Streatham Action Transport group meeting

Tuesday 22nd August 2023, 19.00 – 20.45 hrs

**Meeting via Zoom (log-in details accessible by emailing** [**vicechair@streathamaction.org.uk**](mailto:vicechair@streathamaction.org.uk)**)**

**AGENDA**

1. Welcome from Chair, apologies, introductions and declarations of interest. (2 mins)
2. Streatham Action’s Code of Conduct for meetings (2 mins)
3. Introduction to GTR representatives, Paul Codd, Senior Stakeholder Manager and Martin Darby, Stakeholder Manager and to Baroness Grey-Thompson, a House of Lords cross-bencher and leading accessibility advocate. (3 mins)
4. Brief presentation from GTR about the proposed closure of the three Streatham station ticket offices and redeployment of staff to concourse working. (10 mins)
5. Brief presentation from Baroness Grey-Thompson on accessibility issues. (5 mins)
6. Q&A with GTR representatives and with questioning focussed in particular, but not exclusively, on the following aspects:

* How to overcome the issue relating to ticket office transactions that can’t be undertaken via either ticket office machines or online, with a key focus on Accessibility Tickets and Senior Railcards?
* Will GTR commit to upgrade Streatham’s ticket machines prior to any ticket office closures?
* How do our three Streatham stations rank in the context of monthly footfall, in comparison with all London stations across the GTR network, and particularly vis a vis East Croydon and Sutton stations, both of which are set to receive “additional retailing assistance”?
* How do GTR’s proposed changes to ticket purchasing facilities at each of the 3 Streatham stations compare with proposals for similarly busy stations on other rail operator networks across the UK?
* Would any of the options that may be considered for the repurposing of vacated ticket offices at the 3 Streatham station sites include proposals for benefitting the local community?
* What assurances are GTR able to provide as to the number of additional redeployed staff available on the concourses throughout the opening times of the three stations?
* What technology will roving concourse staff have available to them to answer questions about timetables and connections, which questions are currently addressed by ticket office staff?
* Will these new roving concourse staff positions constitute an upgrading or downgrading of existing ticket office staff roles?
* What lessons have GTR learnt from London Underground some years ago when it chose to close ticket offices at tube stations?
* Will the regulation of station staffing under Schedule 17 arrangements be maintained after the closure of ticket offices? (50 mins)

1. Approval of draft minutes from our meeting held on Tuesday 6th June, a copy of which are attached for those who were present at the meeting. (3 mins)
2. Update on Streatham Wells LTN, following on from the recent announcement of the LTN being implemented under an Experimental Traffic Order in the early autumn. (20 mins)
3. AOB
4. Date and time of next meeting