**FINAL UPDATE on further information received from GTR/Southern Rail in relation to its consultation on closing the 3 Streatham station ticket offices**

Emma Elliott and I, in our capacities as secretary and chair of Streatham Action’s Transport group, attended an online meeting with representatives from GTR’s stakeholder engagement team on Friday 14th July.  We were promised during that call that we would be provided with a breakdown of the methods used for paying for tickets at each of our 3 stations.

We were originally provided just with figures drawn from the period between January and March last year.  This period was chosen by GTR “*as it was not affected by major engineering work or industrial action, so would give a clear picture of the composition of the type of tickets being used.  We would expect it to be indicative of the type of tickets being used today*.” This analysis is shown below in table format.

**Breakdown of source of tickets used for travel, Jan - Mar 2022**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of ticket** | **Streatham station** | **Streatham Common station** | **Streatham Hill station** |
| TfL contactless bank card | 48.1% | 50.9% | 46.4% |
| TfL Oyster card | 28.4% | 29.7% | 25.2% |
| Ticket machine purchase | 19.0% | 15.5% | 22.3% |
| Online eg Trainline | 1.9% | 2.1% | 3.0% |
| Ticket office purchase | 1.7% | 1.1% | 2.4% |
| Other | 0.8% | 0.7% | 0.6% |

On the back, however, of having requested specific detail as to the numbers of tickets/products sold at each of the 3 stations’ ticket offices, and over a period more recent than the first quarter of last year, the following is the data that we received earlier today, Tuesday 25th July, from GTR for the latest period available:

**Numbers of tickets/products sold from Streatham’s ticket offices, 29.04.23 - 26.05.23**

|  |  |  |  |
| --- | --- | --- | --- |
| **Itemised details** | **Streatham** | **Streatham Common** | **Streatham Hill** |
| Tickets/Products sold | 859 | 692 | 884 |
| Entries and Exits | 92,693 | 170,433 | 107,301 |
| Ticket office sales as a rough proportion of entries and exits\* | 1.85% | 0.81% | 1.65% |

\**These percentage figures are worked out on the basis of halving the “Entries and Exits” figures, given the need to reference only, in the context of these percentage figures, the number of passenger journeys departing from each of the stations during that month.*

We have also today been provided with some further detail relating to the tickets/products sold during this most recent 1-month period:

* 68% represent tickets/products sold as regular train tickets bought by passengers turning up on the day;
* 17% represent tickets purchased online but collected at the ticket office;
* 15% is a combination of tickets bought in advance, staff discounted tickets and refunds.

Please note that a number of those who have made purchases from the 3 ticket offices have been those who have wanted to obtain discounts for their travel, eg Freedom pass or disability discounts, which cannot be secured by using the ticket machines as they are currently set up.

In that regard, it is our understanding that the ticket machines at each of our 3 Streatham stations are fairly advanced in the type of ticket purchases available from them.  Emma and I made clear in our call with GTR, however, that we would expect that, if GTR were to proceed with closing all 3 ticket offices, they should update **all** of the ticket machines at our 3 stations to machines able to provide maximum ticket availability **before**any ticket office closures.

In those instances where some ticket purchases are still unavailable from the enhanced machines we would expect each station to be provided instead with a kiosk - accessible to concourse staff members - for dealing with those more complicated ticket requirements.

GTR’s current recommendations would require passengers who are unable to purchase the discounted type of ticket they want at any one of our 3 Streatham stations to buy it at a station with greater retailing provision - as the proposals currently stand, this would only include East Croydon, Sutton, Wimbledon or Clapham Junction, and with that retailing provision falling short of being a fully-fledged ticket office.  The main terminus stations at each of Victoria, London Bridge and Blackfriars will also provide those additional retailing facilities.

You may wish to refer to ensuring such adequate provision of ticketing availability in any response that you make to GTR prior to the consultation closing at midnight tomorrow, **Wednesday 26th July**.

Please also find below, in table format, both the current ticket office opening hours for each of our 3 stations and GTR’s “proposed ticket assistance hours”, ie the hours during which at least one member of GTR’s staff will be on hand on each of the station concourses.

**Current ticket office hours for the 3 Streatham stations:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of station** | **Weekdays** | **Saturdays** | **Sundays** |
| Streatham | 06.20 – 19.45 | 06.45 - 20.10 | 07.45 - 16.20 |
| Streatham Common | 06.15 - 20.00 | 06.40 - 21.00 | 08.15 - 17.45 |
| Streatham Hill | 06.10 - 20.00 | 06.40 - 20.00 | 08.10 - 16.45 |

**Proposed ticket assistance hours for the 3 Streatham stations:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of station** | **Weekdays** | **Saturdays** | **Sundays** |
| Streatham | 05.30 - 00.30 | 05.35 - 01.00 | 06.30 - 00.00 |
| Streatham Common | 05.30 - 00.35 | 05.35 - 01.00 | 05.15 - 00.41 |
| Streatham Hill | 05.30 - 00.45 | 05.30 - 01.10 | 06.45 - 00.30 |

Neil Salt

Chair, Streatham Action Transport group                              25th July 2023