

Board meeting 22.03.11

Secretariat memorandum

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Agenda item: 11

LTW377

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Proposed changes to London Midland booking office hours of opening (Schedule 17 application)

1 Purpose of report

- 1.1. To consider the proposed alterations by London Midland to booking office hours at five stations in the London TravelWatch area.

2 Recommendations

- 2.1. Members are recommended to:
 - 2.1.1. Note any representations received
 - 2.1.2. Subject to any further representations received after the date of this meeting, to decide whether this application should be accepted.

3 Background

- 3.1. Chiltern Railways has proposed changes to booking office hours at 87 stations that it operates including five within the London TravelWatch area. Their letter is appended as Appendix A.

4 Commentary

- 4.1. Appendices B and C set out the proposals by London Midland and analyse the proposals on a station by station basis.
- 4.2. London Midland justifies its proposals on the grounds that at the majority of these stations' ticket sales are less than 12 per hour (the standard set by the Secretary of State).
- 4.3. The data on which this decision was based on activity in November and December 2009, plus May 2010.

5 Discussion

- 5.1. In the London Oyster Pay As You Go area there are no reductions in booking office hours proposed.
- 5.2. Outside of the Oyster Pay As You Go area the majority of the changes are at the margins of the operating day, where ticket sales are in almost all cases less than the standard of 12 transactions per hour set by the Secretary of State. The exception is Apsley station where there are 13-14 transactions per hour between 1700 and 1800, around 10 in the 30 minutes between 0745 and 0815 on Saturdays and 13 per hour on Sundays between 1100 and 1200.
- 5.3. It should be noted that in a number of cases the total booking office hours at stations in the London TravelWatch area is increased.

6 Representations from passengers

- 6.1. The schedule 17 mechanism allows passengers to make representations to London TravelWatch and Passenger Focus on these proposals. The consultation period closes on 29 March 2010. All representations received to the date of this meeting will be circulated to members in confidential Appendix D to this report at the meeting.

7 Equalities and inclusion implications

- 7.1. The proposal as such does not impact on the assisted travel service that London Midland offers to passengers. However, not all passengers requiring assistance will use this service particularly as this requires advance booking, in these cases booking office staff may be assisting passengers. This is particularly likely in the case of suburban metro journeys.
- 7.2. It should also be noted that ticket vending machines may be difficult for a person with a disability to operate, where 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 and how to obtain a Railcard discount.

8 Financial implications

- 8.1. The contents of this report have no specific financial implications for London TravelWatch.

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.

Appendix A

Appendix B

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.

Apsley	Current hours open	Current hours closed	Proposed hours open	Proposed hours closed	Difference	Commentary
Monday to Friday	0550	1940	0600	1200 Monday to Thursday 1940 Friday	- 7 hours 50 minutes Monday to Thursday - 10 minutes Friday	Average 13-14 sales per hour 1700-1800 Mondays to Thursdays. Below 12 sales at other times
Saturday	0745	1445	0815	1445	- 30 minutes	Average 10 sales 0745-0815
Sunday	0915	1630	Closed	Closed	- 7 hours 15 minutes	Average 13 sales per hour 1100-1200. Below 12 sales at other times
Alternatives	1 TVM					

Berkhampsted	Current hours open	Current hours closed	Proposed hours open	Proposed hours closed	Difference	Commentary
Monday to Friday	0515	2000	0600	2000	-45 minutes	Less than 12 per hour at these times
Saturday	0630	2000	0700	1900	-1 hour 30 minutes	Less than 12 per hour at these times
Sunday	0815 1340	1300 1730	0800	1700	+25 minutes	Less than 12 per hour 1700-1730
Alternatives	2 TVMs					

Hemel Hempstead	Current hours open	Current hours closed	Proposed hours open	Proposed hours closed	Difference	Commentary
Monday to Friday	0525	2020	0600	2000	-55 minutes	Less than 12 per hour at these times
Saturday	0630	2020	0700	2000	-50 minutes	Less than 12 per hour at these times
Sunday	0815 1340	1300 1730	0800	1900	+2 hours 25 minutes	
Alternatives	2 TVMs					

Kings Langley	Current hours open	Current hours closed	Proposed hours open	Proposed hours closed	Difference	Commentary
Monday to Friday	0550	1940	0600	1900 Monday to Thursday 1940 Friday	-50 minutes Monday to Thursday -10 minutes Friday	
Saturday	0745	1445	0800	1500	No change	
Sunday	0915	1630	1000	1500	-2hours 15 minutes	Less than 12 per hour at these times
Alternatives	1 TVM					

Tring	Current hours open	Current hours closed	Proposed hours open	Proposed hours closed	Difference	Commentary
	Open	Close	Open	Close		
Monday to Friday	0510	1900	0600	1900	-50 minutes	Less than 12 per hour at these times
Saturday	0715	1400	0715	1400	No change	
Sunday	Closed	Closed	0900	1600	+7 hours	
Alternatives	1 TVM					