



60 Seconds with Mike Tuckett

Hi Mike, tell us a bit about your role and what you're working on?

I look after TfL's systems and policies for collecting public transport revenue. The job includes elements of technology innovation, but also a strong customer focus.

What are your key priorities for the next 3 months?

From a project point of view, my priorities are to launch contactless and Oyster pay as you go/retailing at Heathrow and along the wider Elizabeth line, prepare for the launch of weekly capping on Oyster later in 2018, and to support the rail industry where we play a role in the success of the STNR project. My other priority is to continue our success in finding ways of reducing our cost of revenue collection, and one of the key ways this will happen is by growing usage of contactless and our new Ticketing app.

What do you feel will be the biggest challenge for you / your project in the next 3 months and how do you plan to work through this?

Weekly capping on Oyster is very complex, involving reader software change, but also the processing of all Oyster taps through our contactless back office. We are pretty much there technically, but the testing and assurance that every customer is being charged correctly, and that those charges are being correctly allocated to operators is an enormous challenge. We have learnt over time that pay as you go is the key to delivering customer and business benefits from a smart scheme, but it depends on customer trust, and you can't take any chances.

As a customer, what would be the one piece of innovation you'd like to see in the rail industry and why?

Make more use of smartcard technology. In London almost 90 per cent of journeys made on Tube and buses use an Oyster or contactless card. The rail industry could replicate this success across the country by mandating all season tickets onto smartcards, and encouraging wider use of pay as you go with contactless. We could then all work together to progressively eliminate magnetic tickets and their vulnerability to fraud from our wider systems - saving the industry money and providing greater convenience for customers.