
Secretariat Memorandum

Author: Tim Bellenger

Agenda item 9
LTW 288
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Proposed changes to South West Trains booking office hours of opening (Schedule 17 application)

1 Purpose of report

- 1.1 To advise members of the Secretary of State's decision in relation proposed alterations by South West Trains (SWT) to booking office hours at 44 stations in the London TravelWatch area.

2 Background

- 2.1 South West Trains proposed a substantive change to the booking office hours of 114 stations across its network, 44 of which are within the London TravelWatch area. This followed a review of all ticket office hours across their network in response to changing trends in ticket retailing. This was discussed at meeting of the Fares and Ticketing Committee on 29 July 2008, and it was agreed that London TravelWatch would submit a formal objection to the Secretary of State, based on the following recommendations :

- That South West Trains investigates additional capacity at its telesales facility covering both South West and East Midlands Trains.
- That a request is made to the Office of Rail Regulation (ORR) for the release of information regarding the destinations available from South West Trains ticket vending machines (TVMS), in order to inform London TravelWatch's opinion as to whether the current arrangements are reasonable.
- That London TravelWatch regards any change to the booking office hours of stations within the Greater London Travelcard area as premature in advance of the introduction of Oyster Pay As You Go (PAYG) on the national rail network in 2009, because the introduction of this will substantially change the numbers of tickets that will need to be purchased from booking offices and ticket vending machines.
- That South West Trains is urged to reconsider its position on the retailing of Oyster products from both booking offices and TVMs within the Travelcard area.
- That South West Trains should provide London TravelWatch with assurances about the reliability of its TVMs, and of any revised maintenance regime in respect of ticket stocks and change particularly at evenings, weekends and early mornings.

- That South West Trains should provide assurance that staff availability on stations should be such that they are multi-functional, visible and accessible to passengers.
- That South West Trains should defer and re-examine its proposals for booking office hours changes in relation to stations proposed for gating, to take account of any changes in ticket purchasing patterns that emerge consequent to the installation of gates.
- That South West Trains must ensure that all of the proposed upgrades to TVM capabilities are in place before any change to booking office hours is implemented, including reviewing the destinations available.
- That London TravelWatch is given assurances about measures to keep queuing times within the current acceptable standards.
- In addition London TravelWatch will wish to make further observations on changes to individual stations.
- That London TravelWatch co-ordinates its response to this consultation with Passenger Focus.

2.2 The Secretary of State made his decision on this application on 12 January 2009, and the letter and appendages confirming this are attached as Appendix A to this report.

3. Commentary on the Secretary of State's decision

- 3.1 The Secretary of State has substantially changed SWT's proposals in his decision following the representations of London TravelWatch and Passenger Focus. This has resulted in a number of stations having their hours, particularly in the evening and weekends, reinstated.
- 3.2 SWT proposed to change the hours of 44 stations within the London TravelWatch area, of which 23 were within the Greater London Travelcard area. The changes proposed with the Secretary of State's agreement are set out as follows :
- 3.2.1 Stations within the London Travelcard area. Listed in Appendix B 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 PAYG from some point in 2009. However, at the time of writing, South West Trains was not committed to retailing Oyster.
- 3.2.2 Stations outside the London Travelcard area. Listed in Appendix C are the proposed changes on a station by station basis, plus alternative means of ticket purchase for passengers. It is proposed that some form of Integrated Transport Smartcard Organisation (ITSO) standard smartcard ticketing will be available in the future.
- 3.3 The Secretary of State's decision is noteworthy in that it defines a 'busy' station as one in which more than 12 transactions per hour take place, and that this means that a staffed presence would be justified. In addition, where the operator based their decision on data which included periods where the ticket office was inadequately staffed (and therefore it

was difficult to make an objective judgement on whether there should be a change to hours or not), the Secretary of State has rejected that change outright. In both cases these decisions have profound implications on how the Government expects train operators to handle other applications for change to booking office hours. They also inform us of the likely process that we should adopt in handling such applications.

- 3.4 The Secretary of State has also given a clear signal that he expects train operators to robustly maintain staffing at booking offices to be maintained.

4 Issues raised by London TravelWatch that have not been covered in the Secretary of State's decision.

- 4.1 London TravelWatch raised a number of issues which were related to SWT's proposals which were not directly addressed by the Secretary of State's letter. These were:-

4.1.1 Additional capacity at its telesales facility covering both South West and East Midlands Trains. SWT has agreed that it will not charge fees for sales made via the internet or by telephone, but this does not cover the issue of capacity. However, the decision to retain hours at a substantial proportion of stations in effect mitigates this, as many passengers will still be able to purchase tickets from their local station.

4.1.2 The request that the ORR releases information on the destinations available from South West Trains TVMs, in order to inform London TravelWatch's opinion as to whether the current arrangements are reasonable.

This was dealt with separately and the Department for Transport sent this information rather than the ORR. However, the information that was supplied was extremely illuminating and the ORR has now approached us to discuss this further, to ascertain whether there is a potential case of a breach of the rules regarding impartial retailing. This has implications not just for the stations proposed for changes to their booking office hours, but also other major stations such as Waterloo and Clapham Junction where SWT is the provider of ticketing facilities. It is recommended that this is pursued further.

4.1.3 That any change to booking office hours within the Greater London Travelcard area is premature in advance of the introduction of Oyster PAYG on the National Rail network in 2009.

At the time of the previous report, South West Trains had not signed off an agreement to accept Oyster PAYG with Transport for London (TfL) on its network within the Greater London Travelcard area. At the time of writing, it appeared from press reports that SWT and TfL had reached an agreement in principle to accept Oyster PAYG, along with other rail operators, from September 2009.

4.1.4 Reconsideration of refusal to retail Oyster products from both ticket offices and TVMs within the Travelcard area.

This issue has not been resolved and SWT maintains that it is not in its interests to consider doing this. However, this has a number of consequences both for passengers and SWT. Firstly, in relation to passengers' ability to obtain the cheapest fare available at the time of their arrival at a station (which will be restricted if they do not already have an Oystercard with sufficient credit available on it at the time they arrive at the station), and secondly, because without it, passengers will almost certainly change their purchasing

habits to use other outlets to obtain the Oyster products that they require. This would probably result in a substantial loss of sales for SWT, and the possibility of further booking office hours changes in the future.

There is anecdotal evidence from the introduction of Oyster PAYG on the First Great Western network in September 2008 that within a few months, sales of paper tickets for local journeys had dropped substantially as passengers switched to Oyster PAYG. An additional consequence might be to increase queuing times at other operators ticketing facilities particularly London Underground at Waterloo and Vauxhall stations.

- 4.1.5 Assurances about the reliability of TVMs and of any revised maintenance regime in respect of ticket stocks and change particularly at evenings, weekends and early mornings.

Ian Johnstone, Customer Services Director at SWT wrote to London TravelWatch on 26 August 2008 stating that

“Our Ticketing Control Unit and the Central System Servers available across all of the flagship stations, remotely monitor the performance of the ticket machines in real time and highlight any problems for attention. It is through these systems we have been able to respond to and pinpoint acts of vandalism that have led to successful arrests of those involved. The reliability statistics are measured across the entire day, however data down loads that affect the availability are done generally overnight which suggests the availability of machines is higher than 98%. Recent system upgrades have improved the general reliability, in particular to credit card outages and communication failures. The servicing of the ticket machines at un-staffed stations is outsourced to provide adequate response to this group of machines. A review of the arrangements for machines where staff are not present, in particular during longer weekend periods, will be made once there is a clear understanding of the stations affected. A system is in place to monitor real time failures and advise on train staff of where ticket machines are not available. This includes a help line dedicated to check the availability of ticket machines. Guards and Revenue staff are routinely encouraged to use questioning and discretion in the application of condition 2 and penalty fares as stated previously”.

In addition, the fact that stations will be staffed for longer periods means that if there are problems with TVMs, alternative facilities will be available and the ability to report and rectify such problems will be increased.

- 4.1.6 Assurances that staff availability on stations should be such that they are multi-functional, visible and accessible to passengers.

SWT and the Secretary of State have not directly addressed this issue. However, it should be noted that the Secretary of State’s decision does not necessarily tie up with potential shift patterns for workers that would need to be employed to maintain the agreed booking office hours. Implementation of these hours could result in either some additional booking office time or the potential for staff to be used on other duties when not required in the booking office.

- 4.1.7. Deferring and re-examination of proposals for booking office hours in relation to stations proposed for gating, taking account of any changes in ticket purchasing patterns that emerge consequent to the installation of gates.

Of the stations proposed for gating, the scheme at Wandsworth Town is the most problematic – see discussion below in Appendix B under this station. It is recommended that there should be a re-evaluation of the proposals for this.

- 4.1.8 Ensuring that all proposed upgrades to ticket vending machines are in place before any change to booking office hours is implemented, including reviewing the destinations available.

Ian Johnstone, Customer Services Director at SWT wrote to London TravelWatch on 26 August 2008 stating that

“Software changes to the TVMs expected early in 2009 will allow us to increase the overall destination list, ticket types available and more effectively control the restrictions profiles for each station. This will enable tickets to be sold outside of their time restrictions, tagging the ticket selection with a message, for example to warn a passenger with a railcard purchase about a restriction. In accepting the limitations of the current software for the ticket vending machines, it would not be reasonable or responsible to include 100% of the destinations available without such controls, to avoid to sale of tickets to stations where journeys could clearly not be completed due to the time of travel. However where destinations that should be included are identified these may be added. We are not the only TOC that does not to offer a full range of destinations on the TVMs”.

- 4.1.9 Assurances about measures to keep queuing times within the current acceptable standards.

Ian Johnstone, Customer Services Director at SWT wrote to London TravelWatch on 26 August 2008, stating that

“The times at which we propose to close ticket offices are during periods of limited demand and in many cases equate to less than 20 tickets per hour. Our data of the combined sales at ticket offices and ticket machines clearly demonstrates there is sufficient capacity from the ticket machines available at each of the stations, and this is without taking into account the increased levels of tickets purchased by Internet and telesales. The upgrade of the ticket machines in October this year to sell peak tickets for the next day should ensure that queuing times during the following days peak are not increased. As agreed with Passenger Focus a queue monitoring process is now in place and may be applied at any station. In accordance with the reasons stated we do not expect any increase on queuing times as a result of the proposed changes to schedule 17 hours, since they do not relate to our busy periods, and we believe there are sufficient ticket machines to support the revised hours”.

The Secretary of State’s decision will, by retaining hours at substantial numbers of stations (particularly in the evening and at weekends), will increase passengers’ opportunities to purchase tickets at less busy times and will therefore reduce any potential increase in queuing times at busy periods.

5 Representations from passengers

- 5.1 The schedule 17 mechanism allows passengers to make representations to London TravelWatch and Passenger Focus on these proposals. London TravelWatch received many objections to these proposals. It is recommended that we write to all those who made objections setting out the decision that was made by the Secretary of State and the effect of the representations made by London TravelWatch and Passenger Focus.

6 Equalities and inclusion implications

- 6.1 The Secretary of State's decision to retain booking office hours at many stations will reduce the potential impact on people with disabilities, particularly those who do not use the assisted travel service.

7 Financial implications

- 7.1 None.

8 Legal powers

- 8.1 Section 252A of the Greater London Authority Act 1999 places a duty upon London TravelWatch (as the London Transport Users Committee) to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

9 Recommendations

- 9.1 Members are recommended to :
- 9.1.1 Note the Secretary of State's decision letter and its contents.
 - 9.1.2 Agree to continue discussions with the Office of Rail Regulation regarding the destination list on ticket vending machines and the obligation for impartial retailing.
 - 9.1.3 Continue to press South West Trains to agree to the retailing of Oyster products at

Appendix A

Secretary of State's decision in relation proposed alterations by South West Trains (SWT), letter and appendages

Department for **Transport**

Ian Johnston
Customer Services Director
South West Trains
Friars Bridge Court
41-45 Blackfriars Road
London SE1 8NZ

Michael Dollin
Manager, Fares Ticketing & Passenger
Benefits Team
Department for Transport (Rail)

Dear Ian

Web Site: www.dft.gov.uk

12 JANUARY 2009

Proposed changes to schedule 17 of the Ticketing & Settlement Agreement

I refer to South West Train's notification of 14th July 2008 in line with clause 6-18 (Major Change) of the Ticketing and Settlement Agreement ('TSA') concerning changes to be made to the opening hours of the Ticket Offices as listed in Appendix 1. The proposal argued that the changes met the Major Change criteria of cost effectiveness and maintained widespread and easy access to rail products.

The proposal has been through the required consultation process which resulted in objections from both Passenger Focus and London TravelWatch. Subsequent dialogue has not bought about any change to the proposal and, in line with clause 6-18(2)(d) SWT requested that the Secretary of State arbitrate on the proposal.

The Secretary of State has reviewed the proposal against the criteria set out in the TSA, taking into account the views of user groups and SWT.

The Secretary of State has determined that some changes proposed meet the criteria and others do not. The basis for this is that where a ticket office is busy, defined as an average of about 12 issues an hour, the ticket office will be busy enough to require a continued staff presence. Also where a ticket office had not been adequately staffed to make a judgement on the level of activity- that change was rejected outright. The final accepted hours are listed and attached as Appendix 1.

The following clarifications on reasonable access were also made by the Secretary of State. The accepted changes were made on the provisos that each station has a help point giving access to information for passengers and that SSWT do not charge fees for sales made on their internet and telesales services.

It should also be noted that the Secretary of State expects that the hours you proposed are staffed robustly- and discussions will be finalised with officials on earlier lapses in this regard.

I note that you operate a penalty fares scheme which specifies the ticket facilities available at certain stations. If the changes referred to in this letter reduce the ticket facilities available at any penalty fares station you will also need to alter that scheme, as set out in rule 6 of the Penalty Fares Rules 2002.

Please do not hesitate to contact me if you wish to discuss any of the points raised this letter. I am copying this letter to Mark Bryce at RSP Ltd.

Yours sincerely

Michael Dollin
Fares, Ticketing & Passenger Benefits Team

Appendix B

1.1 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 some point in 2009. However, at present South West Trains are not committed to retailing Oyster.

Barnes	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	2005	0645/0645	1845/1845	-1hour 40 minutes/- 1hour 40 minutes/	
Saturday	0640	2015	0700/0700	1400/1900	-6hours 35 minutes/ - 1hour 15 minutes	Covers whole of afternoon and early evening
Sunday	0910	1640	Closed/ 1000	Closed/ 1300	-7hours 30 minutes/- 4hours 30 minutes	Reinstates this day at the busiest times
	2 TVMs + 1 to be installed	Oyster PAYG yet to be installed				

Berrylands	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1340	0620/0620	1010/1010	-3hours 30 minutes/ - 3hours 30 minutes	
Saturday	0810	1530	Closed/0810	Closed/1300	-7hours 20 minutes/ - 2hours 30 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM – but may be located in the wrong place	Oyster PAYG yet to be installed				

Brentford	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	0955	0630/0630	1030/1030	+30 minutes/+30 minutes	
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Chessington North	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1340	0630/0640	1000/1200	-3hours 30 minutes/ - 1hour 40 minutes	Reinstates hours at busy times
Saturday	0705	1400	0800/0800	1230/1230	-2hours 25 minutes/ - 2hours 25 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Chessington South	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1418	0630/0630	1000/1000	-4hours 18 minutes/- 4hours 18 minutes	
Saturday	0715	1503	Closed/ Closed	Closed/ Closed	-7hours 48 minutes/- 7hours 48 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Earlsfield	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	2000	0630	2000		No change
Saturday	0645	2000	0730/0730	2000/2000	-45 minutes/-45 minutes	
Sunday	0810	1540	0800	1530		Minor change
	4 TVMs + 3 TVMs to be installed	Oyster PAYG yet to be installed				

Ewell West	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1325	0625/0630	1300/1300	-20 minutes/-25 minutes	
Saturday	0730	1424	0750 revised to 0845/0800	1245 – revised to 1340/1420	- 1 hour 59 minutes/ - 34 minutes	Covers busiest period
Sunday	0745	1500	Closed/0900	Closed/1400	- 7 hours 15 minutes/ - 2 hours 15 minutes	Reinstates this day at the busiest times
	2 TVMs	Oyster PAYG yet to be installed				

Fulwell	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1400	0630/0640	1000/1100	-3hours 50 minutes/ - 3hours	
Saturday	0640	1400	Closed/0900	Closed/1400	-7hours 20 minutes/- 2hours 20 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM – but may be in wrong place	Oyster PAYG yet to be installed				

Hampton	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	2030	0630/0640	1100/1800	-9hours 20 minutes / - 2hours 30 minutes	Covers busiest period
Saturday	0740	2100	0900/0740	1330/1800	- 8hours 50 minutes / - 3hours	Covers busiest period
Sunday	0755	1525	Closed/0900	Closed/1500	-7hours 30 minutes / - 1hour 30 minutes	Reinstates this day at the busiest times
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed				

Hampton Court	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0638	1955	0630/0630	1830/1830	-1hour 17 minutes / - 1hour 17 minutes	
Saturday	0638	1955	0800/0800	1800/1900	-3hours 17 minutes / - 2hours 17 minutes	
Sunday	0810	1740	Closed/0900	Closed/1740	-9hours 30 minutes / - 50 minutes	
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed			Special events – should the ticket office be opened for these?	New hours will cover special events adequately

Hampton Wick	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1330	0620/0640	1235/1235	-35 minutes / -55 minutes	SoS proposal is worse than SWT's
Saturday	0740	1340	0800/0800	1230/1340	-1hour 30 minutes / -20 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Hounslow	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	1310	0625/0625	1325/1310	+15 minutes / no change	
Saturday	0740	1610	0700/0740	1300/1430	-2hours 30 minutes / -1 hour 40 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed	Should Saturdays be 0800-1400?	SoS proposal covers this		

Malden Manor	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1350	0630/0630	1020/1100	-3hours 30 minutes / -2hours 50 minutes	
Saturday	0640	1400	Closed/0900	Closed/1300	-7hours 20 minutes / -3hours 20 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Mortlake	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	1950	0625/0625	1950/1950	No change	
Saturday	0625	1950	0830/0830	1900/1900	-2hours 55 minutes/- <i>2hours 55 minutes</i>	
Sunday	0910	1640	1000/0930	1400/1600	-3hours 30 minutes/- <i>1hour</i>	Covers busiest period
	2 TVMs + 1 TVM to be installed	Oyster PAYG yet to be installed				

Motspur Park	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1325	0630/0630	1115/1300	-2hours 10 minutes / - <i>25 minutes</i>	Covers busiest period
Saturday	0730	1425	Closed - revised to 0900/0800	Closed – revised to 1230/1300	-6hours 55 minutes but revised to 3hours 25 minutes / - <i>1hour 55 minutes</i>	Covers busiest period
Sunday	0740	1510	Closed/0900	Closed/1400	-7hours 30 minutes/- <i>2hours 30 minutes</i>	Reinstates this day at the busiest times
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed				

New Malden	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1950	0630/0630	1950/1950	No change	
Saturday	0640	2000	0640/0700	2000/2000	Np change/-20 minutes	SoS proposal is worse than SWT's
Sunday	0810	1740	0900/0900	1530/1740	-3 hours/ -50 minutes	Covers busiest period
	3 TVMs + 3 TVMs to be installed – 23/1/09 6 TVMs present	Oyster PAYG yet to be installed	Suggest reconsider as busy station in town centre	Separate gating scheme		

Raynes Park	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	2045	0620/0620	2020 but revised to 2000/2000	-45 minutes/ -45 minutes	
Saturday	0620	2045	0620 but revised to 0700	2020 but revised to 2000	- 1 hour 5 minutes/-1 hour 5 minutes	
Sunday	0810	1830	0810 but revised to 0900/0900	1530 but revised to 1600/1830	-3 hours 20 minutes / -50 minutes	London TravelWatch suggested revised hours on Sundays accepted and extended
	4 TVMs + 3 TVMs to be installed	Oyster PAYG yet to be installed				

St. Margarets	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	2000	0620/0620	1900/1900	-1 hour/ -1 hour	
Saturday	0710	1400	0900/0800	1400/1400	- 1 hour 50 minutes/ - 50 minutes	Covers busiest period
Sunday	0910	1640	0930/0910	1300/1600	- 4 hours/ - 40 minutes	Covers busiest period
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed				

Stoneleigh	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0610	1330	0610/0610	1145/1300	-1 hour 45 minutes/ - 30 minutes	Covers busiest period
Saturday	0730	1420	0845/0800	1315/1400	-2 hours 20 minutes/ - 50 minutes	Covers busiest period
Sunday	0740	1510	Closed/0800	Closed/1400	-7 hours 30 minutes/ - 1 hour 30 minutes	Reinstates this day at the busiest times
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed	London TravelWatch suggested hours on Sundays accepted and extended			

Strawberry Hill	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	1955	0625/0615	1900/1900	- 1 hour 5 minutes/- 55 minutes	
Saturday	0740	1710	0830/0800	1345/1700	- 4hours 15 minutes/-30 minutes	Covers busiest period
Sunday	0840	1610	Closed/0900	Closed/1300	- 7hours 30 minutes/- 3hours 30 minutes	Reinstates this day at the busiest times
	1 TVM + 1 TVM to be installed	Oyster PAYG yet to be installed				

Thames Ditton	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1330	0630/0640	1215/1300	-1 hour 5 minutes/-30 minutes	Covers busiest period
Saturday	0710	1400	Closed / 0800	Closed/ 1300	-6 hours 50 minutes / -1 hour 50 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Tolworth	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1330	0630/0630	1030/1030	-2hours 50 minutes/- 2hours 50 minutes	
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

Wandsworth Town	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1355	0640 revised to 0630/0640	1030/1100	-3hours 15 minutes/- 2hours 55 minutes	
Saturday	0740	1455	Closed / Closed	Closed / Closed	-7hours 15 minutes / - 7hours 15 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM + 2 TVMs to be installed	Oyster PAYG yet to be installed				

Note :

Previous report highlighted oddity of high TVM sales and recommended further investigation. This revealed that the current booking office is located away from the main passenger flows on the Reading bound island platform and is very poorly signed, and involves London bound passengers having to negotiate a flight of stairs (up and down) before boarding their train. Consequently large numbers of passengers queue to use the TVMs located at the station entrance or the Oyster agent located in a kiosk outside the station. The London Borough of Wandsworth has indicated that they were in the process of securing a s106 agreement with developers to provide a new Booking Office located in a much more accessible location. Given this stations town centre location, high footfall, proposed gating scheme and the possibility of a new ticket office, it is recommended that there is further negotiation with SWT and the Secretary of State on the hours of this station, particularly on Saturdays.

Whitton	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1945	0600/0600	1945/1945	No change	
Saturday	0640	2025	0640/0640	1900/2000	-1hour 25 minutes/- 25 minutes	Covers busiest period
Sunday	0910	1640	1000/0900	1400/1600	-3hours 30 minutes/- 30 minutes	Covers busiest period
	1 TVM + 2 TVMs to be installed	Oyster PAYG yet to be installed				

Worcester Park	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1940	0650/0650	1850/1850	-50 minutes/-50 minutes	
Saturday	0650	1940	0650/0650	1850/1850	-50 minutes/-50 minutes	
Sunday	0740	1510	0800/0800	1500/1500	-30 minutes/-30 minutes	
	1 TVM + 2 TVMs to be installed	Oyster PAYG yet to be installed				

[end Appendix A]

1.1 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. It is proposed that some form of ITSO standard smartcard ticketing will be available at some date in the future.

Addlestone	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1325	0630/0630	1000/1000	-3hours 25 minutes/ - 3hours 25 minutes	
Saturday	0610	1305	Closed/0930	Closed/1230	-6hours 55 minutes/ - 3hours 55 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Ashford (Surrey)	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	2005	0625/0625	1325/1325	-6hours 40 minutes/ 6hours 40 minutes	
Saturday	0700	1350	0830/0800	1400/1400	-1hour 20 minutes/ - 50 minutes	
Sunday	0855	1625	Closed/0855	Closed/1625	-7hours 30 minutes/no change	Reinstates this day fully – also means Sundays open longer than other days of week!
	1 TVM + 1 TVM to be installed	Served by TfL buses - add Oyster in future?				

Bookham	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1330	0640/0640	1000/1200	-3hours 30 minutes/ - 1hour 30 minutes	Covers busiest period
Saturday	0810	1500	Closed/0900	Closed/1200	- 6hours 50 minutes/ - 3hours 50 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Byfleet & New Haw	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1300	0640/0640	1030/1030	-2hours 30 minutes/- 2hours 30 minutes	
Saturday	0710	1400	Closed/0900	Closed/1300	-6hours 50 minutes/-2 hours 50 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Chertsey	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1320	0630/0630	1000/1200	-3hours 20 minutes/ - 1hour 20 minutes	Covers busiest period
Saturday	0630	1320	Closed/1000	Closed/1300	-6hours 50 minutes/ - 3hours 50 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Clandon	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0530	1230	0625/0625	1015/1100	-3hours 10 minutes/ - 2hours 25 minutes	Covers busiest period
Saturday	0620	1320	Closed/0800	Closed/1100	- 7hours/- 4hours	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Claygate	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1320	0620/0620	1000/1300	-3hours 20 minutes / - 20 minutes	Covers busiest period
Saturday	0730	1430	0800/0800	1230/1300	-2hours 30 minutes / - 2hours	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Served by TfL buses - add Oyster in future?				

Cobham & Stoke D'Abernon	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1315	0620/0620	1215/1315	-1hour/no change	Reinstates this day fully
Saturday	0720	1415	0900/0800	1330/1400	-2hours 25 minutes/ - 55 minutes	Covers busiest period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Datchet	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	1305	0600/0600	1100/1200	-1hour 50 minutes/ - 50 minutes	
Saturday	0755	1455	Closed/0800	Closed/1300	-7hours / - 2hours	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Effingham Junction	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1325	0630/0630	1010/1200	-3hours 15 minutes / - 1hour 25 minutes	Covers busiest period
Saturday	0650	1345	Closed/0900	Closed/1300	-6hours 55 minutes/ - 2hours 55minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Esher	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	2100	0650/0650	1800/1800	-3hours/ - 3hours	
Saturday	0650	2100	0830/0800	1300/1400	-9hours 40 minutes / - 8hours 10 minutes	Covers busiest period
Sunday	0810	1540	Closed/0900	Closed/1300	-7hours 30 minutes / - 3hours 30 minutes	Reinstates this day at the busiest times
	1 TVM – but is it in the right place?	Served by TfL buses - add Oyster in future?				

Hinchley Wood	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1325	0625/0630	1010/1100	-3hours 10 minutes / - 2hours 25minutes	Covers busiest period
Saturday	0800	1455	Closed/ 1000	Closed/ 1300	-6hours 55 minutes / - 3hours 55minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Served by TfL buses - add Oyster in future?				

Horsley	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0645	1340	0635/0635	1220/1300	-1hour 10 minutes/ - 30 minutes	Covers busiest period
Saturday	0730	1425	0800/0800	1200/1300	-2hours 55 minutes/ - 1hour 55 minutes	Covers busiest period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM – but is it in the right place?		London TravelWatch suggestions for hours accepted and extended			

London Road Guildford	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1335	0630/0630	1000/1300	-3hours 25 minutes/ - 25minutes	Covers busiest period
Saturday	0810	1505	Closed/0900	Closed/1400	-6hours 55 minutes/ - 1hour 55 minutes	Reinstates this day at the busiest times
Sunday	Closed	Closed	Closed	Closed		
	1 TVM –?		London TravelWatch suggestions for hours accepted and extended			

Oxshott	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0610	1305	0630/0610	1110/1305	-2hours 15 minutes/no change	Reinstates this day fully
Saturday	0725	1415	0850/ 0800	1230/1400	-3hours 10 minutes/ - 50minutes	Covers busiest period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					

Shepperton	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0625	1730	0625/0625	1200/1300	-5hours 30 minutes / - 4hours 30 minutes	Covers busiest period
Saturday	0655	1345	0900/0800	1300/1300	-2hours 50 minutes/ - 2hours	Covers busiest period
Sunday	0855	1625	Closed/0900	Closed/1300	-7hours 30 minutes/- 3hours 30 minutes	Reinstates this day at the busiest times
	1 TVM					

Sunbury	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1330	0630/0640	1220/1220	-1 hour/-1hour 10 minutes	SoS proposal is worse than SWT's
Saturday	0755	1445	0900/0800	1320/1400	-2hours 30 minutes/ -50 minutes	Covers busiest period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Served by TfL buses - add Oyster in future?				

Upper Halliford	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0610	1330	0610/0610	1000/1000	-3hours 30 minutes/-3hours 30 minutes	
Saturday	0610	1330	Closed/ Closed	Closed/ Closed	-7hours 20 minutes/-7hours 20 minutes	
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Served by TfL buses - add Oyster in future?				

Virginia Water	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0610	2000	0625/0610	1745/1800	-2hours 30 minutes/ -2hours	
Saturday	0640	2050	0830/0800	1330/1700	-9hours 10 minutes/ -5hours 10 minutes	Covers busiest period
Sunday	0740	1910	Closed/0900	Closed/ 1500	-11h30 minutes/-5hours 30 minutes	Covers busiest period
	1 TVM + 1 to be installed					

West Byfleet	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	2000	0630/0630	1300/2000	-7hours/ <i>no change</i>	Reinstates this day fully
Saturday	0630	2000	0630/0630	1300/2000	-7hours/ <i>no change</i>	Reinstates this day fully
Sunday	0910	1640	0910/0910	1300/1640	-3hours 40 minutes/ <i>no change</i>	Reinstates this day fully
	1 TVM + 1 TVM to be installed					

Weybridge	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	2040	0630/0640	1800/1900	-2hours 30 minutes/- <i>1hour 40 minutes</i>	Covers busiest period
Saturday	0710	2010	0800/0710	1700/1900	-4hours / - <i>1hour 10 minutes</i>	Covers busiest period
Sunday	0840	1810	0900/0900	1600/1800	-2hours 30 minutes/ - <i>30minutes</i>	Covers busiest period
	2 TVMs + 2 TVMs to be installed					

Woking	Current Hours	Current Hours	Proposed Hours (SWT/SoS)	Proposed Hours (SWT/SoS)	Difference (SWT/SoS)	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2210	0600/0600	2130/2210	-40 minutes/ <i>no change</i>	Reinstates this day fully
Saturday	0600	2210	0700/0600	2130/2210	-1hour 40 minutes/ <i>no change</i>	Reinstates this day fully
Sunday	0715	2210	0800/0715	2130/2210	-2hours 40 minutes/ <i>no change</i>	Reinstates this day fully
	7 TVMs + 4 TVMs to be installed					

[end Appendix B]

STATION	AREA MANAGER	Monday - Friday Open	Monday - Friday Close	Saturday Open	Saturday Close	Sunday Open	Sunday Close	Monday - Friday Open	Monday - Friday Close	Saturday Open	Saturday Close	Sunday Open	Sunday Close	Monday - Friday Open	Monday - Friday Close	Saturday Open	Saturday Close	Sunday Open	Sunday Close	PF or LTW
WAREHAM	MAINLINE	06:10	20:00	06:35	13:50	08:50	16:20	06:10	18:30	07:15	12:00	CLOSED	CLOSED	06:10	18:30	07:15	13:50	10:00	14:00	PF
WEST BYFLEET	SUBURBAN	06:30	20:00	06:30	20:00	09:10	16:40	06:30	13:00	06:30	13:00	09:10	13:00	06:30	20:00	06:30	20:00	09:10	16:40	PF
WEYBRIDGE	SUBURBAN	06:40	20:40	07:10	20:10	08:40	18:10	06:30	18:00	08:00	17:00	09:00	16:00	06:40	19:00	07:10	19:00	09:00	18:00	PF
WEYMOUTH	MAINLINE	05:45	20:10	06:10	20:10	07:30	20:45	05:45	18:05	07:45	18:05	08:40	18:00	05:45	18:05	06:10	18:05	08:40	18:00	PF
WHITCHURCH (Hampshire)	WEST OF ENGLAND	05:35	12:44	06:00	10:25	CLOSED	CLOSED	06:00	11:15	CLOSED	CLOSED	CLOSED	CLOSED	06:00	11:15	06:00	10:25	CLOSED	CLOSED	PF
WHITTON	READING/WINDSOR	06:00	19:45	06:40	20:25	09:10	16:40	06:00	19:45	06:40	19:00	09:00	16:00	06:00	19:45	06:40	20:00	09:00	16:00	PF
WINCHFIELD	SUBURBAN	06:10	13:40	07:10	14:00	08:55	16:25	06:10	12:00	08:00	12:00	CLOSED	CLOSED	06:10	12:00	08:00	12:00	CLOSED	CLOSED	PF
WINNERSH	READING/WINDSOR	05:45	12:45	06:10	13:25	07:55	15:25	06:00	11:30	CLOSED	CLOSED	CLOSED	CLOSED	06:00	11:30	07:00	12:30	CLOSED	CLOSED	PF
WINNERSH TRIANGLE	READING/WINDSOR	06:05	13:20	06:10	13:25	CLOSED	CLOSED	06:00	10:00	CLOSED	CLOSED	CLOSED	CLOSED	06:00	11:00	08:00	13:00	CLOSED	CLOSED	PF
WITLEY	SUBURBAN	06:25	11:25	08:10	11:40	CLOSED	CLOSED	06:55	11:00	CLOSED	CLOSED	CLOSED	CLOSED	06:55	11:00	CLOSED	CLOSED	CLOSED	CLOSED	PF
WOKING	SUBURBAN	06:00	22:10	06:00	22:10	07:15	22:10	06:00	21:30	07:00	21:30	08:00	21:30	06:00	22:10	06:00	22:10	07:15	22:10	PF
WOOL	MAINLINE	06:00	12:55	07:05	14:00	08:50	16:20	06:00	10:30	09:00	12:00	CLOSED	CLOSED	06:00	11:00	09:00	13:00	CLOSED	CLOSED	PF
WOOLSTON	MAINLINE	06:10	12:00	07:00	14:35	08:10	14:45	06:10	11:00	CLOSED	CLOSED	CLOSED	CLOSED	06:10	11:00	CLOSED	CLOSED	CLOSED	CLOSED	PF
WORCESTER PARK	METRO	06:50	19:40	06:50	19:40	07:40	15:10	06:50	18:50	06:50	18:50	08:00	15:00	06:50	18:50	06:50	18:50	08:00	15:00	PF
YEOVIL JUNCTION	WEST OF ENGLAND	05:00	20:00	05:30	20:30	07:20	22:00	06:00	19:20	06:00	19:20	08:55	18:25	06:00	19:20	06:00	19:20	08:55	18:25	PF
SSWT proposed changes key																				
CLOSED = NEW CLOSED																				
CLOSED = CURRENT CLOSED																				
CURRENT HOURS NO CHANGE																				
PROPOSED CHANGES TO CURRENT HOURS																				
CHANGED HOURS FROM INITIAL PROPOSAL (BETTER)																				
CHANGED HOURS FROM INITIAL PROPOSAL (WORSE)																				