

Public consultation on ticket office changes at Chiltern Railways

5 July 2023

Chiltern Railways

Large Print version

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We welcome feedback please quote ref number: 37459

- We **care** passionately
We do the **right thing**
We make the **difference**

Introduction

We are proposing changes to ticket offices to improve the customer experience We are proposing changes to ticket offices to improve the customer experience at Chiltern Railways stations and to reflect changes in customer purchasing at Chiltern Railways stations and to reflect changes in customer purchasing behaviour that has been accelerated by the pandemic.

This proposal forms part of our plans to modernise the railway and bring it more This proposal forms part of our plans to modernise the railway and bring it more in line with modern consumer expectations. It reflects significantly reduced usage in line with modern consumer expectations. It reflects significantly reduced usage of ticket offices over the past decade as customers move to alternative, more of ticket offices over the past decade as customers move to alternative, more convenient ways of buying travel.

Bringing staff out from offices would allow us to respond to that generational Bringing staff out from offices would allow us to respond to that generational shift in customer behaviour, in common with many other industries and shift in customer behaviour, in common with many other industries and organisations that have long since done so, such as London Underground, organisations that have long since done so, such as London Underground, airlines, banks and supermarkets.

We would like to hear from if you may be affected by the proposals, should they be put in place. be put in place. Independent passenger watchdogs **Transport Focus** (<https://www.londontravelwatch.org.uk/>) and **London TravelWatch** (<https://www.londontravelwatch.org.uk/>) are facilitating the consultation. Further information on how to provide feedback is contained within this document.

Modernising the way we sell tickets will help bring station retailing up to date from the mid 90s, when the rules on how to sell tickets were set and before the invention the smartphone. Back then, 82% of all tickets were sold at ticket offices, compared to just 12% on average today, a downward trend which accelerated during the pandemic.

Our Proposal

We propose to close all ticket office windows and our team members will transition to multi-skilled 'customer help' roles. This model is already in place in many parts of our network, such as Bicester Village and Oxford Parkway Station.

- Chiltern team members will be brought closer to customers by moving out from 'behind the glass' in the ticket office into public areas of stations where they will be more visible, be better able to provide fares and journey planning advice, assist in using the ticket machines and support our customers with accessibility needs

- Our stations will continue to be staffed and the hours of operation where we have a member of staff on the station will remain same as it is same as it is today, with similar hours of service for accessibility and ticket assistance.
- Customers who have not been able to buy travel or get the information needed in advance using digital options such as websites or apps, will be provided help and support to buy from the ticket vending machines at the station
- Products that cannot be purchased through self-serve ticket machines will be available from our team members in the station that have access to an enhanced mobile device that can provide these products
- We will retain the ability to process cash transactions via the ticket vending machines
- Customer accessibility services will remain unchanged
Ticket offices will be repurposed to provide colleague, commercial or community space dependent on the station, subject to investment

Consultation

Information on any changes to specific stations can be found further in this document. Your feedback needs to be directed to the independent transport watchdog detailed next to the station information.

If you would like to comment on these proposals, contact either Transport Focus or London TravelWatch, by Friday 1 September 2023.

Email: ticketoffice.chiltern@transportfocus.org.uk

Freepost: RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ

www.transportfocus.org.uk

Accessibility

At Chiltern Railways we want to provide a great service for all our customers, including those with special travel needs or those who would appreciate a helping hand.

Bringing our team members out from behind the glass will make it easier for customers to interact with them and get the support they need. These proposals will not change our accessibility arrangements, full details of our current services can be found **here** (<https://www.chilternrailways.co.uk/before-you-travel/Assisted-Travel-Information>).

Our Assisted Travel Team can help you in all kinds of situations, such as:

- Advice about access at the stations you want to use
- Assisting you when you arrive at the station, change trains or reach your destination

If you have a disability that makes travelling by train difficult, you may qualify for discounted travel - ask the Assisted Travel Team for details.

Accessibility - booking assistance

If you are planning on travelling with Chiltern Railways and other rail operators, you can request assistance up to 2 hours ahead of your journey. The easiest way to request assistance is by using journey. The easiest way to request assistance is by using the **Passenger Assistance website** (<https://booking.passengerassistance.com/>). Alternatively, you can call you can call 03456 005 165 (selecting option 3 then option 3 again) to book over the phone.

If customers are deaf, hard of hearing or speech impaired, they can use the Relay UK app and request 03456 005 165 (selecting option 3 then option 3 again).

In the same way you can today, you can always simply “turn up and go” without booking assistance in advance, or if you have made an online booking that has not yet been confirmed. We will provide assistance to get you to your destination.

Accessibility

Equality Impact Assessments

An Equality Impact Assessment has been completed for every station affected by these proposals. Like a risk assessment, an Equality Impact Assessment is a tool that helps us to make sure that anything we introduce or changes we make to the way we operate services works for our customers and our colleagues.

The Equality Impact Assessment looks at possible effects on people with the characteristics that are protected by the Equality Act. This includes, age, disability, gender, gender reassignment, pregnancy and maternity, race, religion or belief and sexual orientation, marriage and civil partnerships.

Our Equality Impact Assessment for each station is available on this website ([link to page](#)).

Extension of Pay As You Go

As part of the drive to provide simpler, easier ticketing for customers and the Government's commitment to grow Pay as You Go customers and the Government's commitment to grow Pay as You Go (PAYG) contactless ticketing, an additional six stations on the Chiltern network will enable customers to pay for their journeys using a contactless credit or debit card by December 2023.

The stations to which Pay as You Go will be extended to are;

- Denham
- Denham Golf Club
- Gerrards Cross
- Seer Green and Jordans
- Beaconsfield
- High Wycombe

Further details on when the facility will be available at stations will be provided when available.

How to comment

Station under London TravelWatch

- Aylesbury
- Aylesbury Vale Parkway
- Beaconsfield
- Bicester North
- Denham
- Gerrards Cross
- Great Missenden

- Haddenham and Thame Parkway
- High Wycombe
- London Marylebone
- Northolt
- Princes Risborough
- Seer Green and Jordans
- Stoke Mandeville
- Wendover

London TravelWatch

If you would like to comment on these stations proposals contact, the independent transport user watchdog London TravelWatch, by Friday 1 September 2023 using the details below:

For more information on our proposal please visit
www.chilternrailways.co.uk/ticketofficeproposals

Email: **Chiltern.Consultation@Londontravelwatch.org.uk**

Freepost: RTEH-XAGE-BYKZ, London TravelWatch, PO Box 5594, Southend-on-Sea, SS1 9PZ

For more information about how to have your say visit
londontravelwatch.org.uk

Station under Transport Focus

- Banbury
- Birmingham Moor Street
- Dorridge
- Leamington Spa
- Solihull
- Warwick
- Warwick Parkway

Transport Focus

If you would like to comment on these stations proposals contact Transport Focus, the independent transport user watchdog by Friday 1 September 2023 using the details below:

For more information on our proposal please visit
www.chilternrailways.co.uk/ticketofficeproposals

Email: **TicketOffice.Chiltern@transportfocus.org**

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