

GWR Ticket Officer Consultation Large Format Version

Great Western Railway are consulting on proposals to move ticket office staff into other areas of the station where they can help more customers, as transactions from ticket offices drop below 15%.

Train companies have listened to feedback and have extended the time available to respond to the consultation by an extra five and a half weeks to give as many people a chance to take part.

Passengers now have until Friday 1 September 2023 to have their say. Input from passengers and independent watchdogs will help shape final proposals, so that all passengers are supported as the railway responds to generational shifts in passenger buying habits.

The consultations are happening as part of an industry-wide set of proposals that would mean ticket office staff would work on station platforms and concourses where they can be closer to customers. Subject to consultation, ticket offices could be phased out over a number of years.

Ticket office staff would be freed up to work in other areas of the station where they are closer to customers and better placed to help, in line with models already in place at some Great Western Railway stations such as Newbury or Reading Green Park.

Our Passenger Assist programme – which helps disabled and mobility-impaired customers navigate stations and board trains – will not be affected by the changes. The proposals are designed to increase staff trained and available to help customers at stations across the network, including those with additional accessibility needs.

What will happen to ticket offices?

Subject to consultation, ticket office staff would transition to multi-skilled roles – similar to those already in place at GWR since 2007. This would allow staff to help more customers with a wider range of issues, including helping them to buy tickets, wherever they are on the station.

This will, however, mean changes to how our station teams are organised, and some ticket offices will close as the new roles are introduced.

GWR is consulting with the public on an individual station-by-station basis. This includes publication of Equality Impact Assessments for each proposal and is independently run by industry watchdogs Transport Focus and London TravelWatch.

Why is this happening?

Digital tickets have made it easier and faster for customers to buy and manage tickets online, which means fewer people than ever are using ticket offices.

The approach would help bring station retailing up-to-date from 1996, when the rules on how to sell tickets were set and before the invention of the smartphone. Back then, 82% of all tickets were sold at ticket offices nationally, compared to less than 15% on average today. Bringing staff out from offices would allow the railway to respond to the generational shift in customer behaviour, in common with many other industries and organisations that have long since done so such as Transport for London, most airlines and many banks and supermarkets.

How can I comment?

If you would like to comment on these proposals contact Transport Focus, the independent transport user watchdog, or – for stations in London – London TravelWatch, by Friday 1 September 2023.

For more information please visit www.transportfocus.org.uk/ticketoffices and www.londontravelwatch.org.uk/great-western-railway-ticket-office-consultation

Here are some answers to frequently asked questions:

What benefits will customers see from these changes?

A key benefit of these changes is that they greatly improve our ability to make staff available at the right place and time to help customers face-to-face, rather than being restricted to just selling tickets from behind a glass window.

Our plans would move staff to a new role, based on the principles of the station multi-skilled role – in place at GWR since 2007. This would allow staff to help more customers with a wider range of issues, including helping them to buy tickets, wherever they are on the station.

The changes also ensure a more visible staff presence around the station during staffed hours, on ticket concourses and on platforms where staff can also help deter anti-social behaviour.

Will all ticket offices close as a result of this proposal?

Our main focus is moving under-used staff from ticket offices to other places on the station where they can be closer to customers and better able to help. As these changes take place across our network, we expect some ticket offices to eventually close.

Two-thirds – 60% – of GWR stations don't have staff or a ticket office, with 48% of stations staffed on a part-time basis.

No final decisions about any individual ticket offices can be taken until the completion of public consultation. The

consultations will be coordinated by Transport Focus and London TravelWatch.

How would I continue to buy my ticket at the station?

In line with current trends, we expect customers will continue to switch to buying tickets digitally, through apps or online, and will use contactless or smartcards where they are available.

However, we remain committed to maintaining appropriate facilities to allow customers to buy tickets in person at the station.

Staff will be trained to help you buy tickets at the station from self-service machines, or through your phone. If needed customers can buy their ticket onboard the train, or at their destination station.

At GWR 86% of ticket office transactions already take place outside the ticket office. An estimated 99% of all transactions made at ticket offices nationally last year can be made at self-service machines or online. Those arrangements will remain for customers who prefer to buy tickets in person.

Will you be changing station opening times as a result of these changes?

No. No station is closing, and station operating times remain unaffected by these proposals. Train services would be unaffected by the changes.

Cutting ticket offices makes it harder for passengers to get the cheapest and most appropriate tickets and restricts the advice they can access at the ticket office.

Our commitment to providing the right ticket at the right price has not changed.

New, multi-skilled roles would mean more colleagues would be trained and able to give the best possible advice elsewhere on the station, where they would be closer to customers.

At GWR, 86% of customer transactions already happen outside a ticket office.

What happens if the self-service ticket machine is out of service and there is no staff member to help?

Two-thirds of GWR stations already operate without staff, and well-established arrangements allow customers to travel if things go wrong, including allowing customers to buy tickets on board their trains or when they reach their destination.

How are you ensuring that the needs of vulnerable people and those with accessibility needs are protected?

Our Passenger Assist programme – which helps disabled and mobility-impaired customers navigate stations and board trains – will not be affected by the changes.

Train operators will carry out a full Equality Impact Assessment for each individual station, which will be shared with the Department for Transport as part of the Public Consultation process.

We encourage customers with specific concerns to raise them as part of the consultation process.

I have dyslexia/cognitive impairment/disability and can't use a self-service ticket machine. Will I still be able to get help buying tickets at my station?

There will be more staff with more training on platforms and station concourses, helping passengers to plan journeys and use digital and self-service ticketing.

Two-thirds of GWR stations already operate without ticket offices, which means we have well-established arrangements

that allow customers to travel without a ticket before buying on board trains or at their destination station if there is no other option.

Why are you forcing disabled and older people without internet access to travel for miles to renew a Railcard?

We're not. The Disabled Person's Railcard, 16-17 Saver, 26-30 Railcard, and Veterans Railcard are available online, with some also available to buy via post or phone. These have proved a practical, convenient and efficient way for customers to buy and renew without making unnecessary journeys to renew in person.

The proposed changes will mean the 16-25 Railcard, Senior Railcard, Two Together Railcard, Family and Friends Railcard, and Network Railcard can be accessed in the same way.

Will I still be able to pay in cash?

Cash will continue to be accepted across the network at self-service ticket machines, onboard and where tickets office facilities operate at busy stations and interchanges.

Here are the proposed changes to ticket retailing at GWR stations:

Barnstaple

Current Ticket Office times are Monday to Saturday 6:15am to 5:50pm, and Sunday 9:20am to 4:40pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 77,466

The number of bookings collected at the ticket office was 8,045.

The number of tickets sold at Ticket Vending Machines was 9,407.

The number of bookings collected at Ticket Vending Machines was 20,687.

The number of journeys from this station booked online was 83,218.

The number of cash payments received was 17,195

The number of Warrant / Voucher payments was 235.

We sold 149 season tickets, 11 Rovers/Rangers tickets, 867 Excess Fares, 5,297 Car Parking tickets, 28 Disabled discount tickets, 2,803 Railcards, and processed 311 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bath Spa

Current ticket office times are Monday to Saturday 6:00am to 8:00pm, and Sunday 7:45am to 8:00pm

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 7:30am to 8:30pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 212,977.

The number of bookings collected at the ticket office was 52,539.

The number of tickets sold at Ticket Vending Machines was 155,220.

The number of bookings collected at Ticket Vending Machines was 255,520.

The number of journeys from this station booked online was 1,591,486.

The number of cash payments received was 35,136.

The number of Warrant / Voucher payments was 381.

We sold 3,969 season tickets, 74 Rovers/Rangers tickets, 4,172 Excess Fares, 0 Car Parking tickets, 3 Disabled discount tickets, 3,700 Railcards, and processed 527 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 6, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Bodmin Parkway

Current ticket office times are Monday to Saturday 7:00am to 6:00pm, and Sunday 10:45am to 6:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 20,927.

The number of bookings collected at the ticket office was 5,539.

The number of tickets sold at Ticket Vending Machines was 9,378.

The number of bookings collected at Ticket Vending Machines was 13,990.

The number of journeys from this station booked online was 120,354.

The number of cash payments received was 4,764.

The number of Warrant / Voucher payments was 81.

We sold 342 season tickets, 6 Rovers/Rangers tickets, 289 Excess Fares, 1,330 Car Parking tickets, 4 Disabled discount tickets, 767 Railcards, and processed 77 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bourne End

Current ticket office times are Monday to Friday 6:05am to 12:35pm, and Saturday 7:05am to 1:35pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 11,558.

The number of bookings collected at the ticket office was 716.

The number of tickets sold at Ticket Vending Machines was 15,179.

The number of bookings collected at Ticket Vending Machines was 4,274.

The number of journeys from this station booked online was 19,719.

The number of cash payments received was 1,749.

The number of Warrant / Voucher payments was 0.

We sold 724 season tickets, 0 Rovers/Rangers tickets, 7 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 100 Railcards, and processed 23 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

Bradford-On-Avon

Current ticket office times are Monday to Saturday 6:20am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,
The number of tickets sold at the ticket office was 26,522.
The number of bookings collected at the ticket office was 2,134.
The number of tickets sold at Ticket Vending Machines was 23,365.
The number of bookings collected at Ticket Vending Machines was 13,049.
The number of journeys from this station booked online was 96,819.
The number of cash payments received was 4,449.
The number of Warrant / Voucher payments was 36.

We sold 234 season tickets, 1 Rovers/Rangers tickets, 37 Excess Fares, 0 Car Parking tickets, 20 Disabled discount tickets, 380 Railcards, and processed 52 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bramley (Hants)

Current ticket office times are Monday to Friday 6:20am to 12:50pm, and Saturday 7:20am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 5,372.

The number of bookings collected at the ticket office was 494.

The number of tickets sold at Ticket Vending Machines was 20,993.

The number of bookings collected at Ticket Vending Machines was 4,745.

The number of journeys from this station booked online was 39,462.

The number of cash payments received was 897.

The number of Warrant / Voucher payments was 1.

We sold 262 season tickets, 0 Rovers/Rangers tickets, 5 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 48 Railcards, and processed 17 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bridgwater

Current ticket office times are Monday to Saturday 6:30am to 2:15pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 34,272.

The number of bookings collected at the ticket office was 2,814.

The number of tickets sold at Ticket Vending Machines was 18,611.

The number of bookings collected at Ticket Vending Machines was 16,766.

The number of journeys from this station booked online was 117,485.

The number of cash payments received was 9,691.

The number of Warrant / Voucher payments was 263.

We sold 133 season tickets, 18 Rovers/Rangers tickets, 20 Excess Fares, 667 Car Parking tickets, 14 Disabled discount tickets, 292 Railcards, and processed 8 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bristol Parkway

Current ticket office times are Monday to Friday 6:00am to 8:00pm, Saturday 7:00am to 6:00pm, and Sunday 8:30am to 7:00pm

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 6:00pm, and Sunday 8:30am to 7:00pm

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 112,278.

The number of bookings collected at the ticket office was 64,843.

The number of tickets sold at Ticket Vending Machines was 23,249.

The number of bookings collected at Ticket Vending Machines was 194,441.

The number of journeys from this station booked online was 1,017,999.

The number of cash payments received was 14,741.

The number of Warrant / Voucher payments was 375.

We sold 1,956 season tickets, 59 Rovers/Rangers tickets, 2,304 Excess Fares, 1 Car Parking tickets, 29 Disabled discount tickets, 1,969 Railcards, and processed 485 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Bristol Temple Meads

Current ticket office times are Monday to Saturday 6:15am to 9:30pm, and Sunday 6:45am to 9:30pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 7:30am to 8:30pm

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 260,855.

The number of bookings collected at the ticket office was 91,846.

The number of tickets sold at Ticket Vending Machines was 198,200.

The number of bookings collected at Ticket Vending Machines was 370,335.

The number of journeys from this station booked online was 3,302,671.

The number of cash payments received was 56,147.

The number of Warrant / Voucher payments was 2,426.

We sold 6,442 season tickets, 120 Rovers/Rangers tickets, 5,557 Excess Fares, 2 Car Parking tickets, 118 Disabled discount tickets, 3,144 Railcards, and processed 1,042 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 5, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Camborne

Current ticket office times are Monday to Friday 7:00am to 2:00pm, and Saturday 7:30 am to 2:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 19,353

The number of bookings collected at the ticket office was 2,056

The number of tickets sold at Ticket Vending Machines was 26,259.

The number of bookings collected at Ticket Vending Machines was 6,459.

The number of journeys from this station booked online was 56,345.

The number of cash payments received was 7,367.

The number of Warrant / Voucher payments was 151

We sold 567 season tickets, 10 Rovers/Rangers tickets, 52 Excess Fares, 30 Car Parking tickets, 0 Disabled discount tickets, 690 Railcards, and processed 9 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Castle Bar Park

Current ticket office times are Monday to Friday 7:00am to 10:00am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,
The number of tickets sold at the ticket office was 0
The number of bookings collected at the ticket office was 0
The number of journeys from this station booked online was 56.
The number of cash payments received was 0.
The number of Warrant / Voucher payments was 0.

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 0.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Castle Cary

Current ticket office times are Monday to Friday 7:30am to 6:30pm, and Saturday 7:30 am to 4:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 11,868

The number of bookings collected at the ticket office was 5,839

The number of tickets sold at Ticket Vending Machines was 2,978

The number of bookings collected at Ticket Vending Machines was 21,207

The number of journeys from this station booked online was 196,630

The number of cash payments received was 2,273

The number of Warrant / Voucher payments was 132

We sold 5 season tickets, 2 Rovers/Rangers tickets, 342 Excess Fares, 1,102 Car Parking tickets, 0 Disabled discount tickets, 422 Railcards, and processed 75 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Charlbury

Current ticket office times are Monday to Friday 5:50am to 12:20pm, and Saturday 6:45am to 1:15pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 3,898

The number of bookings collected at the ticket office was 712

The number of tickets sold at Ticket Vending Machines was 15,200

The number of bookings collected at Ticket Vending Machines was 11,001

The number of journeys from this station booked online was 111,061

The number of cash payments received was 283

The number of Warrant / Voucher payments was 4

We sold 169 season tickets, 0 Rovers/Rangers tickets, 33 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 139 Railcards, and processed 7 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Cheltenham Spa

Current ticket office times are Monday to Friday 6:15am to 8:15pm, Saturday 6:15am to 7:15pm, and Sunday 9:00am to 4:30pm

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 7:15pm, and Sunday 9:00am to 4:30pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 58,224

The number of bookings collected at the ticket office was 8,364

The number of tickets sold at Ticket Vending Machines was 39,851

The number of bookings collected at Ticket Vending Machines was 101,593

The number of journeys from this station booked online was 926,620

The number of cash payments received was 12,917

The number of Warrant / Voucher payments was 433

We sold 790 season tickets, 50 Rovers/Rangers tickets, 917 Excess Fares, 2 Car Parking tickets, 51 Disabled discount tickets, 1,379 Railcards, and processed 109 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Chippenham

Current ticket office times are Monday to Friday 5:50am to 8:00pm, Saturday 5:50am to 7:30pm, and Sunday 7:40am to 7:50pm

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 7:30pm, and Sunday 7:40am to 7:50pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 105,754

The number of bookings collected at the ticket office was 16,077

The number of tickets sold at Ticket Vending Machines was 81,651

The number of bookings collected at Ticket Vending Machines was 101,528

The number of journeys from this station booked online was 518,566

The number of cash payments received was 19,598

The number of Warrant / Voucher payments was 240

We sold 3,183 season tickets, 21 Rovers/Rangers tickets, 806 Excess Fares, 0 Car Parking tickets, 29 Disabled discount tickets, 1,301 Railcards, and processed 219 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 3, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Cholsey

Current ticket office times are Monday to Friday 6:10am to 12:40pm, and Saturday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 10,910

The number of bookings collected at the ticket office was 1,008

The number of tickets sold at Ticket Vending Machines was 20,855

The number of bookings collected at Ticket Vending Machines was 8,705

The number of journeys from this station booked online was 38,259

The number of cash payments received was 1,113

The number of Warrant / Voucher payments was 6

We sold 648 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 153 Car Parking tickets, 1 Disabled discount tickets, 86 Railcards, and processed 6 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Cookham

Current ticket office times are Monday to Friday 6:50am to 11:30am, and Saturday 8:00am to 11:30am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 12,415

The number of bookings collected at the ticket office was 494

The number of tickets sold at Ticket Vending Machines was 15,525

The number of bookings collected at Ticket Vending Machines was 2,719

The number of journeys from this station booked online was 12,283

The number of cash payments received was 1,586

The number of Warrant / Voucher payments was 0

We sold 1,032 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 2 Disabled discount tickets, 87 Railcards, and processed 54 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Crowthorne

Current ticket office times are Monday to Friday 6:45am to 10:30am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 263

The number of bookings collected at the ticket office was 32

The number of tickets sold at Ticket Vending Machines was 19,215

The number of bookings collected at Ticket Vending Machines was 6,343

The number of cash payments received was 15

The number of Warrant / Voucher payments was 0

We sold 3 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 1 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 3 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 0, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Dawlish

Current ticket office times are Monday to Friday 7:05am to 7:00pm, and Saturday 7:00am to 2:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 56,020

The number of bookings collected at the ticket office was 1,859

The number of tickets sold at Ticket Vending Machines was 40,625

The number of bookings collected at Ticket Vending Machines was 8,162

The number of journeys from this station booked online was 66,088

The number of cash payments received was 16,669

The number of Warrant / Voucher payments was 125

We sold 1,003 season tickets, 23 Rovers/Rangers tickets, 98 Excess Fares, 2 Car Parking tickets, 12 Disabled discount tickets, 1,073 Railcards, and processed 69 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Didcot Parkway

Current ticket office times are Monday to Friday 6:00am to 7:40pm, Saturday 6:30am to 7:40pm, and Sunday 8:00am to 7:40pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 7:40pm, and Sunday 8:00am to 7:40pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 288,011

The number of bookings collected at the ticket office was 34,458

The number of tickets sold at Ticket Vending Machines was 80,160

The number of bookings collected at Ticket Vending Machines was 99,552

The number of journeys from this station booked online was 749,442

The number of cash payments received was 40,946

The number of Warrant / Voucher payments was 352

We sold 14,486 season tickets, 11 Rovers/Rangers tickets, 328 Excess Fares, 0 Car Parking tickets, 96 Disabled discount tickets, 2,115 Railcards, and processed 366 refunds.

The current number of ticket office windows at this station is 4 and the number of Ticket Vending Machines is 3, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Evesham

Current ticket office times are Monday to Friday 6:20am to 12:50pm, and Saturday 7:20am to 1:50pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 13,800

The number of bookings collected at the ticket office was 3,803

The number of tickets sold at Ticket Vending Machines was 7,922

The number of bookings collected at Ticket Vending Machines was 12,610

The number of journeys from this station booked online was 84,472

The number of cash payments received was 2,780

The number of Warrant / Voucher payments was 71

We sold 237 season tickets, 9 Rovers/Rangers tickets, 4 Excess Fares, 1,635 Car Parking tickets, 0 Disabled discount tickets, 304 Railcards, and processed 5 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Exeter Central

Current ticket office times are Monday to Saturday 7:50am to 6:15pm, and Sunday 9:30am to 4:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 64,109

The number of bookings collected at the ticket office was 5,409

The number of tickets sold at Ticket Vending Machines was 88,926

The number of bookings collected at Ticket Vending Machines was 28,683

The number of journeys from this station booked online was 200,727

The number of cash payments received was 17,021

The number of Warrant / Voucher payments was 551

We sold 1,731 season tickets, 27 Rovers/Rangers tickets, 583 Excess Fares, 1 Car Parking tickets, 153 Disabled discount tickets, 3,411 Railcards, and processed 130 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 3, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Exeter St Davids

Current ticket office times are Monday to Friday 5:45am to 8:40pm, Saturday 6:15am to 8:00pm, and Sunday 7:30am to 8:40pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 7:30am to 8:30pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 183,315

The number of bookings collected at the ticket office was 69,360

The number of tickets sold at Ticket Vending Machines was 21,801

The number of bookings collected at Ticket Vending Machines was 116,327

The number of journeys from this station booked online was 1,314,102

The number of cash payments received was 46,103

The number of Warrant / Voucher payments was 661

We sold 9,569 season tickets, 152 Rovers/Rangers tickets, 3,924 Excess Fares, 2 Car Parking tickets, 11 Disabled discount tickets, 3,924 Railcards, and processed 650 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Exmouth

Current ticket office times are Monday to Saturday 7:10am to 3:25pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 64,868

The number of bookings collected at the ticket office was 3,893

The number of tickets sold at Ticket Vending Machines was 71,464

The number of bookings collected at Ticket Vending Machines was 16,168

The number of journeys from this station booked online was 95,539

The number of cash payments received was 18,871

The number of Warrant / Voucher payments was 116

We sold 917 season tickets, 9 Rovers/Rangers tickets, 354 Excess Fares, 0 Car Parking tickets, 59 Disabled discount tickets, 1,991 Railcards, and processed 138 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Filton Abbey Wood

Current ticket office times are Monday to Friday 6:15am to 7:15pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 751

The number of tickets sold at Ticket Vending Machines was 11,182

The number of bookings collected at Ticket Vending Machines was 9,696

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Frome

Current ticket office times are Monday to Friday 6:30am to 12:00pm, and Saturday 6:30am to 12:50pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 9,967

The number of bookings collected at the ticket office was 1,908

The number of tickets sold at Ticket Vending Machines was 8,660

The number of bookings collected at Ticket Vending Machines was 14,365

The number of journeys from this station booked online was 72,031

The number of cash payments received was 1,689

The number of Warrant / Voucher payments was 80

We sold 102 season tickets, 3 Rovers/Rangers tickets, 9 Excess Fares, 304 Car Parking tickets, 0 Disabled discount tickets, 210 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Furze Platt

Current ticket office times are Monday to Friday 6:45am to 11:30am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 4,216

The number of bookings collected at the ticket office was 164

The number of tickets sold at Ticket Vending Machines was 4,001

The number of bookings collected at Ticket Vending Machines was 607

The number of journeys from this station booked online was 14,796

The number of cash payments received was 912

The number of Warrant / Voucher payments was 2

We sold 394 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 8 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Gloucester

Current ticket office times are Monday to Friday 6:00am to 7:00pm, Saturday 7:00am to 7:00pm, and Sunday 9:00am to 6:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 101,395

The number of bookings collected at the ticket office was 21,973

The number of tickets sold at Ticket Vending Machines was 32,549

The number of bookings collected at Ticket Vending Machines was 79,873

The number of journeys from this station booked online was 569,683

The number of cash payments received was 29,865

The number of Warrant / Voucher payments was 528

We sold 1,311 season tickets, 71 Rovers/Rangers tickets, 1,246 Excess Fares, 0 Car Parking tickets, 56 Disabled discount tickets, 1,584 Railcards, and processed 190 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 3, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Goring & Streatley

Current ticket office times are Monday to Friday 6:15am to 12:45pm, and Saturday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 23,073

The number of bookings collected at the ticket office was 1,246

The number of tickets sold at Ticket Vending Machines was 24,838

The number of bookings collected at Ticket Vending Machines was 7,673

The number of journeys from this station booked online was 53,812

The number of cash payments received was 2,588

The number of Warrant / Voucher payments was 21

We sold 1,064 season tickets, 0 Rovers/Rangers tickets, 4 Excess Fares, 550 Car Parking tickets, 0 Disabled discount tickets, 229 Railcards, and processed 43 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Henley-On-Thames

Current ticket office times are Monday to Friday 6:00am to 1:00pm, and Saturday 7:00am to 1:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 1,322

The number of bookings collected at the ticket office was 96

The number of tickets sold at Ticket Vending Machines was 34,073

The number of bookings collected at Ticket Vending Machines was 12,527

The number of journeys from this station booked online was 57,906

The number of cash payments received was 218

The number of Warrant / Voucher payments was 0

We sold 17 season tickets, 0 Rovers/Rangers tickets, 2 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 5 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Kemble

Current ticket office times are Monday to Friday 6:30am to 1:00pm, and Saturday 7:30am to 2:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 1,952

The number of bookings collected at the ticket office was 1,089

The number of tickets sold at Ticket Vending Machines was 9,459

The number of bookings collected at Ticket Vending Machines was 39,477

The number of journeys from this station booked online was 191,080

The number of cash payments received was 201

The number of Warrant / Voucher payments was 9

We sold 61 season tickets, 0 Rovers/Rangers tickets, 13 Excess Fares, 23 Car Parking tickets, 0 Disabled discount tickets, 107 Railcards, and processed 4 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Keynsham

Current ticket office times are Monday to Friday 6:45am to 9:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 5,587

The number of tickets sold at Ticket Vending Machines was 22,050

The number of bookings collected at Ticket Vending Machines was 17,628

The number of cash payments received was 536

The number of Warrant / Voucher payments was 74

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Kingham

Current ticket office times are Monday to Friday 5:40am to 12:10pm, and Saturday 6:40am to 1:10pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 10,583

The number of bookings collected at the ticket office was 2,292

The number of tickets sold at Ticket Vending Machines was 4,656

The number of bookings collected at Ticket Vending Machines was 7,428

The number of journeys from this station booked online was 103,502

The number of cash payments received was 820

The number of Warrant / Voucher payments was 4

We sold 308 season tickets, 0 Rovers/Rangers tickets, 18 Excess Fares, 1,963 Car Parking tickets, 8 Disabled discount tickets, 240 Railcards, and processed 7 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Liskeard

Current ticket office times are Monday to Friday 7:00am to 6:00pm, Saturday 8:00am to 6:00pm, and Sunday 9:15am to 4:45pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 28,679

The number of bookings collected at the ticket office was 3,257

The number of tickets sold at Ticket Vending Machines was 23,518

The number of bookings collected at Ticket Vending Machines was 12,693

The number of journeys from this station booked online was 81,145

The number of cash payments received was 6,969

The number of Warrant / Voucher payments was 162

We sold 654 season tickets, 10 Rovers/Rangers tickets, 118 Excess Fares, 837 Car Parking tickets, 7 Disabled discount tickets, 1,174 Railcards, and processed 84 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

London Paddington

Current ticket office times are Monday to Saturday 6:00am to 10:00pm, and Sunday 7:00am to 10:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 7:30am to 8:30pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 598,217

The number of bookings collected at the ticket office was 122,302

The number of tickets sold at Ticket Vending Machines was 645,699

The number of bookings collected at Ticket Vending Machines was 509,694

The number of cash payments received was 125,140

The number of Warrant / Voucher payments was 1,423

We sold 11,232 season tickets, 81 Rovers/Rangers tickets, 40,063 Excess Fares, 2 Car Parking tickets, 6 Disabled discount tickets, 7,445 Railcards, and processed 2,299 refunds.

The current number of ticket office windows at this station is 9 and the number of Ticket Vending Machines is 11, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Maidenhead

Current ticket office times are Monday to Friday 6:00am to 8:00pm, Saturday 7:00am to 8:00pm, and Sunday 8:00am to 7:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 8:00am to 7:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 222,706

The number of bookings collected at the ticket office was 12,659

The number of tickets sold at Ticket Vending Machines was 364,833

The number of bookings collected at Ticket Vending Machines was 71,808

The number of journeys from this station booked online was 276,958

The number of cash payments received was 41,394

The number of Warrant / Voucher payments was 476

We sold 19,949 season tickets, 0 Rovers/Rangers tickets, 377 Excess Fares, 0 Car Parking tickets, 47 Disabled discount tickets, 1,057 Railcards, and processed 773 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 6, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Moreton in Marsh

Current ticket office times are Monday to Saturday 6:30am to 1:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 12,660

The number of bookings collected at the ticket office was 2,646

The number of tickets sold at Ticket Vending Machines was 8,693

The number of bookings collected at Ticket Vending Machines was 12,457

The number of journeys from this station booked online was 116,713

The number of cash payments received was 1,552

The number of Warrant / Voucher payments was 8

We sold 62 season tickets, 0 Rovers/Rangers tickets, 39 Excess Fares, 1,507 Car Parking tickets, 0 Disabled discount tickets, 375 Railcards, and processed 53 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Mortimer

Current ticket office times are Monday to Friday 6:30am to 1:00pm, and Saturday 7:30am to 2:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 6,758

The number of bookings collected at the ticket office was 539

The number of tickets sold at Ticket Vending Machines was 9,083

The number of bookings collected at Ticket Vending Machines was 3,076

The number of journeys from this station booked online was 23,410

The number of cash payments received was 445

The number of Warrant / Voucher payments was 16

We sold 238 season tickets, 0 Rovers/Rangers tickets, 2 Excess Fares, 662 Car Parking tickets, 0 Disabled discount tickets, 47 Railcards, and processed 27 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Nailsea & Backwell

Current ticket office times are Monday to Friday 6:30am to 9:45am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 2,089

The number of tickets sold at Ticket Vending Machines was 26,537

The number of bookings collected at Ticket Vending Machines was 28,528

The number of cash payments received was 347

The number of Warrant / Voucher payments was 39

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Newbury

Current ticket office times are Monday to Friday 6:00am to 8:00pm, Saturday 7:00am to 7:00pm, and Sunday 8:30am to 5:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 7:00pm, and Sunday 8:30am to 5:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 77,870

The number of bookings collected at the ticket office was 12,181

The number of tickets sold at Ticket Vending Machines was 61,364

The number of bookings collected at Ticket Vending Machines was 58,115

The number of journeys from this station booked online was 318,265

The number of cash payments received was 13,696

The number of Warrant / Voucher payments was 392

We sold 4,603 season tickets, 5 Rovers/Rangers tickets, 241 Excess Fares, 75 Car Parking tickets, 19 Disabled discount tickets, 1,283 Railcards, and processed 340 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 4, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Newton Abbot

Current ticket office times are Monday to Friday 6:00am to 7:10pm, Saturday 6:30am to 5:50pm, and Sunday 8:45am to 6:10pm.

Proposed staffing times are Monday to Friday 6:30am to 7:10pm, Saturday 6:30am to 5:50pm, and Sunday 8:45am to 6:10pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 116,895

The number of bookings collected at the ticket office was 13,584

The number of tickets sold at Ticket Vending Machines was 32,273

The number of bookings collected at Ticket Vending Machines was 46,742

The number of journeys from this station booked online was 378,515

The number of cash payments received was 33,564

The number of Warrant / Voucher payments was 676

We sold 2,063 season tickets, 55 Rovers/Rangers tickets, 947 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 2,472 Railcards, and processed 171 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

North Camp

Current ticket office times are Monday to Friday 6:30am to 1:00pm, and Saturday 7:15am to 1:45pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 6,847

The number of bookings collected at the ticket office was 596

The number of tickets sold at Ticket Vending Machines was 26,465

The number of bookings collected at Ticket Vending Machines was 4,766

The number of journeys from this station booked online was 51,202

The number of cash payments received was 1,268

The number of Warrant / Voucher payments was 5

We sold 345 season tickets, 1 Rovers/Rangers tickets, 15 Excess Fares, 71 Car Parking tickets, 0 Disabled discount tickets, 70 Railcards, and processed 70 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Oldfield Park

Current ticket office times are Monday to Friday 6:30am to 10:30am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 7,729

The number of tickets sold at Ticket Vending Machines was 9,418

The number of bookings collected at Ticket Vending Machines was 5,422

The number of cash payments received was 711

The number of Warrant / Voucher payments was 47

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Oxford

Current ticket office times are Monday to Friday 6:00am to 8:00pm, Saturday 7:30am to 8:00pm, and Sunday 8:00am to 7:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 8:00am to 7:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 252,718

The number of bookings collected at the ticket office was 57,076

The number of tickets sold at Ticket Vending Machines was 205,905

The number of bookings collected at Ticket Vending Machines was 268,252

The number of journeys from this station booked online was 1,967,762

The number of cash payments received was 45,511

The number of Warrant / Voucher payments was 1,722

We sold 8,637 season tickets, 36 Rovers/Rangers tickets, 3,974 Excess Fares, 0 Car Parking tickets, 115 Disabled discount tickets, 4,230 Railcards, and processed 958 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 8, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Paignton

Current ticket office times are Monday to Friday 6:55am to 6:00pm, Saturday 7:30am to 4:55pm, and Sunday 9:40am to 4:40pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 75,595

The number of bookings collected at the ticket office was 4,205

The number of tickets sold at Ticket Vending Machines was 19,242

The number of bookings collected at Ticket Vending Machines was 20,589

The number of journeys from this station booked online was 88,341

The number of cash payments received was 22,088

The number of Warrant / Voucher payments was 262

We sold 884 season tickets, 27 Rovers/Rangers tickets, 565 Excess Fares, 0 Car Parking tickets, 16 Disabled discount tickets, 2,157 Railcards, and processed 165 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Pangbourne

Current ticket office times are Monday to Friday 6:20am to 12:50pm, and Saturday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 23,061

The number of bookings collected at the ticket office was 1,132

The number of tickets sold at Ticket Vending Machines was 32,581

The number of bookings collected at Ticket Vending Machines was 7,531

The number of journeys from this station booked online was 53,669

The number of cash payments received was 1,594

The number of Warrant / Voucher payments was 10

We sold 1,401 season tickets, 0 Rovers/Rangers tickets, 3 Excess Fares, 211 Car Parking tickets, 0 Disabled discount tickets, 199 Railcards, and processed 48 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Par

Current ticket office times are Monday to Friday 7:30am to 2:00pm, and Saturday 8:00am to 2:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 13,622

The number of bookings collected at the ticket office was 1,546

The number of tickets sold at Ticket Vending Machines was 18,303

The number of bookings collected at Ticket Vending Machines was 5,976

The number of journeys from this station booked online was 71,711

The number of cash payments received was 3,656

The number of Warrant / Voucher payments was 27

We sold 254 season tickets, 3 Rovers/Rangers tickets, 52 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 486 Railcards, and processed 11 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Penzance

Current ticket office times are Monday to Friday 6:45am to 7:30pm, Saturday 6:15am to 6:10pm, and Sunday 8:45am to 5:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 95,453

The number of bookings collected at the ticket office was 7,990

The number of tickets sold at Ticket Vending Machines was 21,570

The number of bookings collected at Ticket Vending Machines was 22,594

The number of journeys from this station booked online was 164,875

The number of cash payments received was 22,860

The number of Warrant / Voucher payments was 377

We sold 936 season tickets, 33 Rovers/Rangers tickets, 1,403 Excess Fares, 739 Car Parking tickets, 110 Disabled discount tickets, 3,212 Railcards, and processed 742 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Pewsey

Current ticket office times are Monday to Friday 6:10am to 12:40pm, and Saturday 7:10am to 1:40pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 10,361

The number of bookings collected at the ticket office was 5,497

The number of tickets sold at Ticket Vending Machines was 2,337

The number of bookings collected at Ticket Vending Machines was 13,985

The number of journeys from this station booked online was 121,113

The number of cash payments received was 905

The number of Warrant / Voucher payments was 12

We sold 364 season tickets, 2 Rovers/Rangers tickets, 41 Excess Fares, 1,056 Car Parking tickets, 0 Disabled discount tickets, 267 Railcards, and processed 126 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Plymouth

Current ticket office times are Monday to Friday 6:25am to 8:00pm, Saturday 6:25am to 7:00pm, and Sunday 8:00am to 7:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 7:00pm, and Sunday 8:00am to 7:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 184,468

The number of bookings collected at the ticket office was 50,406

The number of tickets sold at Ticket Vending Machines was 30,284

The number of bookings collected at Ticket Vending Machines was 141,571

The number of journeys from this station booked online was 929,457

The number of cash payments received was 49,480

The number of Warrant / Voucher payments was 1,212

We sold 2,070 season tickets, 88 Rovers/Rangers tickets, 3,048 Excess Fares, 1 Car Parking tickets, 6 Disabled discount tickets, 6,278 Railcards, and processed 600 refunds.

The current number of ticket office windows at this station is 6 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Reading

Current ticket office times are Monday to Saturday 6:15am to 10:00pm, and Sunday 7:15am to 10:00pm.

Proposed staffing times are Monday to Saturday 6:30am to 7:30pm, and Sunday 7:30am to 8:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 645,910

The number of bookings collected at the ticket office was 78,609

The number of tickets sold at Ticket Vending Machines was 787,638

The number of bookings collected at Ticket Vending Machines was 411,772

The number of journeys from this station booked online was 1,213,679

The number of cash payments received was 120,418

The number of Warrant / Voucher payments was 2,435

We sold 32,017 season tickets, 28 Rovers/Rangers tickets, 7,505 Excess Fares, 3 Car Parking tickets, 25 Disabled discount tickets, 7,981 Railcards, and processed 2,676 refunds.

The current number of ticket office windows at this station is 12 and the number of Ticket Vending Machines is 11, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Reading West

Current ticket office times are Monday to Friday 6:30am to 10:45am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 5,135

The number of bookings collected at the ticket office was 596

The number of tickets sold at Ticket Vending Machines was 18,818

The number of bookings collected at Ticket Vending Machines was 8,823

The number of journeys from this station booked online was 31,125

The number of cash payments received was 996

The number of Warrant / Voucher payments was 40

We sold 587 season tickets, 7 Rovers/Rangers tickets, 5 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 10 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Redruth

Current ticket office times are Monday to Saturday 7:30am to 7:00pm, and Sunday 9:00am to 4:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 36,860

The number of bookings collected at the ticket office was 2,856

The number of tickets sold at Ticket Vending Machines was 19,953

The number of bookings collected at Ticket Vending Machines was 13,333

The number of journeys from this station booked online was 83,371

The number of cash payments received was 10,433

The number of Warrant / Voucher payments was 116

We sold 626 season tickets, 9 Rovers/Rangers tickets, 308 Excess Fares, 536 Car Parking tickets, 8 Disabled discount tickets, 1,162 Railcards, and processed 94 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Slough

Current ticket office times are Monday to Friday 6:00am to 9:30pm, Saturday 6:30am to 9:30pm, and Sunday 7:00am to 9:30pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 7:30am to 8:30pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 418,076

The number of bookings collected at the ticket office was 22,494

The number of tickets sold at Ticket Vending Machines was 470,908

The number of bookings collected at Ticket Vending Machines was 80,366

The number of journeys from this station booked online was 424,106

The number of cash payments received was 113,951

The number of Warrant / Voucher payments was 682

We sold 19,720 season tickets, 1 Rovers/Rangers tickets, 508 Excess Fares, 0 Car Parking tickets, 5 Disabled discount tickets, 1,538 Railcards, and processed 505 refunds.

The current number of ticket office windows at this station is 5 and the number of Ticket Vending Machines is 6, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

St Austell

Current ticket office times are Monday to Saturday 7:30am to 7:00pm, and Sunday 9:00am to 4:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 60,005

The number of bookings collected at the ticket office was 9,187

The number of tickets sold at Ticket Vending Machines was 11,982

The number of bookings collected at Ticket Vending Machines was 11,782

The number of journeys from this station booked online was 117,168

The number of cash payments received was 14,271

The number of Warrant / Voucher payments was 143

We sold 1,043 season tickets, 9 Rovers/Rangers tickets, 285 Excess Fares, 1,060 Car Parking tickets, 6 Disabled discount tickets, 1,855 Railcards, and processed 67 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

St Erth

Current ticket office times are Monday to Friday 7:30am to 2:45pm, and Saturday 8:00am to 1:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 40,838

The number of bookings collected at the ticket office was 2,203

The number of tickets sold at Ticket Vending Machines was 21,911

The number of bookings collected at Ticket Vending Machines was 5,552

The number of journeys from this station booked online was 84,447

The number of cash payments received was 8,689

The number of Warrant / Voucher payments was 56

We sold 61 season tickets, 1 Rovers/Rangers tickets, 136 Excess Fares, 2,901 Car Parking tickets, 0 Disabled discount tickets, 491 Railcards, and processed 14 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Stonehouse Gloucester

Current ticket office times are Monday to Friday 6:10am to 10:45pm, and Saturday 7:10am to 10:40am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 873

The number of bookings collected at the ticket office was 512

The number of tickets sold at Ticket Vending Machines was 7,617

The number of bookings collected at Ticket Vending Machines was 12,154

The number of journeys from this station booked online was 66,901

The number of cash payments received was 204

The number of Warrant / Voucher payments was 1

We sold 27 season tickets, 0 Rovers/Rangers tickets, 8 Excess Fares, 51 Car Parking tickets, 0 Disabled discount tickets, 22 Railcards, and processed 1 refund.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Stroud

Current ticket office times are Monday to Friday 6:30am to 6:00pm, Saturday 7:15am to 2:30pm, and Sunday 9:45am to 5:00pm

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 36,140

The number of bookings collected at the ticket office was 9,851

The number of tickets sold at Ticket Vending Machines was 12,612

The number of bookings collected at Ticket Vending Machines was 40,268

The number of journeys from this station booked online was 200,557

The number of cash payments received was 8,824

The number of Warrant / Voucher payments was 144

We sold 264 season tickets, 16 Rovers/Rangers tickets, 400 Excess Fares, 1,687 Car Parking tickets, 10 Disabled discount tickets, 1,045 Railcards, and processed 166 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Swindon

Current ticket office times are Monday to Friday 6:30am to 8:00pm, Saturday 6:30am to 7:30pm, and Sunday 8:00am to 8:00pm.

Proposed staffing times are Monday to Friday 6:30am to 7:30pm, Saturday 7:00am to 8:00pm, and Sunday 8:00am to 8:00pm.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 219,236

The number of bookings collected at the ticket office was 53,193

The number of tickets sold at Ticket Vending Machines was 49,663

The number of bookings collected at Ticket Vending Machines was 206,949

The number of journeys from this station booked online was 1,203,905

The number of cash payments received was 41,868

The number of Warrant / Voucher payments was 643

We sold 4,912 season tickets, 106 Rovers/Rangers tickets, 1,991 Excess Fares, 0 Car Parking tickets, 8 Disabled discount tickets, 2,708 Railcards, and processed 1,020 refunds.

The current number of ticket office windows at this station is 4 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in

other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Taunton

Current ticket office times are Monday to Saturday 6:30am to 7:00pm, and Sunday 8:00am to 7:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 107,433

The number of bookings collected at the ticket office was 28,230

The number of tickets sold at Ticket Vending Machines was 31,642

The number of bookings collected at Ticket Vending Machines was 80,418

The number of journeys from this station booked online was 667,681

The number of cash payments received was 22,653

The number of Warrant / Voucher payments was 794

We sold 1,085 season tickets, 70 Rovers/Rangers tickets, 2,016 Excess Fares, 0 Car Parking tickets, 108 Disabled discount tickets, 2,392 Railcards, and processed 706 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 3, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Teignmouth

Current ticket office times are Monday to Friday 7:10am to 7:00pm, and Saturday 7:00am to 2:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 49,550

The number of bookings collected at the ticket office was 1,675

The number of tickets sold at Ticket Vending Machines was 44,423

The number of bookings collected at Ticket Vending Machines was 13,237

The number of journeys from this station booked online was 92,272

The number of cash payments received was 14,075

The number of Warrant / Voucher payments was 99

We sold 1,086 season tickets, 22 Rovers/Rangers tickets, 105 Excess Fares, 0 Car Parking tickets, 27 Disabled discount tickets, 1,235 Railcards, and processed 128 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Thatcham

Current ticket office times are Monday to Friday 6:00am to 12:30pm, and Saturday 6:50am to 1:20pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 32,450

The number of bookings collected at the ticket office was 4,879

The number of tickets sold at Ticket Vending Machines was 23,009

The number of bookings collected at Ticket Vending Machines was 14,315

The number of journeys from this station booked online was 68,444

The number of cash payments received was 3,537

The number of Warrant / Voucher payments was 33

We sold 1,739 season tickets, 2 Rovers/Rangers tickets, 36 Excess Fares, 601 Car Parking tickets, 2 Disabled discount tickets, 226 Railcards, and processed 67 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Theale

Current ticket office times are Monday to Friday 6:30am to 13:00pm, and Saturday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 17,902

The number of bookings collected at the ticket office was 2,136

The number of tickets sold at Ticket Vending Machines was 16,988

The number of bookings collected at Ticket Vending Machines was 11,969

The number of journeys from this station booked online was 44,629

The number of cash payments received was 1,154

The number of Warrant / Voucher payments was 50

We sold 748 season tickets, 0 Rovers/Rangers tickets, 5 Excess Fares, 1,898 Car Parking tickets, 0 Disabled discount tickets, 106 Railcards, and processed 33 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Tilehurst

Current ticket office times are Monday to Friday 6:25am to 12:55pm, and Saturday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 18,035

The number of bookings collected at the ticket office was 1,968

The number of tickets sold at Ticket Vending Machines was 31,370

The number of bookings collected at Ticket Vending Machines was 11,691

The number of journeys from this station booked online was 63,723

The number of cash payments received was 1,976

The number of Warrant / Voucher payments was 3

We sold 1,208 season tickets, 0 Rovers/Rangers tickets, 1 Excess Fares, 1 Car Parking tickets, 0 Disabled discount tickets, 167 Railcards, and processed 25 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Tiverton Parkway

Current ticket office times are Monday to Friday 6:05am to 6:00pm, Saturday 7:05am to 5:00pm, and Sunday 9:00am to 5:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 30,121

The number of bookings collected at the ticket office was 9,627

The number of tickets sold at Ticket Vending Machines was 7,765

The number of bookings collected at Ticket Vending Machines was 42,878

The number of journeys from this station booked online was 287,815

The number of cash payments received was 4,628

The number of Warrant / Voucher payments was 94

We sold 265 season tickets, 19 Rovers/Rangers tickets, 412 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 787 Railcards, and processed 74 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Torquay

Current ticket office times are Monday to Friday 7:10am to 5:00pm, Saturday 7:00am to 5:00pm, and Sunday 9:40am to 5:10pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 34,984

The number of bookings collected at the ticket office was 4,767

The number of tickets sold at Ticket Vending Machines was 14,416

The number of bookings collected at Ticket Vending Machines was 14,793

The number of journeys from this station booked online was 76,612

The number of cash payments received was 9,290

The number of Warrant / Voucher payments was 247

We sold 131 season tickets, 21 Rovers/Rangers tickets, 304 Excess Fares, 4 Car Parking tickets, 7 Disabled discount tickets, 1,460 Railcards, and processed 88 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Totnes

Current ticket office times are Monday to Friday 7:25am to 4:10pm, Saturday 7:25am to 3:45pm, and Sunday 9:25am to 5:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 31,723

The number of bookings collected at the ticket office was 3,870

The number of tickets sold at Ticket Vending Machines was 19,980

The number of bookings collected at Ticket Vending Machines was 41,805

The number of journeys from this station booked online was 268,706

The number of cash payments received was 6,502

The number of Warrant / Voucher payments was 121

We sold 256 season tickets, 6 Rovers/Rangers tickets, 433 Excess Fares, 0 Car Parking tickets, 4 Disabled discount tickets, 1,482 Railcards, and processed 148 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 1, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Trowbridge

Current ticket office times are Monday to Friday 6:40am to 1:10pm, Saturday 6:40am to 2:50pm, and Sunday 9:20am to 4:50pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 31,698

The number of bookings collected at the ticket office was 1,588

The number of tickets sold at Ticket Vending Machines was 36,728

The number of bookings collected at Ticket Vending Machines was 24,961

The number of journeys from this station booked online was 169,304

The number of cash payments received was 7,831

The number of Warrant / Voucher payments was 144

We sold 370 season tickets, 9 Rovers/Rangers tickets, 29 Excess Fares, 2 Car Parking tickets, 23 Disabled discount tickets, 407 Railcards, and processed 3 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 2, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Truro

Current ticket office times are Monday to Friday 6:45am to 8:05pm, Saturday 6:40am to 7:05pm, and Sunday 9:15am to 6:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 128,548

The number of bookings collected at the ticket office was 19,659

The number of tickets sold at Ticket Vending Machines was 26,457

The number of bookings collected at Ticket Vending Machines was 33,527

The number of journeys from this station booked online was 267,430

The number of cash payments received was 26,669

The number of Warrant / Voucher payments was 511

We sold 3,261 season tickets, 197 Rovers/Rangers tickets, 1,761 Excess Fares, 1,759 Car Parking tickets, 37 Disabled discount tickets 4,051 Railcards, and processed 663 refunds.

The current number of ticket office windows at this station is 4 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Twyford

Current ticket office times are Monday to Friday 6:00am to 7:00pm, Saturday 6:45am to 3:30pm, and Sunday 8:15am to 3:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 98,202

The number of bookings collected at the ticket office was 3,911

The number of tickets sold at Ticket Vending Machines was 118,035

The number of bookings collected at Ticket Vending Machines was 41,997

The number of journeys from this station booked online was 173,786

The number of cash payments received was 11,350

The number of Warrant / Voucher payments was 163

We sold 6,973 season tickets, 4 Rovers/Rangers tickets, 51 Excess Fares, 0 Car Parking tickets, 1 Disabled discount tickets, 583 Railcards, and processed 157 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Warminster

Current ticket office times are Monday to Friday 7:00am to 1:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 21,456

The number of bookings collected at the ticket office was 942

The number of tickets sold at Ticket Vending Machines was 14,099

The number of bookings collected at Ticket Vending Machines was 13,352

The number of journeys from this station booked online was 76,586

The number of cash payments received was 4,990

The number of Warrant / Voucher payments was 76

We sold 211 season tickets, 2 Rovers/Rangers tickets, 19 Excess Fares, 794 Car Parking tickets, 2 Disabled discount tickets, 376 Railcards, and processed 62 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Westbury

Current ticket office times are Monday to Friday 6:50am to 5:00pm, Saturday 7:40am to 1:40pm, and Sunday 11:35 to 6:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 26,526

The number of bookings collected at the ticket office was 4,050

The number of tickets sold at Ticket Vending Machines was 31,129

The number of bookings collected at Ticket Vending Machines was 32,620

The number of journeys from this station booked online was 274,897

The number of cash payments received was 5,604

The number of Warrant / Voucher payments was 179

We sold 756 season tickets, 18 Rovers/Rangers tickets, 313 Excess Fares, 0 Car Parking tickets, 12 Disabled discount tickets, 363 Railcards, and processed 274 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Weston-super-Mare

Current ticket office times are Monday to Saturday 6:10am to 5:45pm, and Sunday 8:30am to 6:20pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 91,124

The number of bookings collected at the ticket office was 10,646

The number of tickets sold at Ticket Vending Machines was 41,258

The number of bookings collected at Ticket Vending Machines was 28,985

The number of journeys from this station booked online was 181,389

The number of cash payments received was 26,784

The number of Warrant / Voucher payments was 314

We sold 1,406 season tickets, 60 Rovers/Rangers tickets, 667 Excess Fares, 2,451 Car Parking tickets, 70 Disabled discount tickets, 1,446 Railcards, and processed 370 refunds.

The current number of ticket office windows at this station is 2 and the number of Ticket Vending Machines is 3, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Windsor & Eton Central

Current ticket office times are Monday to Saturday 6:40am to 7:00pm, and Sunday 8:20am to 5:50pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 91,432

The number of bookings collected at the ticket office was 4,458

The number of tickets sold at Ticket Vending Machines was 73,540

The number of bookings collected at Ticket Vending Machines was 16,859

The number of journeys from this station booked online was 74,187

The number of cash payments received was 20,526

The number of Warrant / Voucher payments was 124

We sold 2,122 season tickets, 1 Rovers/Rangers tickets, 63 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 449 Railcards, and processed 94 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 2, of which they accept cash and card.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Worcestershire Parkway

Current ticket office times are Monday to Friday 5:00am to 8:00pm, Saturday 7:00am to 8:00pm, and Sunday 8:00am to 4:30pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 20,312

The number of bookings collected at the ticket office was 6,381

The number of tickets sold at Ticket Vending Machines was 4,098

The number of bookings collected at Ticket Vending Machines was 17,531

The number of journeys from this station booked online was 172,783

The number of cash payments received was 2,753

The number of Warrant / Voucher payments was 62

We sold 336 season tickets, 13 Rovers/Rangers tickets, 176 Excess Fares, 3 Car Parking tickets, 9 Disabled discount tickets, 230 Railcards, and processed 89 refunds.

The current number of ticket office windows at this station is 3 and the number of Ticket Vending Machines is 3, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and the reduction of open windows.

The proposed changes coming into effect from September to December 2024 will see ticket office windows close.

Yatton

Current ticket office times are Monday to Friday 6:30am to 12:30pm, and Saturday 7:00am to 12:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 19,912

The number of bookings collected at the ticket office was 4,298

The number of tickets sold at Ticket Vending Machines was 14,395

The number of bookings collected at Ticket Vending Machines was 6,224

The number of journeys from this station booked online was 118,050

The number of cash payments received was 3,468

The number of Warrant / Voucher payments was 23

We sold 385 season tickets, 11 Rovers/Rangers tickets, 97 Excess Fares, 1,276 Car Parking tickets, 5 Disabled discount tickets, 315 Railcards, and processed 102 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 0, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Yeovil Pen Mill

Current ticket office times are Monday to Friday 7:20am to 6:25pm, Saturday 7:20am to 2:10pm, and Sunday 2:30pm to 5:00pm.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 13,038

The number of bookings collected at the ticket office was 1,712

The number of journeys from this station booked online was 47,526

The number of cash payments received was 3,010

The number of Warrant / Voucher payments was 85

We sold 5 season tickets, 4 Rovers/Rangers tickets, 39 Excess Fares, 976 Car Parking tickets, 22 Disabled discount tickets, 167 Railcards, and processed 38 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 0.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Worle

Current ticket office times are Monday to Friday 6:00am to 9:30am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 6,719

The number of tickets sold at Ticket Vending Machines was 17,294

The number of bookings collected at Ticket Vending Machines was 14,465

The number of cash payments received was 745

The number of Warrant / Voucher payments was 30

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.

Yate

Current ticket office times are Monday to Friday 7:00am to 11:00am.

Proposed staffing times remain the same.

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

During the 2022/23 financial year,

The number of tickets sold at the ticket office was 4,118

The number of tickets sold at Ticket Vending Machines was 19,596

The number of bookings collected at Ticket Vending Machines was 22,976

The number of cash payments received was 1,080

The number of Warrant / Voucher payments was 5

We sold 0 season tickets, 0 Rovers/Rangers tickets, 0 Excess Fares, 0 Car Parking tickets, 0 Disabled discount tickets, 0 Railcards, and processed 0 refunds.

The current number of ticket office windows at this station is 1 and the number of Ticket Vending Machines is 1, of which they accept card only.

The proposed changes coming into effect from October 2023 to June 2024 will see colleagues move closer to customers in other locations at the station to support and assist with ticket purchases, and ticket office windows close.