

Director, Strategy and Service Development,
London Rail,
Transport for London,
Palestra,
197 Blackfriars Road,
London, SE1 8NJ

Our Ref:
Your Ref:

2nd February 2015

Dear Gareth,

London Underground ticket office closures

As you are aware from attending our Policy Committee meeting on 18th November 2014, London TravelWatch made a number of recommendations regarding the ticket office closure programme. We agreed to send you further recommendations for which stations should be categorised to a different level, once we had completed our detailed analysis. However, we have since seen the proposed timescales for the closure of the ticket offices, with the first beginning on Monday 2nd February 2015..

We are very concerned that these proposals appear to be driven through in a short timescale, before we have completed our detailed analysis on the appropriateness of each station to the category you have put it in and the appropriateness of that category.

Given the immediate implementation, we urge again that the conversion of the stations is done in a flexible manner, so that the facilities provided can be adapted at short notice if they are found to be less than optimal. In particular, any property that is to be leased away from a current passenger facility, such as a ticket office, we request that this is consulted on with London TravelWatch, as is a requirement for National Rail stations.

Specifically, we made a number of recommendations regarding the categorisation of stations, with an initial view, backed by the evidence presented at the Policy Committee meeting, that in particular:-

- Waterloo, London Bridge and Oxford Circus should be treated as Gateway stations, with the corresponding Visitor Information Centre that that entails;
- Covent Garden, Vauxhall, Tower Hill and Charing Cross should be Destination stations; and
- Leyton, Leytonstone and West Hampstead should move from the Local category to be Metro stations.

We have already undertaken significant research on matters such as ticket machine functionality, and have offered our services to assist with the design and testing of the operability of the new machines. We have not heard back on this offer and are concerned that with stations about to undergo their transformation, this chance may have been missed.

We also note that some stations on the Metropolitan Line already appear to be refusing to sell tickets to National Rail stations, such as Aylesbury or Brighton, telling passengers that they should buy their tickets elsewhere, or that they were unable to sell through tickets. We would like to know if this is related to a loss of ability that the new arrangements will cause, or if passengers will continue to be able to do everything they could previously do at a ticket office with the new machines.

We would also like to ask again how the former Silverlink stations will be treated, as these must undergo Schedule 17 of the Ticketing and Settlement Agreement in order to close these ticket offices. Is the plan to go through this process, or will these stations retain their ticket offices?

We intend to present further recommendations at our 14th February Policy Committee meeting as a result of further evidence and analysis.

I would be grateful for a formal reply to this and our previous correspondence on this matter.

Yours sincerely,

Tim Bellenger

Director – Policy and Investigation

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