

Jocelyn Pearson
Passenger Link Manager
Passenger Focus
Whittles House
14 Pentonville Road
London N1 9HF

Re: **Proposed changes to Ticket Office Hours on South West Trains**

Date 23rd February 2010

Ref: SSWT/DFT/0210/563

Dear Jocelyn Pearson

South West Trains hereby gives notice of the proposal to alter the schedule 17 hours as major change at 24 stations as attached in appendix 1 in accordance with the Ticketing and Settlement Agreement, chapter 6-18 clause 1.a (i).

The proposal is to change opening hours at these stations in accordance with passenger demand to represent an improvement on current arrangement in terms of cost effectiveness.

A summary of current and proposed hours is included with appendix 1.

Analysis of ticket issues at 14 stations demonstrates an average of about 12 tickets an hour or less are issued during the times proposed for closure. As specified in the criteria set by the Secretary of State. At a further 9 stations within the Oyster Pay As You Go (PAYG) network an average of less than 20 tickets an hour are issued during the times proposed for closure. Since the implementation of PAYG we have seen a reduction in the amount of ticket issues through our ticket offices at PAYG stations on average of between 30 to 50%. This highlights a shift in customer demand to Oyster card. An additional 1 station sits within both categories.

The analysis covered ticket issues in 15 minute time bands across two normal periods, RSP 1007 to 1008 (20/09/09 – 14/11/09). Ticket sales demonstrate that transactions generally reflect 'walk up' type tickets or 7day seasons that are typically available through ticket vending machines (TVM).

The adjustment of opening hours allows us to suitably reflect sales demand at ticket offices and will provide cost efficiencies with reductions in shift patterns, reduced weekend cover or Sunday enhancements.

Alternative Retailing Options

The retailing sales trend continues to shift towards ticket vending machines, telesales and Internet. In excess of 50 % of issues is now met by TVMs. This shift change is highlighted in Fig 1 and 2 below.

Fig 1. RSP Period 0908 (12th October – 8th November 2008)

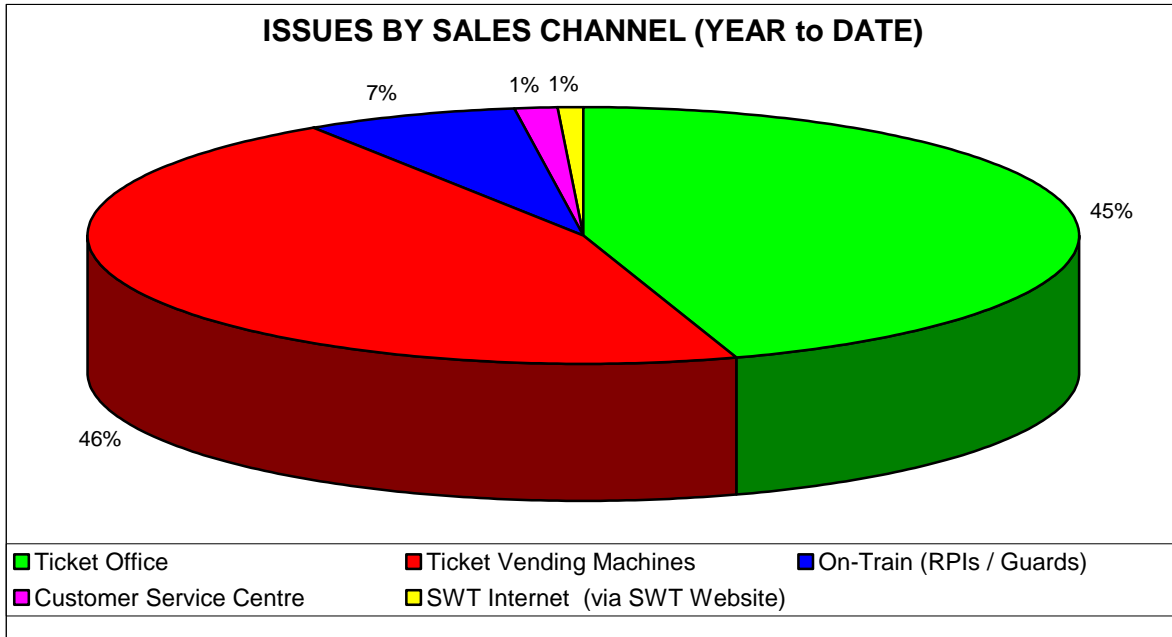
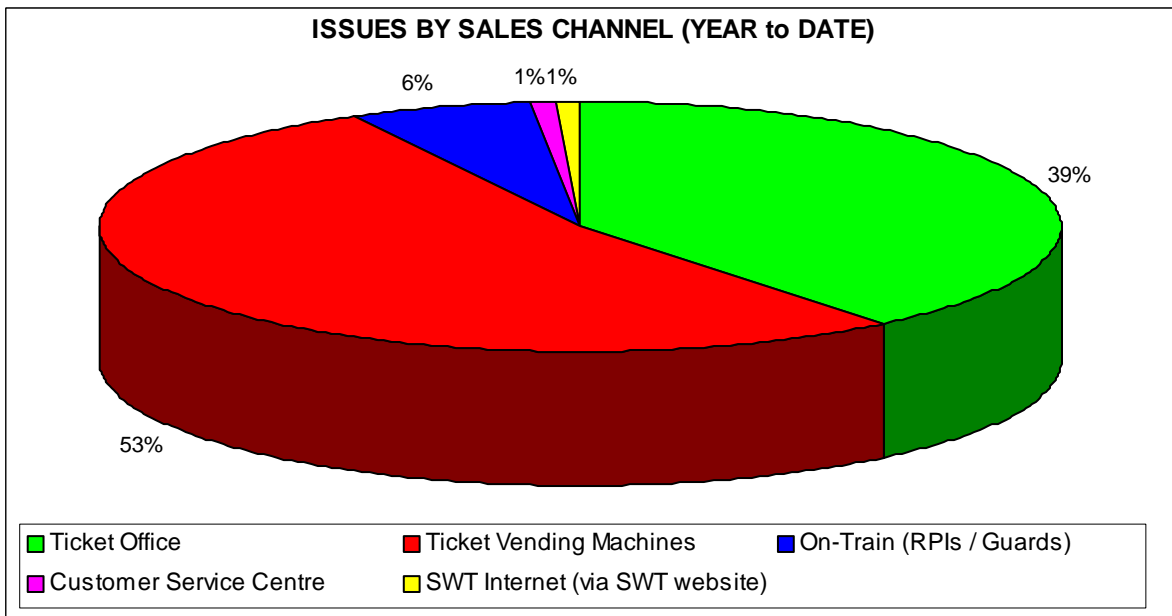


Fig 2. RSP Period 1008 (18th October – 14th November 2009)



A total of 444 ticket vending machines are available across South West Trains and are embedded into the ticket purchase habits of many of our customers. Development of the usability and functionality of these machines continues as they prove to be a key feature in our retailing strategy.

Pre-paid ticket collection can be collected from TVMs within 2 hours of purchase; monthly season ticket renewals and peak tickets for the following day are also available throughout all TVMs across the South West Trains network. All other ticket sales can also be obtained by Internet, Telesales or during the revised opening hours from the ticket office. Issues through pre-paid ticket collection have grown to 1.8 million since introduction on South West Trains in August 2008 and continue to expand each month.

PAYG top up may be obtained through the Internet and Oyster outlets within 250 metres of the stations. Top ups can be uploaded through validators or gate lines at South West Trains stations.

Expansion of our Smart card pilot scheme (currently Staines to Windsor) commences in the spring of 2010 to include stations Weymouth to Basingstoke, Staines to Wokingham and the Isle of Wight.

The South West Trains website has recently been redeveloped to focus more clearly on ticket sales. Increased usage and sales have continued to be experienced since its launch in November 2009.

In accordance with our previous application and the clarification set out in the letter from DfT on 12th January 2009, each station continues to provide a help point giving access to information for passengers and there are no charges made for Internet or telesales service.

Meeting the needs of our disabled customers

Where there is no longer a member of staff available to provide suitable assistance, the guard will, as now, help customers requiring assistance. We have Help Points available on all platforms at South West Trains managed stations. Our assisted travel line is also available for people who need additional help when travelling with us. This is a pre-booked service and we ask for 24 hours notice if possible. In cases where passengers are travelling to stations where there is no disabled access, arrangements will be made on train or at station for suitable taxis to be provided, to or from the nearest accessible station, in accordance with our current Disabled persons protection policy.

Security at Stations

South West Trains has a dedicated Security & Crime Prevention department whose responsibility it is to help safeguard the security of our customers, employees, property, and infrastructure. Our aim is to create an environment free from crime, and the fear of crime. Our latest crime statistics show a 9% reduction in crime since last year.

There are Help Points at every station where passengers can contact someone 24 hours a day and every SWT operated station is equipped with CCTV. Our BTP Neighborhood Policing Team successfully operates joint initiatives with adjoining TOCs, local councils, police forces and our Revenue Protection staff to improve security across our London and Mainline area.

Revenue Protection

Revenue continues to be protected by the provision of 33 gate lines across our network including Waterloo. 95% of journeys on our network are covered by a gateline at one end of the journey and 35% of journeys have a gate line at both ends. Current Penalty Fares rules will continue to apply and it is not envisaged there is a need to make any formal application to make changes to the scheme, as there are no full station closures. The revenue protection handbook will be updated to reflect the changes. Ticket vending machines will be available for ticket sales after the ticket office is closed as they are currently.

Timescales

Following our previous submission and the criteria set by the Secretary of State of about 12 tickets an hour we await an early decision to our application.

A copy of this proposal has been sent to London Travel Watch , ATOC and our Franchise Manager at the DfT. Consultation for the 28 day period as specified in the TSA will commence from 25th February 2010 to 24th March 2010 to coincide with public consultation through station posters which will run from 25th February 2010 to 17th March inclusive.

Implementation of the revised hours will be intended one week following approval. Local staff consultation regarding shift patterns and hours will commence following approval and will be phased in as appropriate. Issues affecting existing staff redeployment may result in some stations being open past the registered opening hours until these are resolved. Where possible it is planned to use these staff and hours to encourage customers to use ticket vending machines by means of 'floor walking'.

STATION	CURRENT HOURS						PROPOSED HOURS									Inside P.A.Y.G area
	Monday - Friday Open	Monday - Friday Close	Saturday Open	Saturday Close	Sunday Open	Sunday Close	Monday - Friday Open	Monday - Friday Close	Avg Tkts per hour (during hrs proposed to close)	Saturday Open	Saturday Close	Avg Tkts per hour (during hrs proposed to close)	Sunday Open	Sunday Close	Avg Tkts per hour (during hrs proposed to close)	
ASH VALE	06:25	12:00	08:00	13:00	09:00	12:00	06:25	12:00		08:00	13:00		closed	closed	9.4	No
BARNES	06:45	18:45	07:00	19:00	10:00	13:00	06:45	13:00	10.4	08:30	15:00	7.2	closed	closed	16.7	Yes
BERRYLANDS	06:20	10:10	08:10	13:00	closed	closed	06:20	10:10		closed	closed	11.1	closed	closed		Yes
BROOKWOOD	06:30	20:15	08:10	15:00	08:10	15:40	06:30	13:00	8.5	08:10	15:00		closed	closed	8.8	No
CAMBERLEY	06:10	19:50	06:10	19:05	07:40	15:10	06:10	12:10	8.4	08:00	14:50	6.9	closed	closed	8.2	No
CHRISTCHURCH	06:00	17:30	07:00	14:00	08:45	12:45	06:00	17:30		07:00	14:00		closed	closed	12.1	No
CLANDON	06:25	11:00	08:00	12:00	closed	closed	06:25	11:00		closed	closed	8.1	closed	closed		No
CREWKERNE	05:50	18:00	06:05	17:25	09:00	17:20	05:50	12:20	6.3	07:30	12:30	3.7	closed	closed	4.0	No
FARNCOMBE	06:15	18:00	07:30	16:00	08:45	16:05	06:15	12:15	10.0	08:00	14:35	11.7	closed	closed	10.1	No
FULWELL	06:40	11:00	09:00	14:00	00:00	00:00	06:40	11:00		closed	closed	15.0	00:00	00:00		Yes
HAMPTON	06:40	18:00	07:40	18:00	09:00	15:00	06:40	13:25	19.0	08:05	14:55	17.3	09:00	15:00		Yes
HINCHLEY WOOD	06:30	11:00	10:00	13:00	closed	closed	06:30	11:00		closed	closed	7.5	closed	closed		No
MALDEN MANOR	06:30	11:00	09:00	13:00	closed	closed	06:30	11:00		closed	closed	16.1	closed	closed		Yes
MOTSPUR PARK	06:30	13:00	08:00	13:00	09:00	14:00	06:30	13:00		08:00	13:00		closed	closed	15.6	Yes
NETLEY	06:10	10:10	09:00	12:00	closed	closed	06:10	10:10		closed	closed	5.4	closed	closed		No
POKESDOWN	05:50	20:15	06:30	13:40	08:00	15:00	05:50	12:30	5.4	07:50	13:40	5.3	closed	closed	6.5	No
ST DENYS	07:00	10:45	06:00	13:20	09:00	16:30	07:00	10:45		closed	closed	6.9	closed	closed	6.6	No
ST MARGARETS (GREATER LONDON)	06:20	19:00	08:00	14:00	09:10	16:00	06:20	12:50	19.5	08:00	14:00		09:10	16:00		Yes
STRAWBERRY HILL	06:15	19:00	08:00	17:00	09:00	13:00	06:15	13:00	12.2	08:00	14:45	8.5	closed	closed	15.8	Yes
SUNNINGDALE	06:00	18:45	07:00	18:00	08:00	17:00	06:00	18:45		07:00	18:00		08:50	16:20	9.8	No
THAMES DITTON	06:40	13:00	08:00	13:00	closed	closed	06:40	13:00		closed	closed	18.1	closed	closed		Yes
VIRGINIA WATER	06:10	18:00	08:00	17:00	09:00	15:00	06:10	13:05	11.4	08:00	14:55	12.0	09:00	15:00		No
WHITCHURCH (Hampshire)	06:00	11:15	06:00	10:25	closed	closed	06:00	11:15		closed	closed	6.5	closed	closed		No
WHITTON	06:00	19:45	06:40	20:00	09:00	16:00	06:00	13:00	17.9	08:00	15:00	17.5	09:00	16:00		Yes

SSWT proposed changes key
 CLOSED = NEW CLOSED
 PROPOSED CHANGES TO CURRENT HOURS
 CURRENT HOURS NO CHANGE