

Proposed closure of London Underground operated ticket offices at former Silverlink stations

These stations (formerly part of the Silverlink National Rail franchise) are regulated under the Ticketing and Settlement Agreement that governs the selling of National Rail tickets:

- Gunnersbury
- Harlesden
- Harrow & Wealdstone
- Kensal Green
- Kenton
- Kew Gardens
- North Wembley
- Queen's Park
- South Kenton
- Stonebridge Park
- Wembley Central

London TravelWatch will normally carry out a public consultation if a proposal involves the complete closure or a reduction in hours of a ticket office where the numbers of transactions exceeds 12 per hour as set out in Department for Transport (DfT) guidance. The consultation in public was from the 5th January 2016 to 27th January 2016.

As a result of the representation by London TravelWatch to London Underground following the consultation, it has been agreed that:-

1. The ticket offices of all stations involved will remain staffed and open with the current hours of operation until the successful installation of new ticket vending machines (TVMs). The new TVMs will be capable of handling almost all transactions that are currently available at the ticket office. The new TVMs are likely to be installed in December 2016. There are a few exceptions to the above:
 - a. Harrow & Wealdstone, Queen's Park and Wembley Central stations will be staffed from first to last service (maintaining the current hours of operation) however the ticket office will definitely be staffed from 07:00 to 19:00 from Monday to Friday. Outside of these hours, staff may be in the ticket office or in other parts of the stations, such as on the concourse or platforms.
 - b. Wembley Central will maintain its current staffing hours on Saturday, however the ticket office will definitely be staffed from 09:00 to 17:00 on Saturdays. Outside of these hours, staff may be in the ticket office or in other parts of the stations, such as on the concourse or platforms. During events at Wembley on Sundays, the station will be staffed on an as required basis.
 - c. At Harrow & Wealdstone station, the 'Harrow' side ticket office will close from 3rd April 2016 with passengers redirected as necessary to the 'Wealdstone' side ticket office.
2. After the successful installation of the new TVMs, the ticket offices at Gunnersbury, Harlesden, Kensal Green, Kenton, Kew Gardens, North Wembley, South Kenton and Stonebridge Park will close. This is because the numbers of transactions at these offices currently falls below the DfT guidance threshold of fewer than 12 transactions per hour or 3 per 15 minute period.

3. After the successful introduction of the new TVMs, the ticket offices at Harrow & Wealdstone, Queens Park and Wembley Central will remain open as in 1a and 1b above for a period of up to three months. This monitoring period will be to assess whether the numbers of ticket office transactions has fallen below the DfT guidance threshold of fewer than 12 transactions per hour or 3 per 15 minute period. If, at the end of this period, ticket office transactions have fallen below the threshold then London Underground will close these ticket offices without further public consultation. If, at the end of this period, ticket office transactions have not fallen below the threshold, then London Underground will be obliged to permanently keep open the relevant ticket offices.
4. London Underground will put in place a comprehensive communications plan to communicate these changes to passengers.

Issues raised in the consultation.

Staffing

All of the stations affected will continue to be staffed from first to last train every day.

Oyster transactions

The new TVMs will, with the exception of the purchase of Annual Travelcards, be capable of all the transactions that could previously only be done at the ticket office. Staff will be available to assist you with all these activities. This includes:-

- Buying an Oyster card
- Resolving incomplete journeys
- Adding a railcard or other discount entitlement
- Adjusting a Pay As You Go balance
- Getting an Oyster refund
- Processing a failed card
- Accessing your journey history

Annual Travelcards issued on Oyster may be renewed online or at London Overground ticket offices. This is to avoid the risk to passengers of fraudulent transactions using lost or stolen credit/debit cards.

Monthly Travelcards will be available from the new TVMs from January 2017.

All Oyster transactions that are available on the current TVMs will be available on the new ones.

National Rail tickets

The new TVMs will be capable of issuing all National Rail tickets (including from other stations or Boundary Zones if you have a Travelcard or Freedom Pass) except for Annual Point to Point Season Tickets. In this case, you will need to buy your ticket either online from the relevant train operator or from another National Rail station. Other transactions such as refunds on National Rail tickets, reserving a seat on a train or buying/renewing a Railcard will not be possible at the new TVMs. However, these can still be done online or by post with the relevant train operator.

Tickets bought online will, as now, be available for collection at the new TVMs.

Safety and Security

All stations will be staffed from first to last train, as now. Staff will be available at all times:

- in the concourse area to help at ticket vending machines
- at the gateline
- to assist passengers with reduced mobility getting on and off the train and to and from the platform.

CCTV will continue to be monitored, as now, by staff.

Impact on tourists and people for whom English is a second language

All the new TVMs will, as now, have the option to translate the wording on screen to the 17 world languages that are currently available on all London Underground TVMs.

London Underground will make available to hotels and guest houses (particularly around Wembley Central) the ability to sell pre-paid one day Travelcards to their guests. This will reduce the need for tourists to use TVMs that they may not feel confident using. If your business would like to take up this offer, please contact TfL.

Crowding

There will be a review of the layout of a number of stations where this was identified as problem.

London TravelWatch 7/3/16