



Future's bright for Tube travel

FOLLOWING last week's announcement of a 24-hour 'Night Tube' service, MetroTravel looks at the other improvements on the Underground that will make life easier for customers.

Weekend services will run through the night on core parts of the system – initially on the Piccadilly, Victoria, Central and Jubilee lines, and sections of the Northern line, from 2015. This will be expanded in subsequent years, and will dovetail with existing 24-hour and Night Bus services to give passengers an extensive and integrated service throughout the night.

In addition to the Night Tube, there will be more staff visible and available at stations to help customers buy the right ticket, plan their journeys and keep them safe and secure.

Demand for ticket offices continues to fall – less than three per cent of all Tube journeys now involve a visit to a ticket office. Therefore, in future, Tube station staff will not be based in ticket offices, but in ticket halls, on gate lines and on platforms, to give a personal and face-to-face service to customers.

The changes to the operation of stations and improvements to customer service will be delivered while also reducing the overall cost of running stations, to provide better value for money for customers and tax payers.

Other improvements to customers' journeys include:

- **Contactless bank card payment**

Technology will be rolled-out on the Tube network from next year, providing customers with another convenient way to pay

- **More Wi-Fi**

Coverage will be extended to all remaining below-ground Tube stations by the end of next year, with the exception of four stations that are currently undergoing major upgrade work

- **Better customer service**

More training and technology will be given to all station staff. They will have mobile devices with up-to-the-minute information on ticketing, train

services and the local area so they can help customers on the spot

- **Improved access**

The network will become easier to get around with additional raised platform sections and boarding ramps. Information and signage is also being improved. Over the next eight years, 27 additional Tube and Overground stations will be made step-free

- **Improved ticket machines**

More will be introduced to make life easier for passengers. Improvements include quicker and simpler refunds – by Tube staff, at ticket machines or online – and automatically completing journeys when

customers forget to swipe out. Personalised customer accounts are also being introduced on the TfL website to give increasingly tailored information and services. The number of TfL's customer contact numbers has also been reduced from more than 40 to less than 10, with one local rate 0343 number for all Oyster and travel information customer queries

- **Tube stations are being improved**

Major redevelopments are under way at Tottenham Court Road, Victoria and Bond Street. Improvements to retail and services at stations are also planned

Going to Winter Wonderland?

WINTER Wonderland is now open at Hyde Park and runs until January 5. Passengers are advised to avoid using Hyde Park Corner station if possible to prevent possible queues and congestion.

Alternative stations include Green Park (which has step-free access) and Victoria (which is a short walk away and serviced by buses). Marble Arch station on the Central line is on the north side of the park

and also a short walk from the event.

Extra staff will be on hand to provide assistance and there will be information at stations about alternative routes.

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London Travelwatch

London's transport watchdog
call 020 3176 2999, or visit
www.londontravelwatch.org.uk

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