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26 October 2011

Dear Graham

### **Proposal to amend Ticket Office Hours at Melton Mowbray**

Thank you for the opportunity to meet to discuss your proposal in more detail on 13<sup>th</sup> October and your subsequent letter of 20<sup>th</sup> October.

I would like to respond to the points made in setting out your position and as a result of our discussions.

- Whilst maintaining our concern at closure of the ticket office any earlier than at present and that the office is to be closed on Sundays, we acknowledge the addressing of the specific issue of ticket sales and closing prior to departure of the lunchtime trains; making the proposed Monday to Saturday closure at 13.40.
- Our discussions identified three notices giving different information for ticket office opening hours. We note your agreement to investigate and remove those causing confusion. We feel that clarity of information is important for passengers in approaching the change to the level of service that will be available.
- The unavailability of toilet facilities once the ticket office has closed is regrettable, especially should on-train facilities be out of order at any point. Again, we feel that this should be made clear in the information being given to passengers.
- Passenger Focus welcomes the new procedures being put into place to update *Stations Made Easy* information and trust that this will extend to EMT's own website. Ensuring this information is robust for all stations will be of benefit to those passengers with most difficulties.
- Your letter made no mention of ticket machines. However, we note discussions at our meeting, when you indicated enhancement via the station profiling tool for routeing information, configuration to renew monthly season tickets and extension of advance booking to a 28-day window. These improvements will provide increased support for all passengers buying tickets from machines in place at your stations and address some of



the issues raised in our ticket machine research. We consider it essential that these enhancements are in place at Melton Mowbray before amending the opening times of the ticket office.

Our reluctance to agree to any reduction in the availability of passenger service has been highlighted throughout our discussions. However, having considered the amendments made to your proposal, we will no longer raise an objection. This is with the proviso made in our final point above, that essential ticket machine enhancements must be in place prior to any opening time changes. In light of this, the recommended timescale would be to co-ordinate with the January fare changes. Following introduction of the amended opening times, we note that you have not ruled out reviewing the opening times in the future, should there be increased passenger demand and will be monitoring ticket machine and Lennon data. We would recommend a review six months from the date of introduction, especially in light of the potential increase in station use by staff and visitors from the new Council offices.

Should you require clarification of any of these points, please let me know.

Yours sincerely

**David Beer**  
Passenger Executive