

Sanderstead Station Automatic Ticket Gates - Questions for Southern Railway

1. Finance

- 1.1 What is the cost of the work undertaken to provide automatic gates?
- 1.2 What is the estimated financial improvement from reduced fare evasion?
- 1.3 What is the staffing cost difference between the existing and future operation?

2. Station Staffing

The publicity recently displayed at the station contains both inaccuracies and contradictions. The ticket office is *currently staffed* from the first to last train every day and this is confirmed by the permanent sign at the up side station entrance.

The exhibited poster states that the station is *currently staffed* Mondays to Fridays 0610 -1930, on Saturdays 0700 – 1335 and on Sundays 08 10 -16 25. The stated proposal on the displayed poster is to staff the station Mondays to Saturdays 06 05 -22 00 and on Sundays 08 05 -22 00. The poster also states that Station Hosts will be on duty from the first to the last train every day which contradicts the proposed staffing times.

- 2.1 What is the proposed staffing at Sanderstead station both for the ticket office and for Station Hosts?
- 2.2 Where will the Station Hosts be located whilst on duty?
- 2.3 What passenger facilities currently available from the existing ticket office will not be available from the Station Hosts or ticket machines?

3. Categorisation

You have categorised Southern railway stations into three types, Models 1, 2 and 3. Sanderstead has been categorised as Model 2 on the criteria that, whilst more than 12 tickets/hour are sold, the majority are done so by ticket machine and 'other ways'.

Model 3 stations are stated to rely heavily on ticket offices as well as ticket machines and your proposal is to staff ticket office windows at peak times at these stations in addition to providing a station hosting point, to manage the demand.

- 3.1 How are the categories calculated?
- 3.2 Is the tickets/hour yardstick an average over a whole day or over the heaviest period?
- 3.3 What is the number of tickets sold at Sanderstead by ticket office and by machine in the heaviest hour?
- 3.4 For comparison purposes how does the Sanderstead calculation compare with that of Model 3 stations Angmering, Merstham and Portslade?

4. Physical Works

Platform 1 - The provision of barriers has resulted in the waiting area/ticket office area on Platform 1, formerly enclosed and heated, to be semi-open and extremely expensive or impossible to heat. The area includes seating, a kiosk which sells hot drinks, a child's play area and a recognised charity bookshop run by the staff. This area is now open to the elements on one side.

- 4.1 What is SR's proposal to provide a reasonable heated waiting area as was provided before alterations?
- 4.2 If the station is not to be staffed during the whole time of train operation [see 2.1] is the area to be locked- up and if so what waiting facilities will be provided?

Platform 2 – Of the three gates provided, at least one of the gates will need to be available for passengers starting a journey from there and passengers arriving off trains will be restricted to the remaining two automatic gates to exit the station.

Rail Industry Standard for Automatic Ticket Gates at Stations requires that when determining passenger flow capacity, certain conditions have to be considered and provided for. The issues of normal peak passenger flow and worst case scenario conditions have to be determined and the installation designed to meet the requirements. The *minimum* design capacity for gate-lines has to be appropriate for normal peak passenger flow conditions and a maximum passenger flow rate of 25 people per minute for each gate is required to be used to determine the number of gates required.

The passenger flow rate figures in each direction at peak passenger flow times are required to be based on the proposed number of gates configured for each direction at peak passenger flow times, the highest recorded passenger flow and the passenger flow rate figure for *each* gate used in the passenger flow analysis.

- 4.3 To meet the Rail Industry Standard requirements, what trains were used to determine the highest passenger flows?
- 4.4 What were the results for each of the trains concerned?
- 4.5 Does the layout provide for passenger flows to conform to the Rail Industry Standard and if not by what margins?

5. Other Revenue Protection Operations

All trains serving Sanderstead are provided with train Guards. The perception is that very few of them carry out revenue protection duties.

- 5.1 What is Southern Railway's policy on revenue protection by train Guards?
- 5.2 What is the moving average of revenue collected by train Guards for travel tickets and for penalty fares?

6. Consultation

Your 'Consultation' opened on Monday 22nd February 2016 but the posters were not exhibited at Sanderstead until some-time week commencing 29th February. In any event this gave only four weeks and in Sanderstead's case, three weeks to respond.

- 6.1 Are you extending the closure date for consultation for Sanderstead until 21st March?

You are on record of consulting with London Travel Watch and Transport Focus and require approval from the Department for Transport.

- 6.2 Will you be publishing the results of your consultation with and approval of, these bodies?