

Trams could become cashless



Have your say on plans to remove paper ticket machines at tram stops.

VIEWES are wanted on TfL proposals to remove the paper ticket machines on London Trams, and encourage passengers to use Oyster or contactless cards which are cheaper and easier.

The eight-week consultation, which began this week, comes as the tram ticket machines near the end of their useful life and the number of people using them has dwindled to 0.3%. It would also mean savings for the small number of passengers buying the paper tickets.

Currently, people pay £2.60 at a machine for a single journey, whereas it would cost them £1.50 if they use a card. They would also be able to take advantage of the Mayor's Hopper fare which means they can change trams or on to a bus within an hour and get the second journey free.

The ticket machines were installed when the tram system first opened in 2000, but it is now no longer cost effective for TfL to maintain them or have them replaced. Depending on the results of the

consultation, a final decision will be taken early next year.

Director of London Trams, Rory O'Neill, said: 'As very few ticket sales are made using ticket machines, we are asking local people and stakeholders if they think cash ticket machines should be removed altogether.'

The consultation runs until Sunday October 29.

■ **For details of public drop-in sessions and to have your say, visit www.tfl.gov.uk/cashless-trams**

Top-up options

Customers will be able to top up their Oyster cards at various places if they need to.

There are Oyster Ticket Stops along the tram route, ticket machines at National Rail, and the convenient option of doing it through the TfL website from home or through the forthcoming TfL app.



Tweet the Manager

DLR line passengers will get the chance to put their questions to general manager Danny Price in the latest TFL Tweet the Manager session today from 1.00pm until 2.00pm.

Whatever your question, this is your chance to get in touch. To join the discussion, simply tweet your question to @LondonDLR using #AskDLR.

Twitter users can sign up to receive live notifications about disruption and can instantly check the status of their lines as part of a pioneering service launched by TfL.

■ **Visit [@TfLTravelAlerts](https://twitter.com/TfLTravelAlerts) for more details**

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Be in the know about weekend service changes with our travel updates.

Search TfL travel updates



Travel information on the move

WANT to know when your bus is due to arrive? Or if your Tube line is running? Ask the TfL TravelBot on Facebook Messenger.

The social media tool, which is powered by artificial intelligence, can 'chat' with customers using Messenger and can instantly provide on request:

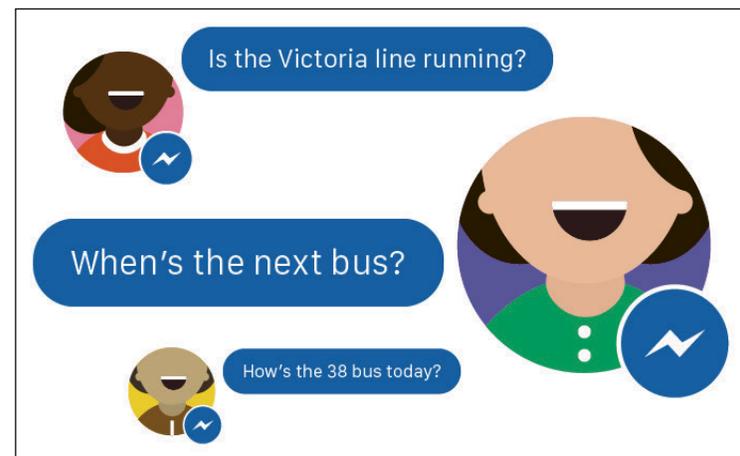
- Live bus arrival information and bus route status
- Updates for the Tube, TfL Rail, London Overground, DLR and London Trams
- Tube, Night Tube and rail maps

TravelBot can also link directly to a customer service agent, making it even easier for customers to raise queries.

As people use the service, it will learn and become even more precise.

TfL will explore the possibility of adding more features in the future, including additional journey planning information and status alerts.

■ **Search for 'TfL TravelBot' on Facebook**



Chatbots are digital assistants that can quickly chat to customers. Powered by artificial intelligence, they provide instant information via messaging apps.

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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.