



Our ref: LUL/LTW/RSLU1

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**Customer Strategy and
Sponsorship**

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Dear Tim,

TICKETING & SETTLEMENT AGREEMENT: Proposed closure of Regulated Stations ticket offices

Further to our meeting of 11 December, London Underground Limited (LUL) hereby gives notice of a proposal to close the following Ticket Offices:

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

This proposal seeks to change the opening hours from those published in Schedule 17 of the Ticketing and Settlement Agreement dated 23 July 1995 (version 9.9 published on 24 July 2015) (TSA).

The closure of the Ticket Office at these regulated stations will ensure that they can adopt the Fit for the Future – Stations (FtfS) operating model due to be introduced in April 2016. This would be facilitated by the creation of new roles, staff training and the replacement of the existing Scheidt & Bachmann (S&B) ticket machines new Ticket Vending Machines (TVM), capable of both LUL and Network Rail (NR) functionality once these new machines are available in December 2015.

LUL believes that this proposal represents a Major Change, as it fulfils the criteria outlined in Chapter 6 clause 6-18 (1) (a) of the TSA. It is LUL's view that the change would represent an overall improvement in both customer service and cost effectiveness.

Summary of change

In summary, LUL proposes to close the ticket office at the 11 Regulated Stations, (RSLU) in April 2016. A new TfL TVM will then be introduced in December 2016. These stations will continue to be staffed throughout traffic hours.

Background to Proposal

Fit for the Future – Stations (FtfS) is modernising LUL's station environment. This involves closing ticket offices, repositioning staff in front of ticket machines, up-skilling staff through a five-day customer service training course and providing staff with new technology to deliver great customer service. As of 17 December, FtfS has successfully transformed 283 stations, with 244 ticket offices closing across the network. With the exception of other Regulated Stations (RSLU), all ticket offices will be closed on 18 December 2015.

This application proposes to modernise these RSLU stations and align their customer service offering with other stations on the LU network. As with other LU stations, staff at these RSLU stations will be provided with iPads and receive five days of customer service training. However, in addition, these stations will receive new TfL TVMs, once available in December 2016. The TfL TVM will ensure that over 99.9% of transactions, which were previously available at the Ticket Office, will still be available at the stations, with only transactions which are being discontinued by LU unavailable to customers. The TfL TVM will provide a level of service and a variety of Rail Products which exceeds both the existing NR TVM (S&B) ("NR TVM") and the Ticket Office. Following the installation of the TfL TVM, customers at the RSLU stations will be able to get Oyster refunds, check journey histories, process failed cards and resolve incomplete journeys.

Following the Ticket Office closure, these stations will remain 'regulated' under the Ticketing and Settlement Agreement (TSA) and will have ongoing National Rail (NR) ticketing obligations, such as providing 'Ticket on Departure' and 'Point to Point' ticketing.

Station Staffing & Accessibility

The stations in question station will continue to remain staffed at all times, so the proposed Ticket Office closure will not impact on the ability of customers to access any of the facilities at the station. Following the closure of the Ticket Office, these stations will remain safe, fully accessible, and a secure and clean environment for customers. LUL has invested in all of its stations to achieve:

- Secure Station Accreditation at all stations;
- CCTV upgrades, to provide comprehensive coverage at all stations;
- Passenger help points on all platforms; and
- Continuous cleaning throughout the day

Procedure and Timescales

In accordance with Chapter 6-18 (2) (a) of the TSA this proposal will today be shared (by copy of this letter) with the following organisations:

- Association of Train Operating Companies (ATOC)
- All other Operators who are bound by the TSA; and
- The Department for Transport.

Additionally, and in accordance with Chapter 6-18 (2) (b) of the TSA, information regarding the proposed change to Ticket Office opening hours will be advertised at each station, commencing on 6 January 2016 and to continue until 27 January 2016. Customers will also be informed by email and invited to make representations directly to London TravelWatch.

A copy of this advertisement is enclosed herewith, as Appendix 1.

Regarding timescales, LUL invites London TravelWatch to serve notice in writing regarding this proposal upon completion of the consultation period.

LUL has consulted locally with its affected staff over the proposed changes, and has received a positive reaction. No compulsory redundancies will ensue from the changes; LUL simply intends to deploy a revised staff roster. Trade Unions have been informed of this approach on Wednesday 16 December.

Thank you for your time and attention regarding this matter. Should you require any clarification regarding this proposal, or further information on the rationale and analysis that lies behind it, please do not hesitate to contact me.

Yours faithfully,

Mark Evers

Director of Customer Strategy

London Underground

Email: Markevers@tfl.gov.uk

Direct line: (020) 3054 3840

APPENDIX 1 – Poster Displayed at each station

Station Name

Consultation on proposed closure of this ticket office

TfL is working in partnership with London TravelWatch, which would like your views on a proposal to change the ticketing arrangements at this station.

These modernisation works will transform customer service at this station and install new, improved ticket machines.

For full details, and to share your view, please:

- Visit www.londontravelwatch.org.uk
- Email at enquiries@londontravelwatch.org.uk stating the station name in the subject line
- Post to London TravelWatch, 169 Union Street, London SE1 0LL

This consultation will close on Wednesday 27 January

TfL is proposing to close the ticket offices at this station, which is regulated under schedule 17 of the Ticketing and Settlement Agreement governing National Rail stations. London TravelWatch is consulting on the effect of this on passengers. If this change is agreed by the Department for Transport, it is proposed that the changes would be implemented from April 2016 onwards.