

Question for GTR meeting on Booking Office Closures 11th July 23

1. Government consultations are usually 3 months, so why 3 weeks and a third party? Is this to circumvent agreed processes ?
2. Why have you not published the % of tickets sold at the Booking Office station by station. Other TOCs have ?
3. The press release states 12% of tickets are sold at booking offices. What is the full range across the network ?
4. Will each station have the same number of staff ?
5. What is the benefit? If we have the same person from the ticket office outside the ticket office - no cost saving and probably reduced customer service.
6. Why are large stations included in this where use of booking Office use is well in excess of 12% such as London Bridge, St Pancras, Victoria, East Croydon and Brighton ? *Even TfL in its closed system has a number of travel centres.*
7. The ticket office machines can sell a wider range of tickets than the public machines. Will the ticketing assistant/seller have access to the same equipment as the booking office ?
8. Will ticketing assistant/seller be able to sell the full range of tickets ? This includes : Advance, Boundary Zone. CIV (Eurostar tickets) Plus Bus, tickets from other stations?
9. Will the ticketing assistant/seller be able to print tickets that have been sold on line ?
10. Will the ticketing assistant/seller be able to print tickets or sell only e-tickets so you need a smart phone to travel ?
11. Will the ticketing assistant/seller be able to sell Oyster and Keycards ?
12. Will the ticketing assistant/seller be able to top up Oyster and Keycards ?
13. Will the ticketing assistant/seller be dependent direct fixed electrical connections or on wifi? This is just not reliable enough for critical systems.
14. If the ticketing assistant/seller is unable to issue a ticket will they be able to issue a permit to travel so passengers do not receive a penalty fare ?
15. Where will the ticketing assistant/seller be positioned ? Many stations have very little room such as Caterham and South Croydon. They should not be in a location that blocks the barrier ?
16. How will the ticketing assistant/seller deal with cash transactions and how will they keep cash secure ?
17. Will the ticketing assistant/seller also assist passengers with reduced mobility on and off trains ?
18. Existing TVM don't sell all tickets, will they sell Advance, Boundary Zone. CIV (Eurostar tickets) Plus Bus as separate transaction ?
19. Will the number of TVMs be increased ?
20. Who will be responsible for maintaining and replenishing TVMS ?
21. Some existing TVMs fail to work in bright sunlight or extreme cold and wet.
22. It says the transition will be phased how ?
23. If timetables change in future, will station hours be changed to suit?
24. Does this really save any money ?