

Will Rogers
Managing Director
Arriva Rail London Ltd
Overground House
125 Finchley Road
Swiss Cottage
London
NW3 6HY

23rd November 2018

Dear Will,

Arriva Rail London – Application to close ticket offices under Schedule 17 of the Ticketing and Settlement Agreement

The London TravelWatch Board recently considered your application at its meeting on the 20th November 2018. Members resolved to agree the following recommendations:-

- to agree that London TravelWatch would not object to the proposed closures of ticket offices on principle taking account of established London TravelWatch policy and that of the Secretary of State, where it can be demonstrated that the numbers of transactions per hour, including Oyster and other non-regulated products is less than 12 per hour.
- to agree that on the evidence presented by ARL and by the analysis of the public consultation exercise that London TravelWatch objects to the proposed closure of the twenty five ticket offices (Brondesbury, Bush Hill Park, Camden Road, Carpenders Park, Clapton, Dalston Junction, Dalston Kingsland, Hackney Central, Hackney Downs, Homerton, Honor Oak Park, Imperial Wharf, Kensal Rise, Kensington Olympia¹, Shepherds Bush, Shoreditch High Street, Silver Street, Southbury, St.James Street, Surrey Quays, Turkey Street, Watford High Street, West Hampstead, White Hart Lane and Wood Street), where at the times and days where the number of transactions per whole hour, including unregulated products such as those provided on Oyster, exceed the Secretary of State's guidance of more than 12 per hour.
- Where closure is agreed then, this would be subject to the implementation of mitigation measures to inform passengers and staff of the functionality of ticket machines for assurances of their reliability and arrangements for passengers when not available.
- In addition mitigation measures must ensure that services such as Passenger Assist / Turn up and go for people with reduced mobility are delivered consistently and without detriment to passengers over the existing arrangements (both formal and informal).

The grounds for the objection is that the change would not represent an improvement on current arrangements in terms of quality of service and that there would be restriction on passengers access to the purchase of rail products.

¹ Kensington Olympia was subsequently withdrawn after the recalibration of data

Members also agreed to write to the Secretary of State to express further concerns about the process that is one which is very dated and in our view not reflective of modern day operating conditions.

Yours sincerely

A handwritten signature in black ink, appearing to read 'T Bellenger', with a long horizontal stroke extending to the right.

Tim Bellenger
Director, Policy and Investigation

cc. Peter Lepper, Department for Transport