




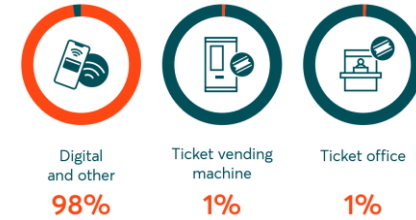


Summary sheet – London Euston Station

London Euston station information	
	There will be 8 ticket vending machines (TVMs), 1 of which accepts cash. In addition, there are 5 LNWR TVMs. This is the same as at present as the data shows there is sufficient TVM capacity for all customers. AWC TVMs can retail 99% of all existing ticket transactions. During specified hours (see below) employees will have access to quickly and readily available handheld devices which can retail all ticket types.
	The station will be staffed from first to last train as it is today. This is a Network Rail station and Network Rail and other Train Operating Company staff are available to support customers at the station in addition to AWC staff.
	Booked and un-booked passenger assistance will still be provided. This is not impacted by these proposals. There is Network Rail assisted travel lounge at the station which has accessible seating.
	The lifts, waiting rooms and toilets will continue to be available to customers during the staffed station hours.
	This station has a gate line with fully automatic ticket gates on platforms 1-3 and 8-11. On other platforms manual ticket checks take place.

Current ticket sales – all journeys from London Euston

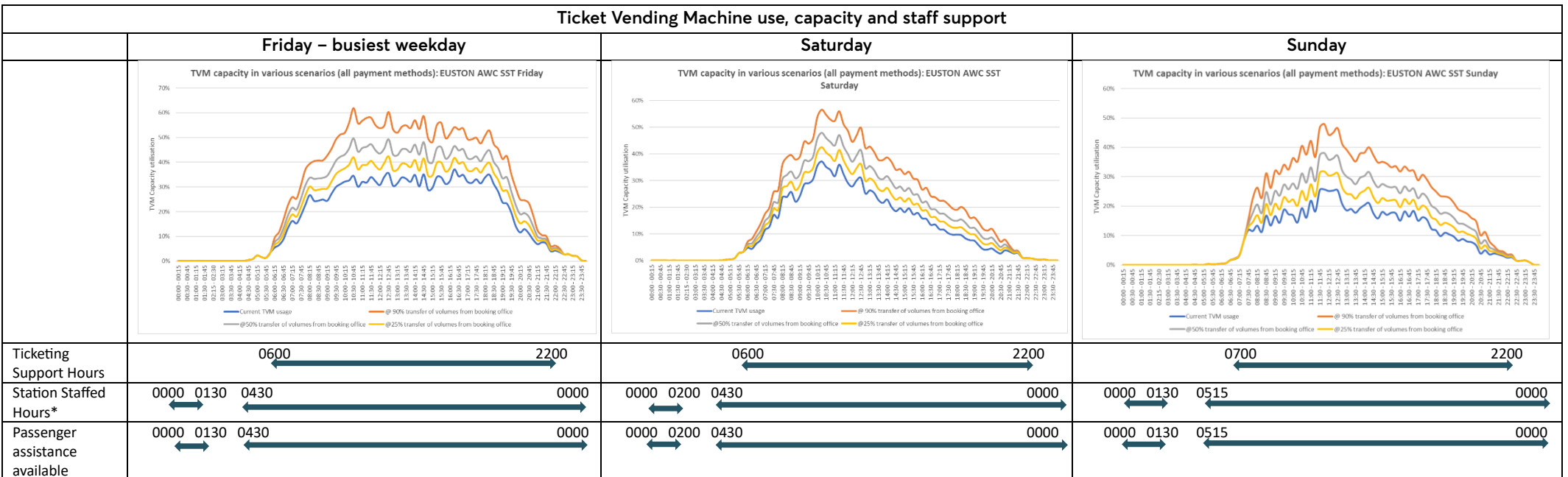


Ticket Vending Machine (TVM) Use and Capacity

TVM capacity has been calculated using the actual time taken to buy different ticket types on a TVM and combined with actual ticket sales data from the TVMs and Ticket Office.

The orange lines on the graphs below show future TVM utilisation assuming 90% of customers who currently buy a ticket from the ticket office buy their ticket from the TVMs (with the remaining 10% moving to online or app purchase). NB this is based on AWC TVMs only and therefore additional capacity is also available via the LNWR TVMs.

Ticket Vending Machine use, capacity and staff support



*The Station Staffed hours are the same as at present