

## proposal of changes to our ticket office opening hours

Today (1 March 2011) we've submitted a proposal to the Department for Transport seeking permission to change the ticket office opening hours at 86 of our stations. This is being carried out in accordance with the requirements of Schedule 17 of the Ticketing and Settlement Agreement.

The proposed changes follow a recent detailed review of ticket sales at stations and the level of service being provided to our passengers.

The review showed that our customers are changing the way they buy tickets, with a variety of options now available apart from station ticket offices. Less than half of all tickets are now purchased from our ticket offices. It's clear that we need to respond to this change and ensure that we continue to meet the needs of our passengers in this challenging economic climate.

Therefore, we are proposing a range of changes to ticket office opening hours, from minor changes of a couple of hours a day to recommending the closure of nine ticket offices (Adderley Park, Bescot Stadium, Cheddington, Duddleston, Jewellery Quarter, Lye, Small Heath, Witton and Wythall).

We are working closely with our employees and their trade union representatives to ensure that we minimise the impact of any changes on our people on the frontline of the business.

As part of the process to make the proposed changes we are seeking agreement on these proposals from Passenger Focus and London TravelWatch with the views of members of the public being sought over the next three weeks. Finally, all of the proposed changes will have to be agreed by the Department for Transport.

Following the consultations we will be better placed to provide more details of the future operation of our ticket offices and station services. Look out for more details in future editions of 'On track'. We will keep you informed over the coming months.

Included in the review was an equally important piece of work looking at the measures we will need to take to ensure that we maintain our record of customer service. At the same time we need to make sure that our station environments are going to continue to be clean, presentable, safe and secure.

We are proposing significant investment in 29 additional Ticket Vending Machines (TVMs), to ensure that we continue to make buying a ticket a quick and simple activity. We are proposing to spend £100,000 on additional measures to deal with safety and security. In addition, we are already upgrading help points at London Midland stations and this should be completed in advance of any changes to our opening hours.

For more information and details of the proposals at the stations affected please visit [londonmidland.com/ticketoffice-proposals](http://londonmidland.com/ticketoffice-proposals)

If you would like to comment on the proposed changes the consultation period runs from 1 March until 22 March. This can be done by writing to Passenger Focus, Freepost (RRE-ETTC-LEET), PO Box 4257, Manchester, M60 3AR or email: [advice@passengerfocus.org.uk](mailto:advice@passengerfocus.org.uk)

If you have a comment on any of the following stations: Tring, Berkhamsted, Hemel Hempstead, Apsley or Kings Langley, please write to Poonam Tamana, London TravelWatch, 6 Middle Street, London EC1A 7JA or email: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)