
Secretariat memorandum

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Agenda item 10

LTW 289

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**Proposed changes to First Capital Connect booking office hours of opening
(Schedule 17 application)**

1 Purpose of report

- 1.1 To advise members on the proposed alterations by First Capital Connect (FCC) to booking office hours at 47 stations in the London TravelWatch area.

2 Background

- 2.1 FCC has proposed a substantive change to the booking office hours of 56 stations across its network, 47 of which are within the London TravelWatch area. This follows a review of all ticket office hours across their network in response to changing trends in ticket retailing. (Members are directed to the recent consideration of reforms to the Ticketing and Settlement Agreement by the Association of Train Operating Companies which also covered this item).
- 2.2 In recent years FCC has introduced 132 new Ticket Vending Machines (TVMs) at stations across its network, of which 88 were replacements for older machines. This has resulted in a 40% increase in the proportion of tickets sold through this method over the past 18 months, such that TVMs now account for 34% of all transactions at stations. In addition, in the London Travelcard area, the company reports a significant migration of ticket sales to Oyster products sold through either its own facilities or Transport for London (TfL) outlets.
- 2.3 FCC reports that these trends in purchasing behaviour are continuing, and that believes that purchases from booking offices will continue to decline as a proportion of overall sales. However it is worth noting that this does not necessarily translate into a reduction of transactions at ticket offices in terms of absolute numbers, because the overall number of passenger numbers has grown.
- 2.4 It should also be noted that there will be further changes in the retailing of tickets with the introduction of Oyster Pay As You Go within the London Travelcard area in 2009, and the Integrated Transport Smartcard Organisation (ITSO) smartcard across the rest of the network at a later date.

3. First Capital Connect's proposal

- 3.1 It is proposed to change the hours of 47 stations within the London TravelWatch area, of which 26 are within the Greater London Travelcard area.

3.1.1 Stations within the London Travelcard area.

Listed in Appendix A 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.

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

3.2.1 FCC proposes to close one booking office at all times - Drayton Park. This station typically has around 40-50 transactions per day, of which over 50% are Oyster retailing, which will also be available on the Ticket Vending Machine from early 2009. At present this station is closed before and after events at the adjacent Emirates Stadium on security grounds because the station is not suitable for handling large crowds.

3.2.2 FCC proposes to close at weekends booking offices at Loughborough Junction, Elephant & Castle, and Blackfriars (Sundays only), because the Thameslink programme works for 2009 and 2010 mean that these stations will for the most part not be served by any train service at weekends during this period.

4 Implications of the proposal

4.1 As can be seen from the points above, the numbers of passengers affected per session by these changes varies considerably, from small handfuls to significantly large numbers.

4.1.1 The ticket offices affected issue the full range of tickets available on the national rail network, and can issue tickets between other stations, and from the boundaries of Travelcard zones, services which will not be available from TVMs (which only issues tickets from the station concerned).

4.1.2 FCC has already noted the transfer of many transactions to Oyster products and anticipates that this trend will continue. It will shortly be implementing Oyster top up facilities on its TVMs at Finsbury Park, West Hampstead Thameslink, Drayton Park, St Pancras International, City Thameslink, Blackfriars and Elephant and Castle stations, and, subject to commercial agreements with TfL, at all other stations within the Travelcard that FCC operates, by early 2010.

4.1.3 FCC's Ticket Vending Machines already have the 'ticket on departure' collection facility for tickets ordered via the internet, and the ability to purchase tickets for next day travel from 1500 onward. They are currently investigating whether monthly season tickets can be sold from them.

4.1.4 It should be noted that in many cases the reduction in booking office hours will result in significantly increased use of TVMs in the evenings, weekends and early mornings. This will require a change in maintenance regimes to ensure that ticket stocks and change are available at these times, rather than being reliant on booking office staff

intervention, as at present. In a number of cases, the role of booking office staff would be changed to part-time selling tickets at a booking office in the morning, followed by servicing TVMs at their own station and a number of others at adjacent stations for the remainder of the day.

4.2. Staffing issues.

4.2.1 Under these proposals, no station will lose a staffing presence completely. However, there is consistent evidence that passengers value the visible presence of staff at stations, particularly when they are less busy, and during the hours of darkness. Experience at London Overground would tend to support this contention. It is therefore important that where there are staff on a station that they are visible and accessible to the passenger, and able to carry out a multiplicity of tasks, – in particular to assist with queries relating to ticket vending machines.

4.2.2 FCC is planning to introduce gatelines at four additional locations in the last quarter of 2009, requiring an additional 40 customer-facing staff, at Finsbury Park, West Hampstead, Leagrave and Harpenden. In addition, as part of the proposals for the South Central franchise, it is proposed to introduce gatelines at Tulse Hill and Streatham stations also served by First Capital Connect services and at a number of other stations where there is significant traffic by connection or direct services provided by other operators to stations managed by First Capital Connect.

The effect of gatelines is to reduce the amount of ticketless travel on the network. Experience elsewhere would indicate that this increases the number of ticket purchasing transactions at both the gated station and at other stations nearby, particularly for short distance journeys ~(including those that do not have gates at all).

4.3 Queuing times

4.3.1 The proposals do not include reference to the number of 'windows' to be open at each individual station. At peak times this may impact on queuing times. At the time of writing, London TravelWatch is seeking clarification from the Department for Transport (DfT) on queuing times – e.g. whether it is reasonable in the case of a passenger who has to wait longer than the 3 to 5 minute queuing standard to leave the queue to board a train.

4.3.2 Queuing times may also be affected if, as a result of reductions in evening and weekend booking office hours for advance purchase tickets, passengers switch to buying tickets closer to their time/day of travel e.g. in the morning peak.

4.3.3 Queuing at gatelines could also be affected by passengers unable to purchase a ticket from a booking office because it is closed, or because their ticket is not available from the TVM e.g. extension tickets.

4.4 Impact on assisted travel

4.4.1 The proposal as such does not impact on the assisted travel service that FCC offers to its passengers. However, not all passengers requiring assistance use this service as it requires advance booking, so in practice booking office staff may be assisting passengers on an ad-hoc basis. This is particularly likely in the case of suburban

metro journeys. Without a booking office staff presence, passengers who need assistance are likely be less able to make unplanned journeys.

- 4.4.2 There are also issues for those with visual impairments as TVMs may be difficult for a person with a disability to operate, in which case a staffed booking office would offer a better level of service. The issues here would be cash and card handling, understanding of which ticket to buy, how to obtain a Railcard discount, and legibility of the TVM screen.

5 Representations from passengers

- 5.1 The Schedule 17 mechanism allows passengers to make representations to London TravelWatch and Passenger Focus on these proposals. The consultation period closes on 3rd February 2009. All representations received to the date of this meeting will be circulated separately to members as confidential Appendix C.

6 Discussion

- 6.1 The changes proposed here represent a major change in passenger provision and the culture of ticket purchasing. In considering a response, members will wish to consider both the wider implications of the change – particularly on the reliance placed on ticket vending machines and on the more local implications for individual stations.
- 6.2 London TravelWatch's established policy in these matters is to consider each application on merit, provided that there are adequate and robust alternative means for passengers to purchase the tickets that they require.
- 6.3 The proposal to remove permanently weekend hours of operation at Loughborough Junction, Elephant & Castle and Blackfriars (Sundays only) stations because of the Thameslink programme is of concern. This is because, once removed, it is likely to be very difficult to regain opening hours once weekend services resume fully in 2011.
- 6.3.1 In the case of Tooting and Haydons Road although train services continue at weekends to these stations, the removal of the booking office at Haydons Road on Saturdays and Sundays, and at Tooting on Sundays, means that there will be no First Capital Connect operated booking offices at weekends in South London, apart from Tooting on Saturdays.

All other stations on the Wimbledon loop apart from those operated by Southern or South West Trains are unstaffed at all times. What is of concern here is that First Capital Connect seem to have an ambivalent attitude towards the stations and services that they operate in this area, acknowledging that there are some issues with crime and anti-social behaviour (and fear of the same, although recorded crime and anti-social behaviour has significantly reduced on their network in recent years), and that there is significant fare evasion, whilst at the same time saying it is not cost effective to collect such fares as they often amount to only £1 - £2 per passenger.

6.3.2 Graffiti on railway infrastructure and on buildings abutting the trackside is a particular problem in the areas of South London served by First Capital Connect, and in Haringey. Access to the railway is mostly via stations and entrances maintained by FCC, and although FCC maintain their leased areas in reasonable, areas maintained by Network Rail give a very poor image of the railway to passengers and in the worse cases – such as at Loughborough Junction – present a threatening and insecure environment to passengers.

Removal of booking office staffing at weekends and on Monday to Friday afternoons and evenings could potentially exacerbate this problem, and whilst booking office staff would not necessarily be able to intervene, they do provide ‘eyes and ears’ in addition to Closed Circuit Television (CCTV). However, the extensive planned engineering possessions for the Thameslink programme will present substantial opportunities to remove such graffiti. It is recommended that this is raised with Network Rail and the relevant local authorities in whose areas the problems occur.

6.4 On the question of access to rail products, which are the only grounds on which London TravelWatch can make a formal objection to these proposals, it is therefore worth noting that FCC has already implemented (or is in the process of doing so) many of the alternative means of purchase via Oyster or upgraded TVMs that London TravelWatch has previously advocated to other operators that have recently applied for changes to their schedule 17 arrangements.

6.5 The Secretary of State’s decision letter on the Stagecoach South West Trains application made the following observation:-

“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”.

If the proposals are implemented, the following stations would not meet this criteria, as the number of transactions in the period proposed for closure is greater than 12 per hour or one every five minutes:-

- Blackfriars (Sundays)
- Bowes Park (Monday to Friday)
- City Thameslink (Monday to Friday)
- Cricklewood (Saturdays)
- Elephant and Castle (Monday to Friday, Saturdays)
- Enfield Chase (Monday to Friday, Saturdays)
- Finsbury Park (Sundays)
- Hendon (Monday to Friday)
- Hornsey (Monday to Friday and Saturdays)
- Mill Hill Broadway (Saturdays)
- New Barnet (Sundays)

- New Southgate (Saturdays)
- Oakleigh Park (Saturdays)
- Tooting (Monday to Friday, Saturdays)
- Winchmore Hill (Monday to Friday, Saturdays)
- Bedford (Saturdays)
- Brookmans Park (Monday to Friday)
- Cuffley (Sundays)
- Flitwick (Monday to Friday, Saturdays)
- Harringay (Monday to Friday, Saturdays)
- Harlington (Saturdays, Sundays)
- Hertford North (Saturdays, Sundays)
- Knebworth (Monday to Friday, Saturdays)
- Stevenage (Fridays)
- Welwyn North (Monday to Friday)

6.6 In addition the following alterations would be necessary at other stations to comply with the Secretary of State's criteria:-

- Alexandra Palace (Monday to Friday 1240 – 1800)
- Elephant & Castle (Sundays – data used included days when no trains were running)
- Gordon Hill (Monday to Friday 1600 – 1800)
- Hendon (Sundays 0900 to 1200)

7 Equalities and inclusion implications

7.1 A number of the stations affected by major change (Alexandra Palace, Hornsey, Harringay, Finsbury Park, Drayton Park, Elephant & Castle, Loughborough Junction, Tooting and Haydons Road), serve areas where the population is known to suffer from multiple deprivations in relation to income, job opportunities, poor housing, high levels of crime , anti-social behaviour and poor access to goods and services.

8 Financial implications

8.1 None – report is for information only..

9 Legal powers

9.1 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.

10 Recommendations

- 10.1 Members are recommended to agree that London TravelWatch provides a response to First Capital Connect taking into account previously agreed policy and representations received from passengers, and with the following commentary:-
 - 10.1.1 That FCC should provide London TravelWatch with assurances about the reliability of its ticket vending machines, and of any revised maintenance regime in respect of ticket stocks and change, particularly at evenings, weekends and early mornings.
 - 10.1.2 That FCC should provide assurance that staff availability on stations should be such that they are multi-functional, visible and accessible to passengers.
 - 10.1.3 That FCC should defer and re-examines their 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.
 - 10.1.4 That London TravelWatch is given assurances about measures to keep queuing times within the current acceptable standards.
 - 10.1.5 That in the case of Luton Airport Parkway station, FCC should consider extending the opening time to 0100 hours on a daily basis to take account of late arrivals of flights.
- 10.2 That London TravelWatch considers the inclusion of City Thameslink, Blackfriars, Elephant & Castle and Loughborough Junction stations in this programme as unreasonable because of the impact of the Thameslink Programme engineering possessions, and that FCC should consider removing these from the proposal and makes these subject to review at the completion of the weekend engineering programme.
- 10.3 That London TravelWatch co-ordinates its response to this consultation with Passenger Focus.
- 10.4 Members are asked to consider whether, in the light of the above, there are sufficient grounds to submit a formal objection to the Department for Transport.

Appendix A

- 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.

Alexandra Palace	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615	1240	-7hours 20 minutes	40 tickets issued in this period
Saturday	0615	2000	0900	1525	-7hours 20 minutes	41 tickets issued in this period
Sunday	0815	1730	Closed	Closed	-9hours 15 minutes	88 tickets issued in this period
	1TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

London Blackfriars	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0715	2100	0715	2030	- 30 minutes	5 tickets issued in this period
Saturday	0715	2000	0800	1600	-4hours 45 minutes	38 tickets issued in this period
Sunday	0815	1540	Closed	Closed	-7hours 25 minutes	155 tickets issued in this period
	3 TVM including Oyster Top Up	Oyster PAYG operational				All tickets within the capability of TVMs

Bowes Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0645	1000	-50 minutes	16 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				

City Thameslink	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0700	2020	0715	1945	-50 minutes	Holborn Viaduct end to be am and pm peak part time only. 14 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	3TVMs – Oyster top up to be added shortly	Oyster PAYG operational				All the tickets within the capability of TVMs

Cricklewood	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1900	0610	1930	+55 minutes	
Saturday	0635	1900	0910	1545	-5hours 50 minutes	78 tickets issued in this period
Sunday	0745	1700	0915	1745	- 45 minutes	5 tickets issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Drayton Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1300	Closed	Closed	-6 hours 30 minutes	50 tickets issued in this period – 50% on Oyster
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1TVM – Oyster to be added shortly	Oyster PAYG operational				All tickets within the capability of TVMs

Elephant & Castle	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0645	2010	0715	2030	-10 minutes	14 tickets issued in this period
Saturday	0645	2010	Closed	Closed	- 13hours 25 minutes	289 tickets issued in this period
Sunday	0915	1840	Closed	Closed	- 9hours 25 minutes	45 tickets issued in this period
	1TVM – Oyster to be added shortly	Oyster PAYG operational				All tickets within the capability of TVMs

Elstree & Borehamwood	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600	2030	+ 30 minutes	
Saturday	0600	2000	0600	2030	+ 30 minutes	
Sunday	0630	2115	0630	2115		
	2 TVMs	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Enfield Chase	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1830	0625 1515	1250 1910	-1hour 45 minutes	30 tickets issued in this period
Saturday	0705	1830	0900	1525	- 5hours	84 tickets issued in this period
Sunday	0810	1535	Closed	Closed	-7hours 25 minutes	42 tickets issued in this period
	2 TVMs	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Essex Road	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	2030	0630	2200	+1 hour 30 minutes	
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG operational				All tickets within the capability of TVMs

Finsbury Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130	0615	2130		
Saturday	0615	2130	0615	2130		
Sunday	0615	2130	0700	2030	- 1 hour 45 minutes	28 tickets issued in this period
	7 TVMs – Oyster Top Up to be added shortly	Oyster PAYG operational	Also LUL office and TVMs			All tickets within the capability of TVMs

Gordon Hill	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1810	0635	1300	- 5 hours 10 minutes	56 tickets issued in this period
Saturday	0700	1420	0745	1410	-55 minutes	7 tickets issued in this period
Sunday	0800	1600	Closed	Closed	- 8 hours	61 tickets issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Grange Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0700	1000	-35 minutes	6 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Hadley Wood	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1100	0635	1000	-1hour	10 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Harringay	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0620	1030	-3hours 45 minutes	Confusion on data provided
Saturday	0720	1515	Closed	Closed	-7hours 55 minutes	Confusion on data provided
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Haydons Road	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1040	0700	1000	- 1 hour	7 tickets issued in this period
Saturday	0650	1350	Closed	Closed	- 7hours	13 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Hendon	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0605	1900	0630	1300	- 6hours 25 minutes	73 tickets issued in this period
Saturday	0605	1900	0630	1300	- 6hours 25 minutes	48 tickets issued in this period
Sunday	0745	1700	Closed	Closed	-9 hours 15 minutes	82 tickets issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Hornsey	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1445	0650	1030	-4 hours 15 minutes	60 tickets issued in this period
Saturday	0720	1515	Closed	Closed	- 7hours 55 minutes	95 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Loughborough Junction	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2220	0615	1245	-9 hours 35 minutes	66 tickets issued in this period
Saturday	0615	2220	Closed	Closed	-16 hours 5 minutes	135 tickets issued in this period
Sunday	0915	1840	Closed	Closed	-9 hours 25 minutes	38 tickets issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Mill Hill Broadway	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600	1930	- 30 minutes	3 tickets issued in this period
Saturday	0630	2000	0800	1800	- 3hours 30 minutes	46 tickets issued in this period
Sunday	0715	2100	0900	1800	- 4hours 45 minutes	6 tickets issued in this period
	2 TVMs	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

New Barnet	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	2000	0620 1515	1245 1915	-3 hours 15 minutes	34 tickets issued in this period
Saturday	0620	2000	0845	1515	-7 hours 10 minutes	67 tickets issued in this period
Sunday	0800	1530	Closed	Closed		93 tickets issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVM

New Southgate	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630	1130	-2hours 55 minutes	10 tickets issued in this period
Saturday	0720	1515	Closed	Closed	-7hours 55 minutes	72 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVM

Oakleigh Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630	1130	-2hours 55 minutes	31 tickets issued in this period
Saturday	0720	1515	Closed	Closed	-2hours 55 minutes	116 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Palmers Green	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1830	0650	1830		
Saturday	0705	1400	0725	1400	-20 minutes	1 ticket issued in this period
Sunday	0810	1535	Closed	Closed	-7hours 25 minutes	50 tickets issued in this period
	2 TVMs	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

Tooting	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1900	0620 1500	1020 1900	-4 hours 40 minutes	65 tickets issued in this period
Saturday	0620	1900	0900	1400	- 7 hours 40 minutes	82 tickets issued in this period
Sunday	0920	1650	Closed	Closed	- 7 hours 30 minutes	85 tickers issued in this period
	1 TVM	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

West Hampstead	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615	1930	-30 minutes	No date available
Saturday	0645	2000	0645	2000		
Sunday	0745	1700	0740	1715		
	2 TVMs – Oyster Top Up to be added shortly	Oyster PAYG operational				All tickets within the capability of TVMs

Winchmore Hill	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1345	0650	1030	- 3hours 15 minutes	66 tickets issued in this period
Saturday	0705	1400	Closed	Closed	- 6 hours 55 minutes	135 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM + 2 TVMs to be installed	Oyster PAYG yet to be installed				All tickets within the capability of TVMs

[end of Appendix A]

Appendix B

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

Bedford	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545	2100	-3hours	10 tickets issued in this period
Saturday	0545	2145	0545	2030	-1hour 15 minutes	16 tickets issued in this period
Sunday	0700	2145	0715	2115	- 45 minutes	6 tickets issued in this period
	4 TVMs					All tickets within the capability of TVM

Brookmans Park	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0650	0930	-1 hour	15 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					All tickets within the capability of TVM

Cuffley	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1830	0640	1830		
Saturday	0710	1400	0735	1400	- 25 minutes	1 ticket issued in this period
Sunday	0810	1530	Closed	Closed	- 7 hours 20 minutes	90 tickets issued in this period
	1 TVM					All tickets within the capability of TVM

Flitwick	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600	1930	-20 minutes	No data available
Saturday	0600	1555	0715	1530	-1 hour 40 minutes	No data available
Sunday	0815	1540	0815	1545	+ 5 minutes	
	1 TVM					All tickets within the capability of TVM

Harpenden	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0545	2015	+ 45 minutes	
Saturday	0615	1900	0615	1915	+ 15 minutes	
Sunday	0730	2000	0715	2015	+ 30 minutes	
	1 TVM					All tickets within the capability of TVM

Harlington	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0645	1030	-10 hours 10 minutes	70 tickets issued in this period
Saturday	0815	1530	Closed	Closed	- 7 hours 15 minutes	150 tickets issued in this period
Sunday	0745	1530	Closed	Closed	- 7 hours 45 minutes	90 tickets issued in this period
	1 TVM					All tickets within the capability of TVM

Hertford North	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1900	0640	1900		
Saturday	0710	1830	0745	1410	-4hours 55 minutes	74 tickets issued in this period
Sunday	0810	1540	Closed	Closed	- 7 hours 30 minutes	83 tickets issued in this period
	4 TVMs					All tickets within the capability of TVM

Knebworth	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1500	0650	1030	-4hours 30 minutes	88 tickets issued in this period
Saturday	0720	1355	Closed	Closed	-6hours 35 minutes	130 tickets issued in this period
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					All tickets within the capability of TVM

Luton	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545	2145	-2hours 15 minutes**	
Saturday	0545	2400	0545	2200	-2hours**	
Sunday	0645	2400	0645	2145	-2hours 15 minutes**	
	4 TVMs				** up to 60 tickets issued each day after 2200	All tickets within the capability of TVM

Luton Airport Parkway	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	24hours	24hours	0600	0030	-5hours 30 minutes	30 tickets issued in this period**
Saturday	24hours	24hours	0630	0000	-6hours 30minutes	18 tickets issued in this period**
Sunday	24hours	24hours	0730	0000	-7hours 30 minutes	32 tickets issued in this period**
	3 TVM				** if extended hours to 0100 cover substantial majority of transactions	All tickets within the capability of TVM

Leagrave	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600	1930	-20 minutes	2 tickets issued in this period
Saturday	0600	1950	0600	1920	-30 minutes	2 tickets issued in this period
Sunday	0715	1830	0815	1730	-1hour	9 tickets issued in this period
	3TVMs					All tickets within the capability of TVM

Potters Bar	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	1930	0615	2010	+ 40 minutes	
Saturday	0615	1930	0715	1910	- 40 minutes	
Sunday	0720	1830	0815	1930	+ 5 minutes	
	1 TVM - add Oyster in future?	Served by TfL buses				All tickets within the capability of TVM

Radlett	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	2000	0635	2000		
Saturday	0635	1830	0635	1915	+ 45 minutes	
Sunday	0645	1930	0800	1800	- 2 hours 45 minutes	No data available
	1 TVM					All tickets within the capability of TVM

St. Albans	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2330	0545	2145	-1hour 45 minutes	10 tickets issued in this period
Saturday	0545	2330	0645	2030	-4hours	43 tickets issued in this period
Sunday	0645	2300	0730	2145	-2 hours 30 minutes	9 tickets issued in this period
	9 TVMs					All tickets within the capability of TVM

Stevenage	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130 (M-Th) 0001(Fri)	0615	2030	-1hour (M-Th) , - 2hours 31 minutes (Fri)	36 tickets issued in this period Fridays , 10 tickets issued other days
Saturday	0615	0001	0645	2130	-2hours 31 minutes	12 tickets issued in this period
Sunday	0715	2130	0800	2015	- 2 hours 15 minutes	10 tickets issued in this period
	6 TVMs					All tickets within the capability of TVM

Watton-at-Stone	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1145	0645	1150	+ 10 minutes	
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					All tickets within the capability of TVM

Welham Green	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0715	1015	-40 minutes	6 tickets issued in this period
Saturday	Closed	Closed	Closed	Closed		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					All tickets within the capability of TVM

Welwyn Garden City	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2000	0600	2000	-15 minutes	1 ticket issued in this period
Saturday	0545	2000	0700	1900	-2hours 15 minutes	14 tickets issued in this period
Sunday	0650	2130	0730	1900	-3hours 10 minutes	18 tickets issued in this period
	4 TVMs					All tickets within the capability of TVM

Welwyn North	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	2000	0650	1315	-6 hours 45 minutes	140 tickets issued in this period
Saturday	0720	1355	0720	1355		
Sunday	Closed	Closed	Closed	Closed		
	1 TVM					All tickets within the capability of TVM

[end of Appendix B]