





















**Monitoring and Measuring Success**

How will the effects of the change be monitored and measured? Is there an intention to run staff and customer satisfaction surveys? How will any 'lost' customers be identified? How will financial benefits be calculated?

We note appreciatively that GWR has published transaction data, including number of tickets sold at ticket offices, online and via TVMs for journeys from each station. We request that each operator publish this info before the closures are effected and at regular intervals thereafter in order to identify any trends in rail usage following the change.

**Governance**

With the closure of all / most ticket offices, does this mean that Schedule 17 of the Secretary of State's 'Transport Ticketing & Settlement Agreement' is defunct i.e. there will no longer be any statutory regulation of station staffing? If so, how will customers' (and tax payers') interests be represented independently?

Also, SWT has made a number of 'pledges' in their consultation paper, including

- All colleagues will be treated fairly and their new roles will be more varied and engaging
- Customers will never have to travel out of their way to buy tickets
- Those with accessibility needs\* will always be supported.

How will performance against these pledges be measured and shared with the public? What is the consequence of failing to meet them?

\* Note that SoS 'Transport & Ticketing Settlement Agreement' includes access to ticketing as well as physical access. Section 5.7 refers

Thank you again for the chance to comment on the proposed changes. We hope our constructive observations will be helpful to you and look forward to hearing the results of some of the consultation.

DRAFT

