Dear Member

Firstly, I wish everyone all the best for 2009.

Reductions (and increases) in FCC Ticket Office opening times

You have no doubt read in the press about changes FCC is proposing to make to ticket office opening times (eg http://news.bbc.co.uk/1/hi/england/7822944.stm)

APTU has been sent a copy of the letter and this can be downloaded from http://www.nlks.btinternet.co.uk/aptu/aptu_ticketofficechanges_January2009.pdf (*note* 17 pages in all). It details both the changes and the rationale for them. For our stretch of line (West Hampstead to Harlington) it seems to me that the most significant changes are:

- Harlington: Closes mid-morning Monday to Friday & all day Saturday & Sunday
- Hendon: Closes Monday to Saturday lunchtime & all day Sunday
- Mill Hill: Closes Saturday & Sunday evening

There are noticeable ticket office hours of service at Luton, Luton Airport Parkway and St Albans, but at all three the 24 * 7 staff presence is unchanged.

I would be grateful if any APTU member with any comments, observations or hardships to be suffered by themselves or communities they are aware of could let me have any comments by Wednesday 21st January 2009.

We will then collate a response and take this up with FCC.

Neil Middleton
14 January 2009