



Artist Bob Smith with his specially commissioned Underground and Rail seasonal card which shows the Tube's interchanges as snowflakes. Sold in aid of the Railway Children charity, the cards cost £4.25 for a pack of six and are available from www.ltmuseum.co.uk.

Tube modernisation on track

JOURNEYS will continue to improve for the many millions of customers using the Underground from early next year.

It is 12 months since Mayor of London, Boris Johnson and London Underground managing director Mike Brown set out their programme to modernise the Tube network and they have now confirmed the improvements are on track for 2015.

The change in the way passengers are served at stations will start in February when staff will be moved from underused ticket offices and back rooms to where they can assist customers most effectively – in ticket halls, at gate lines and on platforms.

Station staff will be given portable handheld devices loaded with all the information needed to help customers get around, including maps, real-time service updates, journey planner, ticketing options and prices, plus local information.

More staff

Passengers will see more staff around the stations than ever before, helping people buy the right ticket, plan their journeys and making them feel more safe and secure as they travel. Stations will be manned at all times when services are running.



The improvements come as a result of changing travel patterns. Today, less than three per cent of journeys involve a visit to a ticket office, and an increasing number of customers top up online and use contactless payment. Hundreds of thousands of trips are now made using the new technology every day.

More ticket machines

Around 150 new ticket machines are being installed across the Tube network and all other machines are being modernised so staff in ticket halls can issue new Oyster cards, give small refunds and sort out journey discrepancies.

The Underground is being modernised so that it can keep

pace with London's sharply rising population, support economic growth and reflect the higher standards that passengers expect and the changing ways they travel.

From September 12 next year, 24-hour Night Tube services will also be introduced on Friday and Saturday nights.

The Mayor said: 'It's clear that 2015 will be a key chapter in the history of our iconic Tube. The network is carrying a staggering number of people each day and as our population grows we are continuing to invest to ensure the Tube's future success.'

'Our plans are all about giving the Tube the tools it needs to keep London and its economy moving in the 21st century.'

TfL consultations

Have your say

TfL is consulting on the following proposals:

Silvertown Tunnel Closes December 19

Proposal for a new tunnel under the River Thames at Silvertown.

Vauxhall town centre Closes December 19

A proposal to transform Vauxhall Cross.

Ultra Low Emission Zone Closes January 9

Proposal for an Ultra Low Emission Zone in central London.

Old Street roundabout Closes January 11

A proposal to transform Old Street roundabout.

■ To find out more information, visit tfl.gov.uk/consultations

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London Travelwatch

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

*Service and network charges apply.
See tfl.gov.uk/terms for details.



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