

**GATWICK
EXPRESS**

Great Northern

SOUTHERN

Thameslink

Tim Bellenger
Director, Policy and Investigations
London TravelWatch
169 Union Street
London
SE1 0LL

Keith Jipps
Passenger Service Director (GN)
Govia Thameslink Railway Ltd
East Side Offices
King's Cross Station
London N1C 4AP

Email: Keith.jipps@gtrailway.com
Tel: 07711 149 192

22nd February 2016

Dear Tim,

Proposed changes to Govia Thameslink Railway Ticket Offices and introduction of Station Hosts

1. Introduction

Govia Thameslink Railway (GTR) hereby gives notice of its proposal to alter schedule 17 ticket office opening hours using the major change process at 45 ticket offices at 44 stations, details of which are attached (appendices A & B), in accordance with the Ticketing and Settlement Agreement, chapter 6-18 clause 1.a (i).

GTR also intends to make amendments to the operation of the ticket offices at a further 39 station ticket offices. However we intend to open these offices in AM peak hours only but maintain a further point of sale by transferring an existing ticket office machine into the concourse area. At times that the ticket office is closed this will become the designated point of sale as defined in Schedule 17 and we propose no change to the existing regulated times.

It is proposed to close or change opening hours of ticket offices at stations to meet passenger demand and reflect customer purchasing habits. The different ways tickets are sold and the way customer service is provided at stations has altered significantly over recent years. In particular, an increase in online/web sales; greater use of Ticket Vending Machines (TVMs) at stations; the ever increasing use of Oyster and contactless technology along with the introduction of the Key smartcard technology across our Network has driven a need for customer service to be provided in different ways and customers expecting a different customer experience, whilst feeling supported through the ticket purchasing process.

The current, historic, opening times of ticket offices are inefficient and excessive to meet customer demand. We also believe that the practice of having an office based person selling tickets does not provide the level of service for all passengers using the station, only interacting with a fraction of the passengers travelling through that station, and, for limited times of the day.

We propose to introduce Station Hosts at most of our stations, generally the small to medium stations with in excess of 1m footfall per year through those stations. The objective of the new Station Host role is to move away from the traditional station staff roles that separate gateline, ticket office and station assistance. This non-fragmented Station Host role will allow increased staff

visibility, accessibility and flexibility for the benefits of our customers, and deliver improvements in our customer service offer.

These Hosts will be based within the concourse areas to provide customer service, information, travel assistance as well as assisting customers in purchasing tickets for the journey they are making. In every case the Station Host will be available for hours of operation in excess of the current ticket office hours and every station affected by these proposals will have a member of staff on duty from the first train in the morning to the last train of the day, 7 days a week. The Station Hosts will provide customer assistance with regards to refunds, issue of photocards and other transactions that would be carried out in the ticket offices currently and the arrangements will be clarified, and published locally, prior to introduction.

It is proposed that the changes will be implemented between June and September 2016. No ticket office opening hours will be changed until the Station Hosts are appointed and in place.

2. Our Proposal

We recognise that we need to reflect current passenger footfall and ticket sales, and types, within our proposals and our approach to ticket office changes and the role of the Station Hosts. We are proposing to make changes to 84 ticket offices at 83 stations and these will fit into one of three categories:

a. Model 1 stations (Hosted Station : Appendix A)

The affected stations are:

Great Northern : Alexandra Palace, Enfield Chase, Palmers Green and New Barnet.

Southern : Battersea Park, Carshalton Beeches, Gipsy Hill, Peckham Rye, Queens Road Peckham, Selhurst, Streatham, Streatham Common, Streatham Hill, South Croydon, Tulse Hill, Wandsworth Common and West Norwood.

Thameslink: City Thameslink (Holborn), Cricklewood, Denmark Hill, Loughborough Junction and Tooting.

These ticket offices generally issue fewer than 12 tickets per hour at these stations. The majority of customers use ticket machines, online purchases and smartcard or contactless payment technology so there is very minimal need for a ticket office.

At these stations we propose to close the ticket office and introduce staff onto the concourse as 'Station Hosts'. Station Hosts will be visible and available for most of the day, 7 days a week, and every day the station will be staffed from the first train service of the day until the last train has departed. The Hosts will be trained in customer service, will help passengers use the ticket machines and will be able to sell the most popular tickets and provide information using a new handheld device.

A priority of this role is to ensure that our passengers feel confident and reassured that they have the best ticket for the journey they are making. All of these stations will have a Station Host available,

within the station concourse area, for significantly longer times of operation than the current ticket office hours, especially in the evenings and at weekends.

b. Model 2 stations (Hosted & Concourse Sales Point : Appendix B)

Great Northern : Gordon Hill, Hornsey and Winchmore Hill.

Southern : Balham, Carshalton, Caterham, Coulsdon South, Falmer, Lancing, Purley, Norbury, Reigate, Sanderstead, Shoreham-by-sea, Sutton, Thornton Heath and Wallington.

Thameslink: City Thameslink (Ludgate Hill), Elstree & Borehamwood, Luton Airport Parkway, Mill Hill Broadway, Radlett and West Hampstead Thameslink.

Generally more than 12 tickets are sold per hour at these stations at peak times, but still the majority of customers use ticket machines, online purchases, smartcards and contactless payment. At these stations we propose to introduce staff onto the concourse as 'Station Hosts'.

We propose to close these ticket offices but will relocate a ticket office machine to a station hosting point within the station concourse area. The Station Hosts that are available on the concourse will be able to sell those tickets that are not available from the self-service machines. The Hosts will be trained in customer service, will help passengers use the self-service ticket machines and will be able to sell tickets and provide information using a new handheld device or the relocated ticket office machine. The Station Host will be available for significantly longer hours of the day than current ticket office hours, especially in the evening and at weekends.

c. Model 3 stations (Partial Ticket Office, Hosted & Concourse Sales Point : Appendix C)

Great Northern : Hatfield, Hertford North, Hitchin, Huntingdon, King's Lynn, Letchworth Garden City, Potter's Bar, Royston Herts, Sandy, Stevenage, St Neots and Welwyn Garden City.

Southern : Angmering, Ashtead, Barnham, Bexhill, Bognor Regis, Burgess Hill, Chichester, Crawley, Dorking, Eastbourne, East Grinstead, Epsom, Hassocks, Horley, Horsham, Hove, Leatherhead, Lewes, Littlehampton, Merstham, Oxted, Polegate, Portslade and Worthing

Thameslink: Flitwick and Harpenden,

These stations still rely heavily on ticket offices for passengers buying tickets as well as the self-service ticket machines and increasing use of smartcards and we do not intend to alter the regulated status of these stations under Schedule 17 of the Ticketing and Settlement agreement as we intend to maintain a sales point that meets the required criteria.

At these stations we will still introduce 'Station Hosts' within the station concourse areas. Station Hosts will be visible and available for most of the day, 7 days a week, and the station will be staffed from the first train service of the day until the last train has departed.

We propose to continue to staff the ticket office during the morning peak hours on a Monday to Friday basis to manage the ticket sales demand levels. We will also relocate a ticket office machine to a station hosting point within the station concourse area. When the ticket office is closed the Station

Hosts will be able to sell those tickets that are not available from the self-service machines or when the ticket office is busy.

The Station Host will be available for significantly longer hours of the day than current ticket office hours, especially in the evening and at weekends.

3. Sales Review

To determine the approach for each station a review of ticket sales through ticket offices, self-service and other methods was undertaken. Ticket sales through ticket offices continue to reduce year on year and outside of peak hours ticket sales reduce even further. The review of ticket office sales was carried out in hourly time bands.

At stations we propose to close the ticket office and move to the "Model 1 Hosted Station" ticket sales were generally below 12 tickets per hour.

At stations we propose as "Model 2 Hosted and Concourse sales points" ticket sales exceeded 12 per hour during peak times but generally reduced outside of peak times. Analysis shows that most tickets sold at these stations could be sold through self-service, web sales or through use of smartcards or contactless payments. Tickets that would not be possible to sell through the self service machines will be able to be sold through the ticket machine that the Station Host will in the concourse at busier times.

At stations we propose as "Model 3 Partial Ticket Office, Hosted and Concourse sales points" ticket sales exceeded 12 per hour during peak times and, in part, outside of peak times. Analysis shows that most tickets sold at these stations could be sold through self-service, web sales or through use of smartcards or contactless payments. Tickets that would not be possible to sell through the self service machines will be able to be sold through the ticket office that will remain in use during the morning peak hours and at other times, through the ticket machines that the Station Host will use in the concourse area, therefore providing the necessary sales point to maintain the current Schedule 17 arrangements.

Tickets issued during the proposed closure times at the stations within this proposal are mainly 'walk up' type tickets or 7 day seasons. These ticket types are easily retailed through self-service machines (TVMs) and will also be available for sale through the hand held ticket machine that the Station Host can use to help at busier times. At Model 2 and 3 stations a ticket office machine will remain available within the ticket office or concourse area to ensure that customers can continue to obtain the full range of tickets at these stations.

4. Sales Channels

GTR has a number of current options for passengers to purchase their travel tickets in addition to existing ticket offices:

- Station self-service machines;
- Oyster;
- Contactless;
- The Key Smartcard;
- Web and Telesales;
- Ticket on departure collection through self-service; and
- Staff on ticket gates / Revenue Protection Staff

Self-Service Ticketing

Self-service machines are the most popular method of purchasing tickets across our network. Every station that we are proposing has self-service machines which are capable of selling any walk up ticket, including railcard discounts, and 7 day seasons. These machines enable tickets to be purchased in advance of the day of travel, with the introduction of the Station Hosts we will expand the booking horizon through TVMs to up to 30 days in advance. In addition every machine has TOD functionality enabling tickets purchased in advance to be collected through a TVM and the functionality to top up or collect Oyster products or upload "The Key" purchases. The machine availability has consistently been achieved averaging over 98% availability.

To further support these machines remote monitoring is undertaken by the suppliers, our own in house TVM team and local managers. They can monitor the current status of machines, identify faults and react quickly to issues that may put machine out of service or partially operational such as low ticket stocks and change. With the introduction of the Station Hosts ticket machines will be constantly monitored and kept well stocked with tickets and change. In the event of a failure of all or part of the machine the Host will attempt fingertip maintenance and if unable to restore the machine to full service they will fault the machine to the TVM Team and maintenance provider and in the meantime sell tickets as required through the machines they have access to,

We have improved the user interface and the ticket products for all walk up and go tickets from that station will be available. Currently at the stations we are proposing ticket office changes the ticket offices are only open for parts of the day and many have reduced opening in the weekends and in the evenings. This means customers are reliant on self-service machines and there is little or no staff on duty to assist customers purchase the best tickets for their needs. The introduction of Station Hosts will enable us to provide assistance with ticket purchasing for the majority of the day, 7 days a week.

Prior to the introduction of Station Hosts we will also be installing a further 65 self-service ticket machines at our stations, 36 of these are being installed at stations within these proposals.

TOD & Season Renewals

GTR currently supports National TOD at all its stations through self-service and Ticket Offices. We currently have season renewals and the ability to purchase products for our "Key" smartcard through our website.

Oyster / Contactless

Most passengers within the London area have migrated to Oyster as the preferred travel ticket option. Oyster is easily retailed through our service machines and can be uploaded through our ticket gates or readers. Contactless use is increasing rapidly due to its ease of use and requires no transaction through ticket machines.

5. Improved Revenue Protection

GTR will employ over 460 Station Hosts as part of this proposal who will also manage the automatic ticket gates at the stations. These gates will be in operation for 80% of the time that trains operate from the station, reducing further the opportunity for ticketless travel and also increasing security on our stations and trains. An additional 14 automatic gatelines will have been introduced at stations at the time of the proposed implementation of these changes.

In addition to the Station Host arrangements a number of stations that are not part of these proposals will continue to have ticket gates in operation (i.e. King's Cross, London Blackfrairs, and East Croydon).

Our staffing levels and ticket machine availability will ensure that we can continue to manage our Penalty Fare scheme within the requirements of the Penalty Fare Rules and through extended ticket gate operational hours we will continue to reduce instances of ticketless travel and improve security at our stations and on trains. We will submit an amended Penalty Fares scheme that reflects the changes to our ticket office arrangements prior to the changes being made.

6. Meeting the needs of our disabled customers

GTR is committed to improving accessibility of our stations and has commenced funding of works that will aid travel opportunities for passengers with impaired mobility or requiring assistance with travelling. We believe that the introduction of Station Hosts will improve the service we can provide currently under our DPP Policy.

The introduction of Station Hosts will significantly improve staffing levels at stations to enable us to assist customers for most parts of the day, 7 days a week, as well as assisting passengers in buying the best ticket for the journeys being made.

7. Station Facilities (waiting rooms and toilets)

GTR has started investment a number of investment programmes to improve passenger facilities at stations. This includes installing new passenger shelters, seating, refurbishing waiting rooms and toilets. With the extended staffing hours of the stations we will keep these facilities open and available for the vast majority of the times that trains are operating. In most stations these facilities are generally locked out of use when the ticket office is closed.

8. Security at Stations

GTR is dedicated to improve safety and security for its passengers and our staff. Our proposals will help us to maintain our excellent safety and security standards.

- Our stations will have staff visible and available in most cases from the first train of the day to the last and in all cases for longer hours than the current ticket office times.
- Our staff and passengers will be supported by Rail Neighbourhood officers and our new team of Rail Enforcement Officers, dedicated to GTR to combat crime on the railway.
- We are installing gatelines at a further 21 stations. All stations within this proposal that have ticket gates will have those gates in operation for at least 80% of the time that trains are calling at that station.
- We are investing in improving CCTV at stations and on trains to enhance our current expansive and effective systems.
- We are installing additional help points at stations

We believe that the increased availability of the Station Hosts, especially at weekends and in the evenings will greatly enhance the feeling of safety of security for our passengers.

9. Proposed introduction of changes

Govia Thameslink Railway Ltd will be communicating the changes to opening hours at stations to passengers through posters and details will be contained on our web site with effect from 22nd February 2016.

It is proposed that the introduction of these changes will take place between June and September 2016. This will follow the period of consultation with all relevant stakeholders as well as staff and Trade Union consultation. Following consultation we will commence a programme of selection and training of the Station Hosts.

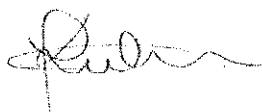
We believe that the proposals to introduce the Station Hosts and move the majority of transactions to outside the ticket office will provide a significantly improved customer service offering with the following benefits:

- Increased staff presence to assist customers with ticket purchases, provision of information and assistance
- Maintaining the ability to purchase the full range of tickets at stations where demand currently exists
- Increased availability of station facilities
- Improved assisted travel arrangements and times of operation
- Improved revenue protection
- Improved safety and security for our passengers

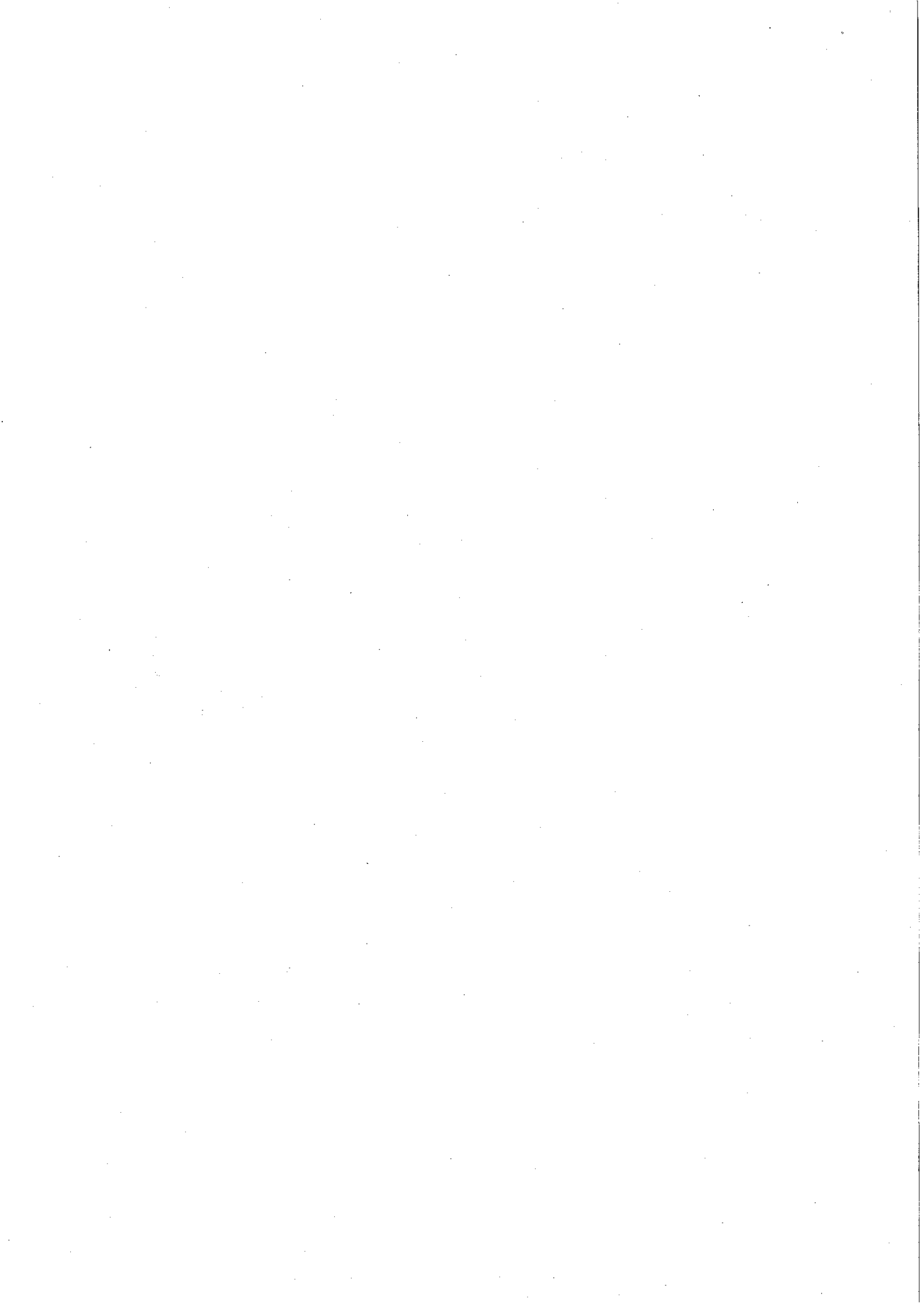
We intend to employ Station Hosts that are referred to in this proposal, and at the times specified within the appendices to this document, for the duration of the Govia Thameslink Railway franchise. In the event of any changes to this we will fully consult with the Department for Transport, Transport Focus, London TravelWatch and other Train Operating Companies.

If further information or clarification is required regarding these proposals please do not hesitate to contact me.

Yours sincerely



Keith Jipps
Passenger Service Director (GN)



The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas, these times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide some tickets that are not available from the self-service machines.

The Ticket Office at these stations will close and Schedule 17 will be amended to reflect this change. The primary point for purchasing tickets on the station will be from the self-service machines or from the Station Host.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates	Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday				
Alexandra Palace	Great Northern	0615-1240 & 1530-1900	0900-1525	Closed	3	Installed 2016	Mon-Sat 0500-2200 Sun 0630-2200. Ticket Office closed.	Yes
Battersea Park *	Metro	0625-1750	0750-1425	0910-1645	2	YES	Mon-Fri 0600-2200 Sat 0700-2200 Sun 0800-2200. Ticket Office closed.	Yes
Carshalton Beeches *	Metro	0610-1935	0810-1445	0910-1645	2	YES	Mon-Fri 0600-2200 Sat 0700-2200 Sun 0800-2200. Ticket Office closed.	Yes
City Thameslink (Holborn)	Thameslink	0715-1050 & 1610-1945	Closed	Closed	1	YES	Mon-Fri 0600-2000 Sat 0900-1500 Ticket Office closed.	Yes
Cricklewood	Thameslink	0610-1910	0840-1645	0915-1745	1	Installed 2016	Mon-Fri 0530-2300 Sat 0630-2300 Sun 0700-2200. Ticket Office closed.	Yes
Denmark Hill	Thameslink	0610-2100	0640-2000	0810-1740	2	YES	Mon-Fri 0600-2130 Sat 0700-2130 Sun 0800-2100. Ticket Office closed.	Yes
Enfield Chase	Great Northern	0625-1250 & 1515-1910	0900-1525	Closed	3	Installed 2016	Mon-Sat 0500-2300 Sun 0730-2300. Ticket Office closed.	Yes

Gipsy Hill *	Metro	0620-1945	0650-2005	0730-1605	2	YES	Mon-Fri 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
Loughborough Junction	Thameslink	0615-1245 & 1520-2200	0615-2220	0915-1845	2	Installed 2016	Mon-Fri 0600-2300 Sat 0630-2300 Sun 0900-2245. Ticket Office closed.	Yes
New Barnet	Great Northern	0620-1245 & 1515-1915	0845-1510	Closed	3	Installed 2016	Mon-Sat 0530-2300 Sun 0730-2300. Ticket Office closed.	Yes
Palmers Green	Great Northern	0650-1830	0725-1350	Closed	3	Installed 2016	Mon-Sat 0530-2300 Sun 0730-2300. Ticket Office closed.	Yes
Peckham Rye *	Metro	0610-1945	0610-1945	0745-1620	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Queens Road, Peckham *	Metro	0610-1745	0710-1345	Closed	2	Installed 2016	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Selhurst *	Metro	0615-1930	0705-2030	0910-1645	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
South Croydon *	Metro	0620-1945	0620-1945	0810-1545	2	YES	Mon-Sat 0540-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham *	Metro	0620-1945	0645-2010	0745-1620	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham Common	Metro	0615-2000	0640-2100	0815-1745	4	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Streatham Hill *	Metro	0610-2000	0640-2000	0810-1645	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Tooting	Thameslink	0620-1250 & 1500-1900	1030-1700	Closed	2	Installed 2016	Mon-Fri 0600-0015 Sat 0630-0015 Sun 0930-2145. Ticket Office closed.	Yes

Tulse Hill *	Metro	0620-2000	0645-2000	0710-1545	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes
Wandsworth Common *	Metro	0630-2004	0730-1424	0815-1740	2	No	Mon-Sat 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
West Norwood *	Metro	0610-1935	0740-1415	0740-1515	2	YES	Mon-Sat 0530-2200 Sun 0700-2200. Ticket Office closed.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016

Appendix B – Hosted & Concourse sales Point

The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas, these times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide tickets that are not available from the self-service machines.

The Ticket Office at these stations will close and Schedule 17 will be amended to reflect this change. The primary point for purchasing tickets on the station will be from the self-service machines or from the Station Host. In the event that a ticket type is not available through these machines then the Host will have access to a ticket office machine within the concourse area to enable those ticket types to be issued. Each of the stations listed will have a member of staff on duty from the first train of the day until the last train has departed, 7 days a week.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates	Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday				
Balham *	Metro	0610-2130	0610-2130	0710-2045	5	YES	Mon-Sat 0530-2200 Sun 0700-2200 Ticket Office Closed	Yes
Carshalton *	Metro	0610-1935	0810-1445	0910-1645	2	YES	Mon-Fri 0530-2200 Sat 0700-2200 Sun 0730-2200. Ticket Office closed.	Yes
Caterham *	Metro	0540-1905	0610-1930	0820-1635	2	Installed 2016	Mon-Fri 0540-2200 Sat 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
City Thameslink (Ludgate Hill)	Thameslink	0715-1945	Closed	Closed	2	YES	Mon-Fri 0700-2100 Sat 0900-1600 Ticket Office closed.	Yes
Coulsdon South *	Mainline & Coast	0610-1935	0700-2025	0910-1640	3	YES	Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
Eistree & Borehamwood	Thameslink	0600-2030	0600-2030	0630-2115	3	YES	Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes

Falmer *	Mainline & Coast	0625-1950	0625-1950	0910-1645	3	YES	Mon-Sat 0540-2200 Sun 0730-2200. Ticket Office closed.	Yes
Gordon Hill	Great Northern	0635-1300	0745-1410	Closed	3	Installed 2016	Mon-Fri 0500-2300 Sat 0600-2200 Sun 0700-2200. Ticket Office closed.	Yes
Hornsey	Great Northern	0700-1325	Closed	Closed	2	Installed 2016	Mon-Fri 0600-2200 Sun 0730-2200. Ticket Office closed.	Yes
Lancing *	Mainline & Coast	0610-1935	0630-1955	0810-1545	3	Installed 2016	Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Luton Airport Parkway	Thameslink	0600-0030	0630-0000	0730-0000	8	YES	Sun to Sat 24 hours. Ticket Office closed.	Yes
Mill Hill Broadway	Thameslink	0600-1930	0730-1900	0900-1800	3	Installed 2016	Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes
Norbury *	Metro	0615-2000	0640-2100	0815-1745	3	YES	Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Purley	Metro	0555-2005	0555-2025	0810-1645	4	YES	Mon-Sat 0500-2200 Sun 0730-2200. Ticket Office closed.	Yes
Radlett	Thameslink	0635-2000	0635-1915	0800-1800	4	Installed 2016	Mon-Sat 0500-2300 Sun 0700-2300. Ticket Office closed.	Yes
Reigate *	Mainline & Coast	0610-1245	0710-1345	Closed	3	YES	Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Sanderstead *	Mainline & Coast	0610-1930	0700-1335	0810-1625	2	Installed 2016	Mon-Sat 0605-2200 Sun 0805-2200. Ticket Office closed.	Yes
Shoreham-by-Sea (Sussex) *	Mainline & Coast	0540-1955	0610-1945	0625-1930	4	YES	Mon-Sat 0530-2300 Sun 0700-2300. Ticket Office closed.	Yes

Sutton	Metro	0600-2100	0630-2100	0710-2100	6	YES	Mon-Fri 0525-2300 Sat 06:25-23:00 Sun 0700-2300. Ticket Office closed.	Yes
Thornton Heath	Metro	0615-2000	0640-2100	0815-1745	2	YES	Mon-Sat 0530-2200 Sun 0730-2200. Ticket Office closed.	Yes
Wallington	Metro	0615-2020	0625-1955	0910-1745	2	YES	Mon-Fri 0530-2200 Sat 06:40-2200 Sun 0730-2200. Ticket Office closed.	Yes
West Hampstead Thameslink	Thameslink	0615-1930	0645-2000	0740-1715	4	YES	Mon-Fri 0530-2300 Sat 0600-2300 Sun 0700-2200. Ticket Office closed.	Yes
Winchmore Hill	Great Northern	0650-1315	0830-1400	Closed	2	Installed 2016	Mon-Sat 0500-2200 Sun 0730-2200. Ticket Office closed.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016

Appendix C- Partial ticket office, Hosted & Concourse sales Point

The stations listed below will have a Host on duty for times significantly in excess of the current ticket office hours. The Host will provide assistance with ticket purchases, information provision and assisted travel at the times shown within the station concourse or gateline areas. These times are the minimum hours that the Host will be available. The Host will have a hand held ticketing system that will enable them to provide tickets that are not available from the self-service machines.

The Ticket Office at these stations will be open in the morning peak hours to ensure that passenger's needs for tickets are met at these busy times (the opening times of the ticket offices are shown below) Schedule 17 hours will not alter from the current hours. The primary point for purchasing tickets on the station will be from the self-service machines, from the Station Host or at morning peak time through the ticket office. The Station Host will also have access to a ticket office machine within the concourse area to enable ticket types, not available through self-service or the hand held machine, to be issued. Each of the stations listed will have a member of staff on duty from the first train of the day until the last train has departed, 7 days a week.

Station	Route	Current Ticket Office Hours			Self service machines (#)	Ticket Gates	Ticket Office Opening Hours & Station Host minimum availability times	Station staffed First to Last train -7 days a week
		Weekday	Saturday	Sunday				
Angmering *	Mainline & Coast	0625-1935	0640-2005	0810-1545	2	Yes	Ticket Office Mon-Fri 0700-1000. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200.	Yes
Ashtead *	Metro	0640-2005	0750-1425	0910-1645	5	Yes	Ticket Office Mon-Fri 0700-1000 Host hours Mon-Fri 0615-2200 Sat 0630-2200 Sun 0730-2200.	Yes
Barnham *	Mainline & Coast	0530-2225	0530-2225	0600-2125	2	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0530-2300.	Yes
Bexhill	Mainline & Coast	0610-1935	0610-1935	0810-1545	3	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0545-2200 Sun 0740-2200.	Yes

Bognor Regis	Mainline & Coast	0600-1950	0600-1950	0810-1945	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0505-2200 Sun 0700-2200.	Yes
Burgess Hill *	Mainline & Coast	0610-1935	0640-2005	0900-1635	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0515-2200 Sat 0530-2200 Sun 0730-2200.	Yes
Chichester	Mainline & Coast	0510-2245	0510-2245	0640-2145	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2330 Sun 0645-2300.	Yes
Crawley	Mainline & Coast	0610-2020	0610-2020	0840-1815	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0525-2200 Sat 0540-2200 Sun 0730-2200.	Yes
Dorking	Metro	0610-2010	0640-1950	0910-1645	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 06:25-2200 Sun 0730-2200.	Yes
East Grinstead	Metro	0555-2015	0620-2025	0745-1600	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 06:15-2200 Sun 08:15-2200.	Yes
Eastbourne	Mainline & Coast	0600-2115	0550-2115	0640-2115	6	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0655-2230.	Yes
Epsom	Metro	0550-2035	0640-2035	0710-1845	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-fri 0520-2300 Sat 0530-2300 Sun 0640-2230.	Yes

Flitwick	Thameslink	0600-1930	0715-1545	0815-1545	3	Installed 2016	Ticket Office 0600-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Harpenden	Thameslink	0545-2015	0615-1915	0715-2015	6	Yes	Ticket Office 0600-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Hassocks *	Mainline & Coast	0610-1935	0640-2005	0910-1645	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0540-2200 Sun 0730-2200.	Yes
Hatfield	Great Northern	0620-2000	0620-2000	0820-1930	6	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Hertford North	Great Northern	0640-1900	0745-1410	CLOSED	4	Yes	Ticket Office 0640-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0700-2200.	Yes
Hitchin*	Great Northern	0615-2000	0615-2000	0715-1830	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0630-2200.	Yes
Horley	Mainline & Coast	0620-1945	0620-1945	0910-1645	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Horsham	Mainline & Coast	0600-2020	0600-2020	0610-2115	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0510-2230 Sat 0530-2300 Sun 0600-2200.	Yes

Hove	Mainline & Coast	0550-2100	0550-2100	0710-2145	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0515-2230 Sun 0640-2230.	Yes
Huntingdon	Great Northern	0615-2000	0615-2000	0815-2000	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Kings Lynn	Great Northern	0530-2000	0530-1930	0750-1700	3	Yes	Ticket Office 0700-1100 Mon-Fri. Host hours Mon-Sat 0500-2200 Sun 0745-2200.	Yes
Leagrave	Thameslink	0600-1930	0600-1920	0745-1745	4	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2300.	Yes
Leatherhead *	Metro	0610-1958	0610-1958	0910-1640	4	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 06:30-2200 Sun 0730-2200.	Yes
Letchworth Garden City	Great Northern	0610-2000	0700-1930	0900-1710	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Sat 0500-2200 Sun 0700-2200.	Yes
Lewes	Mainline & Coast	0630-2045	0630-2020	0730-1915	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Littlehampton	Mainline & Coast	0550-1915	0630-1955	0810-1945	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0700-2200.	Yes
Merstham *	Mainline & Coast	0610-1935	0610-1935	0830-1640	2	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes

Oxted	Mainline & Coast	0550-2020	0640-2020	0800-1615	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Fri 0540-2200 Sat 0600-2200 Sun 00840-2200.	Yes
Polegate *	Mainline & Coast	0610-1935	0610-1935	0830-1605	3	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0730-2200.	Yes
Portslade *	Mainline & Coast	0555-1920	0555-1920	0810-1545	2	Installed 2016	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2200 Sun 0700-2200.	Yes
Potters Bar	Great Northern	0615-2010	0715-1910	0815-1930	5	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2200 Sat 0530-2200 Sun 0730-2200.	Yes
Royston	Great Northern	0600-2000	0700-2000	0915-1730	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2200 Sun 0730-2200.	Yes
Sandy	Great Northern	0600-1225	0645-1310	CLOSED	2	Installed 2016	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0530-2200 Sat 0600-2100 Sun 0700-2300.	Yes
St Neots	Great Northern	0615-1910	0730-1355	0810-1435	3	Yes	Ticket Office 0630-1030 Mon-Fri. Host hours Mon-Fri 0500-2300 Sat 0600-2300 Sun 0700-2200.	Yes
Stevenage	Great Northern	0615-2030 (Fridays to 2145)	0630-2130	0800-2015	6	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes

Welwyn Garden City	Great Northern	0600-2000	0700-1930	0730-1900	5	Yes	Ticket Office 0630-1100 Mon-Fri. Host hours Mon-Sat 0500-2300 Sun 0700-2300.	Yes
Worthing	Mainline & Coast	0535-2245	0535-2245	0640-2145	5	Yes	Ticket Office 0700-1000 Mon-Fri. Host hours Mon-Sat 0530-2330 Sun 0630-2230.	Yes

Notes: * Denotes ticket offices that do not currently have reservations as a condition of Schedule 17.

Self Service Machines include additional machines that will be installed between June and September 2016