

LTW Review of Ticket Office closures – Passenger Help Points (PHPs)

As part of its review of the customer impact of ticket office closures across the London Underground network, London TravelWatch has requested further information on the following:

- The procedure for answering help points at stations without fully staffed control rooms
- Number of instances where “information calls” from PHPs are going unanswered

1. Procedure for answering calls from help points

The routing procedure for calls arising from passenger help points varies across the network depending on the local station management arrangements and the nature of the call.

	Information Calls	Emergency Calls
Stations with a fully staffed control room (~35)	Calls are routed to the station control room	Calls are routed to the station control room. If not answered on the station, calls are transferred to the BTP
Stations without a fully staffed control room (~160)	Calls are routed to the station office	Calls are routed to the station control room. If not answered on the station, calls are transferred to the BTP
Stations with a newly installed PHP in the ticket hall (52)	Calls are routed to the TfL Contact Centre (based at North Greenwich)	Calls are routed to the London Underground Control Centre (based in Southwark)

2. Instances where “information calls” are unanswered

With the exception of newly installed PHPs routing to the TfL Contact Centre, help points are installed on local telecommunications networks. We do not have performance data for local networks, so we are unable to monitor how many information calls are made and go unanswered at these locations.

However, we do not believe that there is a significant issue with information calls going unanswered. We have had very few complaints regarding this issue. Further, data associated with calls made from PHPs at stations connected to the TfL Contact Centre indicates that very few information calls are made. Data from the previous six periods indicates there is, on average, less than one “information call” per station per day.