
Confidential

Author: Tim Bellenger

Agenda item: 16

Paper: CAC020

Drafted: 12.09.11

Update on changes to the National Rail Conditions of Carriage (NRCoC) and Regulatory Agreement on Fares and Ticketing (RAFT)

1 Purpose of report

- 1.1 To update members on progress with changes to the National Rail Conditions of Carriage and the Regulatory Agreement on Fares and Ticketing.

2 Recommendation

- 2.1 That the report is received for information.

3 Information

- 3.1 Members received a confidential email from the Director, Policy and Investigation on 16 June 2011 outlining changes that were proposed to the above documents and the proposed London TravelWatch response and that of Passenger Focus.
- 3.2 Since that date further discussions have taken place, and it is expected that more formal consultation on proposed changes will take place shortly.
- 3.3 The most controversial proposal in the NRCoC proposals, that of restricting the ability of passengers to use a number of tickets to complete their journey (split ticketing) is not now likely to be taken forward for the present – as gaining industry wide agreement proved difficult, however, it is likely that this will re-emerge again at a later date. The introduction of ‘concatenation’ of fares, which would have reduced the incidence of anomalies in the fare structure that meant that ‘split tickets’ were cheaper than ‘through tickets’ is unlikely to be fully achievable within the next five years. Other changes to the NRCoC will go ahead – but these are mainly changes that bring the conditions of carriage into line with consumer law, and so would be welcomed by London TravelWatch.
- 3.4 In the case of RAFT, the proposed change which would allow operators to reduce ticket office hours by up to two hours a day without consultation remains. This is of considerable concern, given that the industry is being advised to implement the recommendations of the McNulty review that recommended the closure of ticket offices in station categories D, E and F. Those stations affected by this in the London TravelWatch area are listed in Appendix A. It is noteworthy that a significant number of the stations either do not have a ticket office (and have not done so for many years), or are subject to franchise or concession agreements with Transport for London which contain specific commitments to maintaining ticket office hours. These stations are therefore unlikely to be considered for reductions in these hours. Even if stations do not fall into either of these categories, it should be noted that the hours that the usage of

these – particularly in Greater London is going to be quite high, with the likelihood that at peak times demand for tickets will require the ticket offices to remain open – and it will be in the commercial interests of the franchise operator to maintain that position. If proposals are brought forward to change booking office hours or close them altogether, it is likely that these will need to be considered on a case by case basis by London TravelWatch.

4 Equalities and inclusion implications

4.1 Not applicable – report is for information only.

5 Financial implications

5.1 Not applicable – report is for information only

6 Legal powers

6.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the 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

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
Acton Central	D	Yes	Yes
Acton Main Line	D	Yes	
Albany Park	D	Yes	
Alexandra Palace	D	Yes	
Ashted	D	Yes	
Bellingham	D	Yes	
Belvedere	D	Yes	
Bethnal Green	D	Yes	
Bicester North	D	Yes	
Bickley	D	Yes	
Brimsdown	D	Yes	
Bromley North	D	Yes	
Bromdesbury	D	Yes	Yes
Bush Hill Park	D	Yes	
Bushey	D	Yes	Yes
Carpenders Park	D	Yes	Yes
Carshalton	D	Yes	Yes
Carshalton Beeches	D	Yes	Yes
Caterham	D	Yes	
Cheam	D	Yes	Yes
Chelsfield	D	Yes	
Claygate	D	Yes	
Cobham & Stoke d'Abernon	D	Yes	
Cricklewood	D	Yes	
Crofton Park	D	Yes	
Cuffley	D	Yes	
Deptford	D	Yes	
East Dulwich	D	Yes	Yes
Elephant & Castle	D	Yes	
Elmers End	D	Yes	
Enfield Chase	D	Yes	
Enfield Lock	D	Yes	
Erith	D	Yes	
Esher	D	Yes	
Essex Road	D	Yes	
Ewell East	D	Yes	
Ewell West	D	Yes	
Falconwood	D	Yes	
Finchley Rd & Frognl	D	Yes	Yes
Gordon Hill	D	Yes	
Gospel Oak	D	Yes	Yes
Great Missenden	D	Yes	
Hackbridge	D	Yes	Yes
Hackney Central	D	Yes	Yes
Haddenham	D	Yes	
Hampstead Heath	D	Yes	Yes
Hampton	D	Yes	
Hampton Court	D	Yes	
Hampton Wick	D	Yes	

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
Harlesden	D	Yes (LUL)	Yes
Harringay	D	Yes	
Hayes Kent	D	Yes	
Hendon	D	Yes	
Hersham	D	Yes	
Horley	D	Yes	
Hornsey	D	Yes	
Hounslow	D	Yes	
Kensington Olympia	D	Yes	Yes
Kent House	D	Yes	
Kenton	D	Yes (LUL)	Yes
Kidbrooke	D	Yes	
Ladywell	D	Yes	
Langley	D	Yes	
London Waterloo East	D	Yes	
Loughborough Jn	D	Yes	
Lower Sydenham	D	Yes	
Maze Hill	D	Yes	
Merstham	D	Yes	
Motspur Park	D	Yes	
New Barnet	D	Yes	
New Beckenham	D	Yes	
North Dulwich	D	Yes	Yes
North Wembley	D	Yes (LUL)	Yes
Nunhead	D	Yes	
Oakleigh Park	D	Yes	
Otford	D	Yes	
Oxshott	D	Yes	
Plumstead	D	Yes	
Princes Risborough	D	Yes	
Purley Oaks	D	Yes	Yes
Queens Road Peckham	D	Yes	Yes
Sanderstead	D	Yes	Yes
Sawbridgeworth	D	Yes	
Selhurst	D	Yes	
South Bermondsey	D	Yes	Yes
South Croydon	D	Yes	Yes
St James St Withmstw	D	Yes	
St Margarets London	D	Yes	
Stoke Newington	D	Yes	
Stonebridge Park	D	Yes (LUL)	Yes
Stoneleigh	D	Yes	
Strawberry Hill	D	Yes	
Sunbury	D	Yes	
Thames Ditton	D	Yes	
Tring	D	Yes	
Upper Warlingham	D	Yes	
Waltham Cross	D	Yes	
Ware	D	Yes	
Watford High Street	D	Yes	
Welwyn North	D	Yes	
Wendover	D	Yes	

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
West Drayton	D	Yes	
West Dulwich	D	Yes	
West Ealing	D	Yes	
West Hampstead	D	Yes	Yes - partial
West Wickham	D	Yes	
Westcombe Park	D	Yes	
Whitton	D	Yes	
Winchmore Hill	D	Yes	
Wood Street	D	Yes	
Addlestone	E	Yes	
Anerley	E	Yes	Yes
Apsley	E	Yes	
Barnes Bridge	E	No	
Beckenham Hill	E	Yes	
Berrylands	E	Yes	
Bookham	E	Yes	
Bowes Park	E	Yes	
Brentford	E	Yes	
Brixton	E	Yes	
Brondesbury Park	E	Yes	Yes
Brookmans Park	E	Yes	
Bruce Grove	E	Yes	
Byfleet & New Haw	E	Yes	
Caledonian Rd & Bnsb	E	Yes	Yes
Cambridge Heath	E	No	
Canonbury	E	Yes	Yes
Chertsey	E	Yes	
Chessington North	E	Yes	
Chessington South	E	Yes	
Chipstead	E	Yes	
Chiswick	E	Yes	
Clandon	E	Yes	
Clapham High St	E	No	
Datchet	E	Yes	
Denham	E	Yes	
Drayton Park	E	Yes	
Earlswood Surrey	E	Yes	
Eden Park	E	Yes	
Effingham Junction	E	Yes	
Eynsford	E	Yes	
Fulwell	E	Yes	
Grange Park	E	Yes	
Hackney Wick	E	Yes	Yes
Hadley Wood	E	Yes	
Hanwell	E	Yes	
Harlington Beds	E	Yes	
Harlow Mill	E	Yes	
Hatch End	E	Yes	Yes
Haydons Road	E	Yes	
Headstone Lane	E	Yes	Yes
Hertford East	E	Yes	
Hinchley Wood	E	Yes	

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
Homerton	E	Yes	Yes
Horsley	E	Yes	
Isleworth	E	Yes	
Kenley	E	Yes	
Kensal Rise	E	Yes	Yes
Kentish Tn West	E	Yes	Yes
Kentish Town	E	Yes (LUL)	
Kew Bridge	E	No	
Kilburn High Road	E	Yes	Yes
Kings Langley	E	Yes	
Kingswood	E	Yes	
Knebworth	E	Yes	
Leyton Midland Road	E	No	Yes
London Fields	E	No	
London Road Guildford	E	Yes	
Malden Manor	E	Yes	
Maryland	E	Yes	
Mitcham Junction	E	Yes	Yes
New Southgate	E	Yes	
North Sheen	E	Yes	
Northolt Park	E	Yes	
Northumberland P	E	Yes	
Penge West	E	Yes	Yes
Ponders End	E	Yes	
Purfleet	E	Yes	
Queenstown Rd Battr	E	Yes	
Ravensbourne	E	Yes	
Rectory Road	E	Yes	
Reedham (Surrey)	E	Yes	
Riddlesdown	E	Yes	Yes
Rye House	E	Yes	
Seer Green	E	Yes	
Shepperton	E	Yes	
Silver Street	E	Yes	
Slade Green	E	Yes	
Smitham	E	Yes	Yes
South Acton	E	Yes	Yes
South Kenton	E	Yes (LUL)	Yes
South Tottenham	E	No	Yes
Southbury	E	Yes	
St Albans Abbey	E	No	
St Johns	E	Yes	
St Margarets Herts	E	Yes	
Stamford Hill	E	Yes	
Stoke Mandeville	E	Yes	
Sundridge Park	E	Yes	
Sydenham Hill	E	Yes	
Syon Lane	E	No	
Tadworth	E	Yes	
Tattenham Corner	E	Yes	
Theobalds Grove	E	Yes	
Tolworth	E	Yes	

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
Turkey Street	E	Yes	
Upper Halliford	E	Yes	
Upper Holloway	E	No	Yes
Virginia Water	E	Yes	
Waddon	E	Yes	
Wandsworth Road	E	No	
Welham Green	E	Yes	
Wembley Stadium	E	No	
West Brompton	E	Yes (LUL)	Yes
White Hart Lane	E	Yes	
Whyteleafe	E	Yes	
Woldingham	E	Yes	
Woodmansterne	E	Yes	
Woolwich Dockyard	E	Yes	
Worpleston	E	Yes	
Angel Road	F	No	
Banstead	F	No	
Bat & Ball	F	No	
Bayford	F	No	
Belmont	F	No	
Birkbeck	F	No	
Boxhill & Westthumble	F	No	
Bricket Wood	F	No	
Castle Bar Park	F	No	
Crews Hill	F	No	
Crouch Hill	F	No	
Dagenham Dock	F	Yes	
Denham Golf Club	F	No	
Drayton Green	F	No	
Dunton Green	F	No	
Emerson Park	F	No	
Epsom Downs	F	Yes	
Garston Herts	F	No	
Harrngay Grn Lns	F	No	Yes
How Wood	F	No	
Iver	F	Yes	
Knockholt	F	Yes	
Leytonstone H Rd	F	No	Yes
Little Kimble	F	No	
Monks Risborough	F	No	
Moorgate	F	Yes (LUL)	
Morden South	F	No	
Park Street	F	No	
Roydon	F	Yes	
Salfords	F	Yes	
Saunderton	F	No	
Shoreham	F	No	
South Greenford	F	No	
South Hampstead	F	Yes	Yes
South Merton	F	No	
St Helier	F	No	
Sudbury & Harrow Road	F	No	

Station	Category	Staffed ticket office?	London Overground station/Southern TfL agreement
Sudbury Hill	F	No	
Sunnymeads	F	No	
Sutton Common	F	No	
Walthamstow Queens Rd	F	No	Yes
Wanstead Park	F	No	Yes
Watford North	F	No	
Watford West	F	No	
Watton At Stone	F	Yes	
West Ruislip	F	Yes (LUL)	
West Sutton	F	No	
Whyteleafe South	F	Yes	
Wimbledon Chase	F	No	
Woodgrange Park	F	No	Yes
Wraysbury	F	No	