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To whom it may concern,

GTR ticket office changes

I am responding to this consultation on the Govia Thameslink Railway (GTR) proposals to close ticket offices in my capacity as Assembly Member for Enfield and Haringey and as such my comments will primarily deal with the proposals in both those London Boroughs.

Proposals to remove ticket offices now and in the past have understandably caused concern to many commuters and as such I have been contacted by local residents to outlay their concerns about these proposals. As such, I have recently met with Govia Thameslink Railway to request further detail about the proposed changes and the impact this will have on staff and passenger safety, and accessibility for passengers with disabilities.

A number of concerns remain with regards to GTR's proposals and I continue to object to them. The fact sheets provided on GTR's website indicate that there are three models to be rolled out and stations in Enfield and Haringey fall into the first two models. Both models include proposals to move staff onto the concourse to become "Station Hosts" available from the first service until the last, trained in customer service and helping passengers use the ticket machines. The models differ in terms of the tickets available at the machines and the new handheld devices provide to Station Hosts to sell tickets. Model 1, which includes Alexandra Palace, Enfield Chase and Palmers Green stations, will only be able to sell the most popular tickets. Model 2 which include Hornsey and Winchmore Hill will be able to sell the full range of tickets available. During my meeting with GTR, it was confirmed that not all ticket offices will be selling the full range of tickets available and the reason provided was that the tickets that would be unavailable at some stations would be the long distance tickets with reservations because they were the least bought at these particular stations. However, I cannot understand the rationale behind not enabling all ticket

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machines to sell the same tickets at every station. I would like assurances that passengers would be able to access a full range of tickets, including the use of railcards.

However if GTR do proceed with these plans, I was informed by GTR at the meeting that there will be at least one member of staff from the first to last train but only if there is a footfall of 1 million and those stations with ticket gates will be staffed. However, staff will not necessarily be on the concourse for this time. Staff will be required to top up machines, put up posters and undertake cleaning. If passengers require assistance, staff will help people onto trains and will then come straight back to the concourse to sell tickets with their handheld machines. GTR have said that they are not reducing staffing levels but increasing them. I seek assurances that it is actually the case that no members of staff will be made redundant. I also seek assurances that stations will not be single staffed as this is a cause for concern regarding staff safety and will hinder passengers that require assistance with accessing trains and tickets.

GTR informed me that they would not board up ticket offices like Transport for London (TfL) have done so if the proposals are unsuccessful, they can revert back to using ticket offices. I would like to see a strong commitment that GTR will provide robust monitoring of not only the effectiveness of the ticket machines, but of the safety of staff and to ensure that travel is not made more difficult for those with mobility difficulties or disabilities.

Yours sincerely



Joanne McCartney AM

London Assembly Member for Enfield and Haringey