

Appendix A - Station Specific Mitigations for Closure of Ticket Office

Number	Station	Current ticket office hours	Station Specific Mitigation	
			Original Proposal	Revised Proposal
1	Bishop's Stortford	Current ticket office opening hours Monday to Friday 0600 - 2100 Saturday 0600 - 2100 Sunday 0655 - 2100	1) Original proposed station staffing hours Monday to Friday 24 hours Saturday 24 hours Sunday 24 hours 2) An additional ticket machine will be installed (as per Evidence No 2) subject to business case approval	1) No change to original proposed station staffing hours - subject to internal consultation To note a change in shift start time on a weekday to 0600 for x 1 TVM host / assistance role 2) No change to original proposal
2	Brimsdown	Current ticket office opening hours Monday to Friday 0615 - 1255 Saturday 0715 - 1400 Sunday Closed	1) Original proposed station staffing hours Monday to Friday 0600 - 1300 Saturday 0700 - 1400 Sunday No static presence (as today)	1) No change to original proposed station staffing hours- subject to internal consultation Noting Monday to Friday a 20 minute increase compared to today, and Saturday a 15 minute increase compared to today
3	Broxbourne	Current ticket office opening hours Monday to Friday 0615 - 2015 Saturday 0715 - 1845 Sunday 0815 - 1745	1) Original proposed station staffing hours Monday to Friday 0445 - 0100 Saturday 0445 - 0100 Sunday 0530 - 2300 2) An additional ticket machine will be installed (as per Evidence No 2) subject to business case approval	1) No change to original proposed station staffing hours- subject to internal consultation 2) No change to original proposal
4	Cheshunt	Current ticket office opening hours Monday to Friday 0615 - 1945 Saturday 0615 - 1945 Sunday 0815 - 1540	1) Original proposed station staffing hours Monday to Friday 0615 - 1945 Saturday 0615 - 1945 Sunday 0745 - 1600	1) No change to original proposed station staffing hours- subject to internal consultation Noting an increase of 50 minutes on a Sunday compared to today 2) An additional ticket machine will be installed (as per Evidence No 2) subject to business case approval
5	Enfield Lock	Current ticket office opening hours Monday to Friday 0615 - 1310 Saturday 0710 - 1340 Sunday Closed	1) Original proposed station staffing hours Monday to Friday 0615 - 1315 Saturday 0700 - 1400 Sunday No static presence (as today)	1) No change to original proposed station staffing hours- subject to internal consultation Noting an increase of 5 minutes, Monday to Friday compared to today, and an increase of 30 minutes on a Saturday, compared to today
6	Harlow Town	Current ticket office opening hours Monday to Friday 0600 - 2100 Saturday 0600 - 2100 Sunday 0805 - 2100	1) Original proposed station staffing hours Monday to Friday 0500 - 1945 Saturday 0600 - 1945 Sunday 0600 - 2000 2) An additional ticket machine will be installed (as per Evidence No 2) subject to business case approval	1) Revised proposed station staffing hours - subject to internal consultation The hours that static multi skilled hosts will be at the station will remain as they are today. Monday to Friday 0500 - 0100 Saturday 0500 - 0100 Sunday 0445 - 0100 2) No change to original proposal
7	Hertford East	Current ticket office opening hours Monday to Friday 0715 - 1800 Saturday 0740 - 1430 Sunday Closed	1) Original proposed station staffing hours Monday to Friday 0645 - 1345 Saturday 0700 - 1400 Sunday No static presence (as today)	1) Revised proposed station staffing hours - subject to internal consultation The hours that a static multi skilled host will be at the station will remain as they are today, apart from a slight change in hours on a Saturday, with a 10 minute increase, with x 1 colleague at the station during these times. Monday to Friday 0715 - 1800 Saturday 0700 - 1400 - no change to proposal Sunday No static presence (as today), no change to proposal
8	Rye House	Current ticket office opening hours Monday to Friday 0615 - 1300 Saturday 0745 - 1430 Sunday	1) Original proposed station staffing hours Monday to Friday 0600 - 1300 Saturday 0730 - 1430 Sunday No static presence (as today)	1) No change to original proposed station staffing hours- subject to internal consultation Noting an increase of 15 minutes, Monday to Friday, and increase of 15 minutes on a Saturday
9	Sawbridgeworth	Current ticket office opening hours Monday to Friday 0615 - 1400 Saturday 0615 - 1415 Sunday 0800 - 1700	1) Original proposed station staffing hours Monday to Friday 0600 - 1300 Saturday 0600 - 1300 Sunday 1000 - 1500	1) Revised proposed station staffing hours - subject to internal consultation The hours that a static multi skilled host will be at the station will remain as they are today, apart from a 45 minute reduction Monday to Friday, with x 1 colleague at the station during these times. Monday to Friday 0600 - 1300 - no change to proposal Saturday 0615 - 1415 Sunday 0800 - 1700
10	Shenfield	Current ticket office opening hours Monday to Friday 0610 - 2000 Saturday 0610 - 2000 Sunday 0710 - 2010	1) Original proposed station staffing hours Monday to Friday 24 hours Saturday 24 hours Sunday 24 hours 2) An additional ticket machine will be installed (as per Evidence No 2) subject to business case approval	1) No change to original proposed station staffing hours - subject to internal consultation
11	St Margarets	Current ticket office opening hours Monday to Friday 0620 - 1330 Saturday 0745 - 1500 Sunday Closed	1) Original proposed station staffing hours Monday to Friday 0605 - 1305 Saturday 0730 - 1430 Sunday No static presence (as today)	1) No change to original proposal- subject to internal consultation Noting a 10 minute reduction, Monday to Friday compared to today and a 15 minute reduction on a Saturday compared to today.
12	Tottenham Hale	Current ticket office opening hours Monday to Friday 0610 - 1910 Saturday 0810 - 1910 Sunday 0810 - 1910	1) Original proposed station staffing hours Monday to Friday 0430 - 0100 Saturday 0430 - 0100 Sunday 0430 - 0100	1) No change to original proposed station staffing hours - subject to internal consultation Noting we have revised the weekday coverage to be consistent throughout the week.
13	Waltham Cross	Current ticket office opening hours Monday to Friday 0610 - 2000 Saturday 0745 - 1440 Sunday 0815 - 1545	1) Original proposed station staffing hours Monday to Friday 0600 - 1300 Saturday 0730 - 1430 Sunday 0800 - 1500	1) Revised proposed station staffing hours - subject to internal consultation The hours that a static multi skilled host will be at the station will remain as they are today, apart from an increase of 5 minutes on a Saturday and a loss of 30 minutes on a Sunday, with x 1 colleague at the station during these times. Monday to Friday 0610 - 2000 Saturday 0730 - 1430 Sunday 0800 - 1500
14	Ware	Current ticket office opening hours Monday to Friday 0615 - 1945 Saturday 0715 - 1945 Sunday 0915 - 1630	1) Original proposed station staffing hours Monday to Friday 0600 - 1300 Saturday 0700 - 1400 Sunday 0900 - 1600	1) Revised proposed station staffing hours - subject to internal consultation The hours that a static multi skilled host will be at the station will remain as they are today, apart from a loss of 15 minutes on a Sunday, with x 1 colleague at the station during these times. Monday to Friday 0615 - 1945 Saturday 0715 - 1945 Sunday 0900 - 1600