Ticket Officer

**Team**

**Testing -** Jack

**Narrative/Story -** Lewis

**Document -** Jason

**ThinkingWorlds -** Alex

**Audience**

Trainee ticket officer

**Learning Outcomes**

Knowledge of how to deal with threatening behaviour and aggressive people.

Possible places you can go to get support after the situation has ended such as a counselor, psychologist or co-workers.

**Gameplay**

**Setting**

Retail Park

**Ticketing scenario**

Introduction to game scenario.

The user plays as a ticket officer, he finds a car that is illegally parked and writes a ticket for it.

An angry car owner approaches the ticket officer and engages the user in dialogue.

A number of options is given to the user to respond.

The outcome depends on the options chosen by the user.

The scenario ends.

The user now finds themselves in the traffic office.

They have the option to talk to co-workers/psychiatrist/counselor about giving the ticket, and the

responses that you recieved and how it made you feel.

**Narrative**

The user is writing a ticket for an illegally parked car. An angry man shouts from a distance:

**Richard Wings -** Hey, what are you doing to my car ?!

**Player** - ...

The angry man approaches.

**Richard Wings -** I was just across the road, don't give me a ticket!

**Player** - Sorry sir, your ticket is-

**Richard Wings -** I was only over there, you saw me, you looked right at me, please let me off.

**Player** - Options: 1. Let them off.

 2. Sympathise with their situation and write the ticket.

 3. Say nothing and continue to write ticket.

1.

Player - Ok sir, I'll let you off this once but make sure that you get back to your car before the

parking meter runs out.

**Richard Wings** - Thank you so much for letting me off.

The player is taken to a new scene where he talks to the traffic office boss.

**Boss:** I hear you've been letting a lot of people off of their tickets. Its your job to give tickets when

they parked illegally.

**Player** – Options: 1a. What could I do better?

 2a. Who else can I talk to about this?

1a. **Boss** - Remember not to be influenced by an aggressive person, if their ticket is out of time,

they are illegally parked and you must give them a ticket.

2a. **Boss** – We’ll book you in to see a counsellor to discuss the issues you’ve faced recently.

**END**. Play again option.

2.

**Player**: I'm very sorry sir, but you have been parked here illegally for 10 minutes and I must write you

a ticket.

**Richard Wings** - Thats not that long at all, can't you let me off?

**Player** - Options: 1. Let them off.

 2b. Explain again and write the ticket

 3. Say nothing and continue to write ticket.

2b. **Player** - Again, I'm sorry sir but your ticket has expired. Its my job to write you a ticket for being parked illegally.

**Richard Wings** – Argh!I can’t believe this!

**Player** – Sorry sir.

The player gives them the ticket and leaves the retail park.

The player is taken to a new scene where he talks to a co-worker.

**Player** - Options : 1. Did I do the right thing back there?

 2. I feel intimidated after that confrontation – what should I do?

**1. Co-worker**: Don’t worry, you did the right thing. His ticket had run out so he was parked illegally, it doesn’t matter if it was only a few seconds, its his responsibility to be there on time.

**2. Co-worker**: Maybe you could try talking to someone. I know a good counsellor if you want to speak to a professional.

END. Play again.

3.

**Player**- …

The player continues to write the ticket.

**Richard Wings** – Hey, don’t go all quiet on me. Stop writing that ticket now. I’m not paying that.

The player continues to write the ticket.

**Richard Wings –** STOP IT! I’m not gonna pay that! Don’t make me hurt you!
Come on, I wasn’t late!

**Player** - Options: 1. You’re scared - Let them off

 2. Write the ticket and leave

 3. Apologise - but the ticket remains

**2c.** The player gives them the ticket and leaves the retail park.

The man shouts angrily at you as you leave.

The player is taken to a new scene where he talks to a co-worker.

**Player** - Options : 1. Did I do the right thing back there?

 2. I feel intimidated after that confrontation – what should I do?

**1.Co-worker**: Don’t worry, you did the right thing. Maybe you should try talking calmy when threatened, sometimes ignoring someone only makes them angrier.

**2. Co-worker**: Maybe you could try talking to someone. I know a good counsellor if you want to speak to a professional.

**END. Play again**.

3.

**Player -** I’m really sorry sir, I sympathise with you, but you are parked illlegally and I have to write you a ticket. Its just my job, if you wish to appeal against this decision then I suggest you write to your local council.

**Richard Wings – I can’t belive this! What a joke!**

**Player:** Goodbye.

The player is taken to a new scene where he talks to a co-worker.

**Player** - Options : 1. Did I do the right thing back there?

 2. I feel intimidated after that confrontation – what should I do?

**1. Co-worker**: Don’t worry, you did the right thing. By talking to him calmly you avoided making him any angrier. His ticket had run out so he was parked illegally, its his responsibility to leave on time.

**2. Co-worker**: Maybe you could try talking to someone. I know a good counsellor if you want to speak to a professional.

**END. Play again.**