

Fares and Ticketing Committee

**Secretariat’s Memorandum**

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**First Capital Connect – Booking Office Hours comparison table of original proposal and final agreement**

- Stations within the London Travelcard area. Listed below are the proposed changes on a station by station basis, plus alternative means of ticket purchase for passengers. Note that all stations would accept Oyster Pay As You Go from January 2010.

Alexandra Palace	Current Hours		Proposed Hours/ <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615 <i>0615</i> <i>1530</i>	1240 <i>1240</i> <i>1900</i>	- 7 hours 20 minutes <i>- 3 hours 50 minutes</i>	Reinstates hours at busiest times
Saturday	0615	2000	0900 <i>0900</i>	1525 <i>1525</i>	- 7 hours 20 minutes <i>- 7 hours 20 minutes</i>	No change
Sunday	0815	1730	Closed  <i>Closed*</i>		- 9 hours 15 minutes <i>- 7 hours 20 minutes</i>	* 1100 – 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM - Oyster PAYG yet to be installed					All tickets within the capability of TVMs

<b>London Blackfriars</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0715	2100	0715 0715	2030 2030	- 30 minutes - 30 minutes	No change
Saturday	0715	2000	0800 <i>Temporary Closure</i>	1600 <i>Temporary Closure</i>	- 4 hours 45 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
Sunday	0815	1540	Closed <i>Temporary Closure</i>		-7 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
	3 TVMs including Oyster Top Up Oyster PAYG operational		Oyster retailing added at Booking Office			

<b>Bowes Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0645 0645	1000 1000	- 50 minutes - 50 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>City Thameslink</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0700	2020	0715 0715	1945 1945	- 50 minutes - 50 minutes	Holborn Viaduct end to be am and pm peak part time only.
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	3TVMs Oyster PAYG operational		Oyster top up to be added shortly			Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Cricklewood</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1900	0610 0610	1930 1910	+ 55 minutes + 35 minutes	
Saturday	0635	1900	0910 0840	1545 1645	- 5 hours 50 minutes - 4 hours 20 minutes	Now covers bulk of busier times
Sunday	0745	1700	0915 0915	1745 1745	- 45 minutes - 45 minutes	
	1 TVM Oyster PAYG yet to be installed					

<b>Drayton Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1300	Closed <i>0630</i>	Closed <i>1000</i>	- 6 hours 30 minutes - 3 hours	Reinstates staffed facility at busiest times
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1TVM Oyster PAYG operational		Oyster to be added shortly			

<b>Elephant &amp; Castle</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0645	2010	0715 <i>0700</i>	2030 <i>2015</i>	- 10 minutes - 10 minutes	
Saturday	0645	2010	Closed <i>Temporary Closure</i>		- 13 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
Sunday	0915	1840	Closed <i>Temporary Closure</i>		- 9 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
	1TVM Oyster PAYG operational		Oyster to be added shortly			

<b>Elstree &amp; Borehamwood</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600 <i>0600</i>	2030 <i>2030</i>	+30 minutes +30 minutes	
Saturday	0600	2000	0600 <i>0600</i>	2030 <i>2030</i>	+30 minutes +30 minutes	
Sunday	0630	2115	0630 <i>0630</i>	2115 <i>2115</i>		
	2 TVMs Oyster PAYG yet to be installed					

<b>Enfield Chase</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1830	0625 1515 0625 1515	1250 1910 1250 1910	-1 hour 45 minutes -1 hour 45 minutes	
Saturday	0705	1830	0900 0900	1525 1525	- 5 hours - 5 hours	No change
Sunday	0810	1535	Closed  Closed		-7 hours 25 minutes -7 hours 25 minutes	No change
	2 TVMs Oyster PAYG yet to be installed					

<b>Essex Road</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	2030	0630  0630	2200  2200	+ 1 hour 30 minutes + 1 hour 30 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG operational					

<b>Finsbury Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130	0615 <i>0615</i>	2130 <i>2130</i>		
Saturday	0615	2130	0615 <i>0615</i>	2130 <i>2130</i>		
Sunday	0615	2130	0700  <i>0645</i>	2030  <i>2100</i>	- 1 hour 45 minutes - 1 hour	Better and covers busiest period for ticket sales
	7 TVMs – Oyster PAYG operational Oyster Top Up to be added shortly		Also LUL office and TVMs. Station is staffed 24/7			Additional PCSOs to be recruited to be based here

<b>Gordon Hill</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1810	0635  <i>0635</i>	1300  <i>1300</i>	- 5 hours 10 minutes - 5 hours 10 minutes	
Saturday	0700	1420	0745  <i>0745</i>	1410  <i>1410</i>	- 55 minutes - 55 minutes	
Sunday	0800	1600	Closed <i>Closed</i>		- 8 hours - 8 hours	
	1 TVM Oyster PAYG yet to be installed					

<b>Grange Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0700 <i>0700</i>	1000 <i>1030</i>	- 1 hour 5 minutes - 35 minutes	30 minutes better - covers busiest period
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>Hadley Wood</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1100	0635 <i>0635</i>	1000 <i>1000</i>	- 1 hour - 1 hour	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>Harringay</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0620  0620	1030  1245	- 3 hours 45 minutes - 1 hour 30 minutes	2 hours 15 minutes better – covers busiest period
Saturday	0720	1515	Closed  Closed*		- 7 hours 55 minutes - 7 hours 55 minutes	* 0900 - 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>Haydons Road</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1040	0700 0700	1000 1000	- 1 hour - 1 hour	
Saturday	0650	1350	Closed Closed		- 7 hours - 7 hours	
Sunday	Closed		Closed Closed			
	1TVM Oyster PAYG yet to be installed					



Hendon	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0605	1900	0630 <i>0630</i>	1300 <i>1300*</i>	- 6 hours 25 minutes <i>- 6 hours 25 minutes</i>	* 1400 – 1800 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Saturday	0605	1900	0630 <i>0800</i>	1300 <i>1430</i>	- 6 hours 25 minutes <i>- 6 hours 25 minutes</i>	Moved to cover greatest period of ticket sales
Sunday	0745	1700	Closed <i>Closed*</i>		- 9 hours 15 minutes <i>- 9 hours 15 minutes</i>	*0900 – 1300 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

<b>Hornsey</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1445	0650  0700	1030  1325	- 4 hours 15 minutes - 1 hour 35 minutes	Better – covers busiest periods for ticket sales
Saturday	0720	1515	Closed  <i>Closed*</i>		- 7 hours 55 minutes - 7 hours 55 minutes	*0900 – 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>Loughborough Junction</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2220	0615  0615 1520	1245  1245 2200	- 9 hours 35 minutes - 2 hours 55 minutes	Reinstates coverage at the busiest times of day
Saturday	0615	2220	Closed  <i>Temporary Closure</i>		- 16 hours 5 minutes - 16 hours 5 minutes	Removes station from the process
Sunday	0915	1840	Closed  <i>Temporary Closure</i>		- 9 hours 25 minutes - 9 hours 25 minutes	Removes station from the process
	1 TVM Oyster PAYG yet to be installed					

<b>Mill Hill Broadway</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600 <i>0600</i>	1930 <i>1930</i>	- 30 minutes <i>- 30 minutes</i>	
Saturday	0630	2000	0800 <i>0730</i>	1800 <i>1900</i>	- 3 hours 30 minutes <i>- 2 hours</i>	
Sunday	0715	2100	0900 <i>0900</i>	1800 <i>1800</i>	- 4 hours 45 minutes <i>- 4 hours 45 minutes</i>	
	2 TVMs Oyster PAYG yet to be installed					

<b>New Barnet</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	2000	0620 1515 <i>0620</i> 1515	1245 1915 <i>1245</i> 1915	-3 hours 15 minutes <i>- 3 hours 15 minutes</i>	
Saturday	0620	2000	0845 <i>0845</i>	1515 <i>1510</i>	- 7 hours 10 minutes <i>- 7 hours 15 minutes</i>	5 minutes worse
Sunday	0800	1530	Closed <i>Closed*</i>		- 7 hours 30 minutes <i>- 7 hours 30 minutes</i>	* 0900 – 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

<b>New Southgate</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630 <i>0630</i>	1130 <i>1130</i>	- 2 hours 55 minutes <i>- 2 hours 55 minutes</i>	
Saturday	0720	1515	Closed <i>Closed</i>	Closed <i>Closed</i>	- 7 hours 55 minutes <i>- 7 hours 55 minutes</i>	
Sunday	Closed		Closed	Closed		
	1 TVM Oyster PAYG yet to be installed					

<b>Oakleigh Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630 <i>0630</i>	1130 <i>1255</i>	- 2 hours 55 minutes <i>- 1 hour 30 minutes</i>	Better – covers busiest period of ticket sales
Saturday	0720	1515	Closed <i>0830</i>	Closed <i>1430</i>	- 7 hours 55 minutes <i>- 2 hours 15 minutes</i>	Reinstates coverage on this day at busiest period
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

<b>Palmers Green</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1830	0650 <i>0650</i>	1830 <i>1830</i>	No Change	
Saturday	0705	1400	0725 <i>0725</i>	1400 <i>1350</i>	- 20 minutes - 30 minutes	10 minutes worse
Sunday	0810	1535	Closed  <i>Closed*</i>		- 7 hours 25 minutes - 7 hours 25 minutes	* 0900 – 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	2 TVMs Oyster PAYG yet to be installed					

<b>Tooting</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1900	0620 1500 <i>0620</i> <i>1500</i>	1020 1900 <i>1250</i> <i>1900</i>	- 4 hours 40 minutes - 2 hours 10 minutes	Better – covers busiest period for ticket sales
Saturday	0620	1900	0900 <i>1030</i>	1400 <i>1700</i>	- 7 hours 40 minutes - 6 hours 10 minutes	Better – covers busiest period for ticket sales
Sunday	0920	1650	Closed  <i>Closed*</i>		- 7 hours 30 minutes - 7 hours 30 minutes	* 1000 - 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

<b>West Hampstead</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615 <i>0615</i>	1930 <i>1930</i>	- 30 minutes <i>- 30 minutes</i>	No change
Saturday	0645	2000	0645 <i>0645</i>	2000 <i>2000</i>	No change	
Sunday	0745	1700	0740 <i>0740</i>	1715 <i>1715</i>	+ 20 minutes <i>+ 20 minutes</i>	
	2 TVMs – Oyster Top Up to be added shortly Oyster PAYG operational					

<b>Winchmore Hill</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1345	0650 <i>0650</i>	1030 <i>1315</i>	- 3 hours 15 minutes <i>- 30 minutes</i>	Mostly reinstates hours on these days
Saturday	0705	1400	Closed <i>0830</i>	Closed <i>1400</i>	- 6 hours 55 minutes <i>- 1 hour 25 minutes</i>	Reinstates this day at busiest period
Sunday	Closed		Closed			
	1 TVM + 2 TVMs to be installed Oyster PAYG yet to be installed					

2. Stations outside the London Travelcard area. Listed below are the proposed changes on a station by station basis, plus alternative means of ticket purchase for passengers

<b>Bedford</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545 <i>0545</i>	2100 <i>2100</i>	- 3 hours <i>- 3 hours</i>	
Saturday	0545	2145	0545 <i>0545</i>	2030 <i>2100</i>	- 1 hour 15 minutes <i>- 45 minutes</i>	Covers busiest period
Sunday	0700	2145	0715 <i>0715</i>	2115 <i>2115</i>	- 45 minutes <i>- 45 minutes</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Brookmans Park</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0650 <i>0650</i>	0930 <i>1000</i>	-1 hour <i>- 30 minutes</i>	Better – covers the busiest period for ticket sales
Saturday	Closed		Closed	Closed		
Sunday	Closed		Closed	Closed		
	1 TVM					

<b>Cuffley</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1830	0640 <i>0640</i>	1830 <i>1830</i>	No change	
Saturday	0710	1400	0735 <i>0735</i>	1400 <i>1400</i>	- 25 minutes <i>- 25 minutes</i>	
Sunday	0810	1530	Closed <i>0900</i>	Closed <i>1445</i>	- 7 hours 20 minutes <i>- 1 hour 35 minutes</i>	Reinstates this day at busiest period
	1 TVM					

<b>Flitwick</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600 <i>0600</i>	1930 <i>1930</i>	- 20 minutes <i>- 20 minutes</i>	
Saturday	0600	1555	0715 <i>0715</i>	1530 <i>1545</i>	- 1 hour 40 minutes <i>- 1 hour 25 minutes</i>	Marginally better
Sunday	0815	1540	0815 <i>0815</i>	1545 <i>1545</i>	+ 5 minutes <i>+ 5 minutes</i>	
	1 TVM					

<b>Harpenden</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0545 <i>0545</i>	2015 <i>2015</i>	+ 45 minutes <i>+ 45 minutes</i>	
Saturday	0615	1900	0615 <i>0615</i>	1915 <i>1915</i>	+ 15 minutes <i>+ 15 minutes</i>	
Sunday	0730	2000	0715 <i>0715</i>	2015 <i>2015</i>	+ 30 minutes <i>+ 30 minutes</i>	
	1 TVM					

<b>Harlington</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0645 <i>0645</i>	1030 <i>1320</i>	- 10 hours 10 minutes <i>- 7 hours 20 minutes</i>	Better – covers busiest period for ticket sales
Saturday	0815	1530	Closed <i>0815</i>	Closed <i>1415</i>	- 7 hours 15 minutes <i>- 1 hour 15 minutes</i>	Reinstates this day at busiest period
Sunday	0745	1530	Closed <i>Closed</i>		- 7 hours 45 minutes <i>- 7 hours 45 minutes</i>	
	1 TVM					



<b>Hertford North</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1900	0640 <i>0640</i>	1900 <i>1900</i>	No change	
Saturday	0710	1830	0745 <i>0745</i>	1410 <i>1410</i>	- 4 hours 55 minutes <i>- 4 hours 55 minutes</i>	
Sunday	0810	1540	Closed <i>1200***</i>	Closed <i>1530***</i>	- 7 hours 30 minutes <i>- 7 hours 30 minutes or 4 hours***</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

\*\*\* = ticket office will open on Sundays only when 1<sup>st</sup> team matches played at Emirates Stadium and first two Sunday home matches of Tottenham Hotspur and Chelsea football clubs

<b>Knebworth</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1500	0650 <i>0650</i>	1030 <i>1315</i>	- 4 hours 30 minutes <i>- 1 hour 45 minutes</i>	Better – covers busiest period for ticket sales
Saturday	0720	1355	Closed <i>0800</i>	Closed <i>1345</i>	- 6 hours 35 minutes <i>- 50 minutes</i>	Reinstates this day at busiest period
Sunday	Closed		Closed	Closed		
	1 TVM					

<b>Leagrave</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600 <i>0600</i>	1930 <i>1930</i>	- 20 minutes <i>- 20 minutes</i>	
Saturday	0600	1950	0600 <i>0600</i>	1920 <i>1920</i>	- 30 minutes <i>- 30 minutes</i>	
Sunday	0715	1830	0815 <i>0745</i>	1730 <i>1745</i>	- 2 hours <i>- 1 hour 15 minutes</i>	Marginally better – covers busiest period
	3TVMs					

<b>Luton</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545 <i>0545</i>	2145 <i>2145</i>	- 2 hours 15 minutes <i>- 2 hours 15 minutes</i>	
Saturday	0545	2400	0545 <i>0545</i>	2200 <i>2200</i>	- 2 hours <i>- 2 hours</i>	
Sunday	0645	2400	0645 <i>0645</i>	2145 <i>2200</i>	- 2 hours 15 minutes <i>- 2 hours 15 minutes</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Luton Airport Parkway</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	24 hours		0600 <i>0600</i>	0030 <i>0030</i>	- 5 hours 30 minutes <i>- 5 hours 30 minutes</i>	
Saturday	24 hours		0630 <i>0630</i>	0000 <i>0000</i>	- 6 hours 30 minutes <i>- 6 hours 30 minutes</i>	
Sunday	24 hours		0730 <i>0730</i>	0000 <i>0000</i>	- 7 hours 30 minutes <i>- 7 hours 30 minutes</i>	
	3 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Potters Bar</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	1930	0615 <i>0615</i>	2010 <i>2010</i>	+ 40 minutes <i>+ 40 minutes</i>	
Saturday	0615	1930	0715 <i>0715</i>	1910 <i>1910</i>	- 40 minutes <i>- 40 minutes</i>	
Sunday	0720	1830	0815 <i>0815</i>	1930 <i>1930</i>	+ 5 minutes <i>+ 5 minutes</i>	
	1 TVM					RPI cover on ticket gates throughout opening hours of station

<b>Radlett</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	2000	0635 <i>0635</i>	2000 <i>2000</i>	No change	
Saturday	0635	1830	0635 <i>0635</i>	1915 <i>1915</i>	+ 45 minutes <i>+ 45 minutes</i>	
Sunday	0645	1930	0800  <i>0800</i>	1800  <i>1800</i>	- 2 hours 45 minutes <i>- 2 hours 45 minutes</i>	
	1 TVM					

<b>St.Albans</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2330	0545 <i>0545</i>	2145 <i>2200</i>	- 1 hour 45 minutes <i>- 1 hour 30 minutes</i>	Marginally better
Saturday	0545	2330	0645 <i>0630</i>	2030 <i>2115</i>	- 4 hours <i>- 3 hours 15 minutes</i>	Marginally better – covers busiest period
Sunday	0645	2300	0730  <i>0730</i>	2145  <i>2145</i>	- 2 hours 30 minutes <i>- 2 hours 30 minutes</i>	
	9 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates

<b>Stevenage</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130 (Mon-Thu)	0615	2030	-1 hour (M-Th)	Marginally better on Fridays
	0615	0001 (Fri)	0615  0615	2030 (M-Th) 2145 (Fri)	- 3 hours 31 minutes (Fri) - 1 hour (Mon - Thu) - 2 hours 16 minutes (Fri)	
Saturday	0615	0001	0645  0630	2130  2130	- 3 hours 1 minutes - 2 hours 46 minutes	Marginally better on this day
Sunday	0715	2130	0800  0800	2015  2015	- 2 hours 15 minutes - 2 hours 15 minutes	No change
	6 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Watton-at-Stone</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1145	0645 0645	1150 1150	+ 10 minutes + 10 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM					

<b>Welham Green</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0715 0715	1015 1015	- 40 minutes - 40 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM					

<b>Welwyn Garden City</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2000	0600 <i>0600</i>	2000 <i>2000</i>	- 15 minutes - 15 minutes	
Saturday	0545	2000	0700 <i>0700</i>	1900 <i>1930</i>	- 2 hours 15 minutes - 1 hour 45 minutes	Marginally better on this day
Sunday	0650	2130	0730 <i>0730</i>	1900 <i>1900</i>	- 3 hours 10 minutes - 3 hours 10 minutes	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

<b>Welwyn North</b>	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	2000	0650 <i>0650</i> <i>1530</i>	1315 <i>1315</i> <i>1900</i>	- 6 hours 45 minutes - 3 hours 15 minutes	Better – covers busiest period for ticket sales
Saturday	0720	1355	0720	1355		
Sunday	Closed		Closed	Closed		
	1 TVM					