

Appendix A

Ticket sales by sales channel for travel from West Midlands stations

Tables show annual figures for rail industry years (yr ending 31st March)

All figures in thousands

Apsley

Apsley ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	69	38.0%	64	35.0%	12	31.0%	30	25.1%	32	20.4%
Ticket Vending Machine	93	51.0%	86	47.3%	18	47.2%	55	46.2%	68	42.8%
Online	17	9.2%	30	16.3%	8	21.1%	33	28.0%	57	35.9%
Other	3	1.8%	2	1.4%	0	0.6%	1	0.8%	1	0.9%
Total	182		182		38		120		159	

Berkhamsted

Berkhamsted ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	206	38.8%	191	37.0%	23	32.6%	80	27.5%	82	20.5%
Ticket Vending Machine	248	46.6%	215	41.9%	27	37.8%	112	38.3%	149	37.3%
Online	69	13.0%	101	19.7%	21	29.5%	97	33.4%	164	41.2%
Other	9	1.6%	7	1.4%	0	0.1%	2	0.8%	4	1.0%
Total	532		515		70		292		399	

Hemel Hempstead

Hemel Hempstead ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	285	46.2%	260	43.1%	34	31.3%	104	27.2%	116	23.2%
Ticket Vending Machine	237	38.5%	218	36.2%	48	44.4%	166	43.4%	207	41.6%
Online	86	14.0%	118	19.6%	26	24.2%	111	28.9%	169	33.9%
Other	8	1.4%	6	1.1%	0	0.1%	2	0.5%	7	1.3%
Total	617		603		109		382		499	

Kings Langley

Kings Langley ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	101	52.1%	84	46.7%	12	36.7%	36	32.2%	43	28.9%
Ticket Vending Machine	69	35.5%	65	35.9%	12	38.0%	38	34.7%	48	32.0%
Online	22	11.2%	30	16.5%	8	25.2%	36	32.5%	57	38.3%
Other	2	1.2%	2	0.9%	0	0.1%	1	0.6%	1	0.7%
Total	193		181		31		111		150	

Tring

Tring ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	153	55.4%	132	49.6%	12	31.1%	32	19.8%	32	14.9%
Ticket Vending Machine	67	24.2%	57	21.5%	12	32.3%	57	35.7%	73	33.4%
Online	50	18.1%	72	27.0%	14	36.5%	70	43.4%	109	50.2%
Other	6	2.3%	5	1.9%	0	0.2%	2	1.1%	3	1.6%
Total	277		267		38		161		218	

Watford Junction

Watford Junction ticket sales by channel	2018-19		2019-20		2020-21		2021-22		2022-23	
	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total	Tickets	% of total
Ticket Office	237	13.4%	208	11.7%	31	7.2%	99	10.0%	138	10.3%
Ticket Vending Machine	452	25.6%	409	23.1%	90	21.1%	180	18.1%	230	17.3%
Online	403	22.8%	429	24.2%	78	18.2%	271	27.2%	381	28.6%
Oyster PAYG/CPAY	666	37.7%	720	40.6%	228	53.3%	441	44.3%	574	43.1%
Other	10	0.6%	8	0.4%	1	0.2%	4	0.4%	8	0.6%
Total	1,769		1,774		428		995		1,330	