

Questions	SET Response
Adequacy of retail facilities: Easy and widespread availability of tickets	
Do you have any evidence showing how many / what proportion of people will move to digital if ticket offices are closed?	<p><i>Within the 40 ticket offices under review in our Phase one consultation, the move to digital for most of our customers is almost complete.</i></p> <p><i>Our evidence:</i></p> <ul style="list-style-type: none"> - <i>On average 86% of customers in our Metro area already use contactless ways to pay for their journey.</i> - <i>On average 250,000 eTicket journeys are happening every week across our network. As we continue to roll out more e-ticket routes, this number is expected to grow rapidly.</i> - <i>Only 4% of journeys, at these 40 stations were made following a visit to the ticket office, meaning most stations are issuing, on average, fewer than 50 tickets per day at the ticket office window.</i> - <i>Cash usage for ticket purchase averages around or below 1%.</i> <p><i>We will, however, continue to have colleagues on hand, during hours that we will communicate, to help more customers, in more ways, every day.</i></p>
Have you assessed who will not / cannot move to digital and the effect on them of closing the ticket office?	<p><i>Our absolute commitment to improving accessible travel for customers with additional needs and disabilities remains unchanged.</i></p> <p><i>We have published an overarching Equality Impact Assessment (EqIA) and an Equality Impact Assessment (EqIA) for each ticket office subject to consultation (both documents are also available in large print, easy read, braille, and British Sign Language video) – to clearly show what we are doing to protect the interests of people with accessibility requirements, as part of this process. An EqIA identifies the potential impact of a change on people with protected characteristics (such as age, race, or disability).</i></p> <p><i>We continue to review our plans with our Accessibility Panel and other community stakeholders. They are vital in helping us understand the barriers faced by the communities we serve. They help us to design solutions that will ensure all customers feel empowered to travel on our network.</i></p> <p><i>However, we recognise there is always more than can be done, and we have during these processes reached out to more charities and community groups across our network to grow our understanding and increase our reach.</i></p>
Do you have any existing programmes designed to help people migrate to digital and if so, how effective have these been?	<p><i>We understand that the way people buy things has changed and that includes train tickets. Over the last 18 months, our marketing campaigns have highlighted the benefits of Southeastern's website and app. A good example being 'Back to work after the summer holidays'. During week one we saw an increase in revenue via the app of 7%. We will continue to include a mixture of marketing mediums to highlight the benefits of digital including press, radio, social media and in station posters.</i></p>
What reassurance and evidence can you give that retail arrangements at each station will have sufficient capacity for the ticket sales displaced from the ticket office, especially at peak hours, and at stations with a higher than average proportion of sales from the ticket office?	<p><i>As only 4% of journeys at these 40 stations were made following a visit to the ticket office, meaning most stations are issuing, on average, fewer than 50 tickets per day at the ticket office window. We are confident that the 40 ticket offices under review within our Phase one consultation have sufficient capacity.</i></p> <p><i>We will, however, continue to have colleagues on hand, during hours that we will communicate, to help more customers, in more ways, every day.</i></p> <p><i>All stations are already enabled for Oyster and TfL Contactless. Eligible customers travelling from Phase one stations benefit from the use of concessionary Zip and Freedom pass schemes.</i></p>
Has any assessment of the TVM capacity at each station been carried out? This is both in terms of overall capacity and 'remaining' capacity – i.e. factoring in existing sales and Ticket on Departure collection per hour from the TVM?	<p><i>Yes, we have carried out a full assessment of Ticket Vending Machine (TVM) capacity. TVM utilisation breakdown is continually monitored and analysed using our internal PowerBI dashboards (Southeastern's Internal Business Intelligence software). Informing us of number of sales, number of people queuing and % of people queuing. Since the introduction of eTickets we continue to see an increase in digital sales versus paper tickets.</i></p>
What mitigations do you intend to put in place to help staff 'queue bust' at busy times (including at stations where staff won't have handheld devices to sell tickets directly)?	<p><i>The 40 ticket offices under review within our Phase one consultation, due to low volume of ticket sales, do not experience queuing at Ticket Offices or at Ticket Vending Machines (TVMs). This is in part due to Oyster and Contactless, which is the most popular preferred method of payment (hence why these stations were selected for Phase 1 of the consultation). If there was a queue, the local team would support passengers at TVMs, direct customer to the location of other TVMs located elsewhere in the station, or to advise them on other ways to pay, such as eTickets or pay as you go.</i></p>
What impact is there on impartial retail obligations, which currently applies to ticket offices? Will similar obligations be put onto other channels?	<p><i>The impartiality obligation referred to is defined in Schedule 17, Ticketing and Settlement Agreement (TSA) compliance. Any change to the TSA would require the agreement of all signatories.</i></p>
Usability, functionality and accessibility of TVMs	

<p>Which products are not available from your TVMs? This should include not only tickets but also things like reservations, concessions and discounts, tickets for travel that do not involve the 'host' station, use of vouchers and warrants, and tickets for connecting services (e.g. Plus Bus tickets).</p>	<p><i>Products not currently sold from Ticket Vending Machines (TVMs), with rationale:</i></p> <p>Advance Tickets : This product does not apply to journeys from the 40 stations under the consultation.</p> <p>High Speed upgrades : This product does not apply to journeys from the 40 stations under the consultation.</p> <p>Annual Seasons : where the price is above the TVM's credit card payment limit, currently only available online or in future from a Travel Centre.</p> <p>Rover tickets : Currently only available online or in future from a Travel Centre.</p> <p>Calais day returns : This product has been suspended since the pandemic.</p> <p>Warrants : No operator currently has a TVM that can issue warrants - options for this product are being discussed at industry level by the SRRP Retail Mitigations TOC Working Group.</p> <p>Railcards : Issuing a new railcard is not possible from the TVM as the customer's details need to be registered centrally with the Rail Delivery Group, but those systems are not networked to TVMs.</p> <p>Seat Reservations : Our TVMs do not have journey planning functionality.</p> <p>Boundary tickets : This will be resolved when the TVM upgrade takes place - see response to Question 10.</p> <p><i>We only advertise those tickets that are available on our TVMs and these are as follows: Single and Return tickets, 7 day season and Travelcards, off-peak tickets, tickets for later travel (same day or other days) Tickets purchased online, GroupSave, child flat fares and tickets for other operators.</i></p>
<p>How will passengers access products and services not available at the station in future?</p>	<p><i>There will be more visible colleagues within our station than there are today. We will continue to provide a range of options for customers to buy tickets before they board a train. In July 23, every journey on our network was made possible with an eTicket and customers are now able to pass through automatic ticket gates with the barcode tickets on their phone.</i></p> <p><i>Further information on alternative retail channels is covered at a station level in the Annex B document that was submitted to Department for Transport section "Proposed Off-Station/Other Alternative". In that document, we proposed that products will be made available from one of four channels: a TOC digital channel, a telephone contact centre, a third part retailer's digital channel or a third-party corporate agent. A breakdown of which products we identified for each channel is shown in this workbook on tab 'Annex B, Alternative Channels'. Where the alternative channels are a telephone contact centre, we envisage that customers will call Southeastern's existing customer service team, with that team being enhanced (subject to necessary funding being approved by DfT) to offer on-line retail capability.</i></p> <p><i>Customers can still use our 24-hour telephone helpline to ask advice, buy tickets and book assisted travel.</i></p>
<p>Do you have any plans to upgrade TVM functionality and if so, what would this cover and when would it be complete?</p>	<p><i>Southeastern's fleet of Scheidt & Bachmann (S&B) Ticket Vending Machines (TVMs) will be upgraded to sell tickets from anywhere to anywhere in Autumn 2023. Phase one (likely November) will impact mostly ITSO and Oyster transactions, with full implementation available by Spring/Summer 2024.</i></p>
<p>Will staff be able to access a ticket machine or be issued with handheld machines to sell tickets not available from the TVM? If so, what reassurance can you offer that you will retain this option?</p>	<p><i>We will be providing handheld retail machines for our colleagues at these 40 stations. However, we do not anticipate these having to be used frequently, if at all, due to the digital channel shift which has already occurred. Noting less than 4% of journeys from these stations started at a ticket office window.</i></p>
<p>How will passengers access these products and services in future?</p>	<p><i>There will be more visible colleagues within our station than there are today. We will continue to provide a range of options for customers to buy tickets before they board a train. We are updating some of our existing ticket machines to enable customers to buy a ticket to anywhere in the country. Since July 2023, every journey on our network was made possible with an eTicket and customers are now able to pass through automatic ticket gates with the barcode tickets on their phone. Where the alternative channels are a telephone contact centre, we envisage that customers will call Southeastern's existing customer service team, with that team being enhanced to offer on-line retail capability. Customers can still use our 24-hour telephone helpline to ask advice, buy tickets and book assisted travel.</i></p>
<p>How can passengers have confidence that this is not a precursor to withdrawing some of these products - for example, rover tickets</p>	<p><i>The National Rail suite of products is always under review. We cannot realistically state now what products may be withdrawn in the future. In the case of the given example, Rover fares, the numbers of these sold by Southeastern is very small and products could be replaced by pay as you go ticketing, if and when that is rolled out nationally.</i></p>
<p>How will Disabled people who cannot use a TVM purchase a ticket?</p>	<p><i>Our absolute commitment to improving accessible travel for customers with additional needs and disabilities remains unchanged. We will be providing handheld retail machines for our colleagues at these 40 stations. Then customers unable to purchase a ticket from a Ticket Vending Machine (TVM) will be able to purchase tickets from our colleagues directly. Colleagues will also be able to support customers to use the TVMs. The existing ticket selling channels not at the station will remain, such as buying tickets online or in our customer app. Customers can still use our 24-hour telephone helpline to ask advice, buy tickets and book assisted travel.</i></p>
<p>How will people summon a member of staff if they need help while using a TVM</p>	<p><i>Our purpose, during and after this consultation is to engage with customers, colleagues, and stakeholders on making more station colleagues available to assist customers face-to-face and continue rolling out popular self-service technology for buying tickets. In the event the consultation results in the closure of the ticket office, colleagues will be responding to customer needs throughout the station. If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly.</i></p>
<p>Is it proposed to upgrade TVMs to offer remote access/video help facilities?</p>	<p><i>Southeastern's does not plan to change its Scheidt & Bachmann (S&B) Ticket Vending Machines (TVMs) to offer remote access/video help facilities. It is our understanding that S&B has not successfully launched this technology with any UK rail operator.</i></p>
<p>Have you assessed the accessibility of existing TVMs, both in terms of their location at the station and useability in different weather conditions?</p>	<p><i>All our Ticket Vending Machines (TVMs) comply with design-system.gov.uk/components guidelines and are all fully accessibility compliant. We have not experienced any weather-related usage problems, but canopies have been installed where TVMs are vulnerable to the elements and exposure to sunlight. We have also published an overarching Equality Impact Assessment (EqIA) and individual Equality Impact Assessments (EqIA) for each station subject to consultation.</i></p>
<p>Have you made any specific assessment of the ability of TVMs to cope with the increase in cash, especially at stations where there is a higher than average use of cash to purchase tickets?</p>	<p><i>Within the 40 ticket offices under review within our Phase one consultation, cash usage for ticket purchase averages around 1%, so we are confident that the Ticket Vending Machines (TVMs) that accept cash which are currently in place will be able cope with any increase in usage.</i></p>

<p>Are the TVMs which accept cash in an accessible location? e.g. can they be reached from all platforms? [CONTINUED BELOW]</p>	<p><i>We have set out the answer to this question in this workbook on the tab 'TVM Locations'. We will be happy to answer any further questions, if required to do so.</i></p>
<p>[CONTINUED FROM ABOVE]: if TVMs are in multiple locations is it clear where cash ones are?</p>	<p><i>Within the 40 ticket offices under review within our Phase one consultation, cash usage for ticket purchase averages around or below 1%. There are signs at the top of each Ticket Vending Machines (TVMs) and poster boards above the screens of the TVMs, which state if the machine accepts Cash & Card payments or Card only. There are currently no signs at stations that direct customers to the 'Card only TVMs' or 'Cash payment TVMs'.</i></p>
<p>If a person cannot pay by cash at the station what arrangements will exist to enable them to travel? Will there be clear signage at the station to inform passengers about this?</p>	<p><i>Within the 40 ticket offices under review within our Phase one consultation, cash usage for ticket purchase averages around or below 1%. All these stations are enabled for Oyster usage. Customers who need to top up an Oyster card using cash can do so at the Ticket Vending Machines (TVMs) which accept cash payments (which is available at all but one of the Phase 1 stations) or at Oyster ticket stops in local convenience stores. Customers wishing to use cash to buy paper tickets can continue to use the cash TVMs.</i></p>
<p>What are the contractual SLAs for fixing out of order TVMs and have these been reviewed given the future importance of TVMs? Please answer in relation to replenishing consumables i.e. ticket stock and ink, and repairs to faults.</p>	<p><i>Our station colleagues are responsible for replenishing consumables and carrying out fingertip maintenance. Faults that cannot be rectified locally are triaged by the Ticketing Systems Support Team and where necessary faulted out to machine owners, Scheidt & Bachmann (S&B) to rectify.</i></p> <p><i>Target response rate for calls affecting hardware defects are as follows: Call received before midday – fix before next morning peak. Call received after midday – fix before the next afternoon peak.</i></p> <p><i>Preventative Maintenance is planned in for every quarter to help minimise any unscheduled down time.</i></p>
<p>Will there be standards for maximum queuing times at TVMs and how will queue lengths be monitored?</p>	<p><i>The 40 ticket offices under review within our Phase one consultation, Ticket Vending Machines (TVMs) are not the main point of sale, on average 86% of customers in our Metro area already use contactless ways to pay for their journey. However, our commitment to monitoring and adhering to our agreement Schedule 17, Ticketing and Settlement Agreement (TSA) compliance remains unchanged "TSA 6-36, 4 (a) Each Operator must use its reasonable endeavours to ensure that no-one has to queue at its Impartial Points of Sale (that are not Internet Sites, Telephone Sales Offices or Sites) to Purchase a Rail Product for more than five minutes during times of peak demand or for more than three minutes at any other time (or any shorter period(s) specified in its Passenger's Charter)" remains unchanged.</i></p>
<p>Providing assistance to travel in a timely and reliable manner Are staffing levels sufficient to ensure assistance with ticket purchases can still be offered at busier times alongside other duties? Do you have any evidence / assessments to support this?</p>	<p><i>Phase one consultation we are not proposing to reduce the hours that colleagues are present within our stations. However, within these 40 stations only 4% of journeys, were made following a visit to the ticket office, meaning most stations are issuing fewer than 50 tickets per day at the ticket office window. We will, however, continue to have colleagues on hand, during hours that we will communicate, to help more customers, in more ways, every day.</i></p>
<p>What training will multi-functional staff have in ticketing/product range to ensure they can provide expert assistance necessary to navigate the complex fares system and ensure passengers get the right ticket?</p>	<p><i>We want our customers to have a great experience when they travel with us, and we know that our colleagues are central in enabling us to deliver exceptional customer experience.</i></p> <p><i>We know we have the best people in the industry and to help keep them, we need to continue to develop our colleagues, giving them the range of skills, they need so that they can have fulfilling, varied and rewarding careers.</i></p> <p><i>Southeastern will ensure skilled colleagues who currently work in ticket offices will get support and training to transition to new roles. Any new (external) starters would receive a similar training package that would also include training on ticket sales and equipment e.g., handheld devices such as envoy.</i></p> <p><i>However, within these 40 stations only 4% of journeys, were made following a visit to the ticket office, meaning most stations are issuing, on average, fewer than 50 tickets per day at the ticket office window.</i></p>
<p>How will people find a staff member at the station if they are no longer in the ticket office: will there be a central point / method for calling them? What will the queuing arrangements be when multiple passengers want help/advice?</p>	<p><i>Our ticket office colleagues are fantastic and receive regular positive feedback, so to help customers who need additional support or guidance at stations, we will be bringing our skilled colleagues out into the station environment to make them more visible to customers.</i></p> <p><i>If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly.</i></p> <p><i>However, at the 40 stations under review, only 4% of journeys, were made following a visit to the ticket office.</i></p>

<p>When station staffing hours are reduced how will turn up and go assistance for Disabled passengers be maintained?</p> <p>o If this is reliant on onboard staff how will passengers be assisted to move around the station to the platform / to purchase the correct ticket / get advice / journey plan? How will passengers alert the guard if they haven't pre-booked assistance?</p> <p>o If the mitigation is a mobile team how long will people have to wait? If you currently use mobile teams to provide assistance do you have any evidence on their effectiveness (e.g. time taken to arrive, passenger satisfaction)</p> <p>o If the mitigation is to provide an accessible taxi what processes will be put in place and what is your assessment of the adequacy of this compared with travel by train?</p> <p>o What monitoring regimes will be put in place to measure time taken and reliability?</p> <p>o How will people summon help if staff are not there?</p> <p>o Do all stations have tactile paving fitted – the need for this is increased if the station is to have no or less staff in future?</p>	<p><i>Our absolute commitment to improving accessible travel for customers with additional needs and disabilities remains unchanged.</i></p> <p><i>We are NOT proposing to reduce colleagues' hours as part of this consultation, our team are fantastic and receive regular positive feedback, so to help customers who need additional support or guidance at stations, we will be bringing our skilled colleagues out into the station environment to make them more visible to customers.</i></p> <p><i>All our stations have tactile paving and life-saving defibrilators, and proposed Ticket Office closures will enable colleagues to be in a better position to monitor customers who require assistance.</i></p> <p><i>Mobile Teams will not be a mitigation for Ticket office closures.</i></p> <p><i>If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly.</i></p> <p><i>Customers can still use our 24-hour telephone helpline to ask advice, buy tickets and book assisted travel.</i></p> <p><i>We have published an overarching Equality Impact Assessment (EqIA) and individual Equality Impact Assessments (EqIA) for each ticket office subject to consultation.</i></p> <p><i>If staff are not immediately visible each station will have a designated meeting point with appropriate signage.</i></p>
<p>Are staffing levels sufficient to ensure assistance can still be offered at busier times alongside other duties? Do you have any evidence or analysis that addresses this?</p> <p>What training will multi-functional staff have in ticketing/product range to ensure they can provide expert assistance necessary to navigate the complex fares system and ensure passengers get the right ticket?</p>	<p><i>Ticket Office closures will not impact on current or future customer assistance provision. In fact, our colleagues will be more visible and will be able to attend to customers requiring assistance in a more timely manner.</i></p> <p><i>We want our customers to have a great experience when they travel with us, and we know that our colleagues are central in enabling us to deliver exceptional customer experience.</i></p> <p><i>We know we have the best people in the industry and to help keep them, we need to continue to develop our colleagues, giving them the range of skills, they need so that they can have fulfilling, varied and rewarding careers.</i></p> <p><i>Southeastern will ensure skilled colleagues who currently work in ticket offices will get support and training to transition to new roles. Any new (external) starters would receive a similar training package that would also include training on ticket sales and equipment e.g., handheld devices such as 'envoy'.</i></p> <p><i>However, within these 40 stations only 4% of journeys, were made following a visit to the ticket office, meaning most stations are issuing, on average, fewer than 50 tickets per day at the ticket office window.</i></p>
<p>How will people find a staff member at the station if they are no longer in the ticket office: will there be a central point to replicate the ticket office/window and method for calling them?</p>	<p><i>There will be more visible colleagues within our station than there is today.</i></p> <p><i>If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly.</i></p>
<p>What will the queuing arrangements be when multiple passengers want help/advice?</p> <p>What assurances can you provide that staff will not be pulled away to other duties rather than providing assistance?</p>	<p><i>We believe that none of the 40 stations currently require queuing systems. Staff working outside of the Ticket Office will be able to monitor passenger numbers and queues.</i></p> <p><i>The 40 ticket offices under review within our Phase one consultation, ticket office sales account for less than 4% of ticket sales, we therefore are confident that colleague will be able to assist customers more from behind the glass and in the station environment.</i></p> <p><i>Southeastern have been proactive in training colleagues to identify the additional needs of all customers. The training has been designed with input from experts in this field.</i></p> <p><i>The training emphasises the need to ensure Southeastern customers with additional needs receive timely and appropriate service. The courses have been active since 2022 and is an integral element of induction training for newly recruited employees.</i></p> <p><i>Managers and Supervisors have also attended the training and are aware not to redirect resources away from roles that will impact assistance provision.</i></p> <p><i>We have published an overarching Equality Impact Assessment (EqIA) and individual Equality Impact Assessments (EqIA) for each station subject to consultation.</i></p>
<p>How will staff at the station know if passengers need help to board?</p>	<p><i>All our colleagues are fantastic and highly trained professionals, and we receive regular positive feedback from customers. We believe these proposed changes will help any customer who need additional support or guidance at stations, as we will be bringing our skilled colleagues out into the station environment making them more visible than they are today.</i></p> <p><i>Each station will have a designated meeting point, signage will be prominent and throughout the station, colleagues will be required to check these areas regularly.</i></p> <p><i>If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly. We have published an overarching Equality Impact Assessment (EqIA) and individual Equality Impact Assessments (EqIA) for each ticket office subject to consultation.</i></p>

<p>Are help points at every station and are they in an accessible location? Are there any plans to position help points in concourse areas near ticket offices to avoid having to walk along platforms or over bridges to summon help?</p>	<p><i>The 40 ticket offices under review under our Phase one consultation, all the proposed locations already have help points. There are no proposals to remove current help points. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly.</i></p> <p><i>We have published an overarching Equality Impact Assessment (EqIA) and individual Equality Impact Assessments (EqIA) for each ticket office subject to consultation. Post consultation, an required relocation of equipment (if identified) will be reviewed and actioned if deemed necessary.</i></p>
<p>What are your existing processes/SLAs for monitoring that help points are working, how quickly calls are answered and the response time to faults? What future commitments can you give?</p>	<p>Help Point monitoring: <i>All our help points are fitted with remote monitoring capacity, which constantly runs checks on the connectivity between the Help Points to the Kent Integrated Control Centre (KICC). Approximately 95% of faults are identified remotely and flagged immediately to the supplier in real-time and where an engineer is required, this will be actioned to rectify within a 24hr period.</i></p> <p>Calls to KICC: <i>Currently calls are expected to be answered within 60 seconds.</i></p> <p>Help Point Upgrade Project: <i>Southeastern are currently two thirds of the way through a major £750k upgrade of the help point system.</i></p> <p>Key delivery items were: <i>New control server in the KICC (x299 help points split into two groups with each group dialling into 2 modem units creating a backup in the event one unit fails).</i></p>
<p>How will you monitor/report time taken to answer help point calls / proportion not answered?</p>	<p><i>The monitoring of Help Points in respect of speed of answering, or if the call is answered at all, is a key component of our Service Quality Regime (SQR) and this will be managed as part of that process. SQR is the service we provide on board of our trains and at our stations, through a mixture of mystery shopping and auditing, which measures key aspects of facilities and customer service. This helps us to identify areas of opportunities and to improve the overall experience at Southeastern. These results are published every four weeks.</i></p>
<p>Will induction loop facilities be provided elsewhere on the station/concourse?</p>	<p><i>We are constantly exploring what technology is available to ensure customers with additional needs can feel confident travelling by rail and navigate our station and communicate with our colleagues in a way that is best for them.</i></p> <p><i>With our colleagues coming into the station environment and the glass window no longer being a barrier colleagues will have the flexibility to take customers to quieter locations to have conversations.</i></p> <p><i>We are also exploring the option of a WhatsApp service accessible via QR code which can also serve as an additional means to contact our control team.</i></p>
<p>What mechanisms will exist to monitor instances where assistance is not provided and to investigate why it happened?</p>	<p><i>Southeastern already has a robust process in place for reviewing failed assistance which involves investigations and learning reviews between Customer Relations, Station colleagues, including Network Rail and our Accessibility and Inclusion Manager. We also engage regularly with our counterparts in different TOCs to encourage continuous learning.</i></p>
<p>How will other information traditionally displayed in the ticket office be provided e.g. timetable leaflets, local travel information and bus timetables etc?</p>	<p><i>As we are not proposing to reduce the hours of our colleagues within stations and staffing levels being maintained there will be colleagues available to provide leaflets, timetables, etc. The station surveys will identify secure locations where leaflet racks can be installed and/or relocated.</i></p>
<p>How will staff be able to give people journey itineraries and other printed info?</p>	<p><i>As we are not proposing to reduce the hours of our colleagues within stations and staffing levels being maintained there will be colleagues on hand to show customers how to access itineraries on the smart phones. Stations currently have IT equipment, and they will remain should the Ticket Office close. Colleagues will be able to provide a printed itinerary on request.</i></p>
<p>Preventing unfair penalty fares</p>	
<p>What changes to ticketless travel rules will be made/where will these be written down to give people who can't buy a ticket some assurances that they won't be penalised</p>	<p><i>The NRCoT, Railways (Penalty Fares) Regulation, National Byelaws are very clear. Any changes such as this make no difference to how individuals are treated. However, we believe that within the 40 ticket offices under review within our Phase one consultation, that the move to digital for most of our customers is nearly complete. On average 86% of customers in our Metro area already use contactless ways to pay for their journey.</i></p>
<p>What processes will be in place so that passengers do not have to publicly declare/evidence their disability to buy on the train without penalty?</p>	<p><i>There will be more visible colleagues within our station than there is today. We will continue to provide a range of options for customers to buy tickets before they board a train. However, the NRCoT, Railways (Penalty Fares) Regulation, National Byelaws are very clear. Any changes such as this make no difference to how individuals are treated.</i></p>
<p>How will you review signage to avoid sending inconsistent messages about revenue protection?</p>	<p><i>Penalty Fares warning posters are a requirement under Penalty Fares legislation. The notice is called a Standard Notice and is prescribed within the legislation. This will not change.</i></p>
<p>What should passengers do if they cannot find the ticket they need on a TVM and no staff are available to help? How long is a passenger expected to try and find a staff member to help them? What evidence does the passenger then need to ensure any revenue protection action against them can be withdrawn?</p>	<p><i>There will be more visible colleagues within our station than there is today. We will continue to provide a range of options for customers to buy tickets before they board a train. If customers are unable to find a member of our team, they can use one of our help points, which are located at every station. Help point calls go through to our control centre which is staffed 24/7. Control centre staff can contact a member of station team directly. The Penalty Fares legislation itself contains the requirements for appeals. This does not change.</i></p>
<p>Availability of station facilities</p>	
<p>Are there any proposed mitigations designed to keep facilities open even when staff have been withdrawn?</p>	<p><i>As we are not proposing to withdraw or reduce the hours of our colleagues within these Phase one consultation stations and staffing hours are being maintained, station facilities remain available at the current times.</i></p>
<p>And if so when will any proposed mitigations be implemented?</p>	<p><i>We are not proposing to withdraw or reduce the hours of our colleagues within these Phase one consultation, 40 stations.</i></p>
<p>If facilities are to be open when staff have been withdrawn, how will it be ensured that they are not subject to misuse or vandalism and will be maintained in good condition?</p>	<p><i>As we are not proposing to withdraw or reduce the hours of our colleagues within these Phase one consultation stations and staffing levels are being maintained, station facilities remain available at the current times.</i></p>
<p>Safety and security</p>	

<p>Have you liaised with the British Transport Police about the impact on staff and passenger security? Are any mitigations planned?</p>	<p><i>We have spoken to the British Transport Police (BTP) and briefed them on our plans and our approach to the proposed ticket office closures. We discussed the impact on our colleagues and how they would be supported through additional training course and safety related equipment provided, should they require it.</i></p> <p><i>We agreed to work closely on this and gather BTP's views on our proposed training plans for consideration. It was noted that there are Trades Union consultations happening alongside the public consultation.</i></p> <p><i>Passenger safety was also discussed however as Southeastern is not proposing to reduce station staffing hours, but in some cases extend them. BTP advised that there is less concern where there is satisfactory cover, especially with the appropriate risk assessments in place. The current use of security staff on our stations was raised as a good measure which the BTP would encourage remains.</i></p> <p><i>BTP expressed interest in any potential future uses of the space if a ticket office closes and requested that if Southeastern look to re-use it all opportunities are taken to design out crime and discuss with them on any proposals. They also raised the benefits of including security requirements within contractual arrangements</i></p> <p><i>We will continue to work closely with the BTP and both keep them updated as this project progresses and allow them opportunities to feed into decision making around safety and security. The BTP expressed that our proposals around the use of estate are community focused in design.</i></p>
<p>Is CCTV coverage adequate, is it accessible 'live' from control and is there resource to monitor it remotely when required?</p>	<p><i>As we are not proposing to withdraw or reduce the hours of our colleagues within these Phase one consultation stations and staffing levels are being maintained, station facilities remain available at the current times. CCTV capability is not effected by these changes.</i></p>
<p>Other issues</p>	
<p>Future changes</p>	
<p>What assurances can be provided that the level of station staffing outlined in the proposal is delivered and maintained in the future?</p>	<p><i>Our ticket office colleagues are fantastic and receive regular positive feedback, we are not proposing to withdraw or reduce hours of our colleagues within Phase one consultation. The proposed hours will be maintained unless there was a significant change to customer levels.</i></p>
<p>Can commitments be made that a fixed, advertised staff presence will not subsequently be removed without further passenger consultation?</p>	<p><i>There are no plans or commitments to reduce advertised colleagues presence hours. If there were a requirement to reduce the proposed levels all relevant organisations, authorities and customer representative groups would be consulted.</i></p>
<p>How would any new staffing arrangements be advertised to passengers (in a similar manner to the way ticket office opening times are advertised)?</p>	<p><i>Southeastern will advertise the staff hours by established means so customers will be aware when staff will be present. To ensure we communicate to all our customers, we will ensure hours are advertised via a poster at station entrances and online, both on Southeastern and National Rail portals.</i></p>
<p>How will compliance with any agreed new hours be monitored and reported?</p>	<p><i>Southeastern have internal arrangements to monitor under Schedule 17, Ticketing and Settlement Agreement (TSA) compliance. All colleagues are required to remotely sign on and off duty. We can use the same process to monitor staff presence compliance.</i></p>
<p>What arrangements have been made to provide staff cover for things like sickness and holiday?</p>	<p><i>Southeastern will maintain its "General Purpose Relief" team as we do now to cover staff sickness, training and annual leave.</i></p>
<p>Timing of mitigations</p>	
<p>What guarantees can you offer that any mitigations proposed will be implemented before the implementation of a ticket office change?</p>	<p><i>Our primary mitigation is that there will be a Southeastern colleague available during set hours to assist customers. This will be in place for day one.</i></p> <p><i>Only 4% of journeys, as these 40 stations, are from tickets bought in a ticket office because the digital channel shift has already occurred. Therefore our people will be able to support the remaining passengers with their purchases either via a Ticket Vending Machine (TVM) or with a handheld device.</i></p>
<p>Is there any reason that London TravelWatch should not object to the change until the mitigations have implemented and can be demonstrated to be adequate?</p>	<p><i>The 40 ticket offices under review in our Phase one consultation, the move to digital for most of our customers is almost complete. Only 4% of journeys, at these 40 stations were made following a visit to the ticket office, meaning most stations are issuing, on average, fewer than 50 tickets per day at the ticket office window.</i></p> <p><i>We will, however, continue to have colleagues on hand, during hours that we will communicate, to help more customers, in more ways, every day.</i></p> <p><i>We want our customers to have a great experience when they travel with us, and we know that our colleagues are central in enabling us to deliver exceptional customer satisfaction.</i></p> <p><i>We know we have the best people in the industry and to help keep them, we need to continue to develop our colleagues, giving them the range of skills, they need so that they can have fulfilling, varied and rewarding careers.</i></p> <p><i>We are not reducing station staffing hours so our colleagues can still support passengers with continue exceptional customer service.</i></p>
<p>Has any necessary funding / agreement been secured to implement any mitigations?</p>	<p><i>Southeastern has been in regular dialogue with the Department for Transport (DfT) through the consultation and the DfT is aware of the plans that Southeastern has and the information the company has laid out in its public consultation. Southeastern do not believe any significant mitigations are required for these 40 ticket offices due to their low usage.</i></p> <p><i>Additional equipment such as mobile ticketing issuing devices will be provided if the ticket office is approved for closure.</i></p>
<p>Liaison with other operators</p>	
<p>What assessment has been made of the impact on services operated by other train companies? Have those operators agreed to the changes?</p>	<p><i>As we are a subsidiary of the Government's operator, DOHL, Southeastern has been in regular conversation with other train operating companies, especially Govia Thameslink Railwa (GTR) with whom we share track access. GTR have not objected to anything Southeastern has proposed and have had the opportunity to do so through the TSA process. Southeastern and GTR will continue to work closely together on the proposals as they develop.</i></p>
<p>Cost benefits</p>	

Do you have any forecast of the impact on revenue – i.e. on how many people will no longer travel or will travel without paying as a result?

We have not conducted this analysis; however, it is evident that the 40 ticket offices under review in our Phase one consultation, the move to digital for most of our customers is almost complete. Including, high existing usage of Transport for London (TfL) contactless and Oyster, and the fact that colleagues will be on hand during advertised hours to help other customers buy tickets, means we are unlikely to observe any substantial drop in ridership or revenue as a result of the changes being consulted on.

Evaluation

What, if any, plans do you have to monitor and evaluate these changes should the proposals go ahead? What KPIs would you be using as part of this?

The 40 ticket offices under review in our Phase one consultation, the move to digital for most of our customers is almost complete.

Our EqIA identified 15 stations issued, on average, fewer than 10 tickets a day at the window, and a further 15 issued, on average, between 11 and 25 tickets per day at the window. The remaining 10 ticket offices issue, on average, between 26 and 50 tickets a day at the window.

Southeastern however strongly recognise that our people provide key customer service information and are valued by our passengers. With a dedicated member of staff, trained, to provide the best customer service our passengers value. For our 40 stations our staffing hours are not reducing bar minor changes. Some stations such as Brixton and Deptford are seeing an increase in staffing hours to be staffed 24 hours a day.