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## Secretariat Memorandum

Author: Bryan Davey

Agenda item 10  
LTW: 289 (Appendix C)  
Drafted 6.2.09

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

#### Appendix C: Summary of representations received

##### 1 Purpose of report

- 1.1 To provide a summary of the representations received by London TravelWatch on the proposed alterations by First Capital Connect (FCC) to booking office hours at 47 stations in the London TravelWatch area.

##### 2 Summary

- 2.1 London TravelWatch has received a significant number of representations on the proposed booking office changes by First Capital Connect. Almost without exception, these representations have opposed the changes either in principle or in relation to their local station.
- 2.2 At the time of writing, 585 representations by members of the public and their representatives had been logged and acknowledged. It is estimated that a further 200 representations await logging and acknowledgement. A significant number of these representations were in the form of freepost reply cards. Some of the responses refer to more than one station, leading to the total number of representations by station exceeding the number of representations.
- 2.3 Objections were received in relation to all those stations where reductions in booking office hours were proposed, except Cricklewood, Grange Park, Hadley Wood and Radlett. No representations were received in relation to Elstree & Borehamwood, Essex Road and Watton-at-Stone, where an extension in hours is proposed. We received two objections to reduced ticket office hours from residents who use Harpenden station, although an extension of hours is proposed at that station.
- 2.4 We received the most objections to changes at Loughborough Junction (70), Luton (41), Hornsey (37), Knebworth (30), Stevenage (30), Leagrave (24), Welwyn North (23), Drayton Park (21), Harlington (21) and Haringay (21). Attached is the number of representations by station. Those not mentioning a particular station, but raising a general objection have been listed under Objection in Principle. Where no entry has been made on the database referring to any particular station, these remain blank.

- 2.5 A total of 42 Objections were received in relation to stations where no changes are currently proposed (Battersea Park, Bounds Green, Catford Bridge, Cheshunt, Hatfield, Kentish Town, King's Cross, Purley, Seven Kings, St Helier, Streatham, St Pancras, Wimbledon Chase and Wood Green).
- 2.6 We have also received two petitions – one from the Transport Salaried Staff Association (TSSA) and the National Union of Rail, Maritime and Transport Workers (RMT) containing 902 signatures opposed to booking office changes in general; and one from local residents opposed to the changes at Loughborough Junction station, containing 92 signatures.
- 2.7 Attached are a copy of Early Day Motion 580 and representations from the following:
- David Burrowes MP
  - Valerie Shawcross AM (on behalf of the GLA Labour Group)
  - Rt Hon Joan Ryan MP
  - Andrew Dismore MP
  - Tom Brake MP
  - National Union of Rail, Maritime & Transport Workers (RMT)
  - Darren Johnson AM and Jenny Jones AM (the GLA Green Group)
  - Jennette Arnold AM
  - London Borough of Merton
  - Simon Hughes MP
  - Stephen Hammond MP
  - Kelvin Hopkins MP
  - Transport Salaried Staff Association (TSSA)
- 2.8 Copies of all other correspondence received will be available for inspection at the meeting.

Thank you for your email !

Whilst writing I would like to highlight FCC's proposal to reduce hours at station ticket offices in my constituency. I am concerned about the negative impact on security, journey advice and ticket sales. In particular the proposal to close Winchmore Hill ticket office on Saturdays is objectionable. It is estimated that 135 tickets are issued on a Saturday which is no doubt of assistance to less regular users and regulars who want to purchase travelcards and avoid the long queues on a Monday morning.

Given that South West Train's proposals were rejected upon the basis that the opening hours could only be reduced where there were less than 12 sales per hour, I am hopeful that the Saturday closure proposal will be similarly rejected.

Please treat this as a formal response to FCC's consultation.

David Burrowes MP

Member of Parliament for Enfield Southgate

Shadow Justice Minister

# Valerie Shawcross AM

Hall

Assembly Member for Lambeth & Southwark  
Queen's Walk

London SE1A 2AA

Switchboard: 020 7983 4000

[www.london.gov.uk](http://www.london.gov.uk)

City

The

Web:

**Our ref:** VS/sl

**Your ref:**

**Date:** 22 January 2009

Larry Heyman

Integration & Partnership Manager

First Capital Connect

Hertford House

1 Cranwood Street

London

EC1V 9QS

[Valerie.Shawcross@london.gov.uk](mailto:Valerie.Shawcross@london.gov.uk)

Dear Larry

### **Proposed changes to First Capital Connect Ticket Office Hours**

This reply to the proposed changes in ticket office hours by First Capital Connect is on behalf of the Labour Group of GLA Members. I have replied in relation to those specific closures in my constituency and other Members will be replying on behalf of their own constituents. This therefore is about the overall proposals and our objection to their introduction.

In all my conversations and correspondence with passengers their main concern has been about feeling safe and secure in station environments. Many find stations threatening and intimidating places and knowing that there is a member of staff around is reassuring. I recognise that CCTV is in place and can add to this reassurance but cameras do not necessarily prevent crime and anti-social behaviour only record the incident and cannot react immediately to incidents. The loss of personnel at stations particularly where there are no other staff can change peoples travelling habits and the use of particular stations and services, this does not therefore bode well for the future of train travel.

Passengers also see the proposals as reducing or the taking away of services rather encouraging people to use the train network, these proposals also come at a time when they are seeing increased fares and cannot understand why they are paying higher prices for less services.

The Labour Group welcomes First Capitals Connect's investment in upgrading its ticket machines and the fact that they can be Oyster enabled when the negotiations are complete but they cannot fully replace a member of staff. They do not provide a complete service such as seat reservation, extensions, 'promotion' tickets or deal with damaged or mis-purchased tickets. The complexity of today's ticketing structure means that passengers need advice from trained staff and will often visit ticket offices during the quiet parts of the day i.e. mid morning or afternoon and proposals to close ticket offices outside peaks times means that they will take up time of staff when they are at their busiest, leading to more frustration and the perception that services are getting worse.

We would ask that you reconsider these proposals and keep ticket offices staffed.

Yours sincerely



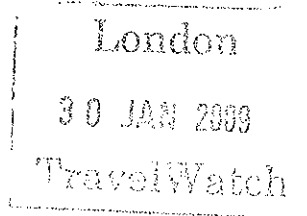
**Valerie Shawcross AM**

**Labour Assembly Member for Lambeth & Southwark**

CC London Travel Watch  
Passenger Focus  
RMT



HOUSE OF COMMONS  
LONDON SW1A 0AA



The Rt Hon Joan Ryan MP  
*Labour MP, Enfield North*

*House of Commons*  
Tel: 020 7219 6502  
Fax: 020 7219 2335  
*Constituency Office*  
605 Hertford Road  
Enfield  
EN3 6UP  
Tel: 020 8805 9470  
Fax: 01992 652920

*Email:* [ryanj@parliament.uk](mailto:ryanj@parliament.uk)  
*Website:* [www.joanryan.net](http://www.joanryan.net)

Janet Cooke  
Chief Executive  
London Travel Watch  
6 Middle Street  
London  
EC1A 7JA

Our Ref: COOK01010/01090158

29 January 2009

Dear Janet

I am writing to draw your attention to First Capital Connect's proposals to drastically reduce the opening hours of ticket offices by some 800 hours at stations across London and the south east, including at the Enfield Chase and Gordon Hill stations in my own constituency. As you may be aware, I have tabled Early Day Motion 580 (First Capital Connect) to this effect.

I am sure you will agree that ticket offices are essential for journey advice, ticket sales and security. At a time when commuters are facing above-inflation increases in rail fares, and when First Capital Connect made interim profits of £48.3 million in the six months up to September 2008, cutting staffing levels – particularly given the broader economic situation – and reducing customer service levels is unacceptable.

I would, of course, be happy to discuss this issue with you further and to work with London Travel Watch to protect commuters in Enfield, and throughout London and the south east, from these cuts.

With all good wishes,

Yours sincerely,

The Rt Hon Joan Ryan MP

Andrew Dismore  
Labour Member of Parliament for Hendon



HOUSE OF COMMONS  
LONDON SW1A 0AA

Ms Janet Cooke,  
Chief Executive,  
London Travelwatch,  
6, Middle Street,  
London, EC1A 7JA.

29th January 2009

Our Ref: T/01/98/0011

**Please quote reference on all correspondence**

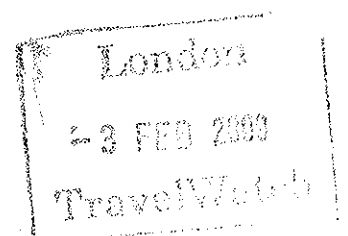
Dear Ms Cooke,

I am writing to express my concerns over proposals to cut ticket office opening hours by First Capital Connect, particularly at two stations in my constituency Mill Hill Broadway and Hendon.

My objections to what is being proposed include the following:-

- Ticket machines do not sell the full range of rail products.
- Season ticket holders cannot buy extensions
- Seats cannot be reserved by ticket machines.
- Ticket machines do not sell promotion tickets
- The complexity of the ticketing structure means passengers need advice from trained railway staff to secure the cheapest available ticket and best possible route
- Machines cannot deal with damaged or mis-purchased tickets
- Machines are not always conveniently located
- Machines are subject to vandalism

I am also concerned that the stations will have less personnel on them







resulting in less security and reassurance to my constituents travelling on the network.

Yours sincerely,

A handwritten signature in black ink that reads "Andrew Dismore".

**Andrew Dismore**  
**Member of Parliament for Hendon**

From: [redacted]  
To: [redacted]  
CC:  
Sent: 04/02/2009 18:25:02  
Subject: FW: First Capital Connect: Ticket Office Opening Times

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From: enquiries  
Sent: Tuesday, February 03, 2009 11:58 AM  
To: Bryan Davey  
Subject: FW: First Capital Connect: Ticket Office Opening Times  
Importance: High

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From: BRAKE, Tom  
Sent: Mon 02/02/2009 13:01  
To: enquiries  
Subject: First Capital Connect: Ticket Office Opening Times  
To whom it may concern

I would like to express my opposition to FCC's plans to shut ticket offices in the London area. I do not believe these plans should be allowed to proceed as currently set out by FCC. My concerns are;

1. The reduced availability of ticket office staff will lead to passengers paying for more expensive tickets
2. Ticket machines are not easily used by many customers who find them too complicated
3. Ticket machines often malfunction
4. Reduced staffing at stations will increase passengers' concerns about safety on platforms
5. Reduced staffing might lead to an increase in anti-social behaviour on stations

I would be grateful if these comments could be taken into account.

Yours sincerely

Tom Brake MP  
Carshalton and Wallington

Lib Dem London Spokesman

Whilst Tom Brake MP will treat as confidential any personal information that you pass to him, he will normally allow staff and authorised volunteers to see it if this is needed to help and advise you. Tom Brake MP may pass on all or some of the information to agencies such as the DWP, the Inland Revenue or the Local Council if this is necessary to help with your case. Tom Brake MP may wish to write to you from time to time to keep you informed on issues that you may find of interest. Please let him know if you do not wish to be contacted for this purpose.

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# National Union of Rail Maritime & Transport Workers

General Secretary: Bob Crow

London TravelWatch  
6 Middle Street  
London  
EC1A 7JA

29 January 2009

## **First Capital Connect – Changes to ticket office opening hours**

I am writing to register the opposition of the National Union of Rail, Maritime and Transport Workers (RMT) to First Capital Connect's (FCC) proposed Schedule 17 changes to its ticket office opening times.

The Company is planning major reductions at 28 of their stations and minor reductions at a further 15 stations. If the plans are approved it will mean that offices will be closed for around eight hundred fewer hours than at present.

You will know that the proposals have provoked widespread opposition. Trades unions, passenger groups and local councillors and the Chair of the Greater London Authority Transport Committee all called for the plans to be withdrawn. Additionally, an Early Day Motion opposing the cuts has been tabled in the House of Commons.

The RMT's view is that the proposed changes are wholly unnecessary and will lead to a reduction in the level and quality of service provided to the travelling public. We are therefore requesting that London TravelWatch lodges a formal objection to the planned reductions in opening times.

### **National Passenger Survey**

The Autumn 2008 National Passenger Survey found that even before the current proposals to reduce ticket office opening times FCC passengers had serious concerns about station ticket-buying facilities.

Indeed, FCC finds itself joint third in the league table of passenger dissatisfaction on the issue. If the proposed cuts package is allowed to proceed we have little doubt that the percentage of passengers dissatisfied with ticket buying facilities at FCC will increase.

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Union Headquarters

Unity House • 39 Chillon Street ■ London ■ NW1 1JD ■ Tel: 020 7387 4771 • Fax: 020 7387 4123

Helpline: 0800 376 3706

[www.rmt.org.uk](http://www.rmt.org.uk) ■ email: [info@rmt.org.uk](mailto:info@rmt.org.uk)

<b>Company</b>	<b>% passengers dissatisfied or poor</b>
Arriva Trains Wales	21%
Southeastern	20%
London Overground	18%
First Capital Connect	18%
Southern	17%
South West Trains	17%
National Express East Anglia	17%
London Midland	17%
C2C	16%
First Great Western	14%
Northern Rail	13%
East Midlands Trains	10%
Transpennine Express	9%
Merseyrail	9%
National Express East Coast	8%
Chiltern	7%
Virgin Trains	6%
ScotRail	5%
Cross Country	5%

### **Problems with the consultation process**

The initial timetable proposed by First Capital Connect was for the public consultation to open on 22<sup>nd</sup> December and close on 16<sup>th</sup> January. RMT representatives at First Capital Connect rejected these proposals at Company Council level for the simple reason that it would have been wholly inappropriate for a significant part the consultation period to take place over the Christmas and New Year period. It is difficult not to draw the conclusion that FCC was trying to sneak its proposals through by holding the public consultation at a time when many of its passengers would be taking Christmas and New Year holidays.

RMT has seen a number of posters, for display in ticket office windows at around 20 stations that did not have the date by which passengers had to respond to the proposed changes. In addition the posters gave passengers the first option of writing to the company and only giving the address of Passenger Focus and London TravelWatch as an alternative. The London TravelWatch contact details given on the poster was not a freepost address

### **Mayor of London additional British Transport Police officers announcement**

You will know that due to concerns about anti-social behaviour the Mayor of London announced on 6<sup>th</sup> January 2009 that 50 additional British Transport Police officers would be introduced to patrol trains and stations in outer London. Over the next two years over £6million from Transport for London's budget will be spent on the initiative. It is therefore a matter of huge concern to the RMT that four of the stations earmarked for extra patrols – Alexandra Palace, New Southgate, Oakleigh Park and New Barnet are now facing major cuts to their ticket office opening times. It is wholly unacceptable that FCC is proposing these cuts at a time when public money is being spent on the extra BTP patrols.

## **Loughborough Junction**

Loughborough Junction station is located in an area which does not have a good reputation as far as crime and the sale of illegal drugs is concerned. Staff at the station have worked hard over recent years to improve the station environment in terms of passenger safety and security. It is therefore a matter of serious concern that the ticket office is facing a reduction in opening times of some seventy-three hours a week.

### **Schedule 17 criteria and ticket machines**

Schedule 17 makes clear that an operator can make major changes to ticket office opening times if;

*"the change would represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness and members of the public would continue to enjoy widespread and easy access to the purchase of rail products, notwithstanding the change"*

In terms of quality of service it is evident that the cuts proposed by FCC will not result in an improvement on current arrangements for the reasons we will go on to outline.

Furthermore, representations we have received from our members and FCC passengers indicate that ticket machines do not offer the same range of advice, tickets and fares as those provided by trained railway staff, demonstrating that FCC's proposals will not ensure passengers "continue to enjoy widespread and easy access to the purchase of rail products".

Based on representations made to us, our key objections to the proposed reductions in ticket office opening hours are;

- Ticket machines will not be able to offer the same range of tickets and fares and/or advice on ticket and fare options as that provided by trained railway staff.
- Passengers may be unable to use ticket machines or the machines may be vandalised or faulty. This could result in journeys being abandoned or passengers boarding trains without tickets leading to difficult situations between passengers and rail staff.
- Ticket machines do not specify at what age children have to pay for a ticket, potentially exposing passengers travelling in good faith to penalty fares.
- Ticket Machines are often located on the opposite side of the track from which a passenger enters the station
- Ticket Machines offer Standard Day Returns when a Cheap Day return is applicable.
- Ticket Machines do not explain that in London a child Cheap Day Return is cheaper than a single.

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Union Headquarters

Unity House • 39 Chalton Street ■ London ■ NW1 1JD ■ Tel: 020 7387 4771 • Fax: 020 7387 4123

Helpline: 0800 376 3706

[www.rmt.org.uk](http://www.rmt.org.uk) ■ email: [info@rmt.org.uk](mailto:info@rmt.org.uk)

- Ticket Machines do not offer Group Save 3 or Group Save 4 promotions, nor inform the travelling public be aware of them.
- Ticket machines can issue faulty tickets. Booking office closures mean that staff will not be on hand to issue corrected tickets in such circumstances.
- The proposals could disproportionately impact on those passengers who have a disability which makes it difficult or impossible to use a ticket machine.
- Many passengers will no longer be able to purchase their weekday tickets at the weekend causing not only inconvenience but also longer queues during peak time.
- Weekend closures will disproportionately hit those who use trains for leisure and visits to friends and family
- The proposals could be detrimental to the use of the network as the resulting increase in days and times when stations are unstaffed will heighten passenger security concerns.
- The need for adequately staffed stations was also demonstrated by the July 2005 National Audit Office report *Maintaining and Improving Britain's Railway Stations* which showed only between 38% and 62%, depending on the size of the station, of passengers are satisfied with personal security whilst using train stations.
- Stations left completely unstaffed at the weekend will see a deterioration of the station environment and facilities potentially causing negative effects on ridership
- No staff presence, no assistance to passengers with disabilities or small children.

The proposal to reduce ticket office opening times by around 800 fewer hours a week will result in deterioration to the quality of service enjoyed by the travelling public. Furthermore, based on the representations received from our members and FCC passengers, I do not believe that the cuts are consistent with the criteria set out in Schedule 17. I would therefore request that London TravelWatch lodges a formal objection to the proposals.

Yours sincerely

*Bob Crow*

General Secretary

29612

**LONDON** ASSEMBLY

Green Group

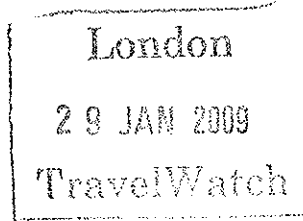
**Darren Johnson AM**

**Jenny Jones AM**

City Hall  
The Queen's Walk  
London SE1 2AA  
Direct phone : 020 7983 4411  
Minicom: 020 7983 4458  
Web: www.london.gov.uk

**Our ref:** DJ3229  
**Your ref:**  
**Date:** 26 January 2009

TravelWatch  
Freepost RLYG-JAUZ-SLZU  
London  
Travelwatch  
6 Middle Street  
London EC1A 7JA



To whom it may concern

**Cuts to ticket office opening hours at First Capital Connect**

We are writing to formally object to the proposals made by First Capital Connect to reduce ticket office opening times at twenty-eight train stations, many of which are in the London area.

I understand that four of the twenty-eight stations that are facing ticket office opening times cuts, namely; Alexandra Palace, New Barnet, New Southgate and Oakleigh Park, have been earmarked for extra police officer patrols, due to safety concerns. As I am sure you know, staff presence is a key deterrent to anti-social behaviour in and around stations and this policy could further compromise passenger safety.

In addition, we also object to the proposed ticket office closures for the following reasons:

- ticket machines do not sell the full range of rail products
- season ticket holders cannot buy extensions
- seats cannot be reserved ticket machines
- ticket machines do not sell promotion tickets
- the complexity of the ticketing structure means passengers need advice from trained railway staff to secure the cheapest available ticket and best possible route
- machines cannot deal with damaged or mis-purchased tickets
- machines are not always conveniently located
- machines are subject to vandalism

We strongly urge you to reconsider this proposal and to continue maintaining the existing office opening times and services that only they can provide.

**Jenny Jones**  
Green Party Member of the London Assembly

**Darren Johnson**  
Green Party Member of the London Assembly

Adh. 3/7/09



29615

LONDON ASSEMBLY LABOUR



Jennette Arnold AM

London  
29 JAN 2009  
TravelWatch

City Hall  
Queen's Walk  
London SE1 2AA  
Switchboard 020 7983 4000  
Minicom 020 7983 4458  
Web www.london.gov.uk

Our ref: JA/JL  
Your ref:  
Date: 27 January 2009

Larry Heyman  
Integration & Partnership Manager  
First Capital Connect  
Hertford House  
1 Cranwood Street  
London  
EC1V 9QS

Dear Larry,

**Re: Proposed closure of Drayton Park Station ticket office**

I am writing to express my concern about plans by First Capital Connect to close the ticket office at Drayton Park Station. I have been contacted by a number of constituents who fear that closing the ticket office altogether will create an unsafe environment in and around the station.

Constituents have also expressed their worries about the station being unmanned during dark morning hours. Not having any staff present at the station will not only make people feel less safe but will automatically lead to a reduction in service offered to passengers.

I am aware that the closure of the ticket office at Drayton Park is motivated by the low level of ticket sales but am disappointed that you have not considered replacing ticket office staff with platform staff to maintain some level of personal service.

I appreciate that a help point will be available at the station but I feel that, although they are good mechanisms to provide information, they do not make passengers feel as safe as staff presence will do. The same applies for CCTV.

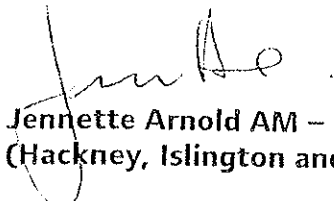
ack: 3/2/09

I am also concerned that you haven't taken the planning application for 729 housing units on Arsenal's nearby Queensland Road into consideration. This project is likely to receive permission in the very near future and its size will, no doubt, lead to a significant increase in passengers using Drayton Park Station for their daily commute and put more strain on services from the station.

I would like to point out to you that around £7 million of Arsenal's 106 funding, originally earmarked for Holloway Road Underground Station, is still available for improvements to the local public transport infrastructure

I hope that the safety and convenience of my constituents will be taken into consideration and that you will reconsider your plans to close the ticket office at Drayton Park station.

Yours sincerely,



**Jennette Arnold AM – North East London  
(Hackney, Islington and Waltham Forest)**

Cc. Jeremy Corbyn MP for Islington North  
London Travel Watch  
Passenger Focus

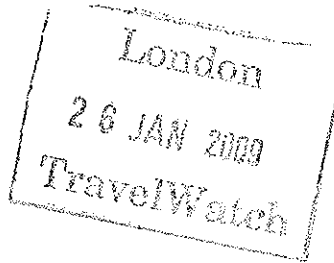
29373

**merton**

London Borough of Merton  
Merton Civic Centre  
London Road  
Morden, SM4 5DX

**COUNCILLOR WILLIAM BRIERLY**  
Cabinet Member for Planning and Traffic Management  
(Conservative, Cannon Hill Ward)

Home address:  
115 Elm Walk  
Raynes Park  
SW20 9EF



Date: 22 January 2009

London TravelWatch  
6 Middle Street  
LONDON  
EC1A 7JA

Dear Sirs

**REDUCTIONS TO TICKET OFFICE OPENING HOURS AT FIRST CAPITAL CONNECT**

LB Merton formally object to proposals made by First Capital Connect to reduce ticket office opening times at Haydons Road Station.

The main reasons for our objections are as follows:

- Ticket machines do not sell the full range of rail products
- Season ticket holders cannot buy extensions
- Seats cannot be reserved by ticket machines
- Ticket machines do not sell promotion tickets
- The complexity of the ticketing structure means passengers need advice from trained railway staff to secure the cheapest available ticket and best possible route
- Machines cannot deal with damaged or mis-purchased tickets
- Machines are now always conveniently located
- Machines are subject to vandalism.

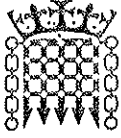
Yours sincerely

**Councillor William Brierly**

Cc Stephen Hammond, MP for Wimbledon



INVESTOR IN PEOPLE

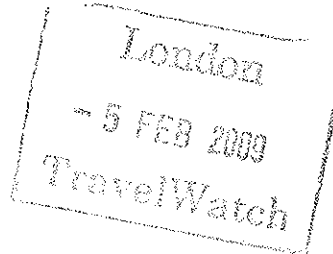


# SIMON HUGHES MP

Member of Parliament for North Southwark & Bermondsey  
Liberal Democrat Shadow Secretary of State for Energy and Climate Change

Please reply to: House of Commons  
London SW1A 0AA

Janet Cooke  
Chief Executive  
London TravelWatch  
Freepost RLYG-JAUZ-SLZU  
6 Middle Street  
LONDON EC1A 7JA



Our Ref: swkissues/Firstcapitalconnect/30-01-09/GG  
PLEASE QUOTE IN ALL CORRESPONDENCE

03 2 09

## First Capital Connect: Ticket Office Opening Times

I am writing to request that you fully object the proposals being put forward by First Capital Connect which will see ticket offices hours reduced at 47 stations, 26 of which are in the London TravelWatch area.

At a time when the government is trying to tackle the problem rising unemployment, it is inappropriate for First Capital Connect to be cutting services and jobs just after the New Year fares increase, which is above the rate of inflation. I understand that these recent fare increases have seen passengers paying on average 6% more for regulated tickets and 9% extra for unregulated tickets. I can see little rationale in rising prices whilst cutting jobs and services simultaneously.

Reduced ticket office opening hours will be a blow to passengers and rail workers alike. Further to the above-inflation fare rises, passengers would face the additional setback of feeling unsafe at stations. Many passengers have identified a staff presence at stations as a key deterrent to anti-social behaviour in and around the station environment. Furthermore, unstaffed stations are likely to result in ticketless travel and the associated anti-social behaviour. There is clear evidence that anti-social behaviour is instigated by those without tickets and it seems to me that First Capital Connect should not jeopardise the safety of its passengers.

As you know, Elephant and Castle station is in my constituency and it would be a great shame to see the ticket office closed on weekends as well as being open for less on weekdays. The station staff provide important advice for passengers every day so that members of the public can find their way around London. This is especially true for those not familiar with the London Travel Network. The complexity of the ticketing structure means that passengers need advice from trained staff to secure the best ticket purchase. Reduced ticket office opening hours would undoubtedly

p.t.o

[www.simonhughesmp.org.uk](http://www.simonhughesmp.org.uk)

**Simon Hughes - Now the Local MP for 25 Years**  
**Serving All the People - All the Year Round**

Whilst Simon Hughes MP will treat as confidential any personal information which you pass on, he will normally allow staff and authorised volunteers to see it if this is needed to help and advise you. The MP may pass on all or some of this information to agencies such as the DSS, the Inland Revenue or the local Council if this is necessary to help with your case. Simon Hughes MP may wish to write to you from time to time to keep you informed on issues which you may find of interest. Please let him know if you do not wish to be contacted for this purpose.



result in fewer passengers securing the best ticket purchase and I am adamant that such sacrifices should not be made.

If accepted, these proposals will see passengers receiving a drastically lower level of service. Replacing staff with ticket machines will make passengers feel less safe at stations and reduce the quality and range of services available. I urge you to reject them.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Simon Hughes', written over a horizontal line.

**Simon Hughes MP**  
**MP for North Southwark and Bermondsey**

Cc. Concerned constituents and other interested parties

[www.simonhughesmp.org.uk](http://www.simonhughesmp.org.uk)

**Simon Hughes – Now the Local MP for 25 Years**  
**Serving *All* the People – *All* the Year Round**

Whilst Simon Hughes MP will treat as confidential any personal information which you pass on, he will normally allow staff and authorised volunteers to see it if this is needed to help and advise you. The MP may pass on all or some of this information to agencies such as the DSS, the Inland Revenue or the local Council if this is necessary to help with your case. Simon Hughes MP may wish to write to you from time to time to keep you informed on issues which you may find of interest. Please let him know if you do not wish to be contacted for this purpose.

STEPHEN HAMMOND MP

29.395



HOUSE OF COMMONS

LONDON SW1A 0AA

London TravelWatch  
6 Middle Street  
London EC1A 7JA

26 January 2009

Dear Sir,

**Re: Reduction of hours of operation at Haydons Road station.**

I am writing to register my opposition to any reduction in the hours of operation at the ticket office at Haydons Road station in my constituency. I am enclosing a copy of a press release on this subject.

Yours sincerely,

A handwritten signature in black ink that reads "Stephen Hammond".

Stephen Hammond MP



Ack: 27/1/09

**Stop Press – For Immediate Release – 23/01/09**

**Local MP will fight ticket office reduction at Haydons Road**

Following the news that South West Trains was considering restricting ticket office opening hours at Motspur Park, First Capital Connect is now considering doing the same at Haydons Road.

Stephen Hammond, MP for Wimbledon, will fight any such moves. He said: “I am determined to ensure that Haydons Road Station is safe, convenient and efficient. I have already been in touch with the Managing Director of First Capital Connect about this, and I shall continue to impress upon her that there is local demand for a manned ticket office for as much of the day as is possible.”

“The Government told South West Trains not to close the ticket office at Motspur Park, and I shall urge them to do the same for Haydons Road.”

**-ENDS-**

**For more information please contact Stephen Hammond on 020 7219 3401**

KELVIN HOPKINS, M.P.  
LUTON NORTH



Westminster Office:  
Tel: 0207 219 6670  
Fax: 0207 219 0957

Constituency Office:  
3 Union Street  
Luton  
LU1 3AN  
Tel: 01582 488208

4 February 2009

HOUSE OF COMMONS

LONDON SW1A 0AA

Our Ref: KH/ro/FCC  
01582 488208

Chief Executive  
London TravelWatch  
6 Middle Street  
LONDON  
EC1A 7JA



Dear Sir,

### FIRST CAPITAL CONNECT: TICKET OFFICE OPENING TIMES

I am writing to express my objections to the proposed reduction in opening hours for booking offices and the associated cut in staffing hours.

I appreciate that my letter is after your deadline but in view of the recent adverse weather conditions. I hope LT will consider extending the consultation period. The original consultation period was I believe unacceptably short at only three weeks. Cabinet Office guidance on consultations suggests that this period should be a minimum of three months so again may I ask that LT extend the consultation period accordingly.

I am objecting to the reduction in all ticket offices but in particular at Leagrave which is in my constituency, and to Luton and Luton Airport Parkway. All of these are used by my constituents and I use Luton myself on a daily basis.

The basis for my objection is as follows:

1. Staff are needed to sell tickets and to ensure passengers get the correct ticket at the cheapest suitable fare. I understand that as many as 60 tickets are issued between 2200 and 2400 each day at Luton station which is one every two minutes. Luton Airport Parkway serves the airport and surely requires a 24 hour ticket office. Trains run through the night and many people using that station may be from abroad or other parts of Britain and thus be unfamiliar with the local area or their forward journey options and requirements.
2. Ticket machines do not always sell the full range of tickets. In particular, my constituent, Mrs J. H. [redacted], Luton has contacted my office to tell me that the machines do not allow for the Pensioners' discount. I assume this is the arrangement where pensioners can travel from Luton/Leagrave to Elstree free of charge and only pay for the part

Please reply to:-

Westminster Office     Constituency Office





of the journey beyond Elstree. I would appreciate a specific response to this point so that I may reply to my constituent.

3. Many people do not like using ticket machines and do not have confidence in them, fearing that they may end up with the wrong ticket or with their credit card details being illegally obtained.
4. Ticket machines regularly malfunction making them unusable until they are repaired. At Luton one machine has recently been removed.
5. The personal safety of passengers and rail workers may be compromised if fewer staff are on duty at stations. A physical human presence can help people feel safer and indeed make stations safer places in fact. Passengers may be less likely to travel if they do not feel safe resulting in reduced income for the TOCs. More than one recent murder has been committed at an empty station. I am sure other crimes of violence have been committed at empty stations on occasions.
6. Unstaffed stations are likely to result in increases in ticketless travel and associated anti-social behaviour. There is clear evidence that 90% of anti-social behaviour is instigated by people without tickets. Again this also reduces income for the TOCs. A reduction in opening hours will reduce the benefits of an increased number of police officers and PCSOs in British Transport Police.
7. Finally, at a time of rising unemployment, it is surely unacceptable for TOCs to cut services and jobs.

For all these reasons I object to the Train Operating Companies seeking to reduce costs by reducing ticket office opening hours. I look forward to a reply to my letter and in particular, Mrs H's point in my second numbered paragraph.

I am copying my letter to the Secretary of State for Transport.

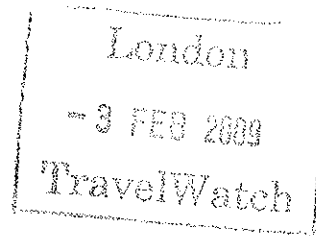
Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kelvin Hopkins'.

Kelvin Hopkins MP

Walkden House  
10 Melton Street  
London NW1 2EJ

Tel: 020 7387 2101  
Fax: 020 7383 0656  
Email: enquiries@tssa.org.uk



Mr Tim Bellenger  
London TravelWatch  
6 Middle St  
London EC1A 7JA

29 January 2009

Dear Mr Bellenger,

### FIRST CAPITAL CONNECT:TICKET OFFICE OPENING HOURS

We are writing to you to register the opposition of the Transport Salaried Staffs Association (TSSA) to First Capital Connect (FCC) proposed Schedule 17 changes to their ticket office opening times.

You will be aware that the proposals have provoked widespread opposition. Trades unions, passenger groups, business organisations, Members of Parliament, Greater London Assembly Members, local councillors have all called on FCC to withdraw their plans. Additionally an Early Day Motion opposing the proposals has been tabled in the House of Commons.

During the four week consultation we have received an extremely positive response from passengers whilst distributing postcards. Furthermore many other passengers have taken valuable time to stop and sign our petition opposing the proposal. This will be delivered to your offices separately.

Our view is that the proposed changes are wholly unnecessary and will lead to a reduction in the level and quality of ticket office service provided to the travelling public. We are therefore requesting that London TravelWatch lodge a formal objection to the planned reductions in opening times.

### **Consultation process and our key objections to the cuts**

Before moving to more substantive issues, we have a number of concerns about the consultation process itself.

FCC has only given customers four weeks to lodge their objections. This is insufficient for passengers, MPs and public bodies to respond effectively. In addition to this, evidence suggests that the consultation has been limited.

Under legislation the consultation period is said to be “not less than 28 days”. Clearly this is the basic minimum allowed under the legislation. It is not unreasonable to expect that the larger and more serious the change the greater the consultation period required. Periods of 6-12 weeks are not unusual in similar matters in other areas (such as planning questions). Given the number of stations involved we are shocked that FCC have rejected our requests to extend the consultation period and we would ask that London TravelWatch take a view on whether or not the consultation period has been adequate in the circumstances.

There is no obvious reference on the FCC website that they are planning such cuts, neither any reference that the matter is currently subject to consultation nor to tell individuals how to respond. FCC are in effect, by their actions, actively stifling public debate. Last year South West Trains felt it was necessary to advertise phase 2 of the consultation (public consultation) on their website giving the public details of the consultation period and how to respond.

To further illustrate our concerns consider the case with South West Trains where, in the first phase they consulted with passenger bodies, neighbouring train companies, trade unions and the DfT over a four week period. They then initiated the four week public consultation on their final proposals.

We have grave concerns regarding the consultation period and process and therefore respectfully suggest that this is a matter that London TravelWatch ought to explore. In comparison SWT’s actions enabled proper, detailed consideration, the result of which was that the company’s proposals were found wanting and radically altered. It would seem to us that FCC do not want to risk such an outcome.

### **Schedule 17 criteria and ticket machines**

Schedule 17 makes clear that an operator can make changes to ticket office opening times if:

*“the change would represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness and members of the public would continue to enjoy widespread and easy access to the purchase of rail products, notwithstanding the change”*

In terms of quality of service it is evident that the scale of cuts proposed by FCC will not result in an improvement on current arrangements for the reasons I will go on to outline.

Furthermore, representations we have received from my members and FCC passengers indicate that ticket machines do not offer the same range of advice, tickets and fares as those provided by trained railway staff, demonstrating that FCC’s proposals will not ensure passengers “continue to enjoy widespread and easy access to the purchase of rail products”.

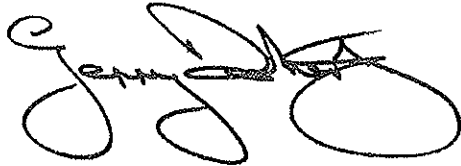
Based on representations made to us, our key objections to the proposed reductions in ticket office opening hours are:

- Stations with less staff at the evenings and weekend will see a continuing deterioration of the station environment and facilities potentially causing negative effects on ridership.
- No staff presence will mean there is no assistance to the growing amount of passengers with disabilities, access needs or small children.
- FCC's statement that the Ticket Vending Machine's issue a complete range of tickets is incorrect; season tickets, Group Four tickets, extension tickets, railway staff privilege tickets and others are not available.
- Our experience is that passengers are confused by TVM's and inevitably pay more for their travel than they need to.

The proposal to reduce ticket office opening hours at over 46 stations will result in deterioration to the quality of service enjoyed by the travelling public. Furthermore, based on the representations we have received from our members and FCC passengers, we do not believe that the cuts are consistent with the criteria set out in schedule 17.

We would therefore request that London TravelWatch lodge a formal objection to the proposals.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Gerry Doherty', with a large, stylized flourish at the end.

Gerry Doherty  
General Secretary