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Mr Alan Riley
Head of Stations
LNER
East Coast House
25 Skeldergate
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21st October 2021

Dear Robert,

Proposal to adjust Travel Centre opening hours

I write with reference to our proposal to adjust the LNER Travel Centre opening hours and specifically in response to the correspondence dated 27th September 2021.
In response to the specific questions, please see my response below.

Ticket Vending Machines

1. (Q) Ticket Vending Machines (TVMs) will be available at all LNER stations and accept cash and card payments, offering a wide range of tickets and railcard discounts. Can you confirm that the full range of ticketing products will be available via a TVM as currently available via a Travel Centre and if not, what ticketing products are unavailable?
 - a. As outlined within our proposal, **all LNER stations will have TVMs** which offer the ability for customers to pay for their ticket by **either cash or card at the station**.
 - b. The following products will not be available however, this is consistent and offers **no changes from today (when our Travel Centres are currently closed)**. The tickets listed are not within the most popular products and customer can still access these during our TC opening times which still covers the majority of time when trains are operating.
 - i. New Period / Annual Seasons / Flexi Annual Seasons
 - ii. Railcards
 - iii. Sleepers
 - iv. Ferry Bookings
 - v. Rover/Rangers
 - vi. Stand Alone Plus Bus
 - vii. Refunds
2. (Q) Not everyone is confident using a TVM and in addition some people are unable to use a TVM due to dexterity or disability issues. Will a member of staff be available to help a passenger in such instances?
 - a. We have **LNER staff at our stations from the first train in the morning until the last train has departed**. These teams at our stations to support customers and answer questions. They are not specifically located in these areas of the station but will be visible to support our customers. We will monitor feedback in relation to the TVMs (post change) to understand whether we need introduce any additional support.
3. Are LNER TVMs fitted with a 'help' button allowing a video call to a call centre operator? If not has consideration been given to this additional functionality?
 - a. They are not fitted with this functionality due to the low number of transactions at present and forecast. We have invested in a **number of retail channels for customers to offer choice**, this includes our Travel Centres, contact centre (phoneline) and web and app. If we were to see an uplift in transactions supported by data for this service, we would

consider this option. There does not appear to be a current need or demand for this service from our customers.

4. Can you confirm that all TVMs are in a fully accessible location and available for use from the opening to the closing of the station(s) (as opposed to the opening and closing time of the Travel Centre)?
 - a. We will have cash and card TVMs available for customers in accessible areas and available (outside of Travel Centre Opening hours).

Accessibility and Security

1. (Q) Can you confirm that the revision of Travel Centre opening hours will not create any issues with entrances/exits to stations and access to waiting and toilet facilities being unavailable?
 - a. The changes will not have an impact on either entrances or exits at our stations. The opening hours of the facilities at each station (waiting rooms, toilets) will be exactly as they are today.
2. A number of responses have raised issues regarding accessibility and assistance. We are mindful that rules on accessibility are set via licence provision rather than through Travel Centre provision. However, respondents acknowledge the additional work that Travel Centre staff undertake, over and above selling tickets. Providing reassurance and after sales support to passengers. Offering an additional line of support to the station team. A potential impact could affect mainly turn-up and go passengers who rely on assistance. We note the LNER document notes 'no impact' to provide assistance. Can you detail the role that Travel Centre staff play in delivering assistance and how this will be affected by LNER's proposals?
 - a. The teams dedicated to providing customer assistance for customers who "book" or "turn up and go" will **remain as it is today, and availability will be there from the first until final departure**. We will review any locations where we need to ensure there is the ability to contact a member of the team and ensure this is effortless.
 - b. Customers can book future assistance from the Travel Centre and this facility will remain during the opening hours of the Travel Centre. We have alternative options which the vast majority of customers currently use, these are via **our online service or our contact centre (phonenumber)**.

Station Specific

Berwick-upon-Tweed

- (Q) On checking the sales data provided we found that proposals meet the guidelines issued by the Department for Transport. We note from the proposals that this station has the lowest level of transactions on the LNER network. However, over one third of comments and feedback received related to the proposals affecting Berwick-upon-Tweed.
- (a) We have taken on board the feedback provided through the Transport Focus and local communication channels. Our proposal is now to **extend the operating hours from our original proposal** (displayed in Appendix 1.0). This would see the Travel Centre open for 7 hours per day to support customers with information and ticketing where required.

Specific questions (Berwick)

- (Q) Lack of staff presence at front of station

We have amended the proposed TC opening hours based upon the feedback to offer coverage in this area of the station **until 1400 hours (weekday) and 1500 (weekend)**. The station is staffed during all operational times and our teams will ensure that they are at the station entrance at regular intervals.

(Q) Use of toilet facilities as Travel Centre staff hold key

We will ensure that the toilets are available to all throughout the day, and this is not impacted by the change.

(Q) Provision of information:

- provide a vital passenger friendly service giving travel advice not readily available online Berwick-upon-Tweed is a tourist destination with many unfamiliar passengers to the town seeking advice and assistance on travel options
- reducing the opening hours will make it more difficult for passengers accessing advice who live in the rural hinterlands
- ageing demographic of area will result in less people travelling by rail as unable to access much needed advice
- loss of knowledgeable and experienced staff who communicate clearly and serve passengers conscientiously.

The station will have people available throughout all operating hours at the station. The Travel Centre may be reduced from today's opening hours, however, will still **be available for 7 hours per day, 7 days per week**. We value our people that work at the station and as detailed above, we will ensure that we have people at the station to support our customers with all questions and concerns.

(Q) Concerns regarding security

Our team will be at the station to complete all regulated security checks and ensure that our stations are safe and secure. We have station teams present throughout the opening hours of the station and other measures including CCTV and the British Transport Police to support if required.

Newark Northgate

We have altered the proposed TC opening hours based upon the feedback to offer a later closing time and more availability in the afternoon for customers. We have now proposed that the Travel Centre is open from 0545 – 1600 (Monday to Friday), 0800-1600 (Saturday) and 0900-1600 (Sunday). This offers a very consistent offer to customers in terms of opening and closing times.

Grantham

We have altered the proposed TC opening hours based upon the feedback to offer a later closing time and more availability in the afternoon for customers. We have now proposed that the Travel Centre is open from 0545 – 1600 (Monday to Friday), 0800-1600 (Saturday) and 0900-1600 (Sunday). This offers a very consistent offer to customers in terms of opening and closing times.

Retford

We have altered the proposed TC opening hours based upon the feedback to offer an earlier opening time and later closing time. We propose that the Travel Centre is open between 0600-1300 (Monday – Friday) and 0800-1300 (Saturday and Sunday).

Doncaster

We have altered the proposed TC opening hours based upon the feedback to offer an earlier opening of 0545. This aligns with recent timetable changes and demand for one of the earlier departures from Doncaster.

Edinburgh, Newcastle, Durham, Darlington, York, Wakefield Westgate, Peterborough.

Having reviewed the feedback regarding the above stations, we recommend the proposals displayed within appendix A. The proposed changes for these stations ensure the following is offered for customers:

- Access to LNER Travel Centres stations seven days per week and opening hours in line with customer demand.
- All stations have access to Ticket Vending Machines offering a wide range of tickets and payment methods.
- Access to station teams from the first until last train and support for all customers requiring assistance.
- All facilities will remain available as they are currently. This includes toilets and waiting rooms.

Please let me know if you have any further questions,

Alan Riley,
Head of Stations
LNER

Appendices

Appendix A: Proposed Travel Centre Opening Hours.

London Kings Cross						
Opening Hours	Current			Proposed		
	Mon-Fri	05:15:00	01:40:00	Mon-Fri	06:00:00	22:00:00
	Sat	05:15:00	00:40:00	Sat	06:00:00	22:00:00
	Sun	06:00:00	01:40:00	Sun	07:00:00	22:00:00
Peterborough						
Opening Hours	Current			Proposed		
	Mon-Fri	06:00:00	21:00:00	Mon-Fri	06:00:00	20:00:00
	Sat	06:00:00	21:00:00	Sat	06:00:00	20:00:00
	Sun	08:05:00	21:00:00	Sun	08:00:00	20:00:00
Newark North Gate						
Opening Hours	Current			Proposed		
	Mon	05:45:00	20:15:00	Mon	05:45:00	16:00:00
	Tue	05:45:00	20:15:00	Tue	05:45:00	16:00:00
	Wed	05:45:00	20:15:00	Wed	05:45:00	16:00:00
	Thu	05:45:00	20:15:00	Thu	05:45:00	16:00:00
	Fri	05:45:00	20:15:00	Fri	05:45:00	16:00:00
	Sat	05:45:00	19:40:00	Sat	08:00:00	16:00:00
	Sun	08:45:00	20:00:00	Sun	09:00:00	16:00:00
Grantham						
	Current			Proposed		

Opening Hours	Mon-Fri	05:50:00	20:00:00	Mon-Fri	05:30:00	16:00:00
	Sat	05:50:00	20:00:00	Sat	08:00:00	16:00:00
	Sun	09:20:00	20:00:00	Sun	09:00:00	15:00:00
Retford						
Opening Hours	Current			Proposed		
	Mon-Fri	05:35:00	18:00:00	Mon-Fri	06:00:00	13:00:00
	Sat	05:35:00	16:10:00	Sat	08:00:00	13:00:00
	Sun	08:20:00	16:10:00	Sun	08:00:00	13:00:00
Doncaster						
Opening Hours	Current			Proposed		
	Mon-Thur	05:15:00	20:00:00	Mon-Thur	05:45:00	20:00:00
	Fri	05:15:00	21:00:00	Fri	05:45:00	20:00:00
	Sat	05:15:00	20:00:00	Sat	06:00:00	19:00:00
	Sun	08:00:00	20:00:00	Sun	08:00:00	18:00:00
Wakefield Westgate						
Opening Hours	Current			Proposed		
	Mon-Thur	06:00:00	20:00:00	Mon-Thur	06:00:00	19:00:00
	Fri	06:00:00	20:30:00	Fri	06:00:00	19:00:00
	Sat	06:00:00	20:30:00	Sat	07:00:00	19:00:00
	Sun	08:00:00	20:00:00	Sun	09:00:00	16:00:00
York						
Opening Hours	Current			Proposed		
	Mon-Fri	05:45:00	21:15:00	Mon-Fri	06:00:00	20:00:00
	Sat	05:45:00	21:00:00	Sat	06:00:00	20:00:00
	Sun	07:30:00	21:30:00	Sun	08:00:00	19:00:00
Darlington						
Opening Hours	Current			Proposed		
	Mon-Thurs	06:00:00	20:00:00	Mon-Thurs	06:00:00	19:00:00
	Fri	06:00:00	21:00:00	Fri	06:00:00	19:00:00
	Sat	06:00:00	19:45:00	Sat	07:00:00	19:00:00
	Sun	08:00:00	20:00:00	Sun	08:00:00	18:00:00
Durham						
Opening Hours	Current			Proposed		
	Mon-Thu	06:00:00	19:30:00	Mon-Thu	06:00:00	18:00:00
	Fri	06:00:00	20:00:00	Fri	06:00:00	18:00:00
	Sat	06:00:00	19:00:00	Sat	07:00:00	17:00:00
	Sun	08:00:00	20:00:00	Sun	09:00:00	16:00:00
Newcastle						
Opening Hours	Current			Proposed		
	Mon-Fri	05:00:00	21:20:00	Mon-Fri	06:00:00	19:00:00

	Sat	05:00:00	21:20:00	Sat	07:00:00	19:00:00
	Sun	07:30:00	21:20:00	Sun	07:30:00	19:00:00
Berwick						
Opening Hours	Current			Proposed		
	Mon-Fri	05:45:00	18:30:00	Mon-Fri	07:00:00	14:00:00
	Sat	06:45:00	15:15:00	Sat	08:00:00	15:00:00
	Sun	09:45:00	16:20:00	Sun	08:00:00	15:00:00
Edinburgh						
Opening Hours	Current			Proposed		
	Mon-Fri	05:00:00	23:59:00	Mon-Fri	06:00:00	22:00:00
	Sat	05:30:00	23:59:00	Sat	06:00:00	23:00:00
	Sun	07:00:00	23:59:00	Sun	07:00:00	22:00:00