

Changes to ticket halls

We're changing the way we meet customers' needs and making every journey matter

As part of this we plan to close ticket offices in a phased way during 2015.

Depending on the station, the existing ticket office will be:

- Converted to a ticket machine suite
- Kept as a station office with a control point
- Screened off and ticket office signage removed

These works may take anything between one night and 12 weeks.

We are taking steps to ensure the transition is as smooth as possible.

What this means for our customers

Customers will see change in three areas:

1. **People** – staff will be more visible, out and about in the ticket hall, helping them at ticket machines
2. **Ticketing** – there'll be more and better ticket machines, able to do much of what can be done at a ticket office at the moment
3. **Station environment** – we're also improving the look and feel of the ticket hall and updating signage so they know where to go for help

In future, customers will be able to self-serve more, with staff help, like at the self-checkouts in supermarkets. They'll find it easier than today because the screens will be more intuitive.

With your guidance, customers will be able to do all of this at the new ticket machines:

- Pay for a journey extension
- Buy a monthly Oyster without registering
- Get an Oyster refund for up to £10

We'll use a variety of ways to make customers aware of alternative ways to pay and what's happening at which station, when – before, during and after the changes take place.

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Communicating the changes to our customers

We'll communicate the changes to our customers and stakeholders in a variety of ways.

- Two weeks in advance of the changes taking place:
 - ∅ Letters will be sent to stakeholders (e.g. local politicians, businesses and residents' groups) outlining the changes
 - ∅ Emails will be sent to customers that regularly use your station's ticket office(s)
 - ∅ Posters will be displayed at your station confirming the date the changes will take place
 - ∅ PA announcements will be played promoting the different ways to pay
- Two days in advance of the changes taking place:
 - ∅ At busier stations agency staff will be distributing information leaflets to our customers. These staff will continue to provide information to customers passing through the station up to two days after the changes start to take place

What this means for you

We will give you all the training, information and equipment you need to deliver great customer service outside of the ticket office.

You will get to go on a five day customer service training course during 2015.



You'll also be given an iPad mini to help answer customers' queries, provide them with travel tips and information, and help them buy the right ticket.

Both you and our customers will be able to do more at ticket machines and you'll be getting training on this new functionality too. You'll need to remind customers that they can already:

- Use Contactless bank cards to pay for their journey – for the same price as Oyster
- Use our smarter ticket machines
- Buy tickets and top up Oyster cards online or at their nearest Oyster Ticket Stop



Please speak to your manager if you have any questions. They can point you in the direction of further information and support if you need it.

Answering customers' questions

If a customer has questions that you can't answer, encourage them to use the TfL website to resolve their enquiry or phone the TfL Customer Services on **0343 222 1234**.