

LTW 363 London Underground ticket office hours reduction Appendix B

Station	Area	Gender	Comments
	Harlow, Essex	Female	Miss G would rather spend cash over the counter, instead of using a ticket machine. She also feels it's better for the travelling to deal with a real person.
	East/South West London	Male	Mr S and Mr W thinks the closure of ticket offices will damage the service, with passengers having to queue for longer to buy tickets and ticket machines being unable offer travel advice and fare options. He believes this will cause an impact on people with disabilities who are unable to use ticket machines, and will have more difficulty finding help in an emergency. Mr Smith also bought up the issue of security, with passengers felling less safe which, could result in lower usage of the network at early mornings and late evenings. And that the cuts could inhibit LU ability to respond to major security alert or function efficiently during 2012 Olympics.
Royal Oak	West London	Female	Miss H is visually impaired and rely on the support staff to commute to and from work. She believes she, along with other visually impaired passengers, would lose confidence in travelling independently and thinks non-staffed stations are a hazard and no-go area for many passengers.
Royal Oak	West London	Male	Mr S believes the lack of staff will leave visually impaired staff and children in a more vulnerable position.
Wanstead and Snaresbrook		Female	Mrs R is a regular visitor to London. She prefers to top up her Oyster card at the ticket offices as she feels very vulnerable juggling with her luggage, bag and purse/credit card, as well as putting on her reading glasses to read the instructions on the screen! She is concerned about other tourists and those attending conferences who are not familiar with buying tickets and need assistance re which sort of ticket to purchase.

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<p>Ickenham and Hillingdon</p>		<p>Female</p>	<p>The Chairman of the Ickenham Residents' Association states: When the ticket offices are closed it is not always apparent where someone who needs assistance can find the member of staff on duty. Ickenham have step free access and if the ticket office is closed anyone unfamiliar with the tube who arrives at Ickenham Station hoping for step free access will be unable to easily enquire where step free access might be achieved (ie Hillingdon). It will not be possible for them to descend to either platform to find a member of staff to seek assistance. Ickenham is regularly used by visitors who drive in from outside the area, being a convenient point for travellers from west of London to join the tube network. They usually do not have Oyster cards and may be unfamiliar with the fares and ticket system. She expects the number of visitors to the area to increase significantly in 2012 as travellers use Ickenham to access the tube network to travel to the Olympic events. Ickenham car park is heavily used by travellers to events at Wembley. If the member of staff is train side when the ticket office is closed, and a ticket machine fails or if an Oyster card fails to work, how does the traveller pass through the barriers to find a member of staff to assist.</p>
	<p>South West London</p>	<p>Female</p>	<p>Transport for all is very concerned that the proposed cuts to staffing will severely curtail the ability of disabled people to travel on London Underground. Many of their members rely on the presence of staff to buy tickets, negotiate stairs and board trains safely. A reduction in numbers of available staff and understaffed or unstaffed stations will inevitably curb the freedom and independence of disabled and older people. Cutting staff numbers will leave many disabled people unwilling to use London Underground. The presence of station staff is also crucial in making disabled people feel safe.</p>
<p>Debden</p>	<p>Essex</p>	<p>Female</p>	<p>Miss C brother has learning disability. She is worried because he is unable to read and has very little hearing and would be unable to use a ticket machine. She is also worried about pensioners who use the station and would also feel at threat if the station was unmanned when she was passing through.</p>
	<p>East London</p>	<p>Male</p>	<p>Mr R is worried about security at un-manned stations.</p>
<p>Kilburn Park</p>		<p>Male</p>	<p>Mr F thinks ticket offices should be open when stations are opened as ticket staff assist those who cannot use the machines (if they are working) for whatever reason, also advise on routes etc. he thinks cutting staff at stations also has safety implications.</p>

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Calendonian Road		Female	Miss B is a student whose oyster card regularly fails to work. She feels that without the help and experience of ticket office staff, who are excellent, her journeys (and bank balance) would have been massively disrupted by this and with the closure, she may not be able to consult ticket staff when she most needs to travel. She believe the closures would be a disaster for Oyster users, in particular those who travel outside peak commuter times, those concerned about safety, and anyone with disabilities that require more help on the underground.
Elm Park	Elm Park	Female	Miss N thinks the current hours are inadequate and severely limit the times at which people can purchase reduced price tickets using a rail card, which are not available from ticket machines. Nor do the ticket machines accept LU vouchers issued in respect of claims for delayed journeys. The station has staff not stuck behind glass but they currently don't provide much service to passengers. There are frequently long queues at the gates to exit the station during peak periods in the evenings and the wider gate for access to passengers with luggage, pushchairs etc; is often unresponsive and passengers have to ask staff for assistance - staff who are already standing around in the ticket hall (or outside smoking) not offering any assistance. There are currently only two ticket machines at Elm Park Station and there are often queues at peak periods; at present at least the limited ticket office opening hours offer some alternative. The ticket hall is not large and struggles to cope with the flow of passengers as it is so presumably cannot accommodate more ticket machines.
Kings Cross		Male	Mr J is a regular visitor to London. He's worried staff will be unable to assist him if the ticket machines fail.
		Male	Mr C would like the oyster helpline to closed and ticket offices kept open for passengers to complain if they have any issues with their oyster card.
	South East London	Male	Mr O thinks ticket machines genuinely unreliable and unhelpful – particularly for visitors to London or those with inquiries that are not straightforward. Staff will be inaccessible to their customers who need advice – particularly when there is a (planned or unplanned) line closure.
Heathrow Airport Tube Station/Kings Cross/Earls Court		Male	Mr B thinks the most frequented stations with interchange already have insufficient office and office hours. There is always a long line of waiting people due to insufficient number of tickets machines and not all ticket offices opened.
West Ham	East London	Male	Mr C thinks ticket machines are inadequate as they are unable to purchase tickets using a railcard.

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<p>Ruislip/Ruislip Gardens/West Ruislip/Ruislip Manor/South Ruislip</p>	<p>Ruislip</p>	<p>Male</p>	<p>Mr T thinks these stations already have inadequate opening hours. He believes they should be kept open for longer to assist those unable to use ticket machines (or when they're not working) and to sell discounted tickets. His experience is that staff are now sitting in ticket offices during the closed periods spending their time explaining to potential customers that they're unable to sell any tickets.</p>
<p>Buckhurst Hill/Euston</p>	<p>North London</p>	<p>Female</p>	<p>TSSA regional organiser, thinks no ticket offices should be closed or have their hours reduced. It is often difficult to get a real person to help and the ticket machines do not always work properly. Also, passengers don't always have the right change or the machine doesn't take cards. It is much safer to have staff in the booking office as well. At Euston there are always massive queues for the ticket offices because of tourists and people needing travel cards etc. There are never more than two windows open even when the queues are half an hour long.</p>
<p>Aldgate East/Charing Cross/Heathrow 1,2,3 and T4 /Highbury and Islington/Kings Cross/Paddington/Seven Sisters/</p>		<p>Female</p>	<p>Lorna Reith, London TravelWatch Aldgate East: the east exit is quite a distance from the west exit. The latter takes you onto a complex of subways which are not easy to negotiate. The east exit is the one for Brick Lane and therefore a busy bit of the station. Charing Cross: I have a general concern about interchanges with main line stations as this is where you get passengers who need to purchase tickets and are unfamiliar with the system. It's proposed to close one booking office completely and the other at 9pm. Heathrow 1,2,3 and Heathrow T4: lots of passengers unfamiliar with tickets and not having Oyster. Highbury and Islington: fairly major reduction in hours from midnight to 9.15pm - I'd want to see figures on usage. Kings Cross; there appear to be different opening hours for different ticket halls which will be very confusing - especially if passengers can't get to the full choice of lines. Paddington: again different opening times for different offices and a 6.30pm Saturday closure. Seven Sisters: main concern here is coping with diversions on the Stansted Express which means passengers interchange with Victoria Line at the Seven Sisters Road booking office. Here they are even proposing to close the main Seven Sisters booking office (at the High Rd) at 9.30pm on a Sunday so there will be no facilities (other than machines) for Stansted passengers. Tottenham Hale: main interchange for Stansted passengers yet proposals are to close at 9.30pm Monday to Friday and 9pm Sat and 8.30pm Sunday.</p>