

Tim Bellenger
Director, Policy and Investigation
London TravelWatch
Europoint 5-11 Lavington Street
London SE1 0NZ

Keith Jipps
Infrastructure Director
Govia Thameslink Railway Ltd
Monument Place
24 Monument Street
London EC3R 8AJ

Email : Keith.jipps@trrailway.com

6th July 2020

Dear Tim,

Proposed Major change to Harringay Ticket Office Schedule 17 Hours

1. Introduction

Govia Thameslink Railway (GTR) hereby gives notice of its proposal to alter schedule 17 ticket office opening hours at Harringay station through the major change process in accordance with the Ticketing and Settlement Agreement, chapter 6-18 clause 1.a (i).

The ticket office at Harringay station is located on a railway bridge and Network Rail have identified some significant repairs are needed and the work is required to take place this summer and Autumn. The existing ticket office will be demolished, and it is not possible to replace it in its current position on the bridge after the works is complete.

GTR and Network Rail will be undertaking enhancements at the station. The bridge area will be left open with improved access to the platform staircases and quicker exit from the station. On the London bound platform, a new customer information and assistance office will be built improving staff visibility and opportunities to assist passengers and improve safety and security on the station.

At this station we will staff the station from the first train of the day to the last each day of the week. As part of the works a customer assistance and information point will be installed on the London bound station.

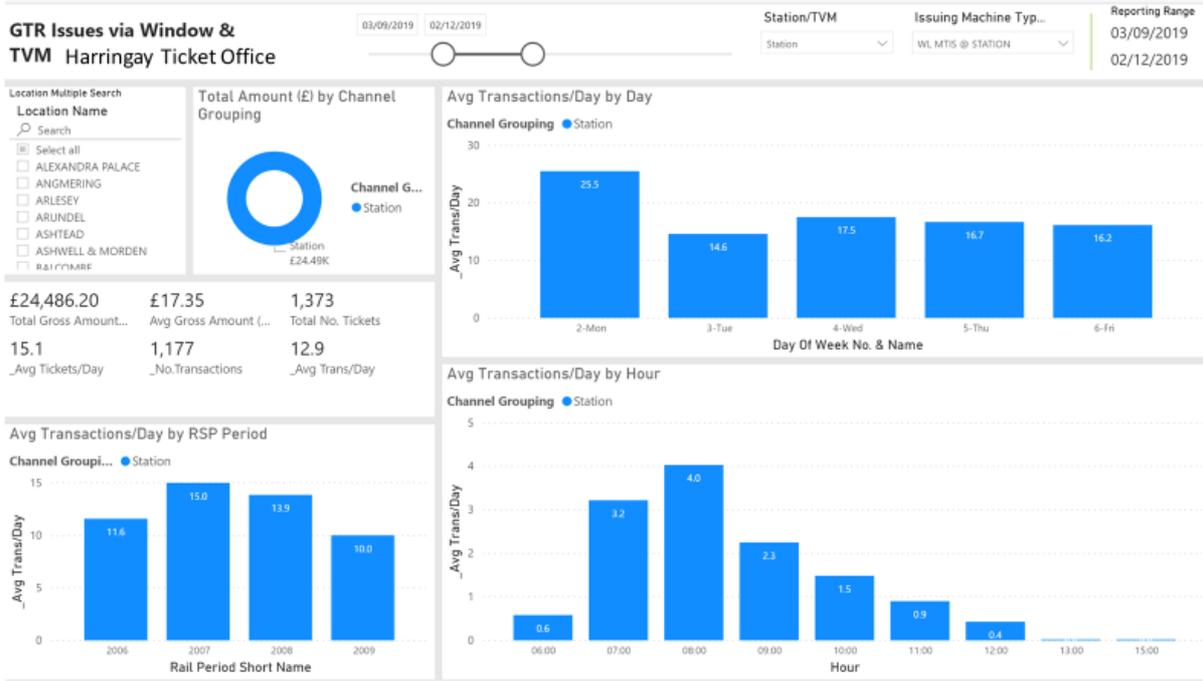
2. Sales Review

Since TVMs were introduced at this station, and then Oyster and contactless, the station ticket office sales have diminished significantly over recent years. In 2009 the ticket office opening hours were changed through the Schedule 17 process with a reduction of approx. 2 hours each weekday and full closure on a Saturday. There was very limited feedback raised at this station during the consultation period or after implementation.

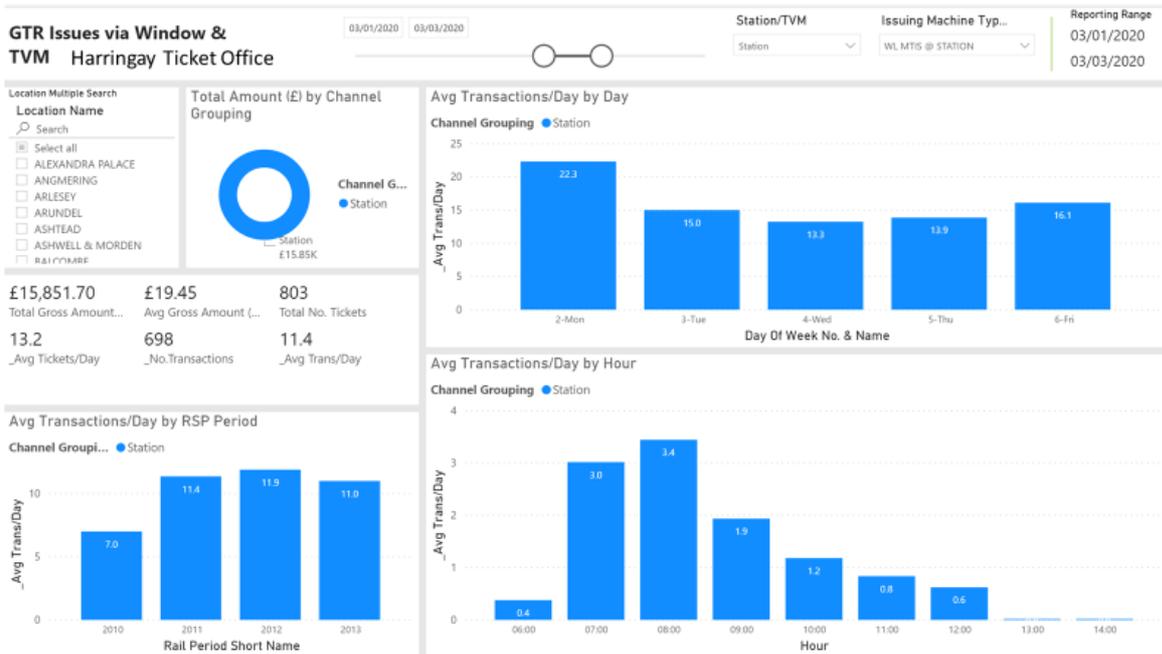
Since that time paper ticket issues have continued to fall, and the graph below shows the average hourly ticket sales through the ticket office on weekdays, this is the average over 4 recent RSP periods, pre Covid 19. This demonstrates the very low level of sales, on average 20 a day over a 6-

hour 25-minute period with a peak of less than 5 tickets sold in the hour between 0800 & 0900. The level of sales has been consistently low for a significant period.

Sales Data 3rd September 2019 to 2nd December 2019



Sales Data 3rd January 2020 to 3rd March 2020



3. Proposal

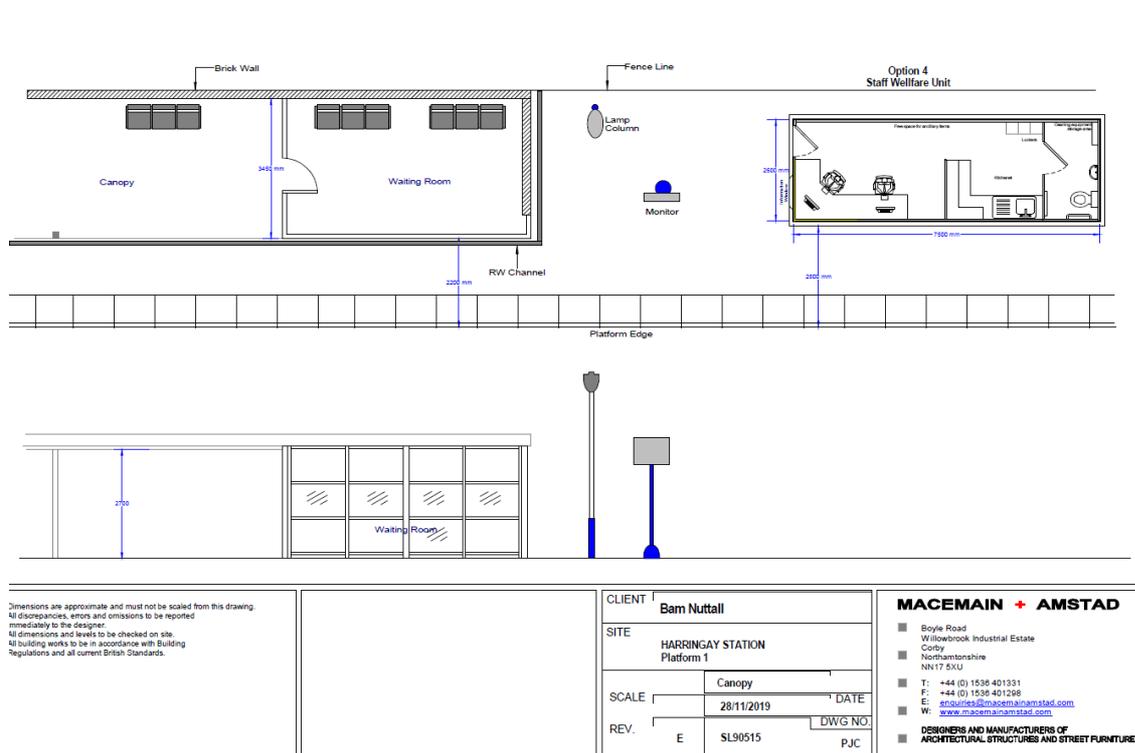
Current Schedule 17 opening hours 06:20 to 12:45

Proposed Schedule 17 Opening hours Closed

GTR intend to close the current ticket office permanently, removing Haringgay station from any requirement for opening under Schedule 17, and introduce a platform-based information and assistance office.

As part of the station works there will be new and improved staff accommodation on the London bound platform. This will improve the environment for the staff that operate at the station from first to last train and will ensure that our people will be much more visible and available to our passengers on that platform, along with some restricted visibility of the Northbound platform. This will provide passengers with an improved service and a greater perception of safety and security.

It is proposed that this new accommodation will be placed beyond the existing passenger shelter area of the London bound platform with the passenger information and assistance window facing back along the platform and to the side:



Once the work is completed the entrance to the station will be a small open space with improve space and access to the platform staircases, removing the poor access when the ticket office is closed and providing a greater feel of security and ambiance. As a minimum a TVM will be available in this space along with a CIS screen, suitable signage, lighting and CCTV. There will be potential for a small coffee cart, subject to an independent business being interested, creating an improved facility for the station users and passive provision for any future enhancements.

4. Proposed introduction of changes

Govia Thameslink Railway Ltd will be undertaking a consultation process and communicating the proposed changes at Harringay station to passengers through posters and details will be contained on our web site with effect from Wednesday 8th July until Tuesday 28th July 2020. We will also engage with local community groups as part of this consultation process.

It is proposed that the introduction of the changes will take place in August to enable the station works on the bridge to commence.

If further information or clarification is required regarding these proposals, please do not hesitate to contact me.

Yours sincerely



Keith Jipps
Infrastructure Director