

Stakeholder bulletin

Dear XX

Progress on our plans to modernise the Tube

A year on from announcing our vision for the future for the Tube, I am writing to update you on the good progress we have made with developing the details of our modernisation plans – which are on track to be delivered during 2015.

To provide a service that is fit for London, we are rebuilding our major stations – such as Tottenham Court Road and Victoria – introducing 24-hour 'Night Tube' services at weekends from 12 September 2015, investing in new air-conditioned walk through trains to forty per cent of the network and transforming the customer experience on the Tube network.

The transformation of ticket halls on the Tube network is proposed to start from February 2015, with staff moved from underused ticket offices to where they can serve customers most effectively – in ticket halls, at ticket machines, at gate lines and on platforms. As now, all stations will remain staffed at all times. The needs of our staff and customers have been central to our plans, with more staff visible and available than ever before to help both Londoners and visitors buy the right ticket, plan their journeys and keep them safe and secure. Station staff will receive comprehensive customer service training, be equipped with a new modern uniform and with mobile devices to provide customers with up to date travel information. More and better ticket machines are being introduced at stations with enhanced functionality, so that staff can help customers in new ways – such as issuing small refunds and resolving incomplete Oyster journeys, and by summer 2015 new Visitor Information Centres will be in place at our major stations to help people plan their journeys and buy tickets.

The phasing of the ticket office transformation will take into account any major events and planned engineering work across the network to minimise disruption and help make the transition easier for customers. We will continue to talk to our staff, customers and stakeholders about our plans over the coming months and will share details of the ticket hall transformation works starting in February with local stakeholders in the next few weeks.

You can find more information in the attached press notice and on our website at tfl.gov.uk/futuretube

If you would like to discuss this in further detail at a forthcoming scheduled meeting or a separate briefing, or if you would like any further information please contact StephanieTisdall@tfl.gov.uk or kunal.mundul@tube.tfl.gov.uk