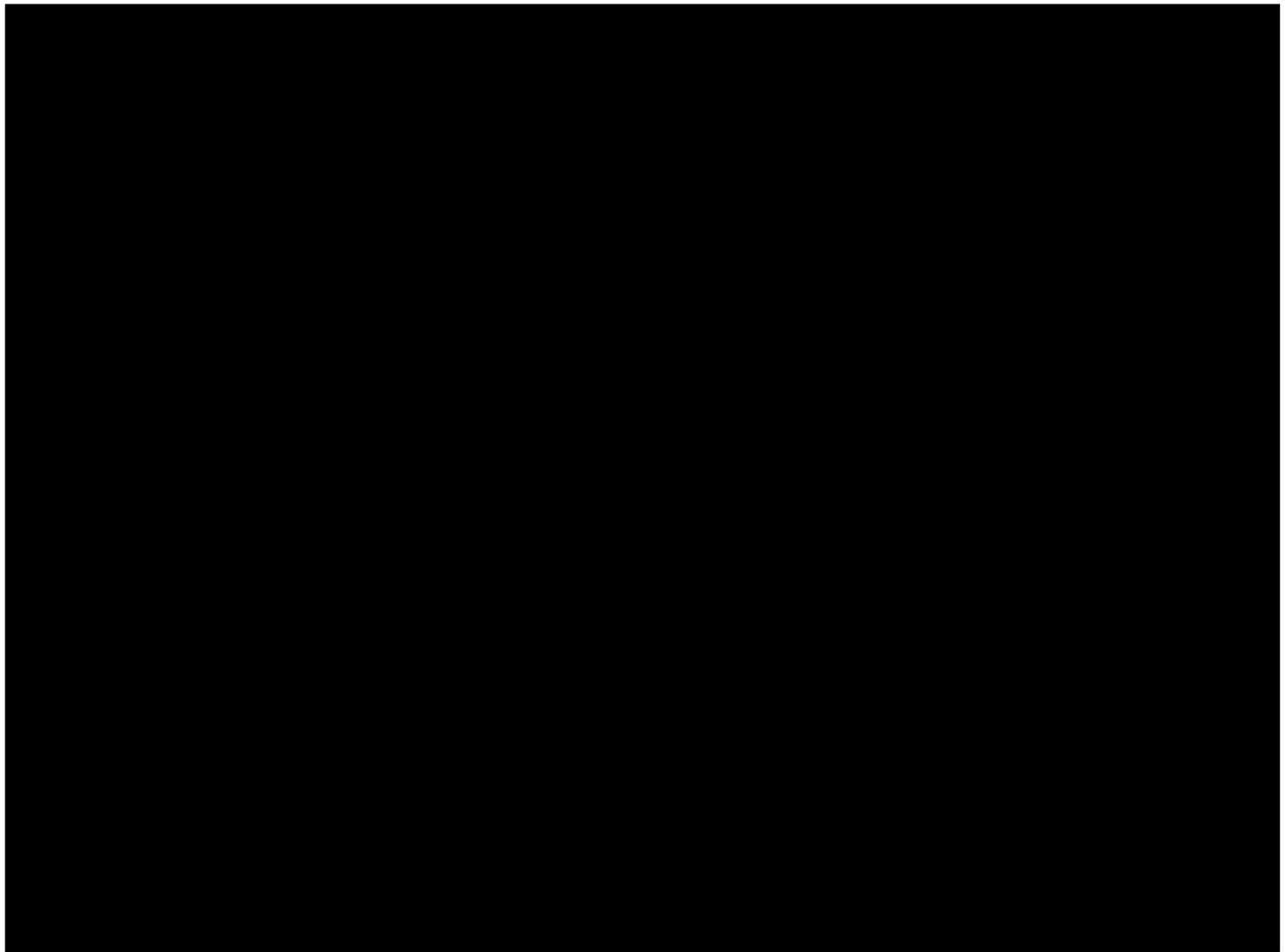
Name	Link	Version
Passenger Operated Machines (POMs)	content.tfl.gov.uk/tfl-ticket-machine-graphics-standard-issue03.pdf	3
Gatelines	content.tfl.gov.uk/tfl-gateline-graphics-standard.pdf	8
Passenger Validators (PVals)	content.tfl.gov.uk/tfl-validator-graphics-standard-issue13.pdf	13

Please note that these links are now confirmed as correct. If you are unable to access all standards immediately, please contact [redacted]@tube.tfl.gov.uk.

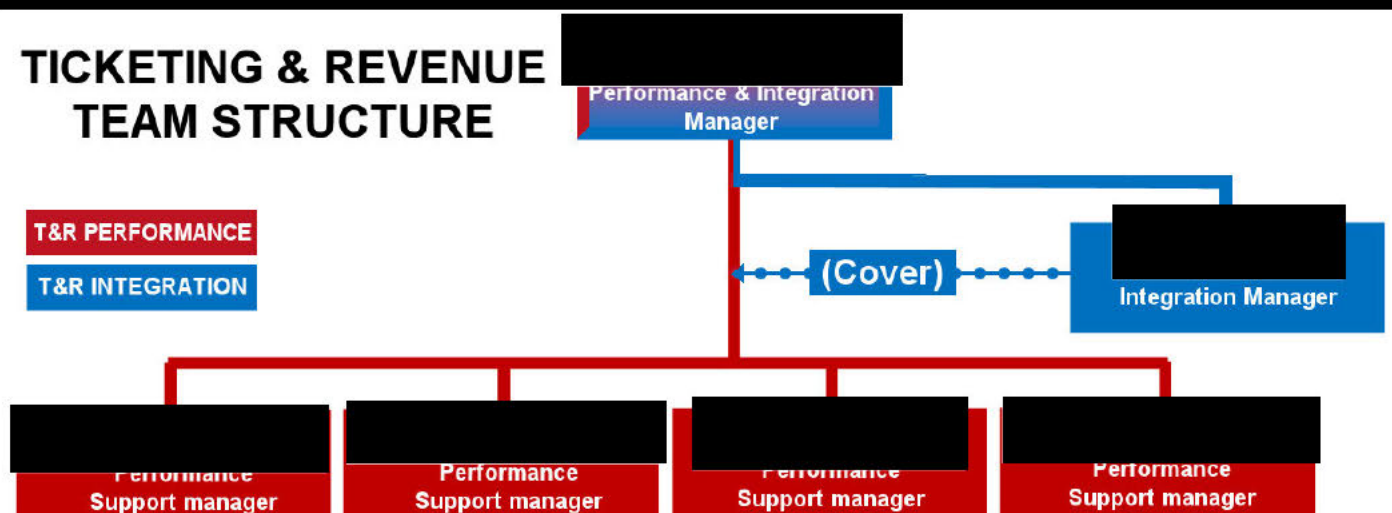


SPECIAL FEATURE

GOODBYE [REDACTED] .. I55 AND OUT!



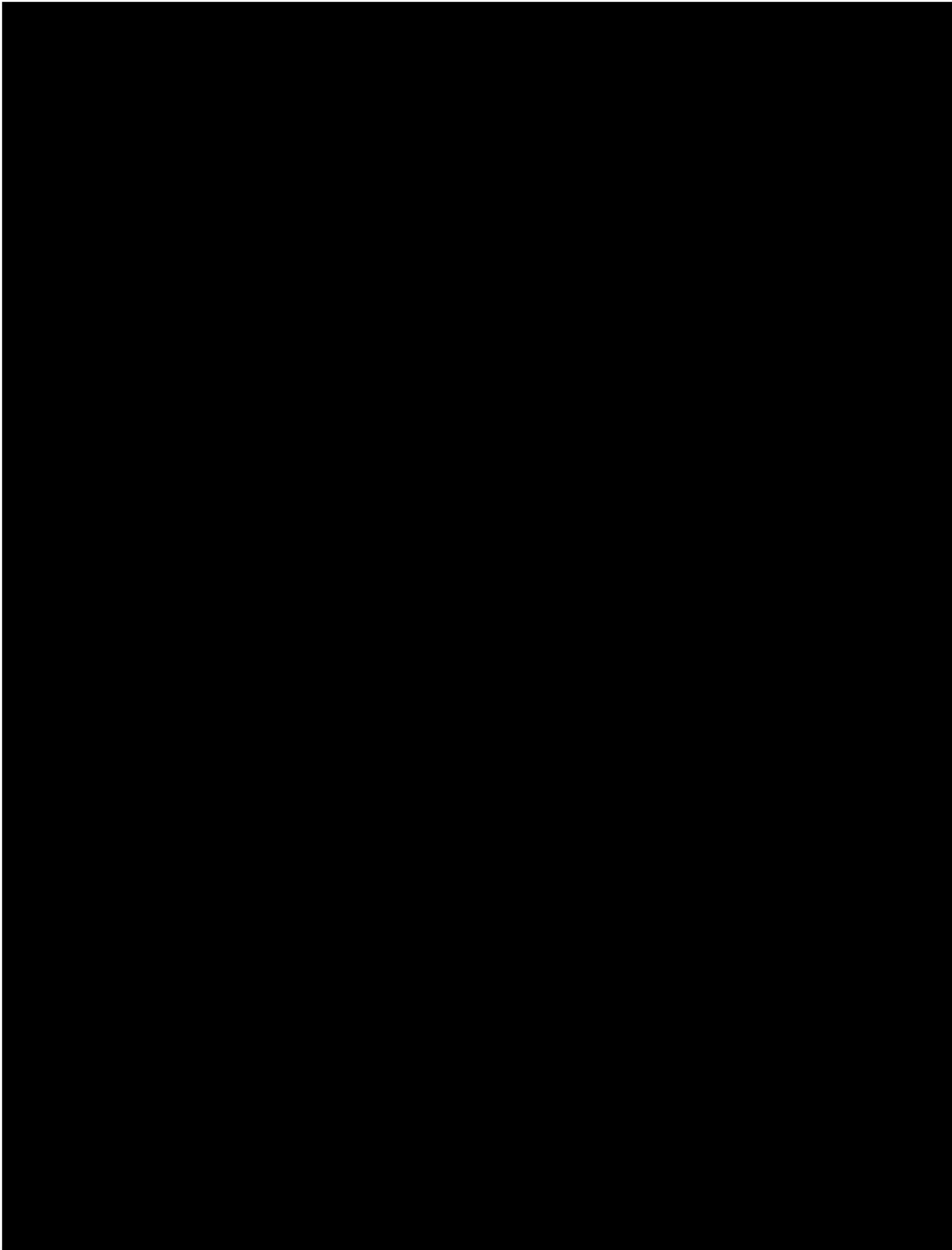
TICKETING & REVENUE TEAM STRUCTURE



T&R Performance looks after the control and issue of items such as TSID cards / CSID PINs, Revenue Inspection Devices, Barcode Scanning equipment, Security collections, CHD PINs and performance, handling over ticketing consumables to name but a few.

T&R Integration is responsible for liaising with ticketing projects and contractors and ensuring that installations, upgrades and repairs both comply with LU expectations and perform as they should.

GOODBYE [REDACTED] ... I55 AND OUT!





From: [REDACTED]
Sent: Tuesday, July 9, 2024 8:01 AM
To: Ask Olly
Subject: Tickets to Watford through Kings Cross/St Pancras

Hello Olly

I hope you are well. We have received a couple of complaints where people are coming in to Kings Cross or St Pancras and having to take a NR train from Euston.

Is it possible you can establish whether there is Cross London transfer included or whether they are expected to walk?

If there is Cross London transfer, is it possible to check that the ticket is printed to indicate this? I have asked for a picture of a ticket from Customer services, but they may not have had a response from the Customer.

Regards

[REDACTED]
Customer Service Manager - Euston

Hi [REDACTED],

In the case of customers that purchase a ticket which includes travel on a service into London Kings Cross or St Pancras stations, but who then need to board another train from Euston, then the ticket should also include a Cross London transfer and be marked with the + symbol.

These tickets, if properly encoded should allow entry at Kings Cross LU and exit at Euston LU.

Regards

Olly Oyster



From: [REDACTED]
Sent: Wednesday, July 17, 2024 8:55 PM
To: Ask Olly Subject: Paper receipts

Hi Olly

Since the POM screens were changed to include a prompt asking customers if they want a receipt? I have noticed that there's been a big increase in these being discarded.

Observing customer behaviour at the POMs, I've noticed they automatically click "yes" for a receipt, and then discard it instantly.

Multiplied across the network, this must be a lot of extra waste.

[REDACTED]
CSA - Charing Cross



Hi [REDACTED]

The change was made as we had received a lot of feedback about customers who had failed to select the receipt button and then once the transaction was finished were then looking for a receipt, which could not then be produced by the POM.

The change is in line with the "do you want a receipt" option offered on many retail store devices.

Where the customer selects "Yes" we can only assume that they want a receipt, but it may be a case of them not actually reading the screen message properly, or not waiting for the receipt to be issued after the completion of their transaction.

Regards

Olly Oyster



From: [REDACTED]
Sent: Monday, July 8, 2024 5:25 PM
To: Ask Olly
Subject: Re: London Terminals tickets

Hello Olly,

Thanks for the reminders on London Terminals tickets in the last TRU, but they continue to baffle. Recently I had a customer complaint when I wouldn't let her enter Liverpool Street on a 'London Terminals to Reading' ticket, via the Elizabeth Line.

Half an hour later she returned with a member of Network Rail from the main station holding sheets of paper: it turned out she had purchased a ticket to / from Liverpool Street but the machine at Reading had printed 'terminals' rather than the specific destination - similar to our ticket machines no longer offering the option to travel to Heathrow on the Elizabeth Line but instead giving you the option of a zone 1 - 6 off-peak travelcard at the same price.

So now, when I deny entry to these tickets, or explain they're not valid on exit, (the amount of people who get on the wrong train, i.e. the Elizabeth Line rather than the standard TOCs is impressive) and the customer says they purchased a ticket to my station specifically, I let them in or out. What are we to do in these situations?

And whilst on the subject, I remember seeing a communication stating passengers coming into Liverpool Street on the Elizabeth Line can use their 'terminal' tickets even if they've come from south (and east) of the river, e.g. starting on a Southeastern train, changing for the Elizabeth Line, and exiting at Liverpool Street: could you confirm this?

Many thanks,

[REDACTED],
CSA - Liverpool Street



Hi [REDACTED]

Thank you for your email and for raising these points.

Just to reconfirm that a London Terminals to Reading ticket would not be valid at Liverpool Street.

In this particular example the London Terminal would be Paddington and the ticket would not be valid east of Paddington, as it does not include Zone 1 travel on LU or the Elizabeth line.

The customer would therefore need to buy an additional ticket or use PAYG for the Zone 1 element of their journey. It is unfortunately difficult to determine whether the ticket has been mis-sold, or whether the customer has merely made an incorrect assumption regarding validity.

In relation to the non-availability of Single tickets to Heathrow via the Elizabeth, this appears to be due to the fact that after 09.30 hours, the Day Travelcard (Off Peak) is better value than a Single ticket, so the POM defaults to offering the Day travelcard to customers instead.

This is currently being investigated with Cubic to see if there is a better way of offering best value, but at the same time making it clear that this is the option for travel via the Elizabeth line.

In relation to your final point regarding London Terminals tickets from destinations on the Southeastern network, where customers have interchanged at Stratford, these should be accepted for travel between Stratford and Liverpool Street, as this is a reasonable route for customers to use.

They would not however be valid if the customer had travelled into Charing Cross or Victoria and then used the tube to reach Liverpool Street.

Regards

Olly Oyster



REVENUE PROJECTS

BARCODE TICKET SCANNER

Barcode tickets are widely issued on National Rail but are not accepted on LU services or at LU stations. The reason for this is that although many NR and LU tickets look similar, they are produced by very different ticketing systems that for the most part do not communicate to each other.

In short, our ticket gates and ticket reading equipment are unable to read barcoded tickets and to convert them would be time-consuming and expensive and would require being able to communicate with NR's ticketing systems.



Following multiple complaints from interchange stations that were experiencing customers using barcoded tickets Alan Mundy approached TfL transformation to see if there was anything that could be done to address this issue.

This led to discussions with TfL, the Rail Delivery Group (RDG) and a supplier called Team Technologies, where it was agreed that while there was a need for a longer-term solution, an interim fix needed to be found in order to assist station staff in real time and also collect much-needed data of the types of journeys being made and the ticket types that were being purchased that could aid TfL make a gateline solution.

As a result, back in June 2024 we started an initial three-month trial of handheld barcode scanning equipment at 10 of our stations that are directly served by National Rail services. Various delays meant that scanning was introduced at stations gradually meaning that the trial needed to be extended for a further period of time.

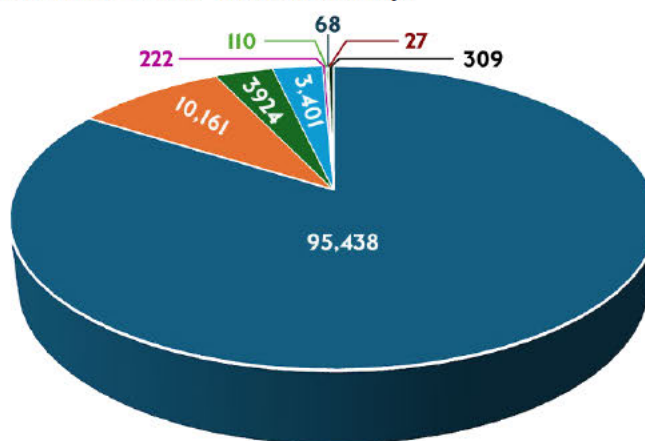
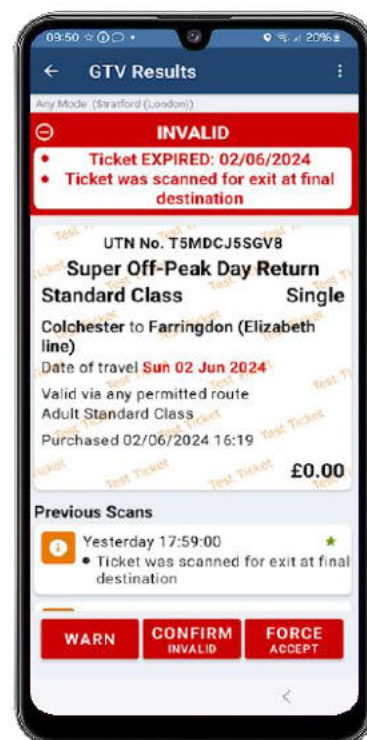
The equipment consists of a Handheld Device (HHD), a type of Android based smartphone and a Handheld scanner (HHS) which uses an LED scanner to read the barcode.

The devices are connected via Bluetooth with the results of the scan shown on the display of the HHD. So as not to keep looking at the screen the HHS uses a vibration, an audible tone and a flashing Red - Amber - Green aspect to provide an instant answer to the ticket's validity.

The trial proved to be extremely rewarding with more than 100,000 scans being made by the end of September.

The most tickets by far were presented at the Farringdon gateline (84%), with four other stations experiencing significant volumes at peak periods. These included Moorgate, Old Street and Finsbury Park who all joined the trial late.

How rewarding? – well on the first morning of scanning tickets at Old Street, one customer was found to be travelling on a ticket that had been bought and used in January.



Total Scans at
FARRINGTON - 84%
STRATFORD - 8.9%
FINSBURY PARK - 3.5%
MOORGATE - 3%
HIGHBURY & ISLINGTON - 0.2%
LIVERPOOL STREET - 0.1%
OLD STREET - 0.1%
WEST HAM - 0%
VOID SCANS - 0.3%

BARCODE SCANNER TRIAL

Continued

SO WHERE DO WE GO FROM HERE?

The large number of scans undertaken at stations have clearly proved the value of the equipment. The data collected has and continues to be extremely useful in developing the ability of the equipment and helped identify the variety of tickets being used by customers.

Using the equipment is also voluntary for station staff and is there as a means to check barcoded tickets where time allows and staff are keen to do so.

This has resulted in the Rail Delivery Group agreeing to fund the continued use of the equipment at the six locations listed below, including Kentish Town, which we were initially unable to include in the trial due to major building works that affected the ticket hall.

Station	Devices	Station	Devices	Station	Devices
FARRINGDON	2	KENTISH TOWN	2	OLD STREET	2
FINSBURY PARK	2	MOORGATE	2	STRATFORD	2

The scheme has also been extended to Revenue Control inspections at these stations, initially for 6 months as the volumes of barcode tickets issued by National Rail and online agencies continues to increase.



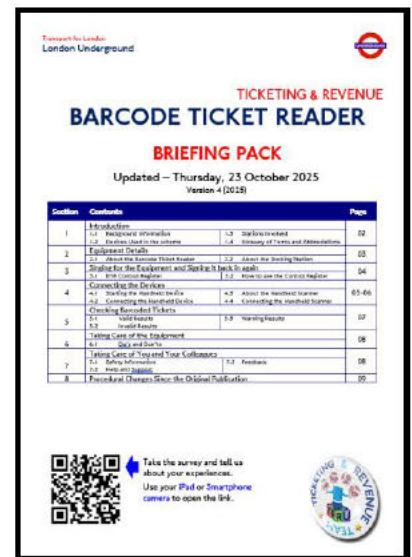
At the time of writing, discussions have been taking place with Revenue Control management, their TU representatives and TfL Prosecutions about the scope of the trial and what legal enforcement can be applied to any fare evaders found to be deliberately using incorrect or manipulated tickets to make journeys to / from an LU station.

The briefing packs have been updated and training is shortly to begin with the teams that will be using the equipment on various duties and exercises. As with the station trial, we will look to share the results of their work in a future edition of the T&R Update.

In summary, the barcode ticketing devices remain very much an interim solution and the longer-term objective is of course to get barcode scanning equipment incorporated into our gates at the stations where NR services are within our gatelines.

The data from this project should strengthen the case for this ultimate solution and possibly push this a little higher up the priority list.

However, the main obstacle is the need to fully integrate the barcode reader into our gate software, combined with the fact that the current Revenue Collection Contract (RCC) is currently being retendered with a potential change freeze during the transition between the current and new contract beginning.



WAG SOFTWARE UPGRADES

Prior to the freeze on software and base data changes being imposed, Cubic completed a programme to update the settings on each of our WAGs, so that the breakthrough force was in line with that required within the current Revenue Collection Contract (RCC).

Previously, as outlined in earlier editions of TRU, it was found that the force applied to the WAG paddles before a breakthrough occurred was less than the amount specified within the contract.

Following an initial Vanguard at a couple of our stations, the updated software was deployed to all other WAGs with the final LU stations being upgraded on Sunday 01 September 2024.



REVENUE PROJECTS

WAG COLLAR RETROFIT

We are also a bit late in telling you about a further programme involving WAGs which was also completed some time ago.

Following the previous programme to install the new lighter-weight composite paddles and ruggedised motors on each of our WAGs, Cubic identified the need to undertake a further piece of work to retrofit an improved collar that better secures the paddle to the shaft.

This was identified following a couple of incidents where paddles became detached following severe misuse by customers.

This upgrade started on Sunday 08 September 2024 and was undertaken by an engineer visit to each device during engineering hours.

The programme was completed on the night of Thursday 28 November.



...AND FINALLY!

LOOKING AHEAD TO TRUI56

TRUI56 is expected to be published in November when we are currently working to provide you with updates on:

- *The December Fares Revision.*
- *Multiple projects we have been unable to report in this edition due to time constraints, including;*
 - *MFM Blue Key modification*
 - *POM Touchscreen replacements*
 - *POM PIN Entry Device Replacements*
 - *Anti-Skimming Gauge Cards*
 - *Barcode Ticketing with Revenue Control*
 - *Stickers*
 - *Project Oval*
- *The latest T&R related news*
- *Updating the T&R Books*
- *Charity updates on money raised for the Railway Children and Global's Make Some Noise*
- *An update on the Cash Handling Device retender process*
- *Preparations for Christmas and the New Year*
- *Plus all our usual features and trivia if space permits*



We also intend to include more of your questions sent in to [Ask Olly](#), plus a selection of our other features.

T&R Team, 14 Pier Walk, London SE10 0ES