

TICKETING & REVENUE UPDATE

DECEMBER 2020



FOR THE ATTENTION OF ALL STATION AND REVENUE CONTROL STAFF

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MERRY CHRISTMAS & A HAPPIER NEW YEAR!!!

This is the final edition of TRU for 2020, a year most of us are probably keen to put behind us and forget. It has been a year that has presented unprecedented challenges for all of us, whether working on the 'frontline' at our stations or being forced to work remotely in a supporting role.

As we have mentioned in previous editions it has also been a year where the ever-changing nature of the COVID pandemic has meant that there have been huge uncertainties around when or whether certain things would take place.

As has been the case with a number of previous editions, as we go to publish this edition, there have been very late changes to the proposed fares revision and not for the first time, much of the text that had been prepared ready for publication has ended up in the bin and has therefore had to be completely re-written.

As you will read in our article on Pages 6 & 7, a decision has been taken to postpone the planned fares revision on Saturday 02 January 2021 and reschedule this to a later date.

This in turn will have implications on other projects which were due to follow the implementation of the new fares and potentially means we will have a period early in 2021 where we will not be able to make base data or other changes in the run-up to the fares revision.

We hope that with the start of the rollout of the first of the COVID19 vaccines, that there is at least a prospect of things improving in the first part of 2021 and the start of some sort of return to "normality"?

It is likely to take a while to catch up on the many things that have been delayed as a consequence of this year's COVID19 pandemic, but hopefully in our look ahead to some of the main T&R events scheduled for next year, there are a few things to look forward to.



In the meantime we would like to take the opportunity of wishing all of our T&R Update readers, the best possible Christmas and New Year.

We look forward to continuing to keep you up to date on all T&R issues in the year ahead.



KEY STORIES INSIDE

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We take our annual look forward to some things that may or may not happen in 2021.

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We update you on plans to expand the current trial of a new design of gate paddle.

Page 14 [MANUAL GATE REMOVALS](#)

As we pause for Christmas, we update you on progress so far and plans for 2021.

MIGRATION OF BANKING PROCESS COMPLETED

As reported in previous editions of TRU, the process of migrating TfL's banking arrangements to HSBC, following the retendering of the company's banking contracts, took a major step forward recently with the completion of changes to the way that money collected from LU stations is processed.



VAULTEX



From the beginning of December, although G4S continue to undertake all cash collections, the processing element of the Cash In Transit contract has now been moved to HSBC and their agents Vaultex.

The changes mainly affect what happens after bags leave our stations, but the implementation of the changes have not been without some challenges along the way, with some particular difficulties around the processing of bulk coin.



At the station end of the process, the most important issue is that all CHD sacks collected by G4S must now have the CHD receipt attached to them using the document pouches supplied by the T&R team.

Any stations that do return to accepting cash through there POMs will also need to adopt this revised process, before their first collection.



WHEN IS A STICKER NOT A STICKER?

An on-going piece of work to update the standard showing which stickers should appear on our gates and POMs and to clarify who is responsible for providing each of these, recently generated a big debate over one particular item.

Does the card reader (RTD) on the E2 design of gate and on WAGs have a sticker on it, or is the traditional yellow 'swoosh' design actually part of the gate moulding? The debate about this went backwards and forwards. Is it a sticker or isn't it?



The lid of the E2 / WAG is very different to other gates being a plastic moulding in which both the ticket handler (UTT) and the card reader (RTD) are attached to the inside of the lid. On E1 and older pneumatic gates the RTD was an addition to the original design and as a result is very much an external bolt on to the gate stanchion.

As a result of the current Google Pay promotion, all of our gate RTDs now carry the revised RTD sticker, which was applied on top of the original yellow symbol, so it made it a bit more difficult to closely examine whether the previous yellow logo was a sticker or was part of the lid moulding.

The mystery was finally cleared up when one of our contacts at Cubic was able to conclusively prove that the logo on E2 gates and WAGs was without doubt a sticker. It is actually a slightly different size to the standard yellow RTD sticker and is applied to the lid moulding in the Cubic workshop.

Stanchions which do not have an RTD fitted to them, such as the left had stanchion of the end gate in an array, just show the grey moulding where this sticker would be applied on other gates.

The standard document is now being updated to take into account the different part number for replacement RTD stickers for E2 gates and WAGs.

The updated document will also reflect the upgrading of E1 and pneumatic gates with the E2 style of Passenger Orientated Display (POD) which has standardised some of our sticker requirements.



SCU REQUIREMENTS

Since the recent completion of the rollout of the new touchscreen Station Control Unit (SCU) across the network, the T&R team have received a number of requests from different areas, enquiring whether it is possible for them to have an additional SCU installed. These requests have mainly been for SCUs within Station Offices.

As part of the SCU rollout, we surveyed all stations to try and identify SCU requirements and were able to install a number of new SCUs with Station Control Rooms and Station Offices that previously had not had these. Having received these recent requests for further SCUs, we have reviewed the current SCU allocation and identified some other locations where Control Rooms or Station Offices appear to have been missed.



We are currently collating requirements, with a view to developing a small programme of works to address these deficiencies in the New Year.

So if you do have a Station Office with visibility of your gateline (either directly or with the help of CCTV) and you don't currently have a SCU, please let us know as soon as possible by email to [REDACTED] of the T&R team or [click here](#).



The forthcoming programme to reduce the number of POMs at stations across the network, (see Page 5) is likely to mean that some stations will in future have less than the 5 POMs which were the criteria for installation of an additional SCU within the POM Room.

We will therefore look to redeploy some of these units to more usefully provide the facility in Station Offices instead.

V&C BAG PROCESS REVIEW

Since the closure of LU's ticket offices as part of the Fit for Future Stations programme, use of the Validation & Control (V&C) bag process has been drastically reduced.

Whereas previously when undertaking transactions on the TOM at a ticket office window, each TSID card holder would have been expected to complete a V&C Return and V&C Bag each shift that they worked in the ticket office, now they only need to be completed these if certain transactions such as customer or POM Refunds are completed during a shift.

Our current process for collecting and processing V&C bags is very much geared up to the previous volumes we had seen, so in the interests of reducing these costs, streamlining our processes further and reducing the consumption of plastic bags in the future, we are planning to review the V&C process early in the New Year.

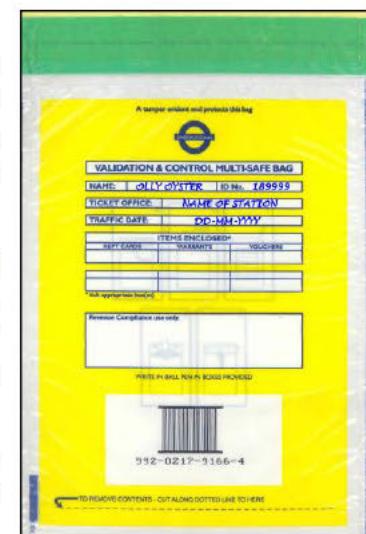
The initial stage will be to identify all of our current procedures that would result in a transaction having to be recorded on a V&C Return, or an item being placed within a V&C Bag and identifying the best way to handle these in the future. We then plan to trial the new process on a couple of areas, before rolling it out across the network later in the year. More information on this will be provided in future editions of the TRU in the New Year.

Ahead of this, we will be undertaking an audit of V&C Bag and Sack stocks across the network, in a similar manner to the recent audit of bulk coin bags, as we believe some stations may currently have very large stocks of these items. In the case of bulk coin bags, this enabled us to determine that across the company we had stocks that at current consumption rates, should see us through many years!

This avoided the need to order a new design of HSBC branded coin bags following the implementation of the new banking arrangements outlined on Page 2. Hopefully the forthcoming V&C stock order will avoid the manufacture of further bags and allow us to share any surplus stock between locations that have large stocks and those that are running low.

Whilst on the subject of the current V&C process, we would like to highlight a few general reminders, following recent queries we have received from stations across the network;

- Only use Yellow V&C Bags for Validation & Control items – never use these for cash, keys or other items
- When creating a V&C Bag, this should only include items from the TSID card holder concerned. Bags should not be shared or left unsealed for others to add items to
- At stations which currently do not have scheduled cash collections, a V&C sack can be created and transferred to a nearby station that does have a collection.



YOUR QUESTIONS ANSWERED

Olly Oyster is taking a well-deserved Christmas break from answering letters and emails, so we don't have our usual [Ask Olly](#) feature in this edition. However, Olly will hopefully be making a return in our first edition of the New Year.



We did however think that it might be a good opportunity to remind you all that if you do have any queries on ticketing issues, procedures, equipment or any suggestions for improvements, these can be emailed to Olly via the link below:

askolly@tube.tfl.gov.uk

We can't guarantee to publish every question, but will try to respond as quickly as possible. It has proved to be a useful platform for identifying issues to the T&R team to address and has been used to settle a few disputes between colleagues, around which process they should be using.



POM REMOVALS

In both [TRU128](#) and [TRU129](#), we outlined details of plans to reduce the number of POMs at stations across the network, due to lower customer demand both now and in the future.

The first phase of this work will see a number of “free-standing” QBMs removed early in 2021 and the initial batch of devices proposed for removal are:

Station	QBM	Station	QBM
ARCHWAY	18	EUSTON	18
BALHAM	19		19
BAYSWATER	19	GANTS HILL	18
BETHNAL GREEN	19	GLOUCESTER ROAD	19
BLACKHORSE ROAD	19	HAMMERSMITH D&P (Main)	18
BOUNDS GREEN	19	HATTON CROSS	19
BRIXTON	19	HENDON CENTRAL	19
CANADA WATER	19	KILBURN	19
CLAPHAM SOUTH	19	MORDEN	19
COLINDALE	19	OLD STREET	19
DOLLIS HILL	19	PADDINGTON (Main)	17
EARLS COURT (Warwick Rd)	18	PARSONS GREEN	19
EAST FINCHLEY	19	PIMLICO	19
EAST HAM	19	SEVEN SISTERS	19
ELEPHANT & CASTLE (Northn)	18	VICTORIA (District)	18
SOUTHFIELDS	19	WEST HAMPSTEAD	19
STOCKWELL	19	WOOD GREEN	19
TOOTING BROADWAY	19		
TURNPIKE LANE	19		

These represent the easiest devices to remove and will reduce the number of QBMs across the network by about a third.

Following on from this we are currently planning a second phase of device removals, with a further batch of QBMs which are currently located within POM arrays.

These are slightly more difficult to remove as they will need to be replaced by a permanent infill panel, to maintain the security of the suite.

As with the initial batch of devices identified above, demand modelling has indicated that the loss of the limited functionality of these QBMs, will more than adequately be covered by existing AFM and MFM capacity at the stations.

However, at a couple of locations where POM demand is high, it is proposed that the QBM will be replaced by a relocated AFM.

We had hoped to be able to eliminate the need for QBMs completely, but a number of free-standing devices are the only ticketing facilities available in a number of secondary entrances at stations with more than one ticket hall. At a couple of the RSLU stations on the Bakerloo line, the QBM provides the only back-up to a single TVM at the location. These devices will therefore need to be retained for the time being.



The second phase of POM removals is also likely to include the relocation of devices at a small number of stations, to consolidate POMs from split locations into a single room.

We outlined some details of the locations being considered, but these are now likely to be split into two batches, as some sites will require more extensive building works to create slots for relocated POMs.



JANUARY FARES REVISION

WELL ACTUALLY – IT'S NOT THE JANUARY FARES REVISION!!

In [TRU129](#) we reported that there was a huge amount of uncertainty around whether the planned January Fares Revision would go ahead on Saturday 02 January. Not long after publication and not unexpectedly, it was finally confirmed that this year's annual fares revision will not now take place on Saturday 02 January.



Up until last week, we had instead been working towards a limited fares revision taking place on Sunday 31 January, where only those fares which are set by TfL would change, as we still awaited confirmation of what would happen with fares on the National rail network.



Timescales for delivering even this limited 'TfL only' fares revision were extremely tight, particularly given that the Christmas and New Year period reduces the number of working days available to complete preparatory work.

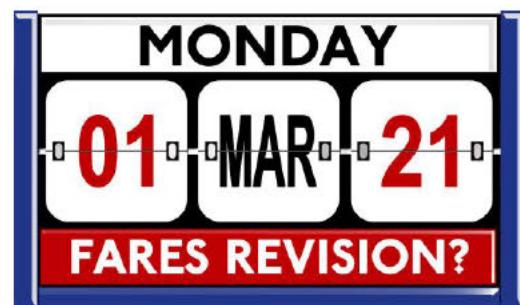
There was also an element of difficulty around potentially changing Single and Return fares, where following the revision, unchanged Day Travelcard prices might in future offer better value than the price of a Return ticket?

These plans changed again last week, when on Wednesday 16 December, when Rail Minister Chris Heaton-Harris, announced that from Monday 01 March 2021 National Rail fares would increase by an average of 2.6%, adding "By setting fares sensibly, and with the lowest actual increase for four years, we are ensuring that taxpayers are not overburdened for their unprecedented contribution, ensuring investment is focused on keeping vital services running and protecting frontline jobs."

The long-awaited announcement of what the NR fares increase would be, at least clarified some issues and the average 2.6% increase matched that previously announced for TfL set fares. As we explained in [TRU129](#), this increase represents an increase of 1% on the July Retail Price Index (RPI) which was 1.6%.

When considering this increase in fares, one should note that:

- As mentioned above, it will be the lowest % increase since 2017
- Some TfL fares will increase for the first time since January 2016
- The 2.6% is an average so some fares may not change, whilst others may increase by slightly more or less than the average due to the rounding of prices.



At this point, we are not able to provide any further detail on proposed fares, Travelcard prices or capping rates. When we receive more detailed information on the proposed fares for 2021, we will publish these and highlight the actual price changes in future editions of the TRU and in the delayed 2021 Fares Revision Circular.

We must highlight that the delivery of the fares changes on Monday 01 March is going to be very challenging and heavily dependent on the receipt of final confirmation of each individual fare from each of the Train Operating Companies (TOCs).

As we have previously explained, there are contractual deadlines for TfL to confirm certain requirements to Cubic ahead of each planned fares revision. One of the key deadlines being that at 42 days before the scheduled implementation date, all of the fares data needs to be provided to Cubic.

For the revised fares revision date, this 42 day deadline actually falls on Friday 15 January, less than two weeks after many people will resume work after the Christmas / New Year holiday period. So, you can see that the timescales for producing all of the necessary data, given we are now so close to Christmas, are very, very tight.

Things will hopefully become clearer in January, but there is a risk that if the TOC fares are not confirmed in early January, we will not be able to meet the deadlines and a further referral of the fares revision date might be required.



JANUARY FARES REVISION

NOT THE JANUARY FARES REVISION (continued)

The on-going uncertainty around the fares revision date is likely to have a number of knock-on effects. In the run-up to each fares revision, we have a 'fares revision moratorium' a period during which changes to base data and software which might impact on the loading of revised fares tables, is not permitted. With the postponement of the 02 January fares revision date, this moratorium was temporarily lifted to allow some changes to be made on Sunday 13 December.



The changes implemented on this date included the removal of the annual block on the advanced issue of tickets due to start after the 02 January fares revision date. This is normally implemented to stop customers buying a Travelcard in the days leading up to the fares revision and selecting a start date of 02 January or later. This is done as POMs can only hold one set of fares tables with the current fares. Previously, customers selecting a 02 January start date for their season would have been charged the pre-fares revision price, rather than paying the correct post-revision amount. The change that has been implemented will mean that during the period between Christmas and New Year, advance purchases will be available to any customer wishing to do so.

With the fares revision date moving to March, the start of the moratorium can be further delayed and we will therefore be able to make some further base data changes to add or remove devices early in the New Year.

Another impact of the fares revision date slipping to March, will be on the timetable for preparing for the next planned Fares Revision in May. It is not unusual for there to be a small overlap between the January and May revisions, with initially steps towards confirming high level requirements for the May Fares Revision starting a few days before the January fares changes are actually implemented. With a fares revision currently pencilled in for Monday 01 March, there is obviously a much greater overlap between the two fares revisions and any further slippage of the main fares revision date is likely to heavily impact on whether a separate May Fares Revision does go ahead this year in early May.



OYSTER WEEKLY CAPPING

As we have touched upon in a number of other articles in this edition, there are a number of other consequential impacts of the delayed implementation of the January Fares Revision this year.

This is particularly true of a project that we have mentioned in various editions of TRU going back at least two years. FTP4 as it is known, is the planned update that will eventually deliver Weekly Capping for Oyster card users.

Although one of the underlying principles of our fares structure is that Oyster and contactless payment charges are the same, there are occasions where customers may be charged different amounts, since we already have a weekly (Monday-Sunday) cap for contactless users, whereas Oyster is only capped on a daily basis.

The change will see Oyster fares calculated by the same "back-office" process already used by TfL for contactless transactions. In addition to weekly capping, it will also mean that in future, some over-charges can be automatically remedied via PAYG refunds made directly to the customers card.

Without going into the whole history around why implementation of FTP4 has previously been delayed, earlier this year we had reached a point at which we were ready to implement. Initially this was pencilled in to happen in January 2021, following on from the implementation of the new fares on 02 January. The subsequent decision to delay the fares revision until 31 January then resulted in the implementation of FTP4 being pushed back until the second week of March.



However, as you may now guess, the further rescheduling of the fares revision date will now mean that this date is also now not possible.

A new date has not yet been confirmed, but it is likely to mean that implementation is further delayed, possibly until after the May Fares Revision (if that does go ahead as scheduled). We will of course update you further as soon as we know in future editions of TRU, along with a more detailed Oyster Explained feature covering how the changes will work.

SPECIAL FEATURE

CHARITY UPDATE



It has become a bit of a tradition that at the beginning of December each year we total up the proceeds generated by customer overpayments on our POMs and donate this money to charity. As in previous years, the money has been split equally between two charities: Railway Children and Global's Make Some Noise.

Over the last year, a total of £11,753.80 was donated by customers who when POMs are not able to give change, can overpay by up to 30 pence on a ticket purchase. The amount generated through the scheme has been reducing due to customers switching to contactless and Oyster, together with lower magnetic ticket sales. However, this year the COVID19 pandemic has had a significant impact on the amount generated, through fewer customers and a large number of stations temporarily not accepting cash payments through their POMs. Each of the charities received a payment of £5,876.90 on Friday 04 December, but due to the current restrictions we were not able to present this to them as we normally would.

However, we asked both of the charities that we support through the POM Overpayment scheme, to outline how this year's donation will support the work they are currently doing.

DIFFICULT TIMES REQUIRE DIFFERENT APPROACHES

"The support this year from London Underground and some of the exciting future plans we have together, will probably be some of the most important we have ever received, due to the challenges both Railway Children and more importantly many of the children and families we work with have encountered." said Dave Ellis Railway Children Corporate Partnerships Manager. He added "Our teams in London and across the UK are working hard to keep supporting vulnerable children during these strange times and they have adapted amazingly. Face-to-face sessions now take place online, contact is made by text message, counselling is given digitally, but in among the challenges there have been some incredible success stories."

To illustrate this, we have included below, some case studies from the Railway Children's UK teams:



Catherine, a project worker in the North West, was on her way to visit a newly referred teenage girl when she heard that the girl had taken an overdose and was not able to see her that day. By the time she was well enough to see Catherine, the country had gone into lockdown and that vital first point of contact had been missed.

Catherine persevered however and has since developed a strong and supportive relationship with the girl, who speaks to Catherine every few days, despite them never having actually met in person.

Catherine said: "It's amazing how much she has opened up and how we've been able to develop that relationship without being able to meet. Our relationship has provided a lifeline for the girl, especially as her mum contracted corona virus and was ill for a while, so it was good to be able to support her through that"

Restrictions helping keep children safe

Joe, who works across our Yorkshire region has again developed a strong role supporting a young girl for whom the lockdown has been a blessing in disguise.

He said: "She was running away quite often and getting drawn into gangs with people who were basically trying to groom her.

Being forced to stay home has stopped that and given me the chance to work with her and make her realise the danger she was in.

Joe added: "Hopefully the time has been enough for her to understand and keep herself away from those situations in the future."



Kwame, another project worker facing similar challenges, said: "On the whole we've seen the young people engaging really well with us using different technologies. But there's a lot you can't tell from a phone call or FaceTime.

A lot of these children are looking for approval from adults, so may be telling me what I want to hear. Without being able to look them in the eye and interpret their body language I have to presume they're telling me the truth, so it's vital we get back out there in person soon."

The Railway Children's teams have been given police letters and authority to go and visit the young people we work with but still need to work out the logistics and safest ways to do so."



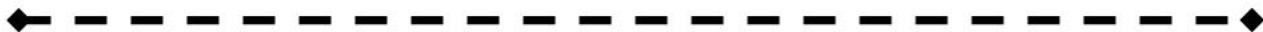
SPECIAL FEATURE

CHARITY UPDATE – Continued...

Kwame continued, "Wearing masks and protective clothing could be intimidating and unsettling for the vulnerable young people we work with, but many don't want to be seen outside in public with our team even though that would be safer."

"There are many uncertainties but one thing we do know is that whatever it takes, our UK team is ready to get back to visiting young people and making sure they are safe and will stay safe as lockdown restrictions are eased.

In many cases the dangers facing these children will be greater than ever as Joe explained: "With the ports and air transport restricted the drug supply chains into this country have been stopped. That means that the value of the drugs already in the country has gone right up, and with it the risk to those children who get used by county lines gangs to move the drugs around the country has also soared."



The second charity to benefit from the POM Overpayment donation, Global's Make Some Noise have also had a difficult year, in which they have had to adapt to very different circumstances.

[REDACTED] one of the Charity's Partnerships Development & Events team told us;

"As Jasmine touches on below, this year has been slightly different for Global's Make Some Noise, as we launched an Emergency Appeal in June to directly support small charities helping those hit hardest by coronavirus, rather than our usual focus on charities helping children and young people".

[REDACTED], Make Some Noise's Partnerships Development & Events Manager told TRU:

"We totally understand the impact that the pandemic and lower customer numbers will have had on donations this year, but this £5k donation is a welcome surprise which will still be a fantastic contribution to the projects we're supporting.

The demand for services from our beneficiaries continues to increase, and as you can imagine the need for the food banks etc. that we work with is soaring. It gives me comfort to know there are some amazing people out in the community offering such vital support.

It's great to have committed support from amazing organisations like LU to help deliver much needed funding."

We have included below an infographic which highlights some of the areas and causes that the money donated to Make Some Noise this year are helping in the wake of the pandemic.



SPECIAL FEATURE

OLLY'S CHRISTMAS QUIZ 2020

As has become traditional in the final TRU of the year, Olly replaces his regular T&R Trivia items with a special Christmas quiz.

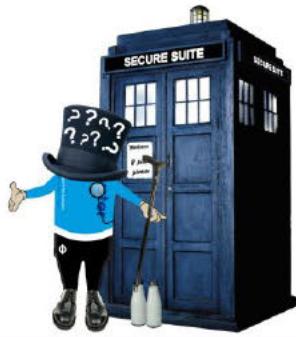
With it he aims to test both your direct knowledge and powers of recollection, on some of the T&R events and issues covered in the eight editions of TRU that were published during 2020.

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	What entered circulation on 20 February this year?	
Q2	Which 2 bankcards did we start to accept on POMs in February?	
Q3	What did we start charging customers for on 23 February?	
Q4	What turned white during 2020? (Not Olly's hair!)	
Q5	What celebrated its 15 th anniversary in May this year?	
Q6	And which anniversary in July went largely unnoticed due to the COVID pandemic?	
Q7	What was withdrawn, at least for part of the day from 15 June?	
Q8	COVID resulted in some stations temporarily stopping what in May?	
Q9	What was promoted to customers more prominently, as a result of a change to our POMs in October?	
Q10	What became a lot lighter, as part of a trial which started in October?	
Q11	Which new Railcard was introduced in November?	
Q12	Which charity initiative did we launch in March this year?	

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



SPECIAL FEATURE

LOOKING AHEAD TO 2021

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 2021.

SO WHAT IS OLLY'S 2021 VISION?

1 AN EARLY 2021 FARES REVISION?

The traditional 02 January Fares Revision has been postponed, but at the time of going to press its looking likely that fares will change early in March. For some products possibly the first increase in 5 years?

2 COMPLEION OF GATE POD UPGRADE

During 2020 we mad good progress on replacing PODs on our gates to give customers and staff better visibility of information. By spring we should have completed the upgrade of the final pneumatic gates.

3 REPLACEMENT OF MANUAL GATES

A start was made late in 2020, but when work resumes early in the New Year, we hope to progress with a plan to eradicate the oldest of the remaining Manual Gates around the network.

4 MFM NOTE HANDLER REPLACEMENT

Having started in 2018, the vents of 2020 mean that we haven't progressed very far with the replacement of ageing note handlers in our MFMs. However as we head rapidly towards the end of the year a decision has been taken to order the necessary parts to allow devices to be fitted with the new Suzohapp note units in the new year.

5 CARD ONLY GATES

With dwindling numbers of magnetics being used and to reduce on-going maintenance costs, we are hoping to permanently remove magnetic ticket acceptance from certain walkways at some of our quieter locations during the coming year.

6 FEWER POMS NEEDED

With fewer customers using our POMs, we are planning to remove a number of surplus devices and reduce the number of QBM's which have very limited functionality.

7 OYSTER WEEKLY CAPPING

The launch of Weekly capping for Rail PAYG users was on Olly's 2019 and 2020 wish lists, but it looks as if pandemic and fares revisions permitting, we may see this introduced sometime during 2021?

8 MAYORAL ELECTION

It was on Olly's list last year, but COVID resulted in the May 2020 Mayoral election, being delayed until May 2021. Whoever wins is likely to have a big say on future fares policy!

9 EXPANSION OF THE NETWORK

We have been waiting a long time for the Elizabeth line, but 2021 is at least scheduled to see the opening of the Northern line extension to Battersea Power Station.

10 A RETURN TO NORMALITY (Hopefully!!)

From World Wars, terror attacks and economic depressions LU staff have consistently risen to meet the adverse challenges that have been thrown at it. Never in this time though has its staff had to deal with an issue where the simple act of travelling in groups has put so many peoples lives and livelihoods at risk. With approved vaccines now giving renewed hope of some sense of normality... Not just Olly is looking forward to 2021.



REVENUE PROJECTS

MFM SOFTWARE UPGRADE

COMPLETED ✓

Further to the last update in [TRU129](#), we successfully completed the deployment of a new version of the Barclaycard software used by our Chip & PIN devices (PEDs) to process bankcard payments, to all of our POMs on Tuesday 01 December.

This upgrade addressed a previously identified problem that had randomly caused certain bankcards to be incorrectly rejected by devices.

Although the recently completed upgrade should improve POM reliability and the ease in which customers can make card payments on POMs, a further updated version of software has recently been supplied to Cubic by Barclaycard. This is aimed at addressing a further known issue in the existing software.

This will hopefully start a cycle of testing at the Cubic System Test facility in early January, before approval is given for it to be deployed on the network, initially as a further Vanguard towards the end of January. This will probably be deployed to the same stations used for the previous Vanguard in October.

All being well, towards the end of February we would then follow a similar deployment plan to that used recently to rollout the final version of bankcard software to all LU devices.

Separately to this we have had a separate Vanguard of an updated version of MFM software underway on devices at the stations listed below.

BAKER STREET (Bakerloo)

CAMDEN TOWN

LIVERPOOL STREET

PIMLICO

VICTORIA (North)

Following identification of an issue with the time allowed by the MFM for the new Suzohapp Bank Note Recycler to transfer notes from the recycler to the note vault, the original software being Vanguarded at these stations was replaced by an updated version including a fix for this issue in early December. An initially batch of MFMs were upgraded on the night of Monday 07 December, with the remainder being successfully updated on the night of Thursday 10 December.

Although all appears to be well with the updated version, a decision was taken not to start the deployment of this software until the New Year. Hopefully deployment will be completed within the two weeks between 08 January and 22 January.

NHU REPLACEMENT

In addition to the MFM software Vanguard mentioned above, we also have an ongoing Vanguard of the new Suzohapp note handling unit underway on a number of devices at Liverpool Street.



Since the last update in [TRU129](#), Cubic have successfully completed the upgrade of the first of the JLE style MFMs, which requires a different modification to accommodate the new note handler in the device.

The final MFM within the Liverpool Street (Main) POM Room (MFM32) which still has one of the previous design of BNR unit is scheduled to be upgraded with a Suzohapp unit in the second week of January, so that all of the devices in this part of the station will then have been upgraded.

The wider rollout of the new design of note unit has been delayed by the need for Cubic to purchase a number of components to fit and connect the new note handler within our MFMs.

There had been a degree of uncertainty caused by COVID and some stations temporarily not accepting cash, but Cubic have recently been given the go-ahead to buy a batch of the necessary components, so that these installations can take place.

The existing BNA and BNR units are pretty much reaching the end of their working lives and are becoming increasingly difficult to maintain.



REVENUE PROJECTS

PADDLE TRIAL

In [TRU129](#), we reported on the trial of a new design of light weight gate paddle currently underway at Embankment.



Following on from this, Cubic have requested an expansion of the trial to take in some additional stations, to obtain greater experience of the new paddles at a wider range of stations. We have therefore proposed a cross section of seven stations which are being considered for a planned expansion.

These include stations with interchanges with other modes and some stations where there have been reports of potential misuse of gates through customers pushing through the paddles.

The stations being considered are:

ACTON TOWN	BLACKHORSE ROAD	CANNON STREET	EDGWARE ROAD (Bakerloo)
UXBRIDGE	WALTHAMSTOW CENTRAL	WEST HAM	



Cubic have placed an order for a total of 42 sets of paddles to cover these stations, which consists of 30 gates and 12 of the larger WAG paddles. Lead times for these are likely to be quite long, so we are probably looking at installations taking place early in the spring.

Prior to any further stations being equipped with the new paddles, the gates will need to be upgraded with the latest Paddle Control software, which governs the way in which the paddles react when an obstruction is detected as they close.

This is required as the new lighter paddles do not have a soft edge to cushion the impact of the paddle hitting a customer or their property.

These sites will be prioritised when we start to rollout this software to both E1 and E2 gates in January.

GATE UPGRADES

As mentioned above, the resumption of upgrade works in January is scheduled to see the start of the deployment of new Paddle control software to both E1 and E2 gates across the network.

In the case of E1 gates this will be combined with an upgrade to the light beams that govern when paddles open and close and in the case of the E2 gates and WAGs, the work will be combined with the fitting of a cooling fan to each stanchion.



Although the paddle control software change is a software rollout, unusually unlike most other software deployments, it has to be done via an engineer visit to each gate and the swapping of a preloaded module. These are then returned to the Cubic workshop to be updated and then reused to upgrade gates at other sites later in the programme.

As a result the deployment is going to be quite slow, as in addition to the need to update each gate one by one, Cubic are also still facing some capacity issues at their workshop, due to the need for their team to maintain social distancing within the workshop.

We have already deployed the paddle control software and fans to around 135 E2/WAG walkways and the rollout is scheduled to resume on Sunday 03 January and run through until the end of March.



The parallel E1 programme is likely to have a staggered start as we have a number of gates that are already operating with the new software but haven't had the beam modification completed.

These are scheduled to be upgraded from 04 January, with the combined programme commencing about 2 weeks later. As already mentioned, priority will be given to sites earmarked to receive the new composite gate paddles, or where there is a history of issues with dust affecting the performance of the beam units.

REVENUE PROJECTS

MANUAL GATE REPLACEMENT

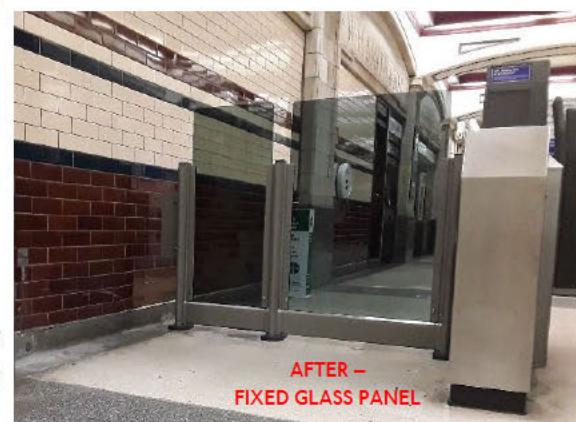
As we reported in [TRU129](#), the Manual Gate replacement programme finally started at the beginning of December, with the first two locations visited seeing the replacement of their Manual Gates with brand new WAGs.

Unfortunately, due to labour and component issues we were only able to complete works at a further 3 stations prior to the Christmas / New Year break, with the removal of an unused PVal from Great Portland Street and the removal of Manual Gates from Baker Street (Met) and West Ruislip.

We had hoped to complete some additional sites, but these have now been rescheduled.



The main programme will now resume on Sunday 03 January 2021 and during the first month of the year we will be visiting the locations listed below to complete further works.



This includes a mixture of further removals of Manual Gates and PVals and at a small number of locations where a Manual Gate is being retained for crowd control purposes, the replacement of an old Manual gate with a much newer design.

One of the key elements of the programme is that some of the components removed are being recycled and used to complete work elsewhere.

For example, surplus glass panels removed by simplifying the barrier line at one station, would enable us to use these panels to fill the gaps left by the removal of an old Manual Gate at three or four other sites.

Similarly, at sites where we are removing Manual Gates which are of the newer Cubic design, these will be reutilised to replace the older ABP Manual gates which can no longer be maintained, at sites where retention of a Manual gate is required.

The next batch of stations to be visited will be:

Station	Work to be completed
PADDINGTON (Suburban)	Remove Manual Gate and Pval & install fixed panel.
EUSTON	Replace ABP Manual gate with Cubic Manual Gate and replace luggage chutes with fixed glass panels.
ACTON TOWN	Remove Manual Gate and Pval & install fixed panel.
VICTORIA	Replace ABP Manual gate with Cubic Manual Gate and install new fixed glass panels.
	Remove Manual Gates and PVals & install fixed panels.
	Remove Manual Gate and Pval & install fixed panel.
KINGS CROSS	Remove Manual Gate and Pval & install fixed panel.
(Northern)	Remove Manual Gate and Pval & install fixed panel.
	Replace ABP Manual gate with Cubic Manual Gate
EDGWARE	Remove Manual Gate and Pval & install fixed panel.
HEATHROW T2&3 (Entry)	Remove Manual Gate and Pval & install fixed panel.
ANGEL	Remove Manual Gate and Pval & install fixed panel.
BANK (Monument)	Remove Manual Gate and Pval & install fixed panel.

Precise dates for this work will be notified to the stations concerned via email in the week leading up to the work commencing, but the programme may be subject to further change, particular if we encounter difficulties at one site, as some alter visits are dependent on work at previous stations having been completed.



REVENUE PROJECTS

POD UPGRADE

We at least finished the year on a positive note with the completion of the upgrade of the last of the E1 Gates at LU stations.

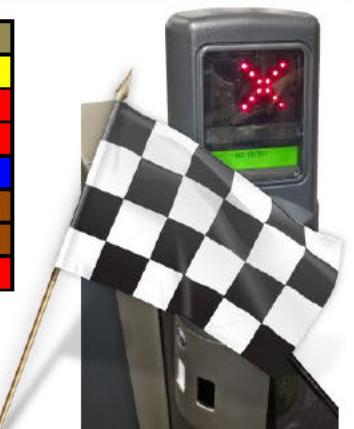
Attention has now turned to the upgrade of the older pneumatic gates with the new E2 style Passenger Orientated Displays (PODs).

Prior to the break in installations for the Christmas and New Year holidays we plan to complete upgrades at the Zone 1 stations shown in the table on the right ➔.

Like the other installation programmes, work is scheduled to resume on Sunday 03 January 2021 and all being well, will continue through to the beginning of March, with Euston scheduled to be the last station to have its PODs upgraded.

COMPLETED ✓

Stations	
PADDINGTON	(Praed St)
BANK	(Central) (Monument)
LEICESTER SQUARE	
OXFORD	(Argyll)
CIRCUS	(Main)
CHANCERY LANE	



One issue that has arisen since the start of the POD programme is that whereas all E2 Gates are reversible, there are a number of E1 and Pneumatic gates that are single direction gates, either Entry or Exit gates.

A result of this was that it was found that on some stanchions there was no electrical feed to the rear of the display to illuminate the red X to show No entry or No exit as appropriate. To address this, Cubic have produced a sticker which will be applied to the rear of the POD to cover the absence of the illuminated display.

CHRISTMAS QUIZ ANSWERS

No	Answer	Award yourself
1	The £20 polymer note	1 point
2	Discover and Diners cards	2 points
3	The Oyster card fee (previously a refundable deposit)	1 point
4	Gate & PVal RTD stickers	2 points
5	The T&R Update	2 points
6	Transport for London (TfL) 20 th anniversary	1 point
7	Free travel in AM Peak period for Older Persons Freedom Pass and 60+ Oyster card holders	2 points
8	Accepting cash through POMs	1 point
9	Use of contactless payment for travel	1 point
10	Gate paddles	1 point
11	Veterans Railcard	1 point
12	Oyster card donation via the MFM/TVM	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.
U-5	TURKEY STREET	You need a lot of work to get ready for Xmas!

...AND FINALLY!



LOOKING AHEAD TO TRU131

We hope to publish our first edition of 2021 towards the end of January. Unlike previous years, we won't be focussing on what went well, or what didn't go so well with the January Fares Revision.

We will hopefully be providing updates on:

- *The resumption of projects after the Christmas break*
- *Further clarification around the delayed fares revision*
- *Our traditional review of the T&R events of 2020*

Plus T&R Trivia, more of your letters and emails to Ask Olly and a selection of our other regular features.

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