Transport for London
London Underground

UNDERGROUND

Issue 153 - May / June 2024
Ticketing & Revenue Update

2024 PRIDE MONTH

Written and compiled by

TRU NEWS

THE LATE LATE MAY FARES REVISION

It is customary to refer to the two Bank Holidays that occur in May, as the ''May Day Bank Holiday' (although it rarely falls on 01 May) and the 'Late May Bank Holiday' '.

In the case of the traditional May Fares Revision which we would normally expect to take place in early May, then this year we were initially looking at a 'Late May Fares Revision' (in June) instead.

~~MAY~~ JUNE FARES REVISION

However not long after the publication of TRU152, which included a high-level outline of some of the changes planned for the fares revision, it was announced that the planned fares revision would this year be pushed back a further two weeks and would now be scheduled to take place on Sunday 23 June.

This makes this year's revision considerably later than in previous years and a very 'Late Late May Fares Revision'. Apart from the fact that it will occur 6 / 7 weeks later than normal, it should be noted that the principle changes relate to the updating of NR Fares that TOCs increased in March 2024, but where there was insufficient time between receiving date from the TOCs and the date of the fares revision in March.

The new Staff Fares lists have been uploaded to SharePoint and can be accessed via the following link, https://transportforlondon.sharepoint.com/sites/OysterTicketandRevenue/Fares%20List/SitePages/Staff%20Fares%20List.aspx

Effectively these changes are being implemented over 3 months later than the NR Train Operators and. nearly six months later than the traditional January Fares Revision date.
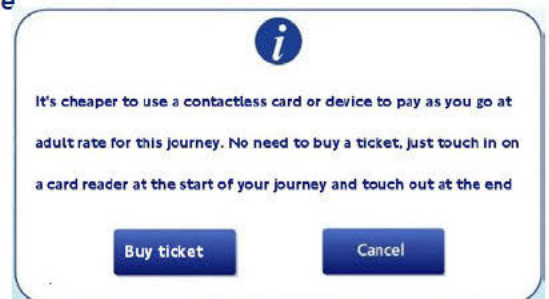
➤ *An update to POMs to fix an issue which has allowed multiple discounted tickets to be purchased when a 26-30 Railcard discount is selected.*
   Currently it is possible to select and purchase up to 19 discounted tickets in one transaction, as the maximum purchase quantities had not been correctly set for this particular railcard.
   For other railcard types maximum quantities are applied before payment can be made.

➤ *A change will be made to TVMs at the RSLU stations on the Bakerloo line and Richmond branch of the District line, to ensure that the Contactless pop-up message only appears when both the origin and destination stations for a selected journey are within the area that contactless can be used.*
   At these stations it is possible to buy tickets for journeys starting at another station, whereas LU POMs only sell tickets starting at the station the device is at.
   As a result, there is a risk that a customer may be shown a message about using contactless which cannot be used for the whole journey.

> ℹ️
>
> It's cheaper to use a contactless card or device to pay as you go at adult rate for this journey. No need to buy a ticket, just touch in on a card reader at the start of your journey and touch out at the end
>
> [Buy ticket]　　[Cancel]

KING CHARLES III NOTES ENTER CIRCULATION

On **Wednesday 05 June 2024**, the Bank of England (BoE) introduced new banknotes depicting the image of King Charles III into general circulation.

All four designs of banknote (£5, £10, £20 and £50) were released at the same time and except for the change of portrait are exactly the same as the current QEII designs.

All London Underground POMs and CHDs have been upgraded to accept the new note-sets, with only a few CHDs needing to be upgraded just after the release date.

With all UK banknotes now being made of hard-wearing polymer, in order to not impact the environment unnecessarily current banknotes that feature the portrait of Queen Elizabeth II will continue to remain legal tender and will co-circulate alongside King Charles III notes.
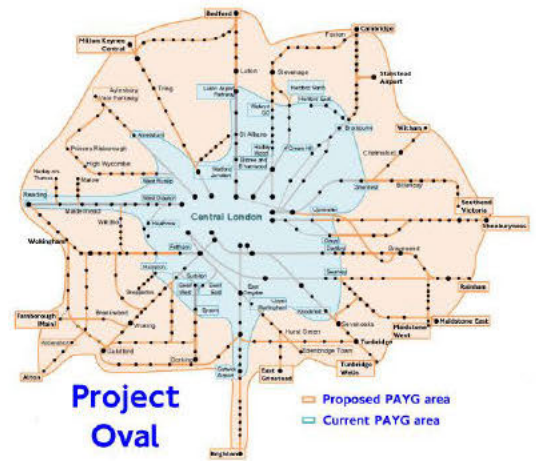
PROJECT OVAL UPDATE

As you may know, Project Oval will see the expansion of PAYG acceptance on contactless payment to most National Rail stations within the Southeast of England. Since our update in TRU152, there has been a further change to the plans to implement the first phase of Project Oval.

The first phase which was originally due to cover some 51 stations, had been due to be implemented in December 2023, but this has been delayed for various reasons.

At the time of publication of TRU152, we knew that it would not be possible to implement the necessary changes before the planned date of the next fares revision in June and since then the date of the fares revision has been pushed back until 23 June (as outlined on **Page 2**). By implication this has pushed the earliest date for Oval back towards the end of June.

It has now been confirmed that a much reduced first phase of the project will now be implemented from **Sunday 30 June**. Instead of all of the 51 stations originally planned, the first phase (1A) will now be confined to the stations of a single Train Operator.

Project Oval

Proposed PAYG area
Current PAYG area

Phase 1A will now concentrate on just 6 stations operated by Chiltern Railways on the line between West Ruislip and High Wycombe. The stations involved are:

Chiltern Railways

CHILTERN	CHILTERN	CHILTERN
BEACONSFIELD	**DENHAM**	**DENHAM GOLF CLUB**
RAILWAY	RAILWAY	RAILWAY
CHILTERN	CHILTERN	CHILTERN
GERRARDS CROSS	**HIGH WYCOMBE**	**SEER GREEN & JORDANS**
RAILWAY	RAILWAY	RAILWAY

The other 45 stations previously included in Phase 1, will now be implemented at a later date, which is yet to be announced.

Preparatory work is continuing to survey stations and install validators and card readers, and to add base data for additional stations to be included in subsequent phases of the project. Dates for these will be announced nearer the time.

On completion of Project Oval (whenever that may be) customers will be able to use contactless payment for journeys over a large area from the south coast to the midlands, similar to that previously covered by the previous British Rail Network Southeast.

What does implementation mean for customers?

Implementation of Phase 1A means that from 30 June, customers will be able to travel to and from these stations to other LU / NR stations where PAYG on contactless payment is accepted.

Like other recent expansions of PAYG on the contactless payment area (such as the Elizabeth line to Reading), customers will be able to make PAYG journeys using contactless payment, but Oyster cards will not be valid beyond the current boundary at West Ruislip.

Following implementation of Phase 1A, we will update messaging on our POMs to inform customers wanting to buy a Single / Return ticket to any of the 6 new stations, that they can now use contactless.

Further updates will be provided once dates for expansion to stations covered by other Train Operators (TOCs) are finalised.

TRU NEWS

END OF "OFF PEAK FRIDAYS"

For the 13 weeks between 18 March and 31 May, as part of a trial aimed at stimulating commuting into London on a Friday, PAYG customers benefitted from cheaper fares when travelling during the morning and evening peak periods.

The implementation of this promotion by the use of 'Special Days', also saw the relaxation of the normal peak restrictions for 60+ and Freedom Pass holders, whilst gates also accepted Day Travelcard (Off Peak) all day, rather than just after 09.30.

The final Friday of the trial was on Friday 31 May and results will now be reviewed to evaluate the impact on both customer numbers and the revenue generated / costs. Prior to launch, there was concern that although encouraging travel on a Friday, when customer numbers have consistently been lower, it might lead to some customers switching their 'in office days' from one of the busier days earlier in the week.

Should a decision be taken to extend such a promotion in the future, it is likely that an alternative method would need to be found, rather than using the blanket of special days. Particularly as tables within the central system restrict the number of special days that can be loaded at any one time and these have to include the normal bank holidays where Off Peak fares apply throughout.

SOME TIMELY REMINDERS

There have recently been several cases where members of staff have failed to follow the correct procedures, several of which have resulted in disciplinary action being taken. So we thought it was possibly a good time to include a couple of reminders of procedures which need to be followed.

JOURNEY RESOLUTION

Although we have the facility to resolve incomplete PAYG journeys, this should only be done in line with the current procedures. Please remember:

- ➢ There are only 2 criteria to resolve an incomplete journey – these are:
    - ✓ *"a known incident that prevented validation"* or
    - ✓ *"a customer error at the station concerned"*
- ➢ If resolving a journey, it must have taken place within the last 48 hours
- ➢ Avoid resolving journeys which have occurred on other modes, particularly where a premium fare has been charged (e.g. Gatwick Express)

If the incomplete journey does not meet these criteria the customer should be directed to use their online account or to contact the Customer Contact Centre for any adjustment to be made.

CANCELLATION OF CARDS

Any cards that are found or handed in by customers, should be cancelled at the first opportunity on the TOM or by using the Staff facility on the POMs. To prevent further use of the card and to preserve the balance or products on the card.

All cancelled Oyster cards should be placed in the Surrendered Oyster card bag, which should be despatched at the next collection within the V&C Sack.

FAILED OYSTER CARDS

If a customers card fails they should be directed to obtain anew card from a POM and to then link the original card to their replacement via their online account or by contacting the Customer Contact Centre.

The only instances where we currently replace cards is where they are intermittently failing, but still be read, in which case this should be done using the copy card process on the TOM/SAF.

COLLECTION MATTERS

We have been advised that G4S are updating some of their back-office systems and are planning to migrate LU onto a new self-service portal called "Vista".

```
G4S Cash Solutions (UK) Ltd

Rect.No.: 0101/010101/010

Collect by Trip: 0P00
Name    : LONDONU0
Addr    : West Ashfield
          Station, West
          Kensington
Town    : West Kensington

DATE    : 24/06/2024
TIME    : 13:57:57

NON SERVICE RECEIPT
REASON
[V1] Customer issue in TW
No collection:
LONDONU0
West Ashfield

AC Card No.
0101010101010101

O Oyster
Print Name

Olly Oyster
Signature
```

This should greatly help the T&R team in tracking collections and investigating missed services. It will also enable us to submit requests for collections directly rather than having to go through the G4S Customer Services team, which often results in delays in requests being actioned.

We are hoping that we will be able to start to use this new facility in the next few weeks.

In addition to this, G4S are planning to move to a paperless 'e receipt' process like many retail businesses.

The impact of this change will be that custodians will continue to scan each item being collected, but rather than then printing off a paper receipt for staff to sign, it will instead require a signature to be completed on the custodian's handheld device.

As a result a paper receipt will no longer be generated, so it will be more important that any TSID card holder managing a collection, checks that each individual bag has been correctly recorded on the e-receipt before signing it. Unfortunately, we have had several recent incidents where bags have not been scanned correctly during the collection process.

The information of what has been collected and a copy of the e-receipt will be available electronically to the LU T&R team and our colleagues in the TfL Finance team.

Finally just as a timely reminder:

> TSID card holders should ensure that when bulk coin is collected, the custodian scans each bag individually, so that the serial number from the barcode appears on the collection receipt. The custodian should not record the total number of bags of each denomination as this results in the receipt and back-office reports not identifying individual bags that have been collected.

POM SCREEN UPDATES

In TRU152, we highlighted that a number of recent changes to POM screens had resulted in English text appearing on the foreign language screens, as the changes were yet to be translated and applied.

The good news since then, is that all of the translations resulting from POM screen and September 2023 / March 2024 Fares Revisions have been completed and have been passed to Cubic for implementation.

It is planned to implement these changes at some point between the implementation of the June Fares Revision and the next revision in September.

These changes will bring the screens back up to date but will not include any text changes arising from the June Fares changes.

The plan is then to do a further set of translations to pick up any changes from both the June and September fares revisions in the autumn.

SPECIAL FEATURE

NR TICKETING EXPLAINED

With the start of the barcode scanner trial (as outlined on **Page 9**), we thought it was a good opportunity to provide a little bit of a refresher on some areas of National Rail (NR) ticketing. Particularly since a couple of these issues result in regular queries from colleagues at stations or in customer correspondence when things go wrong.

BREAK OF JOURNEY

For London underground Single and Return tickets, customers are not allowed to break their journey. If they do, they need to buy another ticket to resume their journey, as we view this as two separate journeys.

In the case of NR tickets with cross London availability (marked with a + or † symbol) the ticket permits one journey on LU to cross London between the two halves of their NR journey.

Example 1.

BLETCHLEY → **EUSTON** → Cross London ++ (EUSTON → CHARING CROSS) → **CHARING CROSS** → **TUNBRIDGE WELLS**

Break of journey is not permitted on the LU portion of this journey, but our procedures do allow customers to exit short of their destination. A good example of this is:

Example 2.

HATFIELD → **KINGS CROSS** → Cross London ++ (KINGS CROSS → LEICESTER SQUARE) → **CHARING CROSS** → **GREENWICH**

The Cross London portion of the ticket isn't valid at Leicester Square as this is not a Cross London station, but the customer is allowed to exit to walk to Charing Cross rather than changing from the Piccadilly to the Northern line to go one stop. In these circumstances gateline staff can let the customer out, but if they want to resume their journey on LU they would need to buy another ticket.

Cross London tickets are not accepted on entry and stations where they are not valid.

In the case of wholly NR journeys, the rules are different, as NR conditions allow a break of journey on many journeys. The main exception to this is on reduced prices Advance tickets, where the ticket is only valid for travel on certain trains. No break of journey is therefore allowed.

At stations covered by **T&R Book 6**, customers making wholly NR journeys are permitted to break and resume their journey on the same ticket.

Example 3

CHELMSFORD → **STRATFORD** → Westfield → **STRATFORD** → **LIVERPOOL STREET**

TICKET ON DEPARTURE

Customers purchasing NR tickets online have the facility to pick-up their tickets from a NR Ticket Vending Machine (TVM) at any NR station, by entering an authorisation code onto the TVM. Collection requires insertion of a bankcard, but this can be any bankcard and doesn't necessarily have to be the card used to pay for their ticket. This is referred to as "**Ticket on Departure**" (TOD).

This facility is available at RSLU stations on the Bakerloo and Richmond branch of the District line, but is not available on our POMs at any other LU operated station. The facility is not available for LU journeys. However, we occasionally get reports from stations of customers arriving at our stations and presenting the authorisation code on a mobile device. This is effectively a confirmation but isn't a ticket and is not valid for travel. The customer should have collected their ticket before boarding their train.

At stations such as Farringdon or Stratford where there are NR TVMs in addition to our own POMs, the customer can be directed to NR TVM to collect their ticket and if they have already travelled the forward portion can then be cancelled.

Most online sites identify the stations at which tickets can be collected, but customers don't always read all the etc or struggle to differentiate between LU and TOC operated stations. Following feedback from staff at Bond Street, we have identified some incorrect information on the Trainline website, which wrongly indicates that tickets for journeys on the Elizabeth line can be collected from their TVMs. We are currently following this up to get the information corrected.

LONDON TERMINALS

Another area of frequent confusion, particularly amongst customers, is the validity of NR tickets issued to the destination 'London Terminals'.

In some cases validity is fairly straight forward, where there is only one London terminus on a particular line, such as Basildon into London Terminals, which will only be valid at Fenchurch Street (or Liverpool street when services are diverted there when Fenchurch St is closed).

Example 4

BASILDON → LONDON TERMINALS? = (FENCHURCH STREET / LIVERPOOL STREET)
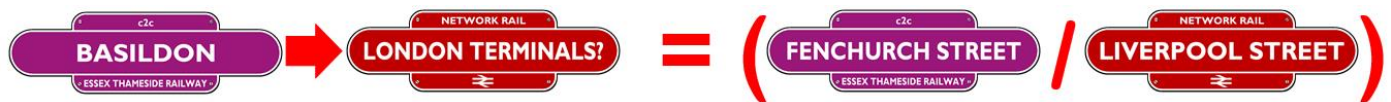
South of the river, multiple journey options are available with services serving more than one terminus and options available to change to reach other London terminal stations.

Tickets can therefore be used to a number of different stations, such as in the example below where a ticket from Orpington could potentially be used to travel to either London Bridge, Waterloo East, Charing Cross, Blackfriars or Victoria.

Example 5

ORPINGTON → LONDON TERMINALS? = (BLACKFRIARS / CHARING CROSS / LONDON BRIDGE / VICTORIA / WATERLOO EAST)

What these tickets don't allow is for customers to travel to a London Terminal on another line. So the Orpington ticket in the example above is not valid at Euston.

London Terminals tickets are generally not valid between LU stations, except for a couple of "sections" where there is inter-availability of tickets between LU and NR services.

Example 6

LIVERPOOL STREET → STRATFORD **and** FINSBURY PARK → KINGS CROSS / MOORGATE

LONDON TERMINALS – ELIZABETH LINE

Customers using the Elizabeth line from stations to the west of London, can use a ticket valid to London terminals at Paddington, but this is not valid at any stations east of Paddington. So it would not be valid at Bond Street or at Liverpool Street.

Similarly, London Terminals tickets issued from stations east of Stratford can be used at Liverpool Street via the Elizabeth line, NR or the Central line between Stratford and Liverpool Street. However, the ticket would not be valid at Farringdon or Paddington.

REVENUE PROJECTS

CASH HANDLING DEVICE UPGRADES

Since the last update in TRU152, the programme to upgrade software on each of our Cash Handling Devices (CHD), has been making good progress and on Monday 24 June we should have reached the milestone of completing the upgrade on 200 devices.

We have been able to slightly accelerate the programme and reduce it by one week as a result, so we are now scheduled to complete the final devices in mid-July. The downside is that means this upgrade will have taken us nearly a year to complete, but this has been largely due to the long delays we encountered in getting the go-ahead to move from the initial Vanguard to full rollout.
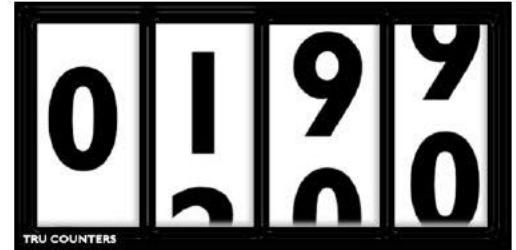
Although we are on target and all devices have been upgraded on the planned dates, there have been some issues with users not being able to sign-on to certain devices after the upgrade has taken place.
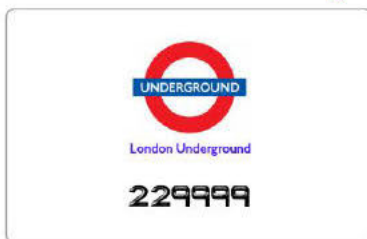
The problem seems to be due to a combination of factors, with the whole of the new user file not successfully downloading from the new back-office system to some CHDs and synchronisation between old and new back-office user lists.

Unfortunately, the majority of the users affected by this are those with TSID cards which have higher numbers in the series.

Pay Complete are continuing to investigate the cause of these issues and why certain locations appear to be worse affected than others. In the meantime, they are manually adding users to affected devices so that users can sign-on.

The T&R team are continuing to deliver briefings to station colleagues, as the new software is rolled out, but during these briefings, it has highlighted a few knowledge gaps amongst some CHD users.

The main areas identified are:

- ➢ *Emptying of overflow tray*
- ➢ *Moving notes into the collection sack after servicing*
- ➢ *Using the machine overview to detect and resolve faults*

These issues are covered in the CHD briefings, but if you are not familiar with any of these, please contact your CSM to arrange for some additional coaching on these aspects.

As part of the CHD software upgrade, Pay Complete had been updating the note images held by each note unit, with a new file containing the new King Charles III notes. Unfortunately, due to a delay to the software rollout, not all stations would have been visited before the new notes entered circulation.

Some stations had already been picked up during engineer visits to address faults on devices, but the remaining CHDs and those included in the CHD software Vanguard were rapidly picked up by additional engineer visits, once the new notes started to appear through our POMs in early June.

WHERE'S OLLY?

Due to both time and space, we have been unable to include in this edition any of your letters to our resident ticketing guru, Mr Oliver Oyster in this edition.

As we very much reading your enquiries and what he has to say in reply, we plan to include a bumper amount of them in our July publication… so if you have any questions for any burning issues affecting you and your colleagues, please contact ██████@tube.tfl.gov.uk.

REVENUE PROJECTS

BARCODE READER TRIAL IS UNDERWAY

FARRINGDON

After a number of delays and frustratingly slow progress at times, the last few weeks have seen a great amount of progress made, towards the start of a trial of using handheld barcode scanners at some of our stations that are served by NR services.

STRATFORD

Following a number of testing sessions at LU stations, where we were able to scan a range of customer tickets, the three-month trial finally started with Phase 1 on Monday 17 June at Stratford and Farringdon.

A PHASED INTRODUCTION

This will be extended to West Ham (from Thursday 20 June) and then to Moorgate and Liverpool Street, the following week. Staff at these locations will receive a briefing on the use of the scanner, which is being deployed as an interim solution ahead of our gates being fitted with barcode readers in the future.

The second phase of the trial will see it extended to five further stations as shown in the table below, which also includes the number of Barcode Ticket Readers (BTR) issued to each location.

Phase 1	No of BTRs	Phase 2	No of BTRs
FARRINGDON	6	BOND STREET	6
LIVERPOOL STREET	4	FINSBURY PARK	4
MOORGATE	6	HIGHBURY & ISLINGTON	4
STRATFORD	6	OLD STREET	3
WEST HAM	3	TOTTENHAM COURT RD	6

WHAT IS THE AIM OF THE TRIAL

The aim of the trial is to provide gateline staff with a viable means to check and record the use of barcoded NR tickets. It will hopefully confirm that the equipment is a viable interim solution, which we can then deploy to other stations that are served by NR services and where we are likely to see increasing volumes of barcoded tickets, as Train Operators (TOCs) switch from magnetic ticketing to a barcode format.

Initial results are positive with over **2000 tickets** being scanned at the two sites over the first two days. A vast majority of these have been successful scans, but we have already seen a number where tickets were out of date or not valid for the particular journey made. All of this data is being analysed and should greatly help the process of building a business case for accelerating the provision of barcode readers on the gates.

We also aim to address any issues we identify with the equipment / data as the trial progresses.

HOW THE BARCODE TICKET READER WORKS

The trial utilises a small Handheld Scanner (HHS) linked to an Android based Handheld Device (HHD), which displays the details of tickets that have been scanned. The equipment is very similar to that often used at concert and sporting venues.

Key to main components	
1	Handheld Scanner
2	Scan Result Light
3	Optical lens
4	Scan Button
5	Speaker
6	USB Micro port for charging
7	Function Key – Not in Use

HOW THE BARCODE TICKET READER WORKS (Continued)

Under normal operation, users should not need to refer to the phone screen as if the ticket is valid the scanner shows a green indication and ticket accepted tone.

The scanner may display an amber aspect and alert tone to warn of a ticket that requires verification. This might be a child ticket or one where there are restrictions on use (e.g. a Two together Railcard purchase where there need to be two persons travelling). Once the details of the ticket are checked on the phone screen, the user either accepts the ticket as being valid or they can record it as invalid.

GREEN = VALID	AMBER = WARNING	RED = INVALID
One flash, one beep, one vibration	Two flashes, two beeps, two vibrations	Three flashes, three beeps, three vibrations
One beep, one vibration	Two beeps, two vibrations	Three beeps, three vibrations

If an invalid ticket is scanned a red aspect will be shown on the reader and a claxon type rejection tone is sounded to highlight that the ticket is not valid.

The phone screen will show both the details of the ticket scanned and why it is not valid at the location. The user can then confirm the rejection and why.

NEXT STEPS

User information is vital during trials such as this and staff at all 10 locations are strongly encouraged to provide feedback about the equipment and the experiences they have had using it… both positive and negative.

To help with this, the T&R Team have provided a number of routes to provide help and support to staff with any feedback, queries or comments they want to pass on.

➢ Auto 1780 has been set up so that staff can speak directly with T&R Team members with any issues they have using the equipment
➢ As with enquiries you can email ⬛⬛⬛⬛⬛⬛⬛@tfl.gov.uk
➢ You can also use your iPad or company issued phone to complete a short survey (reproduced above right).

REVENUE PROJECTS

FEDS UPDATE

Further to the update in TRU152, the **Front End Device Security** (FEDS) upgrade has been progressing well, with work on three separate workstreams underway.

POMS

Cubic have recently completed the first phase of the FEDS work on our POMs, with the installation of a 'POM Watchdog' device in each of our AFMs, MFMs and TVMs, with the final devices at Victoria completed on Tuesday 11 June. Thanks to staff help, we were able to get a vast majority of the installation visits completed to programme, with only a few revisits required.

Now that this hardware has been added to devices, it will lay dormant until the next phase of the POM work, which will require a further software upgrade to each device, to allow the POM Watchdog to become operational.

As a reminder, the purpose of this device is to switch the machine from its primary power supply to a secondary supply, to facilitate the downloading of larger upgrade and security packages in the future. Previously there were limits on the size of such upgrades.

STATION COMPUTERS

The Station Computer (SC) element of the FEDS programme is being implemented in a slightly different manner to originally planned. For the initial Vanguard, an engineer attended each site and whilst upgrading the SCU, accessed the SC to prepare it for a remote upgrade later the same day. We had expected that this would also be the case when we came to the full rollout.

SC3
- To be upgraded 90 (10%)
- SC3 Upgraded 781 (90%)
- Rescheduled 0 (0%)
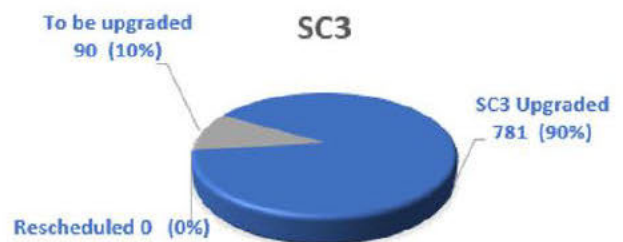
However, it has since been established that the SC element can be completed remotely, without the need for an engineer to physically visit each station. This obviously saves a lot of time and has allowed the SC part of the FEDS programme to be accelerated, so it is now running ahead of the SCU work. As the upgrades need to be completed on all SCs (including those at Tram stops, TOC and DLR stations) there are a lot more locations and SCs to be covered than in other workstreams. At the time of publication, we had passed the 90% completed mark and are well on the way to also completing this workstream.

STATION CONTROL UNITS (SCU)

The Station Control Unit (SCU) element of the programme started much slower than we had hoped and involves the physical swap out of the existing SCU, with a unit that has previously been upgraded at the Cubic workshop. The units removed are returned to the workshops to be upgraded with the FEDS software for use in the subsequent upgrading of devices at other stations.

SCU
- SCU Upgraded 266 (29%)
- Rescheduled 0 (0%)
- To be upgraded 643 (71%)
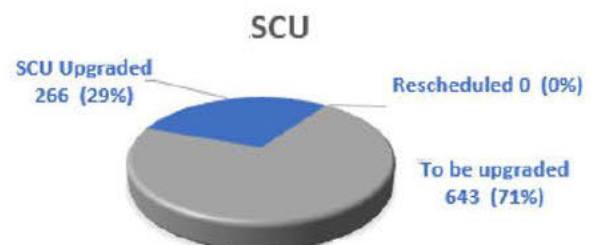
Once the programme had started, Cubic identified that a few of the SCUs returned were found to have damaged screens due to 'screen burn'. This came as something of a surprise, as one of the selling points of the new PC based SCU screens, was that they would not suffer the same level of screen burn which afflicted the older style SCU screens.

The impact of this was to reduce the float of devices available for following upgrades, meaning that Cubic had to postpone some of the planned upgrades and slow the rate at which the updated SCUs could be deployed based on availability.

SCU Upgrades have now resumed, but we are currently only around 29% of the way to completion.

REVENUE PROJECTS

POM UPGRADES

Further to our last update in TRU152, there has been a lot of activity with various POM upgrades recently.

AFM SOFTWARE

Following a Vanguard at 11 LU stations, the latest version of AFM software was successfully deployed to all remaining AFMs in a short programme which was completed on Thursday 09 May 2024.

As outlined in our FEDS update on Page 12, a further AFM software upgrade will be required to implement the 'POM Watchdog' on these devices.

COMPLETED ✅

MFM NOTE HANDLER UPDATE

In advance of the recent release of the first of the new King Charles III notes, Cubic successfully completed a programme to upgrade the Note Handling Units (NHU) on all of our MFMs.

This was the first time that we had been able to complete this sort of task remotely, as with previous note changes an engineer had to visit each device and load the new note set to the NHU via a laptop. The process was obviously a lot easier to complete this time.

COMPLETED ✅

TVM NOTE HANDLER UPDATE

Cubic also completed a similar update to prepare all of our TVMs to accept the new designs of banknotes.

In the case of the TVM, this still required an engineer to visit each device and upload a new file with the images of the new King Charles notes.

The final devices were updated on **Monday 13 May**.

COMPLETED ✅

POM BANKCARD PACK

Following the fares revision and the lifting of the change freeze, Cubic will be starting a further update to POMs, with the start of a Vanguard of an updated version of the bankcard pack which supports the acceptance of card transactions on our POMs.

The Vanguard is to start in the first week of July and will utilise the same stations that we have used for previous releases of the bankcard pack. This will cover all POM types and will be completed via a remote download during the evening which will then take effect from the start of traffic the following morning. We will aim to update all of the devices at a location on the same night.

BAKER STREET	BANK (Bloomberg)	CANARY WHARF	CANNING TOWN
EDGWARE ROAD (Bak)	EDGWARE ROAD (C&H)	ELM PARK	EUSTON SQUARE
HAMMERSMITH D&P	KINGS CROSS (Northern)	SEVEN SISTERS	SHEPHERDS BUSH MKT
TOWER HILL	VICTORIA (Vic)	WEMBLEY PARK	WEST HAM
	WESTMINSTER	WILLESDEN GREEN	

There will be a short 2-week Vanguard at the above sites before Cubic will then commence the deployment to all other devices. This deployment will be quite rapid as there is updated certification within the update which needs to be deployed before the current certificates expire in August. Failure to do so could mean devices would not be able to process card payments.

REVENUE PROJECTS

TVM SOFTWARE UPGRADE

As we reported in TRU152, the recent spate of software upgrades has seen deployments completed to all types of POM, other than our TVMs.

The software update that will bring these devices into line with other POMs is now ready for deployment having completed all of the necessary testing a few weeks ago.

Unfortunately, the June Fares Revision has prevented this being deployed and like the **POM Bankcard pack** mentioned on **Page 12**, Cubic will be looking to start a Vanguard in early July, once the freeze on changes during the fares revision period has been lifted.

The TVM upgrade covers both devices at LU and London Overground and MTR Elizabeth line stations, so it is likely that only a small number of LU devices will be included in the initial Vanguard.

Like previous upgrades this will be completed by Cubic remotely downloading the update to each device and should have no noticeable impact for staff or customers.

Providing no issues are identified during the forthcoming Vanguard, we would then look to deploy the new software remotely to other TVMs.

WAG UPGRADE COMPLETED

Following the stop and then restart to this programme, Cubic have now completed the upgrade of the final LU WAGs with the new lightweight paddles and ruggedised motors and paddle shafts on the night of **Thursday 25 April.**

Cubic will be continuing their programme to now upgrade WAGs at stations on the London Overground and Elizabeth line.

All WAGs, other than a few gates in LU ticket halls serving the Elizabeth line, are now fitted with the new paddle, which should put less strain on the motors and gearboxes than the heavier previous version.

COMPLETED ☑

1 LUSS_110 and **2** LUSS_111

During the rollout, replacement stickers to go on the new paddles were not available, so Cubic were unable to fit these at the same time.

A variation has recently been issued to Cubic to take over responsibility for the provision of stickers for gates and POMs and the artwork for the larger WAG Paddle stickers used at stations that have step-free access has now been updated to remove the cut-outs that previously accommodated the metal brackets on the old paddles.

Hopefully this will allow production of sufficient stickers to fit these at stations that have step free access.

Please note a separate design of a smaller sticker (**3** LUSS_361) should be in place at stations that do not have step free access.

...AND FINALLY!

WAG SOFTWARE VANGUARD

Changes to the software on WAGs to increase the force required for customers to break through the paddles, was recently extended from Vauxhall and Canada Water to the further 11 stations listed below.

BAKER STREET	CAMDEN TOWN	EARLS COURT
EUSTON	FINSBURY PARK	KINGS CROSS
LEICESTER SQUARE	PADDINGTON	STRATFORD
TURNPIKE LANE	WHITECHAPEL	

Results of the Vanguard will be reviewed to look at the impact on device components and customer behaviour, before a decision is taken on the potential rollout to all other WAGs.

REMEMBERING JOHN EASSON

The TRU production team are very sad to report the recent death on Friday 31 May 2024, of **John Easson**, one of the original members of the T&R team.

As compiler of the ticketing information section of the Traffic Circular, John was instrumental in setting up the weekly **T&R Hot Issues Bulletin** to replace it and worked as part of the team at 55 Broadway, until his retirement in 2012.

John was very much a larger-than-life character and had a long career with London Transport / TfL, initially joining London Buses at Upton Park Garage and including a stint at the Chiswick Works Bus Driver Training School, before moving to London Underground.

Apart from a keen interest in buses, John also participated in 'Steam on the Met' for a number of years.

LOOKING AHEAD TO TRU154

We are hoping to publish the next TRU towards the end of July and hope to include the following:

- *A review of the June Fares Revision implementation*
- *An update on progress with the Barcode Ticket Reader trial*
- *An update on our latest charity payment to the Railway Children*
- *(Hopefully) reporting on the completion of the CHD software upgrade*
- *Update on other projects going on around the network*

Plus... other Ticketing & Revenue news and a bumper selection of your letters to *Ask Olly*, as we were unfortunately unable to include in this edition due to time constraints.

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