

**From:** Joanne Oywer  
**Sent:** 15 March 2016 14:49  
**To:** enquiries  
**Subject:** Proposed booking office closures

Dear Sir/Madam

Steve O'Connell would like to register his concern at the proposal to close 7 booking offices in Croydon and 4 in Sutton, to include Sutton itself.

Steve would be grateful if more consideration could be given before a final decision is made regarding closures, based on data relating to the individual stations involved. It is agreed that many rail passengers do now purchase rail tickets online, via Oyster, contactless cards and smart 'phones; however a large number of passengers still use a booking office in order to obtain other types of tickets i.e. advance, boundary, rover & privilege tickets, CIV Eurostar tickets, SCC student season tickets, Gatwick Airport staff carnets etc.

Thank you

Best regards

Joanne Oywer  
Researcher & Support Officer to Steve O'Connell  
Assembly Member for Croydon & Sutton  
Conservatives, London Assembly

**From:** Clark, Malcolm Cllr  
**Sent:** 15 March 2016 10:32  
**To:** enquiries; stationchanges@gtrailway.com  
**Cc:** Treppass, Amelie Cllr; Seedat, Mohammed Cllr  
**Subject:** GTR ticket office changes

A few hours after the deadline, but I hope you accept this short submission. As a Streatham Wells councillor, residents in my ward are directly affected by the plans to close the ticket office at Streatham Hill and also at other nearby stations, like Tulse Hill and Streatham Common.

I am concerned that this move will mean fewer staff available - the proposals don't say whether the ticket office staff will be directly allocated to be station hosts in addition to the staff who currently perform a similar role (minus the ticket-selling), or the two roles will be combined and thus there will be a net staff loss. At peak hours I am concerned the station would not be adequately staffed and long and dangerous queues could quickly build up either side of the barriers. In addition, the lack of adequate platform or concourse announcements about delays means the station and ticket staff are often kept busy having to deal with these enquiries without all their extra new responsibilities.

I asked local residents to comment about the proposals via twitter, and here were some of the key responses I received back [twitter handles can be supplied if requested]:

@MalcolmClark77 this is purely about cost saving, not service improvement.

@MalcolmClark77 streatham hill station is getting busier and now with three huge blocks of flats due to open. Needs adequate staffing.

@MalcolmClark77 One person to help at busy times is a ridiculous idea. And out of hours host maybe, but I would worry for their safety.

@MalcolmClark77 I get point tickets (require a photocard) at ticket office... Not sure how this would work with a roaming ticket seller...

These points are all well made and there is not the detail in the measures announced to address these concerns yet.

Based on recent experience at Streatham Hill with the prioritising of placement of a digital ad board over getting functioning and properly placed monitors for the train times, I am also concerned that commercial interests may trump passenger interests in any reorganisation of the station forecourts and use of the ticket hall ... and again would want to see more detail of what may be proposed.

In the end though it comes down to residents wanting the train company to focus on providing a much more reliable train service, with more carriages and more frequent services through Streatham Hill, and fully accessible train stations (needed at Tulse Hill and Streatham), than any of the proposed cosmetic changes at the 'front of house'.

yours,

Malcolm

Cllr Malcolm Clark  
Labour Councillor for Streatham Wells

part of the Streatham Wells Labour Councillor Team  
with Cllr Mohammed Seedat and Cllr Amelie Treppass

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From: Wilcox,Clair Cllr  
Sent: 15 March 2016 11:08  
To: enquiries  
Cc: stationchanges@gtrailway.com  
Subject: GTR Ticket office changes

I am writing in response to the proposed changes to station office management which relate to Streatham and Streatham Common stations, used by many residents in my ward of Streatham South. I note that it is suggested that these stations would lose their ticket offices from June 2016. Whilst I can understand the need to create efficiency savings given the current economic circumstances, I feel that this is not a helpful move.

First of all, unlike tube stations, often over ground train travel involves more complex arrangements and visitors and elderly people often find it helpful to talk to someone who can check all the onward travel options behind a desk. If the staffing arrangements are to be based on amalgamating the role of overseeing the ticket barrier and the station office then there simply will not be time for the 'Host' to carry out this more time-consuming role.

In addition, feeling safe and secure whilst in the station is a major concern to commuters and other users of the station. With the recent removal of the paper-seller who had a stall on the footbridge between the platforms, it was felt that this negatively impacted on the feeling of safety of station users. Were the station office to be closed as well then it is very easy to see how someone who needed help might not immediately know where to go to get it.

I am also concerned about how the closed station office will signal a real downturn in the smartness, oversight and impression of a well-used public space. There is a cash point outside the station nearest to the ticket office and I believe that some people will not feel as safe using this as they are now, knowing that there is a member of staff nearby to call on if they feel unsafe.

Ultimately I think that seeking to replicate the removal of ticket offices that has been carried out on the tube network will prove to be a backwards and ill-judged step. We need our stations to be safe, secure and well-functioning and the human element of this cannot be underestimated. What works for tube travel does not necessarily work for train travel and I would urge you to reconsider these proposals.

Kind regards

Councillor Clair Wilcox  
Streatham South Councillor  
Chair, Planning Applications Committee

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**From:** GYIMAH, Sam  
**Sent:** 11 March 2016 16:36  
**To:** enquiries  
**Subject:** GTR ticket office changes

Sam Gyimah MP: response to consultation on GTR Ticket Office Changes

As the MP for East Surrey, I am extremely concerned about proposals to shut or reduce ticket office hours at stations serving commuters in my constituency, including at Caterham, Oxted, Horley and East Grinstead stations. My concerns are as follows:

- I receive complaints daily from constituents about cancellations, delayed trains, driver shortages and generally appalling service. Customers should be hearing about the urgent action being taken to address these issues, not proposals to reduce station services. It is very difficult to take seriously assurances that this change will benefit passengers when they are already being let down in almost every other area.
- Buying the correct ticket at the best price is already difficult enough. Certain tickets cannot be bought at ticket machines; more complex purchases can often be quickly dealt with by a ticket office, but may require multiple transactions at a ticket machine. The result will be longer queues and more confusion.
- For some elderly customers, and those with disabilities, ticket machines may not be an option at all. They are much better served by a ticket office they can find in a fixed place than a roaming host.
- Whilst I note that station hosts will operate extended hours, I am concerned that there is no guarantee that these extended hours will remain in place once ticket offices are closed. I am further concerned that it will be harder for the public to hold to account a station host than a ticket office set in a fixed location.
- I understand that ticket machines do not take delay repay vouchers. Closing ticket offices will put yet another barrier in the way of passengers claiming the compensation they are entitled to.
- There is already a real inconsistency around ticketing at stations – for instance, I am aware of customers who have regularly been sold tickets on the train by the conductor, only to find that on another occasion they are fined by an inspector. I am concerned that these changes will further reduce clarity.

I would urge GTR to listen to the strong representations that have been made against these changes, and to retain its ticket offices that provide such a valuable service for its customers, including my constituents.

**Sam Gyimah MP**