



Transport for London (TfL) London Underground Project

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1

Reasons for Change & Challenges

2

The contract awarded

3

The solution deployed

4

Summary and current status

TfL Reasons for Change



The “Fit for Future” project



- The plan for modernising London Underground
- Maximising capacity with the existing network
 - Night tube services
 - The new station upgrades –handle up to 20,000 people per hour!
- World class customer service
 - Ensure all Tube stations are staffed while services are operating
 - Make journeys easier for customers
 - Deliver improvements with the best possible value for money
- £100 M investment in services, equipment and staff
- Further information: fitforthefuture.tfl.gov.uk

TfL: The reasons for change



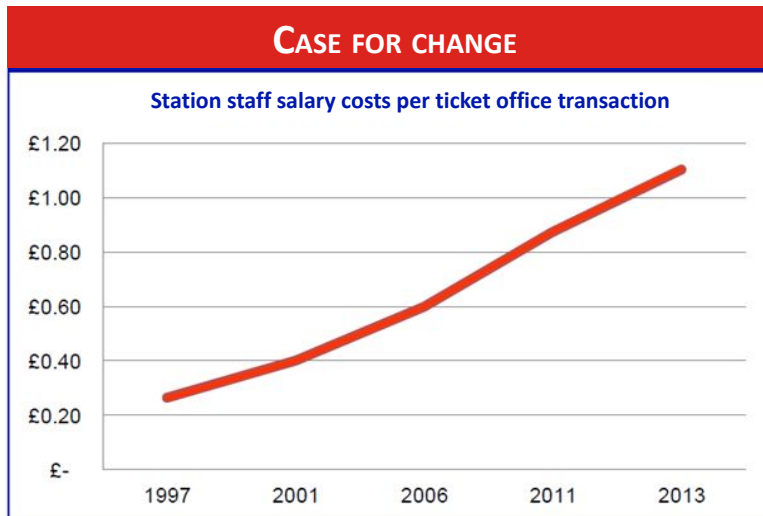
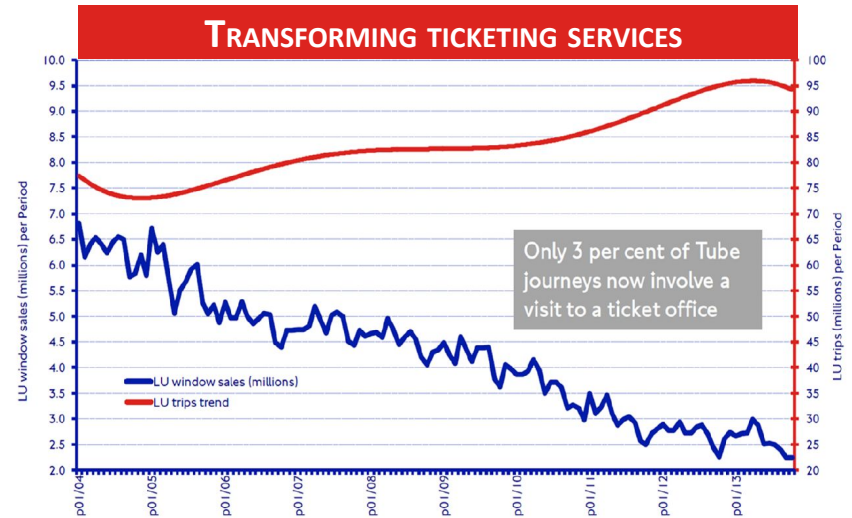
Traditional approach



New approach

TfL: The reasons for change

- Ticket office demand is forecast to continue declining
- Customers want visibility of staff in the ticket hall



- Staff costs have increased
 - Ticket sellers are 19% of station cost base

The challenges

- The time spent carrying out the cash handling and station accounting processes must be reduced!
- Cash reconciliation process – Needs to be improved!
- Reliability and efficiency of the cash collections process by the CiT contractor – Needs to improve!
- All of the above requirements to be achieved with reduced time and complexity without simply moving complexity downstream

The contract award



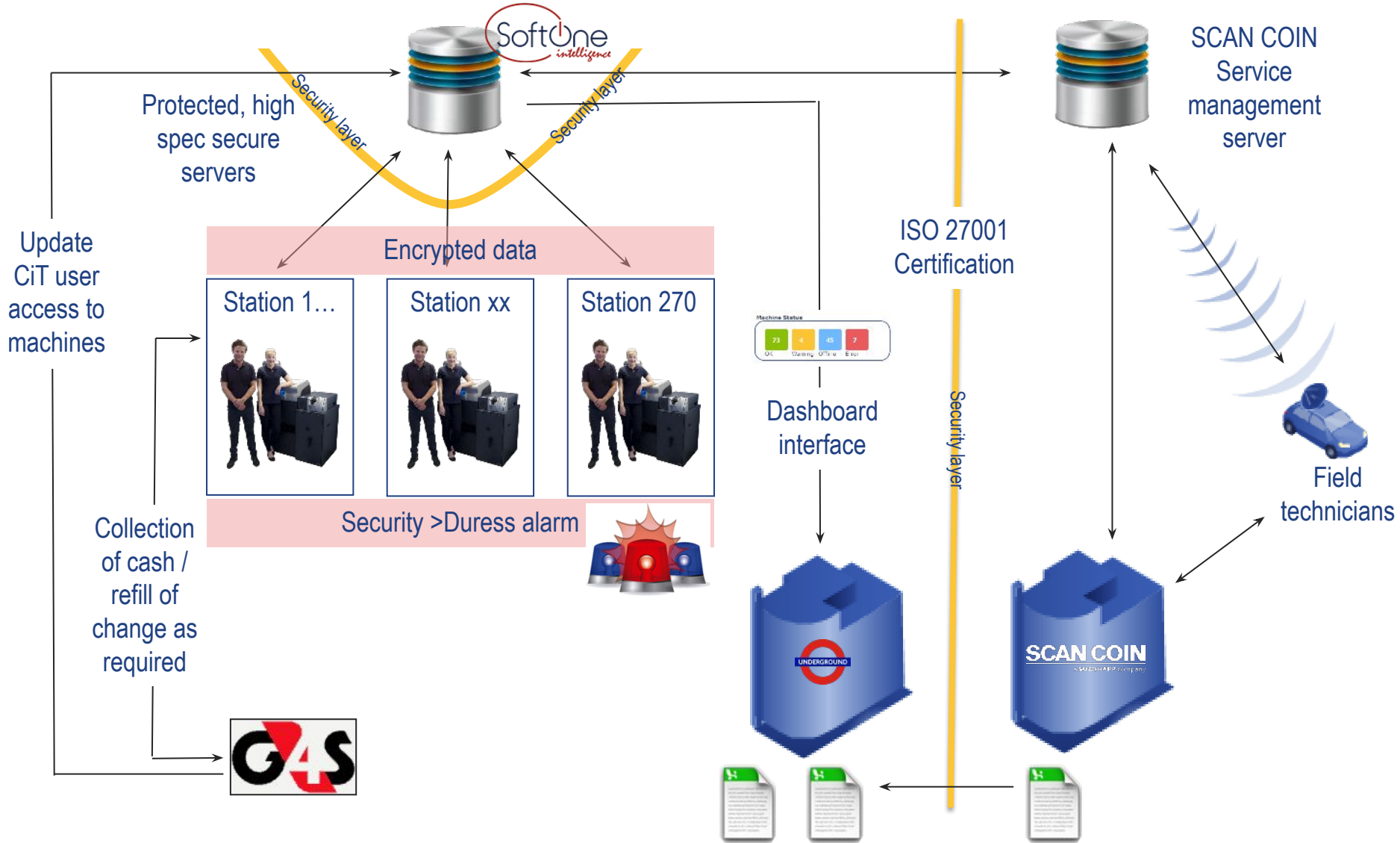
Contract award

- Contract signed 2nd September 2015
- Equipment and services:
 - 283 x RCS systems
 - 250 x RCS400 / 2.0 + SDM504S
 - 33 x RCS800+ SDM504S + SDM500S
 - SoftOne Intelligence with dashboard and reporting enhancements
 - Communication and data services including secure data hosting
 - Full project management
 - 4 year service agreement
 - 24/7 service cover
- Contract value
 - GBP 8.2 M



The solution
deployed

Complete solution – hardware and software



Summary



End result – meeting objectives

- The time spent carrying out the cash handling and station accounting processes must be reduced – **Reduced!** ✓
- Cash reconciliation process – **Improved!** ✓
- Reliability and efficiency of the cash collections process by the CiT contractor – **Improved and simplified!** ✓
- All of the above requirements to be achieved with reduced time and complexity without simply moving complexity downstream ✓

Client benefits

- Hard benefits
 - Net saving ~220,000 man hours per year
 - Effective time savings equating to staff costs of GBP4M per year
 - Notional Return on Investment of less than 2 years



Client benefits

- Soft benefits
 - Simplified cash processes
 - Less people, less time
 - Staff available for more customer service functions
 - Improved availability of cash management reporting
 - More efficient cash collection processes
 - Improved security – cash, data and staff!
 - **Increased customer service!**
- Customer feedback:
<https://www.youtube.com/watch?v=DK0Eg44-elU&feature=youtu.be>

