

Issues relating to whether passengers can easily buy the right ticket for the journey they want to make:
Adequacy of retail facilities

Question 10: Which products are not available from your TVMs? This should include not only tickets but also things like reservations, concessions and discounts, tickets for travel that do not involve and tickets for connecting services (e.g. Plus Bus tickets).

The following ticket types are available from GA TVMs:

- Boundary Zone add-ons
- Buying tickets in advance rather than on the day of travel
- Tickets for travel that do not involve the 'host' station (important for people wishing to use split-ticketing arrangements)
- PlusBus tickets
- Groupsave
- Off-peak purchases before the off-peak begins (i.e. before 09:30)
- Scholar tickets - these are only issued centrally online through the GA Business Travel Services department. They are not issued currently through the ticket office.

The following ticket types are not available from a GA TVM:

Products identified	Retail Mitigation
National concessions for disabled people (for wheelchair and visually impaired passengers plus a companion)	GA is currently working with RDG and operators across the industry to develop an effective approach and policy to facilitating Special Disabled Fares (SDF). The intention is to provide those passengers meeting the SDF eligibility criteria with a Disabled Persons Railcard (DPRC). They will be able to purchase discounted tickets from an increased number of retail channels and across a broader range of ticket types using, for example, ticket machines and online channels, thereby making travel much more accessible. This will require changes to policy, backend systems and all retail systems, as currently the SDF is only available at Ticket Offices. Subject to finalising the relevant funding agreements and assessments, these changes could be fully implemented by mid-2024.
Staff Travel Discount	GA is currently working with RDG and operators across the industry to develop an effective approach and policy.
Seat reservations	The intention is to enable seat reservations, at the time of ticket purchase and also later, through all ticket machines. Subject to finalising the relevant funding agreements, these changes could be fully implemented by mid-2024.
Changing a booking/tickets	GA is currently working with RDG and operators across the industry to develop an effective approach and policy to changing a booking or tickets purchased via ticket machines. The intention is for all TOCs to enable changes via their online channels. In addition, it may be possible to offer these changes via the ticket machine using a ticket machine 'Staff Mode'. Subject to finalising the relevant agreements, the intention is to have these processes in place by mid-2024.
Use of rail vouchers	GA is currently working with RDG and the industry to develop a policy and an effective approach for Rail Travel Vouchers (RTV). The intention is for GA to continue to prioritise the use of BACS or refunds to credit and debit cards. RTV will still be available for issue, should a customer insist on it, but customers will be advised about the benefits of using other methods of payment.
Use of rail warrants	GA is currently working with RDG and the industry to develop an effective approach to issuing warrants, specifically moving this to online, removing the need for warrants to be exchanged at stations. Subject to finalising the relevant agreements, the intention is to have these processes in place by mid-2024.
Ranger and Rover tickets	The intention is for Rovers and Rangers tickets to be available through all GA ticket machines. Subject to finalising the relevant funding agreements and assessments, these changes could be fully implemented by mid-2024.
Ferry connections	GA is working with the industry to develop a policy and effective approach for ferry connections. Noting none of this ticket type were sold through a GA ticket office during the 6 week period of data provided.
Cycle reservations	Given the priority is to explore the possibility of upgrading ticket machines to accommodate those products greatest in demand, and taking into account relevant costings, cycle reservations are not being explored as part of the ticket machine upgrades at this time.
Photocards for season tickets	The industry has agreed the policy to remove the requirement for a Photocard when purchasing a Season Ticket. Where a form of ID is required for the purchase of a Season Ticket, any reasonable alternative form of ID shall be accepted.
Sleeper bookings	Given the limited need for ticket machines across the industry to retail sleeper bookings, these are not being explored as part of the ticket machine upgrades at this time.
Advance Purchase fares	Over 99% of Advance Purchase Fares are retailed online via the website, mobile app, telesales and travel agents. However, GA's intention is to ensure that all ticket machines can retail Advance Purchase Fares from origin stations. Subject to finalising the relevant funding agreements, these changes could be fully implemented by mid-2024.
Railcards	The current policy is that Railcards will be issued online, and at Customer Information Centres. Passengers will be able to purchase their Railcards through 1) Railcard website 2) GA website 3) Telesales functionality or Travel Agent 4) Customer Information Centres



the 'host' station, use of vouchers and warrants,

Where are they available?
- On board from a conductor (on all routes where conductors are currently available - Norwich to Cambridge/Stansted, Sheringham, Great Yarmouth, Lowestoft; Ipswich to Felixstowe, Lowestoft, Cambridge, Peterborough; Manningtree to Harwich; Colchester to Clacton; plus Norwich to London intercity services) - Customer Information Centres
- Online - On board from a Conductor (on all routes where conductors are currently available - Norwich to Cambridge/Stansted, Sheringham, Great Yarmouth, Lowestoft; Ipswich to Felixstowe, Lowestoft, Cambridge, Peterborough; Manningtree to Harwich; Colchester to Clacton; plus Norwich to London intercity services) - Customer Information Centre
- GA website - GA mobile app - GA telesales or Travel Agents - Customer Information Centre
- GA website* - GA mobile app* - GA telesales or Travel Agents* - On board from a conductor* - Customer Information Centre
*If bought through that retail channel RTVs will continue be accepted: - On board Conductors (on all routes where conductors are currently available - Norwich to Cambridge/Stansted, Sheringham, Great Yarmouth, Lowestoft; Ipswich to Felixstowe, Lowestoft, Cambridge, Peterborough; Manningtree to Harwich; Colchester to Clacton; plus Norwich to London intercity services) - Customer Information Centres
Rail warrants will continue to be exchanged: - On board from a conductor (on all routes where conductors are currently available - Norwich to Cambridge/Stansted, Sheringham, Great Yarmouth, Lowestoft; Ipswich to Felixstowe, Lowestoft, Cambridge, Peterborough; Manningtree to Harwich; Colchester to Clacton; plus Norwich to London intercity services) - Customer Information Centre
- On board from a Conductor (on all routes where conductors are currently available - Norwich to Cambridge/Stansted, Sheringham, Great Yarmouth, Lowestoft; Ipswich to Felixstowe, Lowestoft, Cambridge, Peterborough; Manningtree to Harwich; Colchester to Clacton; plus Norwich to London intercity services) - Customer Information Centre
- GA website - GA mobile app - GA telesales or Travel Agents - Customer Information Centre
- GA website - GA mobile app - GA telesales or Travel Agents - Customer Information Centre
Reasonable alternative form of ID
- GA website - GA mobile app - GA telesales or Travel Agents - Customer Information Centre
- GA website - GA mobile app - GA telesales or Travel Agents - Customer Information Centre
- Railcard website - GA website - Telesales or Travel Agents - Customer Information Centre