

LONDON TRAVELWATCH

What we think about plans to close tickets offices at train stations in London



Train Ticket



**Easy read booklet
2023**

Who we are and what we do

LONDON
TRAVELWATCH

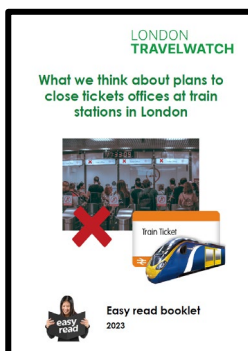
We are **London TravelWatch**.
We work with travel companies
and people who travel, to make
travel around London better.



Earlier this year train companies
said they want to close ticket
offices at train stations, including
train stations in London.



We **objected** to this. **Objected**
means we said we do not think it's
a good idea.



This booklet tells you more about
why we objected and the
information we used to decide this.

About the consultation



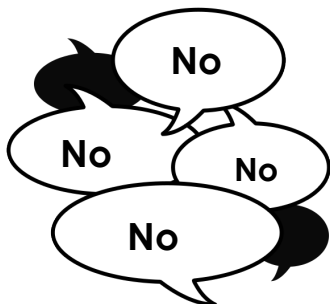
Because train companies want to make big changes to ticket office opening hours they had to do a **public consultation**.



A **public consultation** means a company puts information about their plans in lots of places so as many people as possible can see it. Then everyone can say what you think.



Lots of people answered the public consultation. Everyone's answers were sent to us.



Nearly everyone objected to the plans to close ticket offices at train stations.

What people were worried about



The consultation showed people have **3** main worries. These worries are part of why we objected.



1. Buying tickets will be difficult.

Ticket machines can be difficult to use and people want ticket office **staff** to help them buy the cheapest tickets.

Staff are people who work for the train companies.



2. There will not be enough information.

People want ticket office staff to help plan journeys, including when there are problems with the trains.



3. There will not be enough help and support.

People want ticket office staff to help and support people who need extra help, for example older and disabled people.

Other things we thought about



Other things we thought about include

- rules that say ticket office opening hours can change if it makes services or costs better and if people can still buy tickets easily.



- why train companies want to change ticket office opening hours. More people buy tickets online now, so train companies want staff to help in other ways to give a better service and to save money.

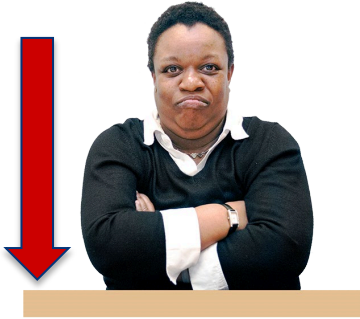


- the effects the changes would have on the whole train service and at each train station.



We looked at the information from train companies and from the public consultation. There are **6** things we are worried about.

1. Service



We are worried there will be less staff in some stations and staff will work less hours in other stations.



We do not think this will make services better for people who need help, information or advice.



We are worried people will not get to say what they think if there are new plans to change the number of staff at train stations.



Rules say train companies have to do consultations for train stations with a ticket office. If there are less stations with a ticket office there will be less consultations.

2. Buying different ticket types



We are worried people will not be able to buy the cheapest tickets. Tickets choices are confusing and there are lots of different types. Ticket office staff help people with this.



Staff who work in other areas of a train station will not know as much about the different types of ticket as staff that work in ticket offices.



We are worried people will not be able to buy some services at ticket machines. For example, Railcards.



People might not know they can buy these services on the train. They might think they will get in trouble if they do not have a Railcard before their journey.



We are worried people will not be able to use cash to buy tickets at ticket machines. Some people only use cash.



We are worried people will have to wait a long time to use a ticket machine because there are not enough of them.



We think there should be aims for the amount of time people have to wait at ticket machines, like the aims for queues at ticket offices now.



We are worried that train companies want to get more people to buy tickets online. This will mean some people pay more for their tickets.



Sometimes train ticket websites say a ticket is the cheapest when you can buy a cheaper ticket in another way.

3. Accessibility



We are worried train stations and train travel will be less **accessible**. **Accessible** means something can be used and understood by everyone.



Staff give information and advice to help accessibility. Staff are also important for people who need extra help who do not plan their journey before they travel.



We are worried people will not be able to find staff at train stations.



Train companies say they will have Welcome Points so people can find staff easily. We want them to think more about this and to talk to disabled people to check these will be OK.

4. Feeling safe



We are worried that people will feel less safe in train stations. Lots of people who answered the public consultation are worried about this too.



Train companies say they will do a **risk assessment** about their plans.



A **risk assessment** looks at

- what bad things could happen.
- what you can do to stop them.
- what you do if they happen.



We think the risk assessment should be done before plans to close ticket offices are made.

5. Checks



We are worried there will be no checks to see if the plans work well for people who use train stations.



We want a list of checks that everyone knows about before ticket office opening hours change.

6. Results and costs

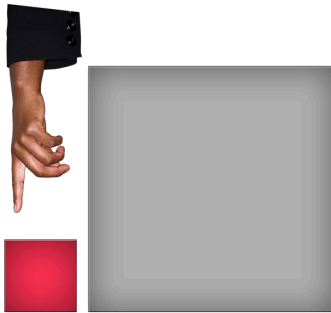


We need more information to know if the plans will be worth how much money they would cost. This is important for us to know.

What we said to the train companies



We looked at all the information and objected to the train companies' plans.



This booklet is a **summary** of what we said to the train companies. A **summary** means a shorter version.



The full version tells you what some people said in the public consultation and what we said to each train company.



Tell us if you want the full version of what we said. Our contact details are on the next page.

How to contact us



Send an email to this address
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Call this telephone number
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information in a different format, for
example Easy Read, Braille or Audio.

Thank you to A2i for the words
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The full version of this document is called
**“Ticket office consultation – summary of the process and
London TravelWatch’s assessment”**