
Secretariat memorandum

Author : Tim Bellenger

Agenda item 9

FT29

Drafted 8.7.09

First Capital Connect response to consultation on ticketing office opening hours

1 Purpose of report

- 1.1. To note the response by First Capital Connect to the consultation on ticket office opening hours.
- 1.2. Annex A give details of First Capital Connect's proposed changes to ticket office opening hours within the London TravelWatch area.
- 1.3. Annex B is a letter from First Capital Connect to the Director, Research and Development on arrangements for staff to help customers purchase tickets from Ticket Vending Machines (TVMs).

2 Recommendations

- 2.1. That the report is received for information.

3 Equalities and inclusion implications

- 3.1 Not applicable – report is for information only.

4 Financial implications

- 4.1 Not applicable – report is for information only

5 Legal powers

- 5.1 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.

6 Recommendation

- 6.1 That the report is received for information.

Annex A : FT29

First Capital Connect – Booking Office Hours comparison table of original proposal and final agreement

1. Stations within the London Travelcard area.
2. 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 be due to accept Oyster Pay As You Go from January 2010.

Alexandra Palace	Current Hours		Proposed Hours/ <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615 <i>0615 1530</i>	1240 <i>1240 1900</i>	- 7 hours 20 minutes <i>- 3 hours 50 minutes</i>	Reinstates hours at busiest times
Saturday	0615	2000	0900 <i>0900</i>	1525 <i>1525</i>	- 7 hours 20 minutes <i>- 7 hours 20 minutes</i>	No change
Sunday	0815	1730	Closed <i>Closed*</i>		- 9 hours 15 minutes <i>- 7 hours 20 minutes</i>	* 1100 – 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM - Oyster PAYG yet to be installed					All tickets within the capability of TVMs

Annex A : FT29

London Blackfriars	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0715	2100	0715 0715	2030 2030	- 30 minutes - 30 minutes	No change
Saturday	0715	2000	0800 <i>Temporary Closure</i>	1600 <i>Temporary Closure</i>	- 4 hours 45 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
Sunday	0815	1540	Closed <i>Temporary Closure</i>		-7 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
	3 TVMs including Oyster Top Up Oyster PAYG operational		Oyster retailing added at Booking Office			

Bowes Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0645 0645	1000 1000	- 50 minutes - 50 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

City Thameslink	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0700	2020	0715 0715	1945 1945	- 50 minutes - 50 minutes	Holborn Viaduct end to be am and pm peak part time only.
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	3TVMs Oyster PAYG operational		Oyster top up to be added shortly			Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Cricklewood	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1900	0610 0610	1930 1910	+ 55 minutes + 35 minutes	
Saturday	0635	1900	0910 0840	1545 1645	- 5 hours 50 minutes - 4 hours 20 minutes	Now covers bulk of busier times
Sunday	0745	1700	0915 0915	1745 1745	- 45 minutes - 45 minutes	
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Drayton Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	1300	Closed <i>0630</i>	Closed <i>1000</i>	- 6 hours 30 minutes - 3 hours	Reinstates staffed facility at busiest times
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1TVM Oyster PAYG operational		Oyster to be added shortly			

Elephant & Castle	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0645	2010	0715 <i>0700</i>	2030 <i>2015</i>	- 10 minutes - 10 minutes	
Saturday	0645	2010	Closed <i>Temporary Closure</i>		- 13 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
Sunday	0915	1840	Closed <i>Temporary Closure</i>		- 9 hours 25 minutes <i>Temporary Closure</i>	Reinstates hours at end of engineering possessions
	1TVM Oyster PAYG operational		Oyster to be added shortly			

Elstree & Borehamwood	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600 <i>0600</i>	2030 <i>2030</i>	+30 minutes +30 minutes	
Saturday	0600	2000	0600 <i>0600</i>	2030 <i>2030</i>	+30 minutes +30 minutes	
Sunday	0630	2115	0630 <i>0630</i>	2115 <i>2115</i>		
	2 TVMs Oyster PAYG yet to be installed					

Annex A : FT29

Enfield Chase	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1830	0625 1515 0625 1515	1250 1910 1250 1910	-1 hour 45 minutes -1 hour 45 minutes	
Saturday	0705	1830	0900 0900	1525 1525	- 5 hours - 5 hours	No change
Sunday	0810	1535	Closed Closed		-7 hours 25 minutes -7 hours 25 minutes	No change
	2 TVMs Oyster PAYG yet to be installed					

Essex Road	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0630	2030	0630 0630	2200 2200	+ 1 hour 30 minutes + 1 hour 30 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG operational					

Annex A : FT29

Finsbury Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130	0615 <i>0615</i>	2130 <i>2130</i>		
Saturday	0615	2130	0615 <i>0615</i>	2130 <i>2130</i>		
Sunday	0615	2130	0700 <i>0645</i>	2030 <i>2100</i>	- 1 hour 45 minutes <i>- 1 hour</i>	Better and covers busiest period for ticket sales
	7 TVMs – Oyster PAYG operational Oyster Top Up to be added shortly		Also LUL office and TVMs. Station is staffed 24/7			Additional PCSOs to be recruited to be based here

Gordon Hill	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1810	0635 <i>0635</i>	1300 <i>1300</i>	- 5 hours 10 minutes <i>- 5 hours 10 minutes</i>	
Saturday	0700	1420	0745 <i>0745</i>	1410 <i>1410</i>	- 55 minutes <i>- 55 minutes</i>	
Sunday	0800	1600	Closed <i>Closed</i>		- 8 hours <i>- 8 hours</i>	
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Grange Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1040	0700 <i>0700</i>	1000 <i>1030</i>	- 1 hour 5 minutes - 35 minutes	30 minutes better - covers busiest period
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Hadley Wood	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	1100	0635 <i>0635</i>	1000 <i>1000</i>	- 1 hour - 1 hour	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Harringay	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0620 0620	1030 1245	- 3 hours 45 minutes - 1 hour 30 minutes	2 hours 15 minutes better – covers busiest period
Saturday	0720	1515	Closed Closed*		- 7 hours 55 minutes - 7 hours 55 minutes	* 0900 - 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Haydons Road	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1040	0700 0700	1000 1000	- 1 hour - 1 hour	
Saturday	0650	1350	Closed Closed		- 7 hours - 7 hours	
Sunday	Closed		Closed Closed			
	1TVM Oyster PAYG yet to be installed					

Annex A : FT29

Hendon	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0605	1900	0630 <i>0630</i>	1300 <i>1300*</i>	- 6 hours 25 minutes <i>- 6 hours 25 minutes</i>	* 1400 – 1800 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Saturday	0605	1900	0630 <i>0800</i>	1300 <i>1430</i>	- 6 hours 25 minutes <i>- 6 hours 25 minutes</i>	Moved to cover greatest period of ticket sales
Sunday	0745	1700	Closed <i>Closed*</i>		- 9 hours 15 minutes <i>- 9 hours 15 minutes</i>	*0900 – 1300 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Hornsey	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1445	0650 0700	1030 1325	- 4 hours 15 minutes - 1 hour 35 minutes	Better – covers busiest periods for ticket sales
Saturday	0720	1515	Closed <i>Closed*</i>		- 7 hours 55 minutes - 7 hours 55 minutes	*0900 – 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Loughborough Junction	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2220	0615 0615 1520	1245 1245 2200	- 9 hours 35 minutes - 2 hours 55 minutes	Reinstates coverage at the busiest times of day
Saturday	0615	2220	Closed <i>Temporary Closure</i>		- 16 hours 5 minutes - 16 hours 5 minutes	Removes station from the process
Sunday	0915	1840	Closed <i>Temporary Closure</i>		- 9 hours 25 minutes - 9 hours 25 minutes	Removes station from the process
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Mill Hill Broadway	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	2000	0600 <i>0600</i>	1930 <i>1930</i>	- 30 minutes <i>- 30 minutes</i>	
Saturday	0630	2000	0800 <i>0730</i>	1800 <i>1900</i>	- 3 hours 30 minutes <i>- 2 hours</i>	
Sunday	0715	2100	0900 <i>0900</i>	1800 <i>1800</i>	- 4 hours 45 minutes <i>- 4 hours 45 minutes</i>	
	2 TVMs Oyster PAYG yet to be installed					

New Barnet	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	2000	0620 1515 <i>0620</i> <i>1515</i>	1245 1915 <i>1245</i> <i>1915</i>	-3 hours 15 minutes <i>- 3 hours 15 minutes</i>	
Saturday	0620	2000	0845 <i>0845</i>	1515 <i>1510</i>	- 7 hours 10 minutes <i>- 7 hours 15 minutes</i>	5 minutes worse
Sunday	0800	1530	Closed <i>Closed*</i>		- 7 hours 30 minutes <i>- 7 hours 30 minutes</i>	* 0900 – 1500 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

New Southgate	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630 <i>0630</i>	1130 <i>1130</i>	- 2 hours 55 minutes <i>- 2 hours 55 minutes</i>	
Saturday	0720	1515	Closed <i>Closed</i>	Closed <i>Closed</i>	- 7 hours 55 minutes <i>- 7 hours 55 minutes</i>	
Sunday	Closed		Closed	Closed		
	1 TVM Oyster PAYG yet to be installed					

Oakleigh Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1415	0630 <i>0630</i>	1130 <i>1255</i>	- 2 hours 55 minutes <i>- 1 hour 30 minutes</i>	Better – covers busiest period of ticket sales
Saturday	0720	1515	Closed <i>0830</i>	Closed <i>1430</i>	- 7 hours 55 minutes <i>- 2 hours 15 minutes</i>	Reinstates coverage on this day at busiest period
Sunday	Closed		Closed			
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

Palmers Green	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1830	0650 <i>0650</i>	1830 <i>1830</i>	No Change	
Saturday	0705	1400	0725 <i>0725</i>	1400 <i>1350</i>	- 20 minutes - 30 minutes	10 minutes worse
Sunday	0810	1535	Closed <i>Closed*</i>		- 7 hours 25 minutes - 7 hours 25 minutes	* 0900 – 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	2 TVMs Oyster PAYG yet to be installed					

Tooting	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0620	1900	0620 1500 <i>0620</i> <i>1500</i>	1020 1900 <i>1250</i> <i>1900</i>	- 4 hours 40 minutes - 2 hours 10 minutes	Better – covers busiest period for ticket sales
Saturday	0620	1900	0900 <i>1030</i>	1400 <i>1700</i>	- 7 hours 40 minutes - 6 hours 10 minutes	Better – covers busiest period for ticket sales
Sunday	0920	1650	Closed <i>Closed*</i>		- 7 hours 30 minutes - 7 hours 30 minutes	* 1000 - 1400 will be staffed for 8 weeks from start of scheme to assess whether TVMs can cope with transaction levels
	1 TVM Oyster PAYG yet to be installed					

Annex A : FT29

West Hampstead	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0615 <i>0615</i>	1930 <i>1930</i>	- 30 minutes <i>- 30 minutes</i>	No change
Saturday	0645	2000	0645 <i>0645</i>	2000 <i>2000</i>	No change	
Sunday	0745	1700	0740 <i>0740</i>	1715 <i>1715</i>	+ 20 minutes <i>+ 20 minutes</i>	
	2 TVMs – Oyster Top Up to be added shortly Oyster PAYG operational					

Winchmore Hill	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1345	0650 <i>0650</i>	1030 <i>1315</i>	- 3 hours 15 minutes <i>- 30 minutes</i>	Mostly reinstates hours on these days
Saturday	0705	1400	Closed <i>0830</i>	Closed <i>1400</i>	- 6 hours 55 minutes <i>- 1 hour 25 minutes</i>	Reinstates this day at busiest period
Sunday	Closed		Closed			
	1 TVM + 2 TVMs to be installed Oyster PAYG yet to be installed					

Annex A : FT29

2. 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		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545 <i>0545</i>	2100 <i>2100</i>	- 3 hours <i>- 3 hours</i>	
Saturday	0545	2145	0545 <i>0545</i>	2030 <i>2100</i>	- 1 hour 15 minutes <i>- 45 minutes</i>	Covers busiest period
Sunday	0700	2145	0715 <i>0715</i>	2115 <i>2115</i>	- 45 minutes <i>- 45 minutes</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Brookmans Park	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0650 <i>0650</i>	0930 <i>1000</i>	-1 hour <i>- 30 minutes</i>	Better – covers the busiest period for ticket sales
Saturday	Closed		Closed	Closed		
Sunday	Closed		Closed	Closed		
	1 TVM					

Cuffley	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1830	0640 <i>0640</i>	1830 <i>1830</i>	No change	
Saturday	0710	1400	0735 <i>0735</i>	1400 <i>1400</i>	- 25 minutes <i>- 25 minutes</i>	
Sunday	0810	1530	Closed <i>0900</i>	Closed <i>1445</i>	- 7 hours 20 minutes <i>- 1 hour 35 minutes</i>	Reinstates this day at busiest period
	1 TVM					

Annex A : FT29

Flitwick	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600 <i>0600</i>	1930 <i>1930</i>	- 20 minutes <i>- 20 minutes</i>	
Saturday	0600	1555	0715 <i>0715</i>	1530 <i>1545</i>	- 1 hour 40 minutes <i>- 1 hour 25 minutes</i>	Marginally better
Sunday	0815	1540	0815 <i>0815</i>	1545 <i>1545</i>	+ 5 minutes <i>+ 5 minutes</i>	
	1 TVM					

Harpenden	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2000	0545 <i>0545</i>	2015 <i>2015</i>	+ 45 minutes <i>+ 45 minutes</i>	
Saturday	0615	1900	0615 <i>0615</i>	1915 <i>1915</i>	+ 15 minutes <i>+ 15 minutes</i>	
Sunday	0730	2000	0715 <i>0715</i>	2015 <i>2015</i>	+ 30 minutes <i>+ 30 minutes</i>	
	1 TVM					

Harlington	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0645 <i>0645</i>	1030 <i>1320</i>	- 10 hours 10 minutes <i>- 7 hours 20 minutes</i>	Better – covers busiest period for ticket sales
Saturday	0815	1530	Closed <i>0815</i>	Closed <i>1415</i>	- 7 hours 15 minutes <i>- 1 hour 15 minutes</i>	Reinstates this day at busiest period
Sunday	0745	1530	Closed <i>Closed</i>		- 7 hours 45 minutes <i>- 7 hours 45 minutes</i>	
	1 TVM					

Annex A : FT29

Hertford North	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0640	1900	0640 <i>0640</i>	1900 <i>1900</i>	No change	
Saturday	0710	1830	0745 <i>0745</i>	1410 <i>1410</i>	- 4 hours 55 minutes - 4 hours 55 minutes	
Sunday	0810	1540	Closed <i>1200***</i>	Closed <i>1530***</i>	- 7 hours 30 minutes - 7 hours 30 minutes or 4 hours***	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

*** = ticket office will open on Sundays only when 1st team matches played at Emirates Stadium and first two Sunday home matches of Tottenham Hotspur and Chelsea football clubs

Knebworth	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1500	0650 <i>0650</i>	1030 <i>1315</i>	- 4 hours 30 minutes - 1 hour 45 minutes	Better – covers busiest period for ticket sales
Saturday	0720	1355	Closed <i>0800</i>	Closed <i>1345</i>	- 6 hours 35 minutes - 50 minutes	Reinstates this day at busiest period
Sunday	Closed		Closed	Closed		
	1 TVM					

Annex A : FT29

Leagrave	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0600	1950	0600 <i>0600</i>	1930 <i>1930</i>	- 20 minutes <i>- 20 minutes</i>	
Saturday	0600	1950	0600 <i>0600</i>	1920 <i>1920</i>	- 30 minutes <i>- 30 minutes</i>	
Sunday	0715	1830	0815 <i>0745</i>	1730 <i>1745</i>	- 2 hours <i>- 1 hour 15 minutes</i>	Marginally better – covers busiest period
	3TVMs					

Luton	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2400	0545 <i>0545</i>	2145 <i>2145</i>	- 2 hours 15 minutes <i>- 2 hours 15 minutes</i>	
Saturday	0545	2400	0545 <i>0545</i>	2200 <i>2200</i>	- 2 hours <i>- 2 hours</i>	
Sunday	0645	2400	0645 <i>0645</i>	2145 <i>2200</i>	- 2 hours 15 minutes <i>- 2 hours 15 minutes</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Annex A : FT29

Luton Airport Parkway	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	24 hours		0600 <i>0600</i>	0030 <i>0030</i>	- 5 hours 30 minutes <i>- 5 hours 30 minutes</i>	
Saturday	24 hours		0630 <i>0630</i>	0000 <i>0000</i>	- 6 hours 30 minutes <i>- 6 hours 30 minutes</i>	
Sunday	24 hours		0730 <i>0730</i>	0000 <i>0000</i>	- 7 hours 30 minutes <i>- 7 hours 30 minutes</i>	
	3 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Potters Bar	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	1930	0615 <i>0615</i>	2010 <i>2010</i>	+ 40 minutes <i>+ 40 minutes</i>	
Saturday	0615	1930	0715 <i>0715</i>	1910 <i>1910</i>	- 40 minutes <i>- 40 minutes</i>	
Sunday	0720	1830	0815 <i>0815</i>	1930 <i>1930</i>	+ 5 minutes <i>+ 5 minutes</i>	
	1 TVM					RPI cover on ticket gates throughout opening hours of station

Annex A : FT29

Radlett	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0635	2000	0635 <i>0635</i>	2000 <i>2000</i>	No change	
Saturday	0635	1830	0635 <i>0635</i>	1915 <i>1915</i>	+ 45 minutes <i>+ 45 minutes</i>	
Sunday	0645	1930	0800 <i>0800</i>	1800 <i>1800</i>	- 2 hours 45 minutes <i>- 2 hours 45 minutes</i>	
	1 TVM					

St.Albans	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2330	0545 <i>0545</i>	2145 <i>2200</i>	- 1 hour 45 minutes <i>- 1 hour 30 minutes</i>	Marginally better
Saturday	0545	2330	0645 <i>0630</i>	2030 <i>2115</i>	- 4 hours <i>- 3 hours 15 minutes</i>	Marginally better – covers busiest period
Sunday	0645	2300	0730 <i>0730</i>	2145 <i>2145</i>	- 2 hours 30 minutes <i>- 2 hours 30 minutes</i>	
	9 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates

Annex A : FT29

Stevenage	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0615	2130 (Mon-Thu)	0615	2030	-1 hour (M-Th)	Marginally better on Fridays
	0615	0001 (Fri)	0615 0615	2030 (M-Th) 2145 (Fri)	- 3 hours 31 minutes (Fri) - 1 hour (Mon - Thu) - 2 hours 16 minutes (Fri)	
Saturday	0615	0001	0645 0630	2130 2130	- 3 hours 1 minutes - 2 hours 46 minutes	Marginally better on this day
Sunday	0715	2130	0800 0800	2015 2015	- 2 hours 15 minutes - 2 hours 15 minutes	No change
	6 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Watton-at-Stone	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1145	0645 0645	1150 1150	+ 10 minutes + 10 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM					

Welham Green	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	1030	0715 0715	1015 1015	- 40 minutes - 40 minutes	
Saturday	Closed		Closed			
Sunday	Closed		Closed			
	1 TVM					

Annex A : FT29

Welwyn Garden City	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0545	2000	0600 <i>0600</i>	2000 <i>2000</i>	- 15 minutes <i>- 15 minutes</i>	
Saturday	0545	2000	0700 <i>0700</i>	1900 <i>1930</i>	- 2 hours 15 minutes <i>- 1 hour 45 minutes</i>	Marginally better on this day
Sunday	0650	2130	0730 <i>0730</i>	1900 <i>1900</i>	- 3 hours 10 minutes <i>- 3 hours 10 minutes</i>	
	4 TVMs					Station is staffed 24/7 and has additional RPI cover on ticket gates throughout opening hours of station

Welwyn North	Current Hours		Proposed Hours <i>Revised Proposal</i>		Difference <i>Revised Proposal</i>	Commentary
	Open	Close	Open	Close		
Monday to Friday	0650	2000	0650 <i>0650</i> <i>1530</i>	1315 <i>1315</i> <i>1900</i>	- 6 hours 45 minutes <i>- 3 hours 15 minutes</i>	Better – covers busiest period for ticket sales
Saturday	0720	1355	0720	1355		
Sunday	Closed		Closed	Closed		
	1 TVM					

Tim Bellenger
London TravelWatch
6 Middle Street
London
EC1A 7JA

Hertford House
1 Cranwood Street
London
EC1V 9QS

5th June 2009

Amendments to Schedule 17 Proposals

Following on from our recent meeting on Friday 22nd May I am writing to confirm the arrangements that First Capital Connect will put in place at stations where you felt that the current sales data suggested transaction levels above the DfT 12 tickets per hour benchmark.

The stations concerned, and the times of day, are:

Hendon	Monday to Friday	1400-1800
Harringay	Saturday	0900-1500
Hornsey	Saturday	0900-1400
Alexandra Palace	Sunday	1100-1500
Hendon	Sunday	0900-1300
New Barnet	Sunday	0900-1500
Palmers Green	Sunday	0900-1400
Tooting	Sunday	1000-1400

For a period of 8 weeks (2 Rail Periods) FCC will provide staff that will be able to support passengers using the ticket machines and provide general assistance. This will enable us to determine the level of non self-service transactions and whether the TVMs can cope with the level of demand at these locations. The staff used to undertake this role will be either trained in ticket office work or Revenue Protection. This will enable more difficult transactions, to be undertaken by use of Avantix mobile or ticket office sales machines, or failing this, suitable advice given to passengers on the actions they need to undertake to exchange a ticket en-route. Equally at busy times support of sales will be provided by these methods of sale. Where the persons working at these stations is a member of the Revenue Protection team a level of ticket checking onto stations will be undertaken. Our proposed schedule 17 hours will be introduced at this time, but will not become permanent until an assessment of the trial has taken place.

Annex B : FT29

FCC will Inform London TravelWatch and Passenger Focus when the trial will commence and will constantly monitor transactions through the self service ticket machines to ensure they are coping with passenger demand and the sales made through mobile and ticket office machines. FCC will also closely monitor passenger complaints throughout this period and will share any of this data with London Travelwatch and Passenger Focus. The data will state whether or not revenue protection activity took place in addition to sales and assistance.

Hertford North is a station where concern has been raised by both of your organisations and FCC confirms that during the existing ticket office opening hours on Sundays we have Revenue Protection staff on duty staffing the ticket gates. These staff will assist passengers with the self service ticket machines and can also sell tickets where they are more complex transactions, or at busy times. FCC further commits to staffing the ticket office at Hertford North on a Sunday when there are first team football matches at the Emirates Stadium near Finsbury Park. Our revised schedule 17 for Hertford North on Sundays will therefore state "closed, except on days when there are first team football matches at the Emirates Stadium when it will be open from 1200 to 1530. Additionally FCC will staff the ticket office for the first 2 home Sunday matches for Tottenham Hotspur and Chelsea between 1200 and 1530. FCC will review sales levels during this time

At our meeting I committed to sending you further detail regarding sales data at Harlington since the re-introduction of the self-service ticket machine. This data is was compiled and has been forwarded to you. This data clearly shows the low level of sales returning to the ticket office with the re-installation of the self-service machine.

I would appreciate if you could confirm that the arrangements we will put in place and the hours of opening now proposed by FCC allows you to remove any outstanding objections to our Schedule 17 proposals. Attached are the opening hours proposed.

Yours sincerely,



Keith Jipps
Head of Station Services