

Modernising our stations

Govia Thameslink Railway (GTR) is modernising some of its busier stations and improving retail across the business to offer passengers a better experience when they travel.

New roles, new technology and easier ways to purchase tickets are just some of the ways GTR will change in the coming year.

Background

Demand on the railway is growing and the way our passengers want to buy their tickets from us is changing. With the advancements of retail technology our passengers now expect a different experience when they use our services.

What does this mean for our passengers?

- **Modernisation** – we will modernise how we sell tickets and how we operate our busier stations
- **Improved customer experience** – customers will be able to purchase tickets on-line and use smartcard technology. Our station environments will be improved. Our station teams will be visible, knowledgeable and proactive
- **Making things easier** – Our technology will be simple and effective and our staff will be specially trained to help customers.



New roles and skilled teams

GTR will introduce the role of Station Host.

- They will be selling tickets and helping with customer queries
- They will be available and accessible on the station concourse where our passengers need them most
- All Station Hosts will have enhanced customer service training
- Our frontline teams will also be offered a customer service qualification



Ticket office and station staffing hours

We are looking at the ticket office opening hours, based on customer demand.

- Our plans to change opening hours will go through a public consultation
- Our staff will be at these stations and able to sell tickets from the first train to the last, which is longer than current ticket office opening hours in many cases
- We'll also be able to increase the opening hours of facilities that are important to passengers, such as waiting rooms, toilets and lifts



New technology and more ways to pay

We are introducing more ways to pay to make passenger journeys easier and provide choice based on their needs. We know that lots of customers use smartcards and contactless and book tickets on-line.

Ways to pay:

- The key
- Oyster/contactless
- On-line
- Our Station Hosts will have modern handheld devices, allowing them to sell tickets and provide accurate customer information



Safe and secure stations

Our proposals will help us to maintain our excellent safety and security standards.

- Our stations will have staff visible and available from the first train of the day to the last which means they are around for longer
- Our staff and passengers will be supported by Rail Neighbourhood officers and our new team of Rail Enforcement Officers, dedicated to GTR to combat crime on the railway.
- We're installing gatelines at 21 additional stations which will be operational 80% of station opening hours by September 2016
- We're investing in CCTV at stations and on trains

With this programme of modernisation we aim to make our passengers' journeys easier, safer and more efficient, speeding their journey through our stations and providing the right service where they need it most from fully skilled frontline staff.

What's happening next?

- We will be working closely with our unions and our teams to develop these proposals