

14 April 2021

Jackie Robb  
Station Change Co-ordinator  
Network Rail  
(sent via e-mail)

Dear Jackie

### **Notifiable Change Proposal – London Euston – Removal of TVMs – EUS0321**

Thank you for providing London TravelWatch with Avanti West Coast's (AWC) proposal to replace their TVMs at Euston station and to reduce their number from 31 to eight.

This response is further to the initial comments submitted by Tim Bellenger.

Passengers expect TVMs to be up to date so we are pleased that AWC are planning to upgrade their TVMs.

However, we have significant concerns about other aspects of the proposal:

#### **Scale of proposed reduction of TVMs**

The proposed 74% reduction of TVMs at Euston is very considerable. We note that AWC have emphasised transaction decreases in recent years and a forecast future decrease as justification for the proposed reduction.

However, although the detailed data provided has calculated that the number of TVMs required for zero queue is 9.8, it proposes that only eight TVMs be retained. It is unclear why there is this discrepancy.

#### **Reduced opportunity to pay by cash**

Of the eight TVMs that AWC propose to retain, only one TVM will be capable of handling cash. This compares to four currently. We believe this is unsatisfactory. In practical terms, should this TVM stop working, it removes the scope to purchase a ticket by cash at an AWC TVM.

This is important because we know that around 260,000 people living in the Greater London area do not have access to a bank account or other means of paying for travel by some form of card or mobile phone payment. This affects people on low incomes, children, those for whom access to banking is restricted such as those declared bankrupt or with a poor credit history, or those whose vulnerable circumstances may prevent them from having access to a bank account, card or mobile phone.

We would want more TVMs capable of handling cash to be retained than is currently proposed. We note that one of the four current cash and card TVMs is being converted to card only. We would ask, as a minimum, that the ability to pay by cash be retained on this TVM.

If this is not possible, we would want there to be a fast track to a ticket office counter which would accept cash at times when the only TVM handling cash is out of order.

### **Closure of alternative ticket buying facilities**

As you will be aware, the London North Western Railway ticket office at Euston has recently closed. We are concerned that the effects of this closure have not been taken account of when proposing to remove so many AWC TVMs.

London TravelWatch therefore believes that the current proposals should be reconsidered as there are significant concerns that need to be addressed before change on this scale is introduced.

Please let me know if you require any clarification or wish to discuss this further.

Yours sincerely

*T. Rosenberg*

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Policy Officer

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