

Kevin Timpson

request-841635-9f63e390@whatdotheyknow.com

06 June 2022

Dear Mr Timpson

I am writing in response to your Freedom of Information request. I apologise for the delay in responding and thank you for your patience.

In your request you ask:

1. The staffing hours of each of your stations (this is the hours that staff are present and working at the station and is not always the same thing as the ticket office hours or ticket barrier hours).

There are two parts to this question. Primarily, our stations are staffed when the Travel Centres are open, for example Doncaster Station's Travel Centre is open 05:45 to 20:00 on weekdays. Staff will be on site generally 15 minutes before a Travel Centre opens.

The second part to this is in relation to the dispatching of trains, whilst the Travel Centre may close at 20:00, there is for example today a train running through Doncaster at 23:48 that will require dispatching. As such there is not a one size fits all answer to your question as it is dependent on services and Travel Centre opening hours.

Our station details are available at <https://www.lner.co.uk/the-east-coast-experience/our-stations/>

2. The hours of operation of the ticket offices at each of your stations (the hours that the ticket office is open and serving customers).

You can find the hours of operation of our ticket offices at <https://www.lner.co.uk/the-east-coast-experience/our-stations/>

3. The hours of operation of the ticket barriers at each of your stations (the hours that the ticket barriers are closed unless you put a ticket in them and in full use).

We do not hold this information, hours are not set – the hours of operation are subject to operational demand.

4. Which of your stations have train dispatchers on the platforms and what are their hours of operation (if not for all trains) and what platforms are they on (if not all) and which trains exactly (if not all) do they dispatch at each station?

The dispatching of LNER trains is subject to the train running information and details of any alternations to normal work. LNER dispatchers are to be present on the relevant platform well in advance of a train's arrival. This would mean, if no train is due to arrive on a platform, a train dispatcher would not need to be present. Hours of operation are dependent on the hours of service. In essence, if there is an LNER service running, LNER will dispatch it.

If you are not content with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

Yours sincerely,



Abigail Coates  
London North Eastern Railway Limited