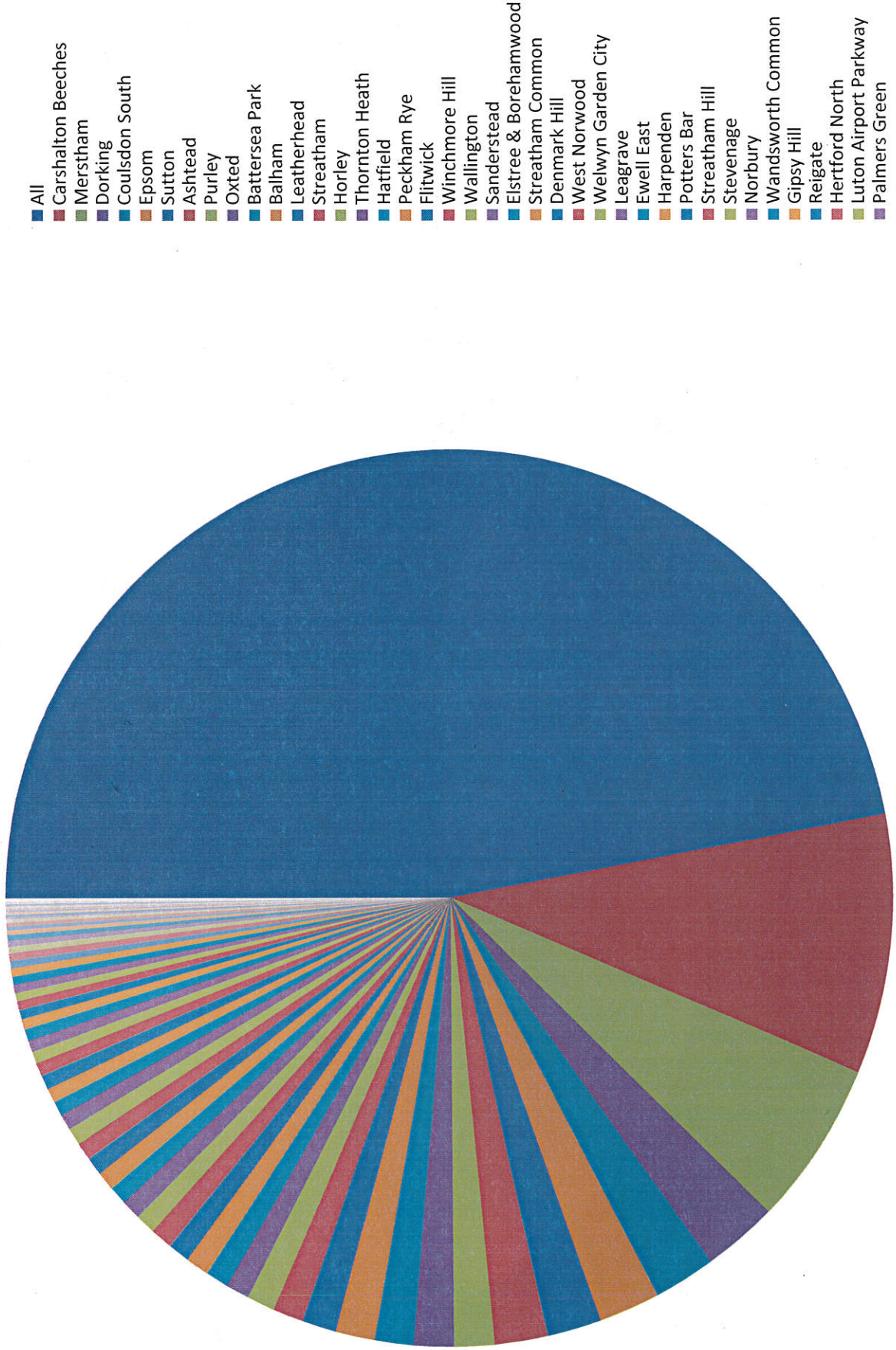


i) GTR Schedule 17 consultation: Number of responses received by station to 22 March 2016 (N.B. Not all stations included in legend)



ii) GTR Section 17 responses received by station

Station	Total
All	4389
Carshalton Beeches	874
Merstham	555
Dorking	253
Coulsdon South	212
Epsom	207
Sutton	186
Ashtead	178
Purley	138
Oxted	135
Battersea Park	133
Balham	132
Leatherhead	117
Streatham	102
Horley	96
Thornton Heath	79
Hatfield	79
Peckham Rye	79
Flitwick	74
Winchmore Hill	74
Wallington	68
Sanderstead	67
Elstree & Borehamwood	63
Streatham Common	63
Denmark Hill	61
West Norwood	58
Welwyn Garden City	58
Leagrave	54
Ewell East	50
Harpenden	48
Potters Bar	48
Streatham Hill	43
Stevenage	40
Norbury	40
Wandsworth Common	40
Gipsy Hill	35
Reigate	31
Hertford North	29
Luton Airport Parkway	28
Palmers Green	28
New Barnet	28
Gordon Hill	27
Selhurst	25
Carshalton	25
Caterham	22
Alexandra Palace	21

Hornsey	19
Radlett	15
Station	Total
City Thameslink	13
Queen's Road Peckham	12
South Croydon	11
Tooting	9
Tulse Hill	7
Mill Hill	7
West Hampstead	7
Loughborough Junction	6
Enfield Chase	6
Worcester Park	5
Mitcham Eastfield	5
Finsbury Park	3
Cricklewood	2
St Albans	2
Victoria	2
East Croydon	2
Bookham	1
Crews Hill	1
East Dulwich	1
Hackbridge	1
Redhill	1
Stoneleigh	1
Tattenham Corner	1
Purley Oaks	1
Total	9333

Responses received for stations outside LTW remit

Hitchin	37
Letchworth Garden City	12
Hassocks	10
Crawley	7
Bexhill	5
King's Lynn	6
Horsham	6
Huntingdon	3
Angmering	2
Falmer	2
Lancing	2
Aldrington	1
Baldock	1
Downham Market	1
Hurst Green	1
Royston	1
Total	97

ii) GTR Section 17 responses received by station

Response for non-GTR stations

Eltham

1

iii) GTR Schedule 17 consultation: Themes from responses received

Theme	Station
Reduced / limited ticket options	Postcards; Wallington; Stevenage; Sanderstead; West Hampstead; Balham; Epsom; Thornton Heath; Wandsworth Common
Harder to obtaining advice	Postcards; Epsom; Dorking; Thornton Heath; West Norwood; Tulse Hill
Delays and congestion (e.g. due to high demand or faulty ticket machines)	Postcards; West Hampstead; Balham; Epsom x2; Dorking x3; Eastbourne; Bexhill; Streatham Hill; Streatham Common; Tulse Hill; Sutton; Horley; Wandsworth Common
Technical competence / confidence	Postcards; Balham; Ashtead; Horley; Wandsworth Common
Not getting the cheapest / best fare	Postcards; Sutton
Deterrence from travel	Postcards; Ashtead
Crime and safety (for staff and passengers)	Postcards; West Hampstead; Balham; Thornton Heath; Streatham Hill; Streatham Common; Sutton; West Norwood; Tulse Hill; Horley
Ability for staff to multi-task / cover multiple parts of the station	Wallington; Dorking; Thornton Heath; Streatham Hill; Streatham Common; Sutton
Job cuts	Dorking; Sutton
People better than machines	Carshalton Beeches; Sanderstead; West Hampstead
ASB (e.g. drugs, fare evasion)	Stevenage
Cost-cutting exercise	Stevenage; Elstree & Borehamwood; Dorking; Streatham Hill; Streatham Common; Tulse Hill
Poor GTR performance (i.e. to begin with)	West Hampstead; Streatham Hill; Streatham Common; Tulse Hill; Wandsworth Common
Lack of information on proposed changes	Balham; Streatham Hill; Streatham Common; Tulse Hill
Tourist / visitor special needs	Dorking; Streatham; Streatham Common; Luton Airport Parkway; Sutton
Ticket offices replaced by retail	Streatham Hill; Streatham Common; Tulse Hill

iv) GTR Schedule 17 consultation - Summary of responses received

Text from 'template' responses received

a) Postcards

'Dear London TravelWatch,

I oppose the planned closure or reduction in opening hours of station ticket office and other GTR station ticket offices. This is because I am concerned that:

- I would not be able to access all the tickets and services I need from a ticket machine;
- I would find it harder to obtain advice on tickets and fares without a staffed office;
- I am concerned that if there were insufficient numbers of ticket machines (due to them being in high demand or faulty) I would experience delays and the concourse would be more congested;
- I am concerned that vulnerable or less technically minded passengers, perhaps including the elderly, disabled or visitors, may be less confident using a ticket machine and could end up overspending or being deterred from travel; and
- I am concerned that a ticket office closure will adversely impact on security at the station and believe it is a valuable deterrent against crime.'

b) Form letters

'To; GTR_Consultation@transportfocus.org.uk

Subject Line; Changes to Ticket Office opening and staffing at Station

Dear Sir/Madam,

I am writing with regard to Southern/GTR Proposals for drastically reducing Ticket Office opening hours and introducing Hosts, who will sell tickets on the concourse.

I believe that this will greatly reduce the ticket options available to me. I potentially will not be able to buy the cheapest ticket available or buy tickets in advance, obtain refunds, replacement season tickets etc.

Having Hosts on the concourse, potentially working alone is in my view is incredibly unsafe and it will only be a matter of time before there is an incident and a member of staff or passenger is injured or even worse. How can they monitor the gate line and sell tickets at the same time?

Over the years I have travelled by train, Southern in particular has continually cut staff on a regular basis, having cut platform staff just a few years ago and also management and admin staff when they became part of GTR. This in my view is not about improving service for passengers (where I don't see any improvement likely with the changes) nor about the introduction of new technology but about increasing their profits at the detriment to the travelling public and at the cost of peoples jobs.

I object entirely to these changes and hope that this is made very clear to the company as well as the Department for Transport.'

Please feel free to contact me if you need any further information.

Yours sincerely'

c) Petitions - 5 separate petitions submitted

1. (Received 15 March 2016)

'**Streatham Hill** Ticket Office Closures Petition'

35 x 13 signatures per page = 455

1 x 11 signatures per page = 11

Total = 466 signatures

2. (Received 10 March 2016)

'TO: GTR Consultation@transportfocus.org.uk

SUBJECT Change to Ticket Office opening and staffing at Station **WALLINGTON**

I AM WRITING WITH REGARD TO SOUTHERN / GTR PROPOSALS FOR DRASTICALLY REDUCING TICKET OFFICE OPENING HOURS AND INTRODUCING HOSTS, WHO WILL SELL TICKETS ON THE CONCOURSE.

I BELIEVE THAT THIS WILL GREATLY REDUCE THE TICKET OPTIONS AVAILABLE TO ME,
HOSTS ON THE CONCOURSE WILL BE UNSAFE AND HOW CAN THEY MONITOR THE GATE LINE AND SELL TICKETS AT THE SAME TIME?

I OBJECT ENTIRELY TO THESE CHANGES AND HOPE THAT THIS IS MADE VERY CLEAR TO THE COMPANY AS WELL AS THE DEPARTMENT FOR TRANSPORT.'

14 x 10 signatures per page = 140

4 x 9 signatures per page = 36

2 x 6 signatures per page = 12

1 x 3 signatures per page = 3

Total = 191 signatures

3. Petition for Carshalton (Text copied from <https://www.rmt.org.uk/letter/london-travelwatch-ticket-office-consultation-letter/> - Dated 1 March 2016 and received 11 March 2016)

'Subject: GTR ticket office changes – London TravelWatch – Carshalton

I oppose the planned closure or reduction in opening hours of my local railway station ticket office and other GTR station ticket offices. This is because I am concerned that: I would not be able to access all the tickets and services I need from a ticket machine; I would find it harder to obtain advice on tickets and fares without a staffed office; I am concerned that if there were insufficient numbers of ticket machines (due to them being in high demand or faulty) I would experience delays and the concourse would be more congested; I am concerned that vulnerable or less technically minded passengers, perhaps including the elderly, disabled or visitors, may be less confident using a ticket machine and could end up overspending or being deterred from travel; and I am concerned that a ticket office closure will adversely impact on security at the station and believe it is a valuable deterrent against crime.

Sincerely'

85 signatures

4. Christian Peoples Alliance petition (Received 14 March 2016)

'CARSHALTON BEECHES STATION TICKET OFFICE

We, the undersigned, are given to understand that the above is to be closed.

Not only is the station of historical significance to the area but has well served the Beeches residents and should continue to do so. While acknowledging the

practicality of automated ticket machines they exist to complement the advice given personally to commuters.

The Christian People Alliance party believes in promoting environmentally-friendly transport and supporting those who serve its commuters. We therefore urge Southern to reconsider.'

5 x 11 signatures per page = 55

1 x 10 signatures per page = 10

1 x 9 signatures per page = 9

1 x 5 signatures per page = 5

Total = 79 signatures

5. Petition from Steve Reed MP for Croydon North (Dated and received 14 March 2016)

'Dear Sir/Madam,

I oppose the planned closure of the ticket office at Norbury, Selhurst and Thornton Heath railway stations

This is because I am concerned that:

- I would not be able to access all the tickets and services I need from a ticket machine;
- I would find it harder to obtain advice on tickets and fares without a staffed office;
- I am concerned that if there were insufficient numbers of ticket machines (due to them being in high demand or faulty) I would experience delays and the concourse would be more congested;

I am concerned that vulnerable or less technically minded passengers, perhaps including the elderly, disabled or visitors, may be less confident using a ticket machine and could end up overspending or being deterred from travel; and I am concerned that a ticket office closure in Thornton Heath, Selhurst and Norbury will adversely impact on security at the station and believe it is a valuable deterrent against crime.

With my best wishes,

Steve Reed OBE MP on behalf of

223 signatures (full names and addresses supplied)

6. 38 Degrees online petition:

'Keep our ticket offices open in London and the South East

To: Govia Thameslink Railway Ltd

Govia Thameslink Railway the parent company that runs Southern, Thameslink and Great Northern rail services under a 'Mega Franchise' is planning to close almost all ticket offices across the sub-urban network in London and across the South East.

We want them to reverse this decision.

Why is this important?

Southern, Thameslink and Great Northern score consistently badly as train operators with poor performance, reliability, delays and removing staff from public facing roles will only serve to worsen customer satisfaction levels at a time when the company should be doing everything possible to improve them. There is also a risk that ticket office staff will lose their jobs.

It is complete madness to close National Rail Ticket Offices when these poor performing operators also score consistently badly in terms of value for money.

All the evidence suggests that passengers trust and ultimately prefer to buy tickets from ticket offices. Ticket Vending Machines are confusing and still do not offer the cheapest fares or the range of tickets available at ticket offices.

Simplified 'Oyster Style' smart ticketing that has been promised for years to be rolled out across the South East is still a distant dream. These ticket offices closures will cause more passenger misery for the millions of passengers who use these operators everyday.

There is also a consultation which is open until MIDNIGHT on 13 March 2016. For details of how to respond to that and a full list of the 84 stations under threat please visit

<http://www.rmt.org.uk/campaigns/rail/keep-ticket-offices-open-govia/>

Please SIGN and SHARE this petition and tell Govia Thameslink Railway Ltd to KEEP OUR TICKET OFFICES OPEN

12,810 signatures (as at 21 March 2016)

