
Secretariat memorandum

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Agenda item: 9

LTW544

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Transport for London response to proposals of London TravelWatch review of the impact of ticket office closures on London Underground

1 Purpose of report

- 1.1. To advise members of Transport for London's response to the recommendations made in our review of the ticket office closure programme on London Underground for the Mayor of London.

2 Recommendation

- 2.1. Members are recommended to note this report. Members are recommended to consider adding to the workplan a short review of the effectiveness and implementation of TfL's recommendations in December 2017.

3 Background

- 3.1. In July 2016 the Mayor of London asked London TravelWatch to carry out a review of the programme of ticket office closures previously carried out by London Underground.
- 3.2. The review was submitted on time to the Mayor of London on 1st December 2016, who published it the next day.
- 3.3. Transport for London (TfL) considered the report and their response to it at their board meeting of the 15th December 2016. The report to the TfL board can be found at <http://content.tfl.gov.uk/board-20161215-item14-ticket-office-review-final.pdf#>

A summary of TfL's response can be found below in section 4.

This paper contains appendices including the terms of reference, our report, and Transport for London's (TfL's) action plan to meet our recommendations.

4 TfL response

Staff availability

- 4.1. Transport for London and the trade unions are working closely together to review staffing levels, both across the system as a whole, and at a local level. We made no

direct comment on staffing levels as this was outside our remit, but it is possible that extra staff would be required in order to meet our recommendations.

- 4.2. TfL are also developing plans to amend rosters, make more tasks able to be done in ticket halls and improve information and signage to make staff more visible, or clearer where to go to find them.
- 4.3. TfL will do work on training and research to avoid staff grouping together and making it easier for passengers who require assistance to feel they can approach staff.
- 4.4. New information will be provided on staff hand held devices to help them direct passengers to local destinations.

Staff visibility

- 4.5. New red vests will be rolled out to make staff more visible. These are expected to be used by August 2017. Interim solutions to make staff more visible before August are being considered.
- 4.6. TfL are reviewing CCTV and lighting to improve passenger perceptions of safety, along with a marketing campaign to highlight that all stations are staffed.

Focal point

- 4.7. TfL will undertake 12 trials of different types of focal point at different sizes of station. This is due to be completed by March 2017. It is unclear from the action plan if there are any timescales to roll this out further once a successful model is decided, or if there will be any involvement from London TravelWatch in trialling these focal points.
- 4.8. TfL will improve signage to, and review opening hours of, Visitor Information Centres.

Accessibility

- 4.9. TfL have plans to immediately address the concerns we discovered through our review regarding turn up and go assistance. This includes changes to how staff contact the next station that a passenger will need assistance, working with accessibility groups, and a thorough audit of the problems to improve the situation.
- 4.10. TfL will trial portable hearing loops, as well as advertising that all help points have this facility. TfL will also update signage to all help points immediately.
- 4.11. TfL are reviewing the location of help points will move poorly located help points as soon as possible, and research the best method to provide a consistent coverage of help points across the network by June 2017.

Ticket purchasing

- 4.12. TfL will update the signage at ticket machines to highlight which tickets can be bought on each machine by March 2017. TfL will also amend their fare posters to include the alternative ways to pay (Oyster/Contactless) from May 2017.
- 4.13. TfL are trialling selling boundary extensions, with a phased introduction by May 2017. The phased introduction of National Rail discounts on through LU-NR tickets has begun.

- 4.14. Online and mobile based ticket sales and oyster print outs to be more readily available for passengers who can use these channels.
- 4.15. There are no plans to sell annual tickets on ticket machines, this will remain online only.
- 4.16. The 48-hour restriction on Oyster refunds will be reduced to 24 hours, by the end of 2017 at the latest. Ticket machines will provide a warning of this restriction before purchase.

5 London TravelWatch next steps

- 5.1. The majority of our recommendations have been targeted for action, largely in a positive manner. There are two main areas for concern, the lack of detail in the plan to introduce a consistent focal point at all stations, and the refusal to allow annual tickets to be purchased from ticket machines. This latter point is related to our finding that Annual Season Ticket holders feel particularly disadvantaged by the changes to ticket offices, and that their needs (e.g. distrust of large transactions via the internet) have not really been addressed or understood fully by TfL.
- 5.2. The TfL board papers state that the action plan will be reviewed with, and changes could be made after, discussion with London TravelWatch. We will use these discussions to press for more clarity on the focal points, and to examine the reasons why annual tickets are not being offered on ticket machines, and what other measures TfL could take to improve its offering to passengers who use these tickets..
- 5.3. We will monitor the implementation of TfL's changes, and recommend carrying out a review of their implementation and effectiveness in around a year's time.

6 London TravelWatch priority

- 6.1. This issue falls within the core remit of London TravelWatch and the impact of the proposed changes will be substantial amongst the high number of current and future passengers using these stations.

7 Equalities and inclusion implications

- 7.1. Members should note the impact of changes at ticket offices on people with mobility impairments or requiring assistance.

8 Legal powers

- 8.1. Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight).

9 Financial implications

- 9.1. There are no financial implications for London TravelWatch as all costs of the report including office time were been met by Transport for London.