

## Board Meeting 23.3.10

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### **Secretariat's Memorandum**

Author: Tim Bellenger

Agenda item 12

LTW 347

Date 10.3.10

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### **Proposed changes to Chiltern Railways booking office hours of opening (Schedule 17 application)**

#### **1 Purpose of report**

- 1.1 To consider the proposed alterations by Chiltern Railways to booking office hours at 13 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 20 stations that it operates including 14 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 Chiltern Railways, and analyse the proposals on a station by station basis.
- 4.2 Chiltern Railways justifies their 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 October and November 2009.
- 4.4 This the first major change to booking office hours by Chiltern Railways since privatisation.

## **5 Discussion**

- 5.1 The proposals are quite mixed in that in some cases closure is proposed for a whole day at a weekend at one extreme and at the other actually increasing booking office opening times.
- 5.2 In the London Oyster Pay As You Go area there are no reductions in booking office hours proposed, only marginal increases. However, most stations operated by Chiltern in this area are unstaffed at all times or are operated by London Underground. Those not operated by London Underground do not have Oyster top up or retailing facilities.
- 5.3 Outside of the Oyster Pay As You Go area the majority of the changes are with the exception of some weekend changes are less than 1 hour reduction in times and staff other than ticket office staff will be retained at the station at all times when the booking offices are closed. In addition ticket vending machines at these times are likely to have sufficient capacity to handle the majority of transactions at times other than when the booking office is open.

## **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 the 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 Chiltern 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.

Tim Bellenger  
Director, Research and Development  
London TravelWatch  
6 Middle Street  
London  
EC1A 7JA

2<sup>nd</sup> March 2010

Dear Tim

## **RE: Proposed changes to Chiltern Railways' Ticket Office opening hours**

I understand that our General Managers, Chad Collins and Ian Baxter, have been in discussion with you with regard to these proposed changes.

### **Introduction**

In accordance with Chapter 6, Minor Change Procedure, Clause 6-18, Clause 1a (i) of the Ticketing and Settlement Agreement, Chiltern Railways hereby gives notice of changes that we propose to implement with regard to the Ticket Office opening hours at each of our stations. Appendix A of this letter contains a table showing the changes that we are proposing.

### **Purpose of proposed change**

We have not changed our booking office opening hours since they were first published in 1996, despite the fact that we have expanded and simplified other ways for customers to buy tickets more conveniently, including installation of Ticket Vending Machines and leading innovation in the area of mobile phone ticketing.

Our proposals are based upon this significant move forward in providing alternative ways of buying a ticket. We also reviewed average ticket sales throughout each day alongside staffing levels and responsibilities.

Chiltern Railways' station staff have a good rapport with their customers (79% of customers satisfied with attitude and helpfulness of staff in Autumn 2009 National Passenger Satisfaction survey). The staff views on customer requirements were taken into consideration when deciding changes to opening hours to ensure minimal impact on customers.

### **Nature of change**

We are proposing reduced Ticket Office opening hours at a small number of our stations (Appendix A), but in doing so:

- We have better aligned opening hours with the needs of customers by using our ticket selling staff at times where there is most demand.
- Where we have reduced opening hours, we have also deployed staff to alternative duties in order to assist customers on the concourse, in the car park and on train.

- There have been no job losses as a result of these changes, with the terms and conditions and rosters of station staff being improved to remove non productive shifts which will create a more motivated workforce and will enable us to exceed our current NPS scores.
- Self service ticket machines are available at all the stations concerned so that tickets can be purchased when Ticket Offices are closed. We also offer advanced and remote methods of purchasing tickets on-line and via mobile phone-ticketing.
- In addition, since 1996 we have invested in help points and CCTV on every station, and have a security presence on most of our stations until the last train service of the day for passenger reassurance. On stations that do not have a dedicated staff resource, we have mobile staff on trains that can assist customers on request.
- Disabled assistance can still be arranged in the usual way by contacting our Customer Services department or the national helpline when all arrangements can be made and advice given.
- In the event that a TVM has failed and the booking office is closed, the passenger(s) can contact Control via the help point and revenue protection staff will be notified that ticketless travel from the station can be expected.

### **Proposed introduction of changes**

From Monday 8<sup>th</sup> March 2010, Chiltern Railways will publish posters at each of our stations outlining our proposals and users will be able to respond to London TravelWatch and yourselves within 21 days.

We have also written to ATOC in relation to these proposals. ATOC will inform the train operators and Department for Transport of the proposals and collate their responses.

Chiltern Railways shall have regards to the views and representations of all consultees before implementing these proposed changes.

For further information relating to these proposed changes, please do not hesitate to contact me.

Yours sincerely



Andrea Bonetti  
Business Development  
Chiltern Railways

Appendix A – Proposed changes to Schedule 17

This table compares Schedule 17 to what we currently roster

The Chiltern Railway Company Ltd

Station	Opening Hours															
	Number of Ticket Vending Machines	MONDAY TO FRIDAY					SATURDAY					SUNDAY				
		Current Opening Hours M-F Sch 17	Proposed Opening Hours M-F	Difference	Average number of tickets sold per hour (outside of proposed hours)	Other staff available or contact with nearest Chiltern staff	Current Opening Hours Sat Sch 17	Proposed Opening Hours Sat	Difference	Average number of tickets sold per hour (outside of proposed hours)	Other staff available or contact with nearest Chiltern staff	Current Opening Hours Sun Sch 17	Proposed Opening Hours Sun	Difference	Average number of tickets sold per hour (outside of proposed hours)	Other staff available or contact with nearest Chiltern staff
Aylesbury Vale Parkway	2	New Station	0510 - 1150	N/A		CSSO 0515-0010	New Station	0640 - 1220	N/A		CSSO 0645 - 0010	New Station	Closed		CSSO 0720 - 2340	
Aylesbury	2	0525 - 2010	0600 - 1910	1 hour 35 less	21	CSSO 0600 - 1000 & 1700 - 0100	0610 - 2000	0640 - 1810	2 hours 20 less	10	TCS on Station 24 hours and 2 mobile security officers 1700 - 0100	0740 - 1910	0810 - 1740	2 hours less	16	TCS on station 24 hours
Banbury	3	0535 - 2030	0545 - 2015	40 mins less	8	CSSO 0600 - 1500	0635 - 2015	0635 - 1915	1 hour less	17	Help Point to ICC	0810 - 2000	0810 - 1740	2 hours 20 less	4	Help Point to ICC
Beaconsfield	4	0605 - 2000	0605 - 2000	no change	N/A	CSSO 0600 - 1400 & 1700 - 0100	0625 - 2000	0640 - 1810	2 hours 5 less	8	2 x mobile security officers 1700 - 0100	0810 - 1730	0805 - 1735	same hours	N/A	Help Point to ICC
Bicester North	3	0545 - 1925	0550 - 1910	20 minutes less	4	CSSO 0600 - 1400 & 1700 - 0100	0635 - 2000	0635 - 1800	2 hours less	6	Help Point to ICC	0840 - 1610	0810 - 1640	1 hour more	N/A	Help Point to ICC
Birmingham Moor Street	2	0610 - 2355	0540 - 0010	45 minutes more	N/A		0610 - 2355	0555 - 2355	15 minutes more	N/A	Help Point to ICC	0910 - 2355	0840 - 0010	45 minutes more	N/A	Help Point to ICC
Denham	1	0610 - 1300	0600 - 1240	10 minutes less	N/A	CSSO 1700 - 0100	0740 - 1420	0750 - 1330	1 hour less	18	2 x mobile security officers 1700 - 0100	Closed	Closed	same hours	N/A	Help Point to ICC
Gerrards Cross	3	0620 - 2020	0600 - 2010	10 minutes more	N/A	CSSO 0600 - 1400 & 1700 - 0100	0610 - 2020	0650 - 1820	2 hours 40 less	6	2 x mobile security officers 1700 - 0100	0810 - 1740	0810 - 1740	same hours	N/A	Help Point to ICC
Great Missenden	1	0640 - 2020	0635 - 1910	1 hour 5 less	6	CSSO 0600 - 1000 & 1700 - 0100	0640 - 2020	0710 - 1250	8 hours less	6	2 x mobile security officers 1700 - 0100	0840 - 1610	0830 - 1600	same hours	N/A	Help Point to ICC
Haddenham & Thame Parkway	2	0555 - 1935	0620 - 1920	40 minutes less	16	CSSO 24 hours	0620 - 2000	0725 - 1305	9 hours less	5	Static security officer untill midnight	0840 - 1610	0840 - 1610	same hours	N/A	Help Point to ICC
High Wycombe (main ticket office on platform 2)	3	0550 - 2030	0545 - 2040	15 minutes more	N/A	CSSO 0600 - 1400 and security until 0100	0640 - 2030	0640 - 1940	50 minutes less	12	2 x mobile security officers 1700 - 0100	0710 - 2030	0710 - 2040	10 minutes more	N/A	Help Point to ICC
Leamington Spa	2	0530 - 2010	0525 - 2010	5 minutes more	N/A		0545 - 2010	0540 - 1920	45 minutes less	15	Help Point to ICC	0900 - 2010	0910 - 2040	same hours	N/A	Help Point to ICC
London Marylebone	6	0630 - 2210	0630 - 2210	same hours	N/A	CSI on ticket barriers until 0000	0630 - 2210	0630 - 2210	no change	N/A	CSI on ticket barriers until 0000	0730 - 2130	0730 - 2140	10 minutes more	N/A	CSI on ticket barriers until 0000
Northolt Park	0	0625 - 1230	0625 - 1300	30 minutes more	0	None	Closed	Closed	no change		Help Point to ICC	Closed	Closed	No change	N/A	Help Point to ICC
Prince Risborough	2	0610 - 1930	0600 - 1850	30 minutes less	22	CSSO 0600 - 1000 & 1700 - 0100	0610 - 1950	0725 - 1305	8 hours	10	2 x mobile security officers 1700 - 0100	0810 - 1740	0855 - 1625	2 hours less	8	Help Point to ICC
Seer Green & Jordans	1	0610 - 1300	0610 - 1250	10 minutes less	6	Beaconsfield CSSO visiting	0730 - 1420	Closed	6 hours 50 less	5	2 x mobile security officers 1700 - 0100	Closed	Closed	No change	N/A	Help Point to ICC
Stoke Mandeville	1	0610 - 1300	0625 - 1305	10 minutes less	21	CSSO 0600 - 1000 & 1700 - 0100	0730 - 1420	0705 - 1245	1 hour 15 less	4	2 x mobile security officers 1700 - 0100	0840 - 1610	Closed	7 hours 30 less	2	Help Point to ICC
Warwick	1	0555 - 1935	0625 - 1255	6 hours 45 less	4		0555 - 1935	0625 - 1255	7 hours 10 minutes less	2	Help Point to ICC	0935 - 1705	Closed	7 hours 30 less	N/A	Help Point to ICC
Warwick Parkway	3	0525 - 1935	0525 - 1835	1 hour less	9	Banbury CSSO visiting	0630 - 1700	0630 - 1705	5 minutes more	N/A	CSSO 1700 - 0100	0920 - 1700	0840 - 1610	10 minutes less	0	Help Point to ICC
Wendover	1	0630 - 2010	0630 - 1905	1 hour 5 less	8	CSSO 0600 - 1000 & 1700 - 0100	0630 - 2010	0710 - 1250	8 hours less	6	2 x mobile security officers 1700 - 0100	0830 - 1600	0830 - 1600	No change	N/A	Help Point to ICC

No Change
Less than 1 hours difference
1 to 2 hours difference
More than 2 hours difference
Increase in hours

## Appendix B

- 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. Oyster Pay As You Go has now been installed. However, at present Chiltern Railways are not committed to retailing Oyster.

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>London Marylebone</b>	Open	Close	Open	Close		
Monday to Friday	0630	2210	0630	2210	No change	
Saturday	0630	2210	0630	2210	No change	
Sunday	0730	2130	0730	2140	+10 minutes	
		Oyster PAYG installed	LUL booking offices retails Oyster			

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Northolt Park</b>	Open	Close	Open	Close		
Monday to Friday	0625	1230	0625	1300	+30 minutes	
Saturday	Closed	Closed	Closed	Closed	No change	
Sunday	Closed	Closed	Closed	Closed		
		Oyster PAYG installed	Nearest Oyster agent in Station Parade 0.09 miles away			

## Appendix C

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.

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Aylesbury</b>	Open	Close	Open	Close		
Monday to Friday	0525	2010	0600	1910	-1 hour 35 minutes	Average 21 sales per hour
Saturday	0610	2000	0640	1910	-2 hours 20 minutes	Average 10 sales per hour
Sunday	0740	1910	0810	1740	-2 hours	Average 16 sales per hour
	1 TVM					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Beaconsfield</b>	Open	Close	Open	Close		
Monday to Friday	0605	2000	0605	2000	No change	
Saturday	0625	2000	0640	1810	-2 hours 5 minutes	Average 8 sales per hour
Sunday	0810	1730	0805	1735	+10 minutes	
	2 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Bicester North</b>	Open	Close	Open	Close		
Monday to Friday	0545	1925	0550	1910	-20 minutes	Average 4 sales per
Saturday	0635	2000	0635	1800	-2hours	Average 6 sales per hour
Sunday	0840	1610	0810	1640	+1 hour	
	2 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Denham</b>	Open	Close	Open	Close		
Monday to Friday	0610	1300	0600	1240	-10 minutes	No effect
Saturday	0740	1420	0750	1330	-1 hour	Average 18 sales per hour
Closed	Closed	Closed	Closed			
	1 TVM					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Gerrards Cross</b>	Open	Close	Open	Close		
Monday to Friday	0620	2020	0600	2010	+10 minutes	
Saturday	0610	2050	0650	1820	-2 hours 40 minutes	Average 6 sales per hour
Sunday	0810	1740	0810	1740	No change	
	2 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Great Missenden</b>	Open	Close	Open	Close		
Monday to Friday	0640	2020	0635	1910	-1 hour 5 minutes	Average 6 sales per hour
Saturday	0640	2020	0710	1250	-8 hours	Average 6 sales per hour
Sunday	0840	1610	0840	1610	No change	
	1 TVM					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Haddenham &amp; Thame Parkway</b>	Open	Close	Open	Close		
Monday to Friday	0555	1935	0620	1920	-40 minutes	Average 16 sales per hour
Saturday	0620	2000	0725	1305	-9 hours	Average sales 5 per hour
Sunday	0840	1610	0840	1610	No change	
	2 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>High Wycombe (Main office on Platform 2)</b>	Open	Close	Open	Close		
Monday to Friday	0550	2030	0545	2040	+15 minutes	
Saturday	0640	2030	0640	1940	-50 minutes	Average 12 sales per hour
Sunday	0710	2030	0710	2040	+10 minutes	
	3 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Princes Risborough</b>	Open	Close	Open	Close		
Monday to Friday	0610	1930	0600	1850	-30 minutes	Average 22 sales per hour
Saturday	0610	1950	0725	1305	-8 hours	Average 10 sales per hour
Sunday	0810	1740	0855	1625	-2 hours	Average 8 sales per hour
	2 TVMs					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Seer Green &amp; Jordans</b>	Open	Close	Open	Close		
Monday to Friday	0610	1300	0610	1250	-10 minutes	
Saturday	0730	1420	Closed	Closed	-6 hours 50 minutes	Average 5 sales per hour
Sunday	Closed	Closed	Closed	Closed	No change	
	1 TVM					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Stoke Mandeville</b>	Open	Close	Open	Close		
Monday to Friday	0610	1300	0625	1305	-10 minutes	
Saturday	0730	1420	0705	1245	-1 hour 15 minutes	Average 4 sales per hour
Sunday	0840	1610	Closed	Closed	-7 hours 30 minutes	Average 2 sales per hour
	1 TVM					

	Current Hours	Current Hours	Proposed Hours	Proposed Hours	Difference	Commentary
<b>Wendover</b>	Open	Close	Open	Close		
Monday to Friday	0630	2010	0630	1905	-1 hour 5 minutes	Average 8 sales per hour
Saturday	0630	2010	0710	1250	-8 hours	Average 6 sales per hour
Sunday	0830	1600	0830	1600	No change	
	1 TVM					