



Station staff go mobile

STAFF are being equipped with the latest technology to help people get around the capital, as part of TfL's plans to modernise customer service on the Underground.

Around 500 tablets and smartphones loaded with the latest travel apps are now in use.

The technology is being made available to all staff making it

possible to respond to queries faster and more efficiently.

So far, feedback has been extremely positive. Previously staff would have had to radio a desk-based manager or colleague to check service updates and train or bus times and wait for a response.

Find out more at tfl.gov.uk/futuretube

Fellow passengers getting you down? Pen a poem

IF you're tired of people dropping litter in stations or not moving down the carriage on your morning commute, TfL wants to hear your views in verse as part of its Travel Better London poetry competition.

The winner will see their poem, along with a cartoon version of themselves, on posters across the Tube and bus network.

The campaign uses poems to explain how passengers can help

reduce disruption and improve the environment for fellow travellers by making small changes. The biggest transport bugbears include dropping litter, pulling the passenger alarm unnecessarily, holding the doors open and not letting people off trains before they get on.

According to TfL, over the past year there were more than 430 hours of delays as a result of these kind of actions. TfL's director of strategy and service development Gareth Powell, says: 'While we are making improvements across the network, customers can also play a role in helping us to deliver an even more efficient service.'

'The campaign uses poetry as a way to advise our customers on simple steps they can take to help reduce incidents that delay services and impact upon everyone.'



Win your poem on a poster

To be in with a chance of winning, write a poem on one of the following bad travel habits:

- Dropping litter
- Pulling the passenger alarm unnecessarily
- Not allowing others off the bus and train first
- Not moving down inside the carriage
- Holding doors open
- Not offering priority seats to those who need them
- Playing loud music
- Putting feet on seats

The winning poem will be selected by a panel of experts including a representative from the Poetry Society and Young Poet Laureate for London Aisling Fahey. The author will see their poem made into a poster, joining the iconic set of TfL's Travel Better London notices. Artist McBess will create a new cartoon to go with the poem, featuring the winning writer in the drawing.

Enter the competition at tfl.gov.uk/writeapoem by midnight on March 1, 2015



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

Newspapers left on the Tube can jam doors and cause delays to your journey. Take your newspaper with you or put it in a recycling bin.

The views expressed are those of TfL only and are not those of Metro.