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**Mike Hewitson**  
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**6 October 2023**

**Dear Mike**

**Responses to Transport Focus clarification questions as part of Northern’s consultation on Changing how we support customers at our stations.**

Thank you for your letter dated 6 September requesting clarification about Northern’s Consultation on the future of ticket offices.

We note Transport Focus has set out the [criteria](#) you are using to assess the major change to ticket office opening hours. The Northern consultation document forms part of Schedule 17 Ticketing and Settlement Agreement (TSA) Major Change process ([Secretary of State for Transport’s Ticketing and Settlement Agreement ticket office guidance](#)).

As Transport Focus will be aware, under clause 6-18 (1) of the TSA, changes to opening hours may be made under the major change procedure if:

- the change would represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness and
- members of the public would continue to enjoy widespread and easy access to the purchase of rail products, notwithstanding the change.

Northern provided Transport Focus information in the Annex B submission to demonstrate how we believe our proposals meet the requirements of the TSA process including how:

- customers will still have widespread easy access to be able to purchase rail products either at the station or via other channels;
- customers will know when staff are scheduled to be at the station if they require staff assistance;
- customers will continue to be able to access other station facilities, such as waiting rooms and toilets, as currently provided;
- customers will continue to be able to use our stations confidently and safely to access the rail network; and
- customers with accessibility needs will continue to be supported to be able to access rail services in line with our Accessible Transport Policy

As [published](#) in our public consultation the current staffing model is 25+ years old and is outdated and not in line with the significantly growing trend of purchasing away from traditional ticket offices and the requirements of today's rail customers.

Our current staffing deployment for ticket offices is not based on accessibility requirements or ticket sales and is therefore not providing the best and most suitable customer experience.

Our submitted proposal represented a better approach to serving our customers when and where needed the most and was in line with industry and government expectations around modernisation.

Northern's proposal sought to make colleagues more available based on customer demand and sought to be the most efficient use of our resource.

We note that Transport Focus has confirmed (at the Transport Select Committee on 13/09/23) that the public consultation process relates to individual stations and the proposals.

***“We then analyse the proposals and give a response to the train company on each individual station. It is not a generic consultation about change. It is 860 individual consultations about changes at particular stations.”***

Northern has provided proposals and mitigations for each of the 149 impacted stations.

Whilst Transport Focus continues to process the public consultation responses, it is clear there has been a significant response from the public.

We have always maintained that we would listen to feedback and that this would be a meaningful consultation. We can clearly see from the public feedback received, that there is widespread concern regards our proposed changes to staffing times.

We have also noted the Rail Minister's recent comments and expectations regards station staffing and taken these into consideration.

We are therefore proposing an immediately available revised model following feedback as part of the consultation process and taking onboard public sentiment and ongoing Transport Focus feedback.

We would seek to deploy around 100 customer focused Journey Makers across our network and instil a customer first ethos across all colleagues.

To achieve this aim, we will look to re-plan our operations at 53 currently staffed stations across the north. The details of the 53 stations where customer demand and accessibility requests / needs doesn't necessitate a staff presence are available in **appendix 1**.

The proposal to redeploy resources from these stations follow the criteria below;

- low station ticket office sales (less than 12 ticket sales per hour)
- low passenger assists (less than one per week) and;
- low footfall data and station categorisation (ORR Cat E stations).

The current deployment of staff at these 53 stations does not deploy them in a way in which they are able to provide the most benefit to the delivery of customer service

Northern currently has 149 stations with ticket offices and our amended approach is to;

- Retain ticket offices at 18 locations (hours as detailed in **Annex B** of our original proposal which included extending ticket office hours at two (Blackburn and Hartlepool) (**appendix 2**))
- Redeploy resource from 53 locations (**appendix 1 and supplementary attachment**)
- Bring staff from out behind the glass at 72 locations (**appendix 3**) by closing the ticket office and redeploying colleagues as Journey Makers in line with current operating hours
- Six locations which will have colleague hours extended based on accessibility requirements of active barrow crossing
  - Appleby
  - Bridlington
  - Hexham
  - Settle
  - Thorne North
  - Ulverston
- Northern will commit to and deliver the mitigations outlined in our EQIA assessment in addition to retaining staffing hours as outlined above
- Introduce data analysts to ensure resource deployment matches customer need and demand, facilitating more customer/colleague touch points and engagement than currently.
  - Sunday staffing will be resourced where proven to be needed and of benefit to customers

We are committed to mitigating any impacts from closing ticket offices by;

- ensuring a conductor is on every service we operate
- ensuring there is at least one TVM at every affected station
- making digital buying channels accessible and intuitive
- retaining ticket offices at 18 key locations
- introducing ticket buying (including with cash) facilities at c.4,000 local outlets
- improving station accessibility where possible and delivering mitigations identified within our EQIA
- Introducing c.100 customer focused Journey Makers to assist customers when and where it is needed most

We are ready to deliver with this amended plan subject to Transport Focus endorsement.

I am therefore pleased to provide the below responses as part of our ongoing and productive discussions and have provided answers to your clarification questions which are relevant to our proposed amended approach.

If you require any further assistance or information, please do not hesitate to contact me.

Yours Sincerely



Angela Hern  
Director of Operational Transformation  
Northern Trains Ltd

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

**Q.1.1.1** *What assumptions have you made about how many / what proportion of people will move to digital if ticket offices are closed?*

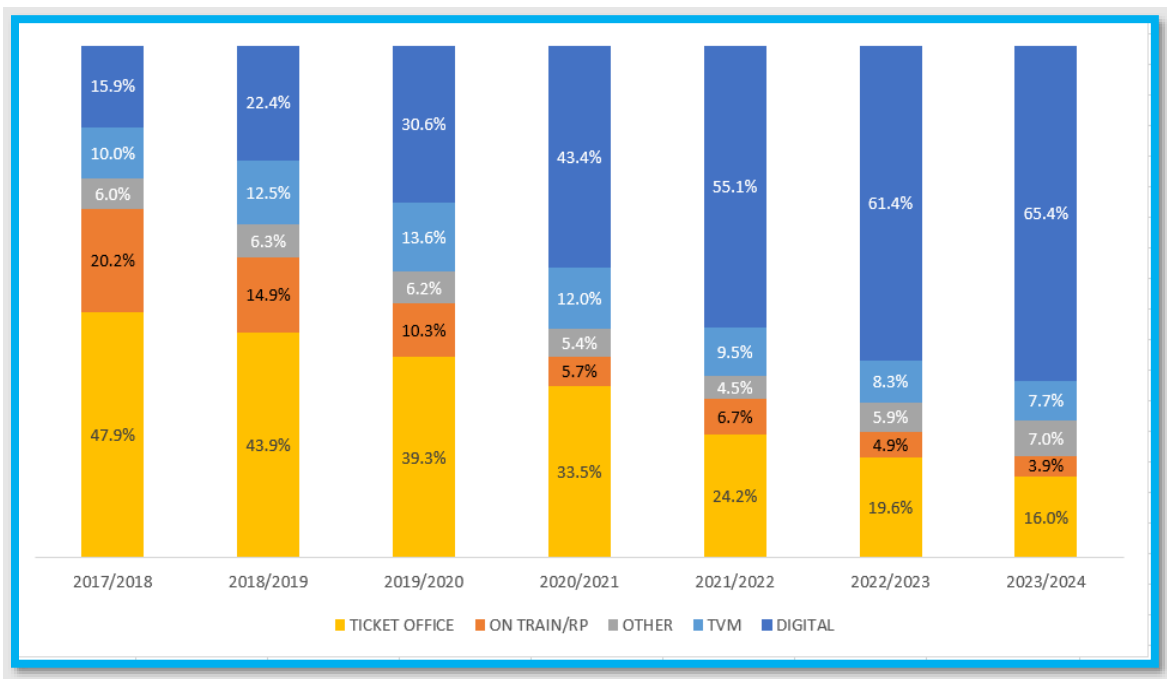
**NTL A.** Our expectation and as evidenced in our consultation document and as below in response 1.1.2, is that current ticket office sales will migrate to other existing channels at broadly the same proportion as the overall mix of sales recorded today. This is a continuing trend with 84% of tickets sold by Northern being done so away from station ticket offices.

We forecast, that given the majority of these sales are standard peak/off-peak single or return tickets and are paid for via card that around two thirds of current ticket office sales will move to digital channels.

We forecast the remainder of existing ticket office sales will migrate to a blend of TVMs, on-train and new outlets in convenience stores for those customers that wish to pay by cash.

**Q.1.1.2** *Do you have any existing programmes designed to help people migrate to digital and if so, how effective have these been?*

**NTL A.** As with the rest of the rail industry and indeed wider consumer sectors, the transition to digital retailing in recent years has been significant. In just over four years since 2019, Northern's digital sales have nearly trebled from 22% to 65% - a trend that continues to rise periodically.



To support this changed buying behaviour Northern has introduced many digital ticketing options either as extensions of existing products or as standalone options.

Northern's marketing campaigns are focused on digital purchase and point to the easy to use and free Northern app.

Train times and services are easy to find digitally and Northern is committed to offering the cheapest possible ticketing option online.

Over the coming months, Northern will be introducing help guides across the Northern website which include step-by-step instructions and videos which show how to do simple digital tasks such as buying a ticket through the website or app. Digital engagement will be streamlined ensuring our website and app are easy and intuitive to navigate.

As an example, Northern attracted an additional 30,000 users to its app via a recent 50% off promotion and will continue to incentivise digital conversion through bespoke campaigns.

**Q.1.1.3** *Have you made an assessment of who will not / cannot move to digital and the effect on them of closing the ticket office?*

**NTL A.** Our extension EQIA assessment reviews the potential impact on a number of customer groups and offers a variety of mitigations to support the transition away from ticket office retailing.

Northern is committed to not only implementing the mitigations described before closing ticket offices but offering continued support through a suite of means to those customers that are not familiar with or currently comfortable with other buying options.

Journey Makers will be available to support customers with any purchasing queries and will be able to guide customers who need additional assistance through either the TVM or digital purchasing process.

A key additional support we will be introducing rail ticket retailing at c.4,000 local convenience outlets across the network not only allowing customers to buy in advance but for those who choose to (and subject to independent retailing conditions) the ability to buy using cash.

Northern currently records just 7% of ticket sales via cash, a figure that continues to decrease on a periodic basis. This conversion to digital and card is a trackable KPI within the business.

**Q.1.1.4** *Do you have any forecast of the impact on revenue – i.e. in how many people will no longer travel as a result or who will travel without paying?*

**NTL A.** We do not anticipate there being a significant or sustained impact on revenue as a result of the proposed changes.

In fact, we believe that by making staff more accessible to passengers at the stations and with the introduction of concepts such as station specific “Welcome Points” (where appropriate) and continued

improvement to services such as Passenger Assist and easier digital ticketing that we can encourage more people to use the railway on a more regular basis.

The cost of delivering an effective service is also a key consideration in light of the most recent National Rail Passenger Survey (NRPS) conclusions. The survey highlighted that the proportion of journeys rated as satisfactory by customers regarding value for money for the price of their ticket nationally was 47%.

Any cost savings made through the redeployment of staff and closure of ticket offices will ensure better value for money for the taxpayer and passengers.

In his letter to the Transport Select Committee, dated 11th September 2023, the Minister of State for Transport, Huw Merriman MP supports this view:

*“At present, I believe that ticket office staff are underutilised. Enabling ticket office staff to move from behind the screens into new multi-skilled roles providing additional face-to-face support to whom and where is most needed, could be an opportunity to make better use of taxpayers’ money, given the current unsustainable subsidy levels.”*

*“We continue across the industry to explore alternative channels for ticket retailing, but working towards making all ticket types universally available on all channels is likely to drive up the costs of running the railway. Therefore, a strategic approach to this will represent better value for money. ”*

**Q.1.2.1** *What reassurance/ evidence can you provide that retail arrangements at each station will have sufficient capacity for the ticket sales displaced from the ticket office, especially at peak hours and at those stations with a higher than average proportion of sales from the ticket office?*

**NTL A.** In developing our proposals, we have analysed how ticket sales displaced from the ticket office will be supported.

It is anticipated that displaced ticket office sales will be attributed to all available other retail channels and not just to on station TVMs. There are a number of other routes to buy, notably digitally (which is and will be heavily promoted) but also via retained ticket office locations and soon to include c.4,000 local convenience stores. Customers with a ‘Promise to Pay’ will also be able to buy onboard from conductors.

Northern continually monitors TVM usage and wait times and have in storage ticket machines that can be deployed and installed if needed across the network. We also have the option to relocate some of the TVM fleet to high volume locations as needed and assessed on customer demand.

**Modelling for TVMs is attached as a separate document. This document is commercially sensitive and not for publication.**

**Q.1.2.2** *Has any assessment of the location of TVMs been carried out – are they in the right place to best meet demand?*

**NTL A.** Our current fleet of TVMs were installed at locations to compliment open ticket offices.

It is Northern's assessment that even with the potential closure of ticket offices that the majority of TVMs are optimally located. For those small number that we believe need to be relocated we have detailed the funding needed for such in our original business case.

However, we will continue to assess on station performance and customer feedback and will be able to revise our judgement and potentially the placement of TVMs depending on demand and usage.

We recognise a small number of our TVMs need to be improved to support accessible needs and these improvements (where possible) are detailed in the EQIA and will be implemented before ticket offices are closed.

There are some stations that are considered inaccessible but have 'accessible' compliant TVMs.

**Q.1.2.3** *What mitigations do you have in place to help staff 'queue bust' at busy times – for example, will staff have access to handheld devices to sell tickets directly?*

**NTL A.** In the majority of cases Journey Makers will not be able to retail tickets at stations but will instead be available to assist customers buying from TVMs or through digital channels.

Only at stations that retain a ticket office will Journey Makers be able to retail tickets. At some locations and where appropriate gateline staff will also be able to retail commonly used tickets.

Northern will continue to review ticketing data and customer feedback and will consider this as part of any future interventions.

**Q.1.2.4** *How will the adequacy of retail arrangements at stations be monitored and reported (including to passengers)? What KPIs will be in place?*

**NTL A.** We have service level agreements with our retail system suppliers that provides contractual obligations for availability. In addition, we will monitor demand and ensure suitable capacity exists and scope out additional interventions where required.

Northern is required to publish various performance measures including service quality information on TVMs - this will continue as will our DfT quarterly report which is informed by CSAT surveys and various KPIs.

TVMs also self-report sales, status and interactions every 15 minutes, data which is shared live to conductors and the retail management and control teams via an app, and the information can be used proactively by the social media team to advise customers of any known issues.



Northern also receives a start of day health check on the operational functionality of the TVM fleet every day.

Northern's TVM supplier is contracted to attend the fleet on a regular basis for manual inspection and replenishment.

**Q.1.2.5** *What impact is there on impartial retail obligations – something that currently applies to ticket offices. Will similar obligations be put onto other channels?*

**NTL A.** We understand that the TSA impartial retailing obligations do not specifically refer to the sale of tickets at stations outside of Ticket Offices.

All our retail channels will offer an impartial retail proposition on the majority of commonly used tickets, and the customer can make a choice depending on their particular journey requirements.

The impartiality obligation referred to is defined in Schedule 17, Ticketing and Settlement Agreement (TSA) compliance. Any change to the TSA would require the agreement of all signatories.

**Q.1.2.6** *Is it a reasonable mitigation where a person can no longer purchase a specific ticket to instead have to travel to one of the remaining stations with a ticket office to purchase one? Do you have alternative mitigations proposed?*

**NTL A** We are actively involved in developing the industry solution for this scenario and will seek to both inform and implement to the benefit of customers at the earliest opportunity.

We continue to make as many products available as possible via multiple retail channels to allow customers to buy the ticket they need prior to boarding.

**Q.1.2.7** *What assessment have you made of the impact of seasonal peaks, especially at tourist destinations such as Windermere?*

**NTL A.** Journey Makers will be deployed at stations via a data led approach based on known customer needs and travel patterns and where possible these deployments will be flexed due to seasonal peaks and supported by colleagues from other locations.

This mirrors our current resource deployment operations.

Sundays are not part of the working week, and we will continue to deploy our available resources based on a data-led approach and customer need.

**Q.1.2.8** It appears that the following products/ services will no longer be available from the majority of stations:

- o Advance tickets seat reservations (without purchasing a ticket at the same time)
- o Season tickets (longer than weekly)
- o Railcard Sales (National and regional)
- o Refunds
- o Car parking tickets no
- o Esk Valley Railcard
- o Dales Railcard
- o Sleeper bookings
- o Merseytravel Trio
- o South Yorkshire Travelmaster
- o Cycle reservations
- o TFGM Countycard
- o Warrant payments
- o London International (CIV) destination

*We would also ask whether any of the following can be provided from a TVM:*

- o *National concessions for disabled people (for wheelchair and visually impaired passengers plus a companion)*
- o *Boundary Zone add-ons*
- o *Staff travel discount*
- o *Changing a booking/tickets*
- o *Use of rail vouchers*
- o *Use of rail warrants*
- o *Ferry connections (some, inc Ireland and Isle of Man)*
- o *Group Save*
- o *Off-peak purchases before the off-peak begins*
- o *Photocards for season tickets*
- o *Scholar Tickets*

**NTL A.** Northern will endeavour to make as many products as possible available via station TVM's although it is not commercially efficient to retail 100% of tickets. The retailing status of the specified products is;

	Available from TVM?
National concessions for disabled people (for wheelchair and visually impaired passengers plus a companion)	Yes
Boundary Zone add-ons	No
Staff travel discount	No
Changing a booking/tickets	No
Use of rail vouchers	No
Use of rail warrants	No
Ferry connections (some, inc Ireland and Isle of Man)	Yes
Group Save	Where product exists
Off-peak purchases before the off-peak begins	Yes
Photocards for season tickets	No – industry looking at alternative suitable IDs
Scholar Tickets	No and not now / CEC

Northern Retailing Summary was published on our website and is available [here](#)

## **Issues relating to whether passengers can easily buy the right ticket for the journey they want to make - Usability, functionality and accessibility of Ticket Vending Machines (TVMs)**

*Q.2.1.1 Are there any other products passengers will no longer be able to get from your stations following closure of the ticket offices?*

**NTL A.** A limited number of niche products will not be available from stations without a ticket office, further details are in **Appendix 4**.

We are currently reviewing a range of products and services that could be impacted by the ticket office closures.

Some of these products are already available at all TVMs. Where they are not, we are working across industry, exploring the possibility of including these as part of the TVM upgrades discussions, and correctly prioritising based on our understanding of current demand levels, the time for TVM development and relevant costings.

*Q.2.1.2 How will passengers access these products and services in future?*

**NTL A.** We will continue to engage with industry workstreams to develop alternative solutions and where this is not an area of focus, we will continue to explore local solutions.

Around 98% of tickets currently sold via ticket offices will be available on Northern TVMs, a position which is in advance of much of the rest of the industry.

*Q.2.1.3 We are aware Northern TVMs were upgraded in 2021. Do you have any plans to further upgrade TVM functionality and if so, what would this cover and when would it be complete?*

**NTL A.** We will continue to review customer feedback regarding usability of TVM's and where appropriate, additional functionality. A roadmap of scheduled and proposed improvements is available in **Appendix 5**.

*Q.2.1.4 Will staff be able to access a ticket machine, or be issued with handheld machines to sell tickets not available from the TVM?*

**NTL A.** See 1.2.3

**Q.2.1.5** *How can passengers have confidence that this is not a precursor to withdrawing some of these products?*

**NTL A.** We are not looking to withdraw any products. We may be simplifying processes, such as removing photocard requirements for season tickets, but withdrawal of products would require a full and formal review of the ticketing and fares system. This is not within the remit of this consultation or these proposals.

**Q.2.2.1** *How will someone who cannot use a TVM, for example an older or disabled person, purchase a ticket?*

**NTL A.** Our EQIA describes the alternative solutions available which includes the option to purchase at c.4000 local outlets, at stations that will retain a ticket office, on train and via digital channels.

Additionally, Journey Makers will be tasked with assisting customers with TVM and digital sales and TVM's will have video assist enabled to allow a remote colleague in the Customer Engagement Centre to assist with the transaction.

**Q.2.2.2** *How will people summon a member of staff if they need help while using a TVM (i.e. the equivalent of the 'red light' at a supermarket self-checkout till)?*

**NTL A.** We are committed to extending our video assist functionality to more TVM's, which will allow a remote colleague to assist the customer.

In addition, Journey Makers will be trained to actively seek out customers who are looking for assistance. Journey Makers will be uniformed in bright and visible clothing.

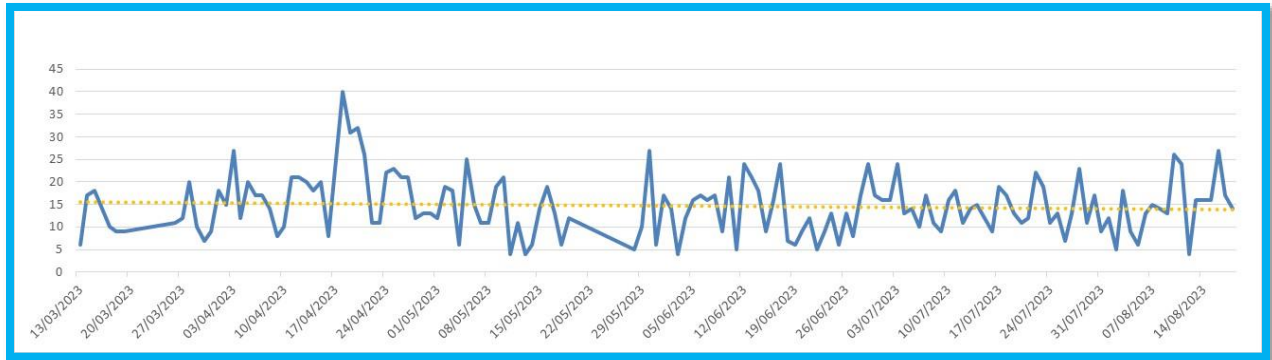
It is likely that Journey Makers will at the majority of stations be primarily located close to TVMs.

**Q.2.2.3** *Following your recent TVM video assistant trial in your East region, what were the findings and are there plans to roll this out more widely?*

**NTL A.** We have found that customers used the video assist for both journey and non-journey enquiries, it has broadly worked very well with more than 2,000 calls initiated.

The trial has identified some issues around connectivity (at some locations) and the potential for nuisance calls and we are working to develop appropriate solutions in these areas.

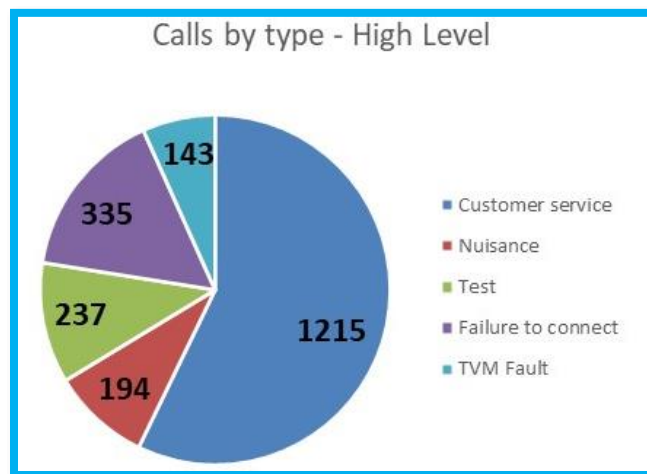
**Calls by Date:** The following graph shows the call volume by date over the duration of the pilot:



**Calls by Time of Day:** The following graph shows the total aggregated calls per time of day, and highlights that between 0900 and 1200 was our busiest time:



**Call Breakdown:** To understand what customers would call about, the agent would categorise the call, here is the high-level breakdown of call by type:



Overall, we believe the trial has been successful and we will resolve the technical challenges and have submitted a report to Rail North Partnership for consideration. This includes the future funding provision needed.

**Q.2.2.4** *Have you assessed the accessibility of existing TVMs, both in terms of their location at the station and useability e.g., protected from the weather- rain/sun for both passengers and the TVM.*

**NTL A.** We have assessed the accessibility of our TVM's and are aware of 2 staffed locations where the TVM(s) are not currently accessible – Dinting and Sandbach and require some minor physical works that are in programme to be delivered.

Where sun is identified as an issue for the location of the TVM, we have provided a shield above the TVM or the installation of higher contrast screens. All our TVMs are fully functionable in rain conditions.

**Q.2.2.5** *What consideration have you made to relocate TVMs to a more accessible position if necessary?*

**NTL A.** See response to 2.2.4

**Q.2.2.6** *How accessible is your app and your website, especially for those with a disability?*

**NTL A.** Northern have been working with the ShawTrust on the Northern marketing website since February 2022 to attain their accessibility accreditation, and to be compliant for Web Content Accessibility Guidelines (WCAG) 2.1 A and AA criteria.

Alongside this the ORR audited the website in 2022, and Northern responded to and actions all noted issues with positive feedback received on the implemented mitigations.

The website was designed with accessibility in mind and several features were built in to ensure requirements are met, for example videos cannot be uploaded without also adding a transcript document and images must have alt text.

The website also considers website accessible colours as well as web text, using accessible fonts. Our development team, at DCX use, design tools that check for accessibility for all the development work they do.

The strategic plan for Northern's app in RY24 is to improve accessibility across the platform. This work focused on the core booking flow (where most customers spend their time).

The booking flow pages were analysed by UX Designs and improvements were made in line with A and AA requirements. Improvements included labelling, screen reader sequencing, contract improvements and the addition of autocomplete. This work took place from April to June 2023 and is now complete.

The Northern ticketing website is the next focus for development, making similar updates to the app. This is due for completion by end November 2023.

**Q.2.3.1** *What are the contractual SLAs for fixing out of order TVMs and have these been reviewed given the future importance of TVMs? Please include replenishing consumables, i.e. ticket stock and ink, and repairs to faults*

**NTL A.** We have a robust SLA in place with the TVM supplier which is reviewed periodically with action plans for remedies needed.

Conductors all have visibility of the operational status of each TVM, live data which is renewed every 15 minutes.

There is a dedicated team for ticket replenishment and the retail operations team monitors each TVM to a component level status.

Target response rate for calls affecting hardware defects are as follows:

- Call received before midday – fix before next morning peak.
- Call received after midday – fix before the next afternoon peak.

Preventative Maintenance is planned in for every quarter to help minimise any unscheduled down time.

**Q.2.3.2** *Will there be standards for maximum queuing times at TVMs and how will queue lengths be monitored?*

**NTL A.** There are no fixed queuing times for TVMs as per current arrangements.

We forecast (as now) that digital channels and not TVMs will retail the majority of tickets for our customers.

The presence of Journey Makers will assist those customers wishing to use station TVMs.

Our plan will be for Journey Makers to monitor wait times and report any issues back through the business (as station staff currently do) and we believe that queuing times will not adversely affect customers.

It should be noted that Schedule 17, of the Ticketing and Settlement Agreement (TSA) compliance remains unchanged as

"TSA 6-36, 4 (a) Each Operator must use its reasonable endeavours to ensure that no-one has to queue at its Impartial Points of Sale (that are not Internet Sites, Telephone Sales Offices or Sites) to Purchase a Rail Product for more than five minutes during times of peak demand or for more than three minutes at any other time (or any shorter period(s) specified in its Passenger's Charter)" remains unchanged.



## **Issues relating to whether passengers can easily buy the right ticket for the journey they want to make - Availability of specialist retail advice/help**

**Q.3.1.1** *What rationale was used for determining which stations were classed as hub stations [retained ticket office], for example Glossop?*

**NTL A.** Northern looked at various data sets to determine which stations would retain ticket offices. This included information relating to station categorisation, accessibility category, entries/exits data, geography of the Northern network, line of route, TVM status, station security, gateline locations and other station staff presence.

**Q.3.1.2** *How do you intend to brand the hub [retained ticket offices] so passengers understand their role as a ticket office?*

**NTL A.** Where stations are planned to retain a ticket office, branding and signage are already well established. Branded communication will however be reviewed, and local changes implemented as required.

Consideration will be given to ensuring customers know key information such as the opening hours of the ticket office, reassurance that any UK ticket can be purchased as well as reminding customers they need to buy before they board.

Communication at non-ticket office stations will be implemented to ensure customers know where their nearest ticket office is located.

It should be noted that retained ticket offices will be titled as ticket offices and not 'hubs'.

**Q.3.1.3** *Are staffing levels sufficient to ensure assistance with ticket purchases can still be offered at busier times alongside other duties? Do you have any evidence to support this?*

**NTL A.** Northern's consultation proposal was built on a data led approach of ticket office sales using the guidance in previous Ticket & Settlement Agreements.

It is noted that in the current Ticket & Settlement Agreement there is no definition of 'busy' in major change.

At locations which will retain full ticket office facilities Northern members of staff will retail in the traditional method along with the TVM.

**Q.3.1.4** *What training will multi-functional staff have in ticketing/product range to ensure they can provide expert assistance necessary to navigate the complex fares system and ensure passengers get the right ticket? How comparable will this be with the training previously given to ticket office staff?*

**NTL A.** The training package will cover the core ticketing/product range for all Journey Makers. There will be local training for localised ticketing requirements (e.g. Caledonian Sleeper and connections).

Journey Makers will also be trained to be able to best advise customers what retailing option is best suited for them whether that is transition to digital, using station TVMs or purchasing via c.4000 local outlets.

Journey Makers will have access (as they do now) to Team Leaders and ticketing specialists if they need support for very rare and niche ticketing solutions and all will be provided with a Journey Maker app which will provide fingertip ticketing guidance and advice.

**Q.3.1.5** *How will people find a staff member at the station if they are no longer in the ticket office: will there be a central point / method for calling them? What will the queuing arrangements be when multiple passengers want help/advice?*

**NTL A.** Journey Makers will be trained and encouraged to be visible and proactive in their customer engagement and it should be noted that the huge majority of Northern's stations are CAT Es (ORR station sizing) stations and do not have a large footprint.

Where applicable we already have dedicated Passenger Assist meeting points and where these are currently located at ticket offices that won't be retained, we will work with our Northern Accessibility User Group to relocate (if needed) to the most optimal position.

Customers will also be able to gain additional support from Northern via;

1. By phone - calling our contact centre
2. Help points - staffed through our contact centre
3. TVM - including Video Assist where available
4. Online - via social media / email / web chat

We will continue to work with disability action groups to deliver the best possible solutions at our stations. Of which we are currently exploring several options. This work involves extensive engagement with various lived experience transport users.

**Q.3.1.6** *What resilience / contingency have you built into staffing plans to ensure that stations will be staffed as advertised and that 'lost hours' are minimised in future?*

**NTL A.** Northern continually, and will in the future, monitor resource levels and we are confident that our proposed staffing hours base including the use of general relief staff is sufficient to meet the needs of customers.

**Issues relating to whether passengers can easily buy the right ticket for the journey they want to make - Paying by cash**

**Q.4.1.1** *If a person cannot pay by cash will your Promise to Pay signage at stations and on social media be clearly posted to inform passengers about this?*

**NTL A.** We follow industry obligations to provide signage regarding Promise to Pay and we regularly promote this via social media.

**Q.4.1.2** *Have you assessed the risk of worsening punctuality on some routes if the guard is busy retailing tickets on board instead of being ready to open the doors at stations?*

**NTL A** Our on-train sales are currently only 4% of all journeys and we believe the small transfer of sales to on-board will not create a punctuality challenge.

**Q.4.1.3** *How will passengers with cash be able to buy the products listed above (see 1.2.1)?*

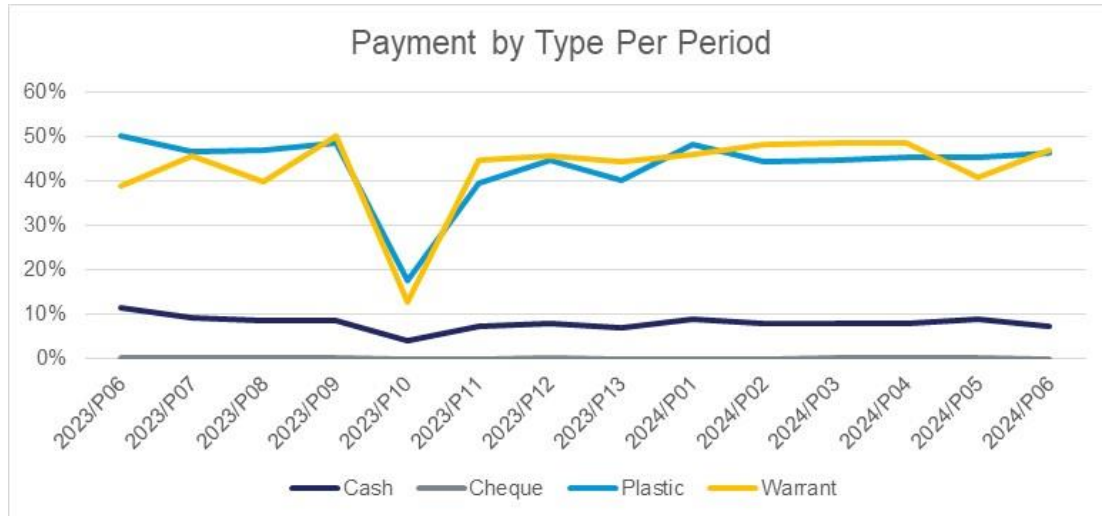
**NTL A.** Mitigations exist to support customers that wish to continue to pay for tickets in cash (as today) if that is their preferred purchasing option.

This will include cash acceptance at TVMs (where possible), at stations that retain a ticket office, via c.4,000 local outlets and onboard via a conductor.

**Q.4.1.4** *Do you have any forecast on the impact on revenue of those passengers who get a Promise to Pay as they pay by cash, don't come across a guard on board and alight at an unstaffed station?*

**NTL A.** For the small proportion of customers with no alternative to cash or wish to buy in advance, ticket buying will become available at c.4,000 local outlets across the north, such as convenience stores and post offices.

Cash as a payment method accounts for less than 10% of journeys made with Northern and in research carried out last year, over 70% of customers using cash at ticket offices had the ability to pay by card.



We therefore expect most cash purchases currently made at ticket office to migrate to card sales, either online or via TVMs.

In terms of protecting revenue for journeys made with Northern, over 80% of customers encounter a gateline at least one end of the journey, there are conductors on board every train as well as 80 revenue officers working across different services. Enforcement exercises are targeted at ticketless travel hotspots.

This has all contributed to record low levels of ticketless travel and there is no evidence that this is higher from the 318 currently unstaffed stations compared to those with ticket offices.

As such, we do not anticipate a tangible loss of revenue from additional Promise to Pay notices that are not converted to tickets.

**Q.4.1.5** *In your proposal you state that at your gated stations it will also be possible to buy a ticket using cash before getting through the gateline. Can you confirm that gateline staff will proactively sell tickets both before and/or after a journey? Often, gateline staff will sell tickets at the end of a journey, for example, at unstaffed stations, where there is no TVM, passenger has Promise to Pay etc, but not necessarily prior to boarding a service.*

**NTL A.** This option is currently present on our gatelines, where there isn't a separate excess fare point. Customers however will be encouraged to buy digitally before travelling and via our TVMs, of which there will be at least one at every impacted station.

**Q. 4.1.6** *What reassurance can you give that gateline staff will sell a ticket to a passenger prior to them boarding a service rather than directing them to a TVM instead?*

**NTL A.** Self-service is the predominant purchasing behaviour for our customers, whether that is via digital channels or TVMs. We are retaining ticket offices at key locations and introducing c.4,000 ticket buying facilities at local outlets. Journey Makers will be able to assist with the buying of tickets and where applicable gateline staff will be able to retail commonly used tickets.

We are committed to all our staff delivering exceptional customer service.

**Issues relating to whether passengers requiring assistance to travel receive that assistance in a timely and reliable manner.**

**Q.5.1.1** *In your proposal you state that ‘during advertised staffing hours of stations our teams will be available to help you like today’. When station staffing hours are reduced how will turn up and go assistance for disabled passengers be maintained?*

**NTL A.** It should be noted that Northern currently has 318 unstaffed locations and through current mitigations are able to support turn up and go requirements. 248 of our unstaffed stations have a higher request for assistance than at least one of our current staffed stations and every Northern train has a conductor to assist where necessary.

Should a customer request assistance at a station which cannot be provided for any reason, as now, we will take the necessary steps to allow them to travel to the nearest location where full assistance can be offered.

Should assistance be unavailable in line with a customer's specific request (for example if a station is inaccessible for a wheelchair user) we will arrange a suitable alternative to allow the customer to make their journey (such as providing a taxi to an accessible station).

We are rolling out the Passenger Assist app to our colleagues across the business to allow for the complete recording of assistance provision.

If staff are not present on a station, there will be a number of ways to contact Northern staff. Help Points, TVM Video Assist and calling the CEC number, and at a number of stations there will be gateline and dispatch staff available who are unaffected by the current proposals. It should be noted that 211 of our 317 unstaffed stations have a greater footfall than 53 of the staffed locations and customers are able to gain assistance and support today through a variety of means.

As now Conductors will be able to assist with boarding and alighting of trains.

104 stations (106 including Leeds and Liverpool Lime Street) currently have tactile paving along the entirety of their platforms, but Network Rail are currently delivering a programme of works to ensure all UK stations have this by 2025.

**Q.5.1.2** *What assurances can you give to disabled passengers who want to ‘turn up and go’ that they will still be able to do that in future without jeopardising independent living.*

**NTL A.** Customers who can make their way to station platforms, there is a conductor on every Northern service who will deliver any assistance requirements. This mirrors Northern's current operations at its 318 unstaffed locations.

If a customer turns up at a station during unstaffed hours of operation (as today), they will be able to contact our Control/CEC to arrange either assistance or onward alternative transport using Help Point, TVM Assist, or phone call, the number for which will be displayed prominently at our stations. This mirrors current procedures for Northern's 318 permanently unstaffed locations.

In our amended proposals we are planning to extend staffing hours at locations where there is an accessibility need. (Details are available in **Appendix 6.**)

**Q.5.2.1** *Are staffing levels sufficient to ensure assistance can still be offered at busier times alongside other duties? Do you have any evidence or analysis that addresses this?*

**NTL A.** Only 40 of Northern's 470 stations average one or more booked assistance request per day.

Of these 40, only 10 have 5+ per day, and these stations are all proposed to retain ticket offices.

**Q.5.2.2** *What assurances can you provide that staff will not be pulled away to other duties rather than providing assistance?*

**NTL A.** The primary role of Northern's proposed Journey Makers will be customer assistance and dispatch and other station-based roles are not affected by our current proposal.

It is worth noting that currently at a significant number of locations there is only one member of staff scheduled at periods of the day and customer assistance is always prioritised.

**Q.5.2.3** *How will staff know if passengers need help to board the train?*

**NTL A.** Our conductors are trained to identify customers who may need support boarding the train and are used to working this way across our large number of currently unstaffed stations.

For staffed stations where Journey Makers may be moving around the station, we are exploring options to include some form of call facility to a designated Passenger Assist meeting point. Journey Makers will however be trained and expected to be proactive in this assistance and approach to customers.

**Q.5.2.4** *Roving staff – for those stations where a roving staff member will be deployed for perhaps 2 hours per day, how can you assure there will be a staff presence at the advertised times for the duration of the shift? As previously stated, this is particularly important for disabled passengers who may wish to turn up and go.*

**NTL A.** Our staff will be required to be present in line with their rostered hours as per current arrangements and as assigned by a roster clerk. We use general relief resource today to staff some stations and are experienced in managing this.

To enhance the current arrangements, we will utilise a 'Lone worker' app for the Journey Maker role that will ensure that our station-based staff are at the locations as planned.

**Q.5.2.5** *Following on from the above, what contingencies are in place if a roving staff member isn't available or gets delayed during a shift?*

**NTL A.** Where this situation occurs it will mirror our current processes for the deployment of general relief staff (as today) and we would look at alternatives including taxis for customers that need such to their next location.

**Q.5.3.1** *How will the focal point of the ticket office/ window be replicated?*

**NTL A.** Branded print and digital communication will be present to ensure customers know how to get assistance. This may include sign posting to passenger assistance meeting points (where applicable), signage displaying journey maker operating times, self-serve tools such as the website chatbot, TVM assist or telephone numbers. As well as sign positing for help points if required. Also see 3.1.5

**Q.5.3.2** *How will people summon help if staff are not there?*

**NTL A.** The majority of Northern's stations are CAT Es and not considered big. Journey Makers will be expected to move about the stations but will likely have a base location that is both easily identifiable and the most effective.

Journey Makers will have branded uniforms and will be expected to be visible and approachable to all customers.

Station Categorisation	Northern Staffed Locations	Description
<b>A</b>	2	National Hub
<b>B</b>	1	National Interchange
<b>C</b>	10	Important Feeder
<b>D</b>	25	Medium Staffed
<b>E</b>	105	Small Staffed
<b>F</b>	6	Small Unstaffed

**Q.5.3.3** *Will induction loop facilities be provided elsewhere on the station/concourse?*

**NTL A.** As part of our Access and Inclusivity for all project, induction loops will be renewed with new installs in many locations. This will enhance the already available loops, which are generally placed one per platform in customer dwell areas.

Not all stations have induction loops in particular those without station PAs.

In addition to renewals, we will investigate the feasibility of installing new loops at those impacted stations currently without.

All Northern staffed stations have induction loops, where these are aligned to the ticket office, these will be made portable for the station environment.



**Q.5.3.4** *What mechanisms will exist to monitor instances where assistance is not provided and to investigate why it happened?*

**NTL A.** We are rolling out a Passenger Assist app to support our staff and processes in assisting customers.

This app will include details around booked, non-booked and successful assists and any customer complaints will be fully investigated.

We have an established customer insights team who will use this data to support our drive to improve assistance provision across our network.

**Issues relating to whether passengers can get the information they require to plan and make a journey, including during periods of disruption.**

**Q.6.1.1** *What evidence can you provide on how staff moving out from ticket offices will make them more visible and available to passengers and improve the customer experience?*

**NTL A.** The current staffing model is 25+ yrs old and is not only outdated but does not support customers or modern buying behaviours.

We are proposing bringing our staff from out behind of the glass and position them throughout the station environment so that they can help customers in a variety of ways and where and when they are needed most.

Our new customer focused Journey Maker colleagues will;



As part of the TransPennine Route Upgrade (TRU) programme, we have created similar customer service roles (in partnership with other operators) that supports customers during disruption.

This role is visible to customers in stations and on platforms, proactively offering customer service in times of planned disruption, including providing information about making journeys.

We measure our customer satisfaction with the service received from these colleagues through our insight programme and see an 89% CSAT score for this role.

Our Journey Maker role takes the learning from this TRU role and will ensure a visible, proactive, customer service approach outside of the ticket office.

**Q.6.1.2** *How will ancillary information traditionally displayed in the ticket office be provided e.g. timetable leaflets, local travel information, local bus timetables etc?*

**NTL A.** Northern will continue to display timetables and leaflets for passengers. This will include local travel information and other local forms of transport if applicable. Local solutions will be implemented.

**Q.6.1.3** *What devices will staff have – e.g. will they be able to print journey itineraries for passengers who ask for one?*

**NTL A.** Journey Makers will have portable tablet devices with access to all relevant information to assist customers. We are investigating the option to be able to print and this has been included in the design specification, although we are unable to commit to this until a full cost analysis has been completed.

**Q.6.2.1** *Are help points at every station and are they in an accessible location?*

**NTL A.** 109 of the 149 impacted stations have these facilities and these are accessible and are sited at different locations throughout the station. Help point calls go through to our Customer Experience Centre (CEC) (0600-2300) or via the control centre which is staffed 24/7. CEC and Control centre staff can contact a member of station team directly.

Where Help Points are not present other customer assistance mitigations are currently in place and working. This includes;

- TVM video assist
- Contacting the Customer Experience Centre by phone and email
- Contacting the social media team
- A conductor on every train
- Other station based staff i.e. dispatch

**Q.6.2.2** *Are there any plans to position help points in concourse areas near ticket offices to avoid people having to walk along platforms or over bridges to summon help?*

**NTL A.** Help Points are not currently designed to act as 'call' buttons and there are no current plans to relocate any of the fleet.

We will of course keep this under review and if appropriate will consider relocation based on customer need.

**Q.6.2.3** *What are your existing processes and SLAs for monitoring that help points are working, how quickly calls are answered and the response time to faults? What future commitments can you give?*

**NTL A.** Where Help Points require maintenance our records indicate that our 3rd party supplier is responding to these call outs within 24hrs which is ahead of the contracted SLA.

SLAs are the same for both staffed and unstaffed locations.

Northern is currently reviewing the maintenance contract for Help Points and is seeking to contract a 24hr maximum response period.

As we contract the next phase of maintenance, we will be linking repair to our Service Quality regimes.

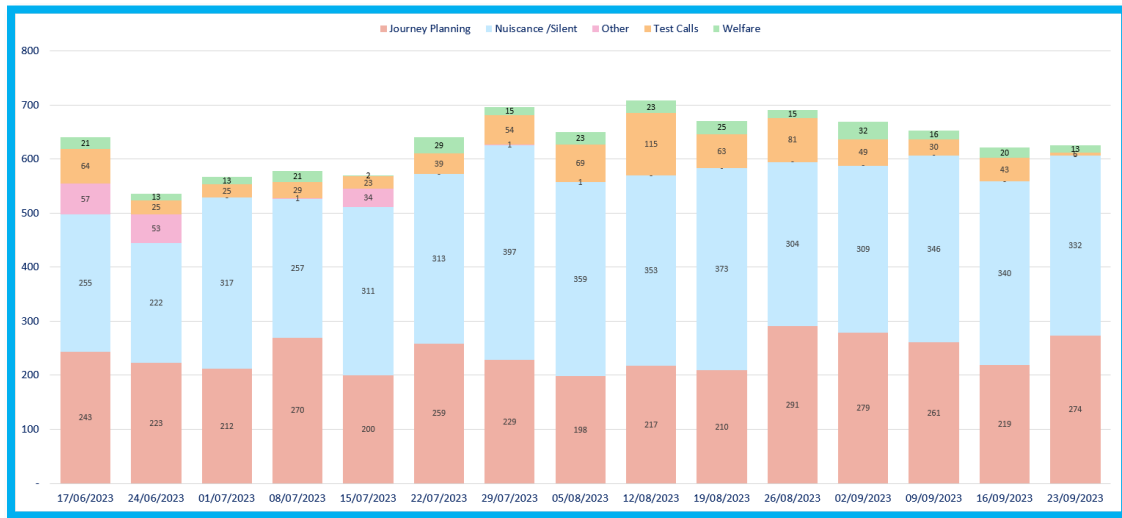
Help Points are also tested as part of our Service Quality Regime.

**Q.6.2.4** *How will you monitor/report time taken to answer help point calls / proportion not answered?*

**NTL A.** Help point calls go through to the CEC (Customer Experience Centre) through our contact centre systems. Help points are treated as a priority channel. Through these systems we monitor and report on call volumes, time to answer, calls abandoned and call reasons. These are reported on a weekly dashboard to the business and discussed at a senior level.

We have an obligation to answer calls within 30 seconds and since June 2023, 9,963 contacts (at both staffed and unstaffed locations) have been offered, with 97.8% responded to within in 30 seconds.

The below graph represents contacts at both staffed and unstaffed locations.



**Q.6.2.5** *Do you have enough resource in place to ensure that an increase in calls via help points can be answered promptly and in accordance with standards?*

**NTL A.** We forecast contact volumes through all channels to allow us to determine the number of resources we need. If any channels see an increase due to customer demand we will re-forecast accordingly and increase resources as needed.

Over the longer term we would expect the use of Help Points to return to current levels as customers continue to transition to digital purchasing and self-service.

**Issues relating to ensuring passengers are not penalised if they cannot buy the ticket they require from the station.**

**Q.7.1.1** *What changes to ticketless travel rules will be made / where will these be written down to give people who can't buy a ticket some assurances that they won't be penalised?*

**NTL A.** National Penalty Fares and National Rail Conditions of Travel rules will continue to be applied. For customers unable to purchase tickets at stations, Promise to Pay will continue to be offered by Ticket Vending Machines, with customers to be assisted in accessing Promise to Pay by station staff including Journey Makers.

**Q.7.1.2** *What processes will be in place so that passengers do not have to publicly declare/evidence their disability to buy on the train without penalty?*

**NTL A.** The National Rail Conditions of Travel currently states the following for visually impaired customers: "You will need to produce a document from a recognized institution such as Social Services, your Local Authority or Blind Veterans UK. Acceptable documentary evidence includes: CVI (Certificate of Visual Impairment); BP1 (Scotland), BD8 certificate for being blind or partially sighted; Local Authority registration card or letter for being blind or partially sighted. You will need to carry this documentary proof with you when making the journey".

Wheelchair users are not required to produce any documents if they are remaining in their wheelchair for the journey. There will be no changes to these processes as part of this proposal.

All frontline colleagues receive continuous disability awareness training, this will be further enhanced through the Journey Maker training, and the use of sunflower lanyards and other recognised schemes is well embedded throughout the business. Internal training is supported by disability action groups.

Additionally, many disabled customers carry and use the appropriate railcard and staff are enabled to offer levels of discretion when issuing or not penalty fares.

**Q.7.1.3** *How will signage be reviewed to avoid sending inconsistent messages about revenue protection?*

**NTL A.** Buy Before You Board messaging is well publicised both at stations and online and customers will always be encouraged to be in possession of ticket before boarding a train.

Penalty Fares warning posters are a requirement under Penalty Fares legislation.

Conductors also have live visibility of the status of Northern's TVM fleet and the discretion to retail to customers appropriately.

**Issues relating to whether passengers can continue to use facilities at a station.**

**Q.8.1.1** *Can you confirm that all station facilities that are currently provided during ticket office opening hours will remain open during those hours?*

**NTL A.** Northern can confirm that all station facilities that are currently provided, such as waiting rooms and toilets will be provided to customers for the length of time they are provided for at present. In some cases, with technology solutions Northern are looking at the possibilities to increase the availability of facilities at locations.

**Q.8.1.2** *Those facilities for which you are seeking funding, can you give any indication of when this will be secured along with its subsequent implementation?*

**NTL A.** Funding for additional facilities will be included in the revised business case to be submitted post consultation and EQIA assessment.

The implementation timeline will align to be ahead of the phased closure of the ticket offices.

**Q.8.1.3** *If facilities are to be open when staff have been withdrawn, how will it be ensured they are not subject to misuse or vandalism and will be maintained in good condition?*

**NTL A.** Northern will respond to misuse and vandalism as they do today at staffed and unstaffed locations. Technological and other mitigations will be implemented to protect station assets and SLAs and Service Quality regimes provide regular and live status data.

**Q.8.1.4** *We understand that alarms for accessible toilets are often located in tickets offices. Is this the case and, if so, where will these be fitted? How will someone be alerted in future?*

**NTL A.** As with unstaffed locations now, station facility alarms will be diverted to either the Customer Experience Centre or other identified partners. The welfare, wellbeing and protection of customers will be maintained.

## Issues relating to whether passengers feel safe at the station

**Q.9.1.1** *Have you liaised with the British Transport Police about the impact on staff and passenger security?*

**NTL A.** Northern's safety team proactively works with the British Transport Police. This will continue post ticket office reforms including via dedicated BTP/Northern risk assessments. Northern also has a team of Travel Safe Officers who are available to provide a visual reassurance to passengers travelling on our trains and in our stations.

**Q.9.1.2** *Are any mitigations planned?*

**NTL A.** The majority of Northern's stations (318) are currently unstaffed and there is no evidence to suggest that either crime rates or the perception of crime is higher at these locations.

Crime rate is driven by a number of issues including wider geographical location and societal factors.

We will work with British Transport Police around suitable mitigations where crime issues are identified.

Additionally Northern works proactively with British Transport Police and a team of Travel Safe Officers to conduct regular patrols and safety assessments and we have continued to invest in CCTV across our station estate.

We will continue to promote the BTP text service at all stations and on-board trains We have automated announcements reminding customers of 'see it, say it, sorted'. We will continue to work closely with the BTP on security deployment across the network, in particular during events and in response to any issues of anti-social behaviour at stations.

We will also continue to promote use of body-worn cameras and our Journey Makers will be encouraged to wear these devices.

**Q.9.1.3** *Is CCTV coverage adequate, is it accessible 'live' from control and is there resource to monitor it remotely when required?*

**NTL A.** Northern's CCTV estate is currently undergoing a full overhaul in a phased approach prioritised by footfall and risk parameters.

This will ensure that all stations subject to that overhaul will be enhanced, have modern CCTV capability and can be remotely accessed.

Northern currently do not have a dedicated CCTV live monitoring desk however those stations that are networked can be accessed remotely on request.

Northern also now have the capability to connect networked systems directly to BTP CCTV Centre (Ebury Bridge).



From 2022-24 Northern will have invested c. £8m in station CCTV, all trains have been upgraded with state of the art CCTV, station and conductor colleagues have the option (as will Journey Makers) to wear body worn cameras and calming classical music is played at 23 stations across the network.

## **Other issues - Future changes**

**Q.10.1.1** *What assurances can be provided that the level of station staffing outlined in the proposal is delivered and maintained in the future?*

**NTL A.** Should our data led approach to Journey Maker staffing indicate the staffing is to be revised (permanently), and any future changes will be delivered in line with public sector consultation duties and via our accessible travel policy both of which are regulated by service level agreements with Rail North Partnership.

Northern will continue to adhere to Sch 17. TSA arrangements for the 18 retained ticket offices.

**Q.10.1.2** *Can commitments be made that a fixed, advertised staff presence will not subsequently be removed without further passenger consultation?*

**NTL A** As 10.1.1

**Q.10.1.3** *How would any new staffing arrangements be advertised to passengers (in a similar manner to the way ticket office opening times are advertised)?*

**NTL A.** Northern will proactively advertise the staffing levels at stations and online across various social media platforms. Customers will also be able to contact the Customer Experience Centre to ascertain the staffing levels at a station. Customers can also use help points and video assist TVM's to find information on staffing facilities. Northern's CEC is staffed from 0600 - 2300.

**Q.10.1.4** *How will compliance with any agreed new hours be monitored and reported?*

**NTL A.** Our internal process and data analysis will operate in the same way as today and Northern will be able to identify any resource challenges and introduce appropriate mitigations as required locally.

**Q.10.1.5** *What arrangements have been made to provide staff cover for things like sickness and holiday and particularly what arrangements have been made to provide staff cover when a roving staff member is unavailable for any reason?*

**NTL A.** The Northern staffing proposal includes relief cover, which is included into the headcount. This will enable Northern to facilitate the cover of the hours within the proposal. This is no different to our current operating procedures.

## Other issues - Timing of mitigations

**Q.11.1.1** *What guarantees can you offer that any mitigations proposed will be implemented before the implementation of a ticket office change?*

**NTL A.** Northern can offer a commitment that the amended proposal will not be implemented until all mitigations set out in the Northern EQIA are in place.

Northern currently has 149 stations with ticket offices and our amended approach is to;

- Retain ticket offices at 18 locations (extending ticket office hours at two (Blackburn and Hartlepool)) (**appendix 2**)
- Redeploy resource from 53 locations (**appendix 1**)
- Bring staff from out behind the glass at 72 locations (**appendix 3**) by closing the ticket office and redeploying colleagues as Journey Makers in line with current operating hours
- Six locations which will have colleague hours extended based on accessibility requirements of active barrow crossing
  - Appleby
  - Bridlington
  - Hexham
  - Settle
  - Thorne North
  - Ulverston
- Introduce data analysts to ensure resource deployment matches customer need and demand, facilitating more customer/colleague touch points and engagement than currently.
  - Sunday staffing will be resourced where proven to be needed and of benefit to customers

**Q. 11.1.2** *Is there any reason that Transport Focus should not object to the change until the mitigations have implemented and can be demonstrated to be adequate?*

**NTL A.** We understand that Transport Focus are guided by the regulatory process including The Ticket & Settlement Agreement (TSA) and the feedback received from the public consultation.

Northern believes that with the mitigations outlined in our proposal that if ticket offices are to be closed that there will **not** be any detrimental effect to either customer experience or the opportunity to buy a full range of tickets.

We believe our proposals satisfy those requirements and that there is no base for objection.

Instead, we believe that customer service will be modernised, and customers will be supported in a variety of ways when and where they need to be.

Our amended proposals will not be implemented until all the detailed EQIA mitigations are in place and at the core of our proposition is;

- ensuring a conductor is on every service we operate
- ensuring there is at least one TVM at every affected station
- making digital buying channels accessible and intuitive

- retaining ticket offices at 18 key locations
- introducing ticket buying (including with cash) facilities at c.4,000 local outlets
- improving station accessibility where possible and;
- Introducing c.100 customer focused Journey Makers to assist customers when and where needed most

**Q.11.1.3** *Has any necessary funding / agreement been secured to implement any mitigations?*

**NTL A.** Funding will be included in the revised business case to be submitted post consultation and EQIA assessment and further discussion with Rail North Partnership and DfT will take place upon the conclusion of the consultation and pending central Government guidance.

## **Other issues - Liaison with other operators**

**Q.12.1.1** *What assessment has been made of the impact on services operated by other train companies? Have those operators agreed to the changes?*

**NTL A.** Throughout the process of this work, there has been constructive dialogue with other train operators in line with the TSA. This led to the development of TOC-on-TOC impacts document being shared to understand the operation of stations in relation to other operators.

Northern did not receive any objections to the proposals for our stations from other operators.

**Q.12.1.2** *Have any discussions been had with Network Rail about the impact at NR managed stations?*

**NTL A.** Northern is extremely aware of the network style setup of the operation across the north and we are in constant discussions with other operators, Network Rail and industry partners to best serve customer needs. This includes review and measurement of contracted requirements at major Network Rail managed stations such as Liverpool Lime Street and Leeds.

**ENDS**

**Appendix 1. 53 stations where ticket offices will be closed as part of Northern’s amended proposition but Journey Makers will be scheduled to work depending on customer need.**

Adlington	Halewood
Ashton-under-Lyne	Handforth
Birchwood	Hattersley
Bramhall	Hindley
Brinnington	Holmes Chapel
Broadbottom	Knutsford
Bromley Cross	Littleborough
Burnage	Mauldeth Road
Burnley Central	Mexborough
Chassen Road	Morecambe
Congleton	New Mills Central
Daisy Hill	New Mills Newtown
Dinting	Newton for Hyde
Disley	Northwich
Earlestown	Parbold
East Didsbury	Poynton
Eccles	Reddish North
Eccleston Park	Roby
Edge Hill Liverpool	Salford Central
Farnworth	Sandbach
Flixton	St Helens Junction
Garswood	Swinton (Greater Manchester)
Gatley	Urmston
Glazebrook	West Allerton
Gorton	Whaley Bridge
Hag fold	Woodsmoor
Hale	

## Appendix 2. Retained ticket offices as part of Northern's original proposal

weBarrow-in-Furness  
Blackburn  
Blackpool North  
Bolton  
Bradford Interchange  
Glossop  
Harrogate  
Hartlepool  
Leeds  
Liverpool Lime Street  
Manchester Oxford Road  
Manchester Victoria  
Rochdale  
Salford Crescent  
Skipton  
St Helens Central  
Warrington Central  
Wigan Wallgate

**Appendix 3. Stations (excluding retained ticket offices) to be staffed by Journey Makers for current staffed hours with the exception of six stations as per Appendix 6.**

**\*Resource deployment on Sundays will be data and customer need led.**

Accrington	Heaton Chapel	Romiley
Alderley Edge	Hebden Bridge	Rose Hill (Marple)
Alnmouth	Hadfield	Rotherham Central
Appleby	Halifax	Settle
Atherton	Hazel Grove	Shipley
Barnsley	Hexham	St Annes-on-the-Sea
Beverley	Horsforth	Sunderland
Bingley	Hough Green	Swinton (Yorkshire)
Bradford Forster Square	Huyton	Thatto Heath
Bredbury	Ilkley	Thorne North
Bridlington	Keighley	Todmorden
Broad Green	Kirkham & Wesham	Ulverston
Buckshaw Parkway	Lea Green	Walkden
Burnley Manchester Road	Levenshulme	Warrington West
Buxton	Leyland	Wavertree Technology Park
Cheadle Hulme	Lostock Parkway	Whiston
Chorley	Marple	Whitehaven
Cross Gates	Meadowhall	Widnes
Davenport	Menston	Wilmslow
Deansgate	Morpeth	Windermere
Driffield	Mossley	Workington
Garforth	Mossley Hill	Worksop
Goole	New Pudsey	
Grange-over-sands	Newton-le-Willows	
Greenfield	Poulton-le-Fylde	
Guide Bridge	Prescot	
Guiseley	Rainhill	
Heald Green	Redcar Central	



**Appendix 4. Table of tickets currently available at ticket offices and their alternative purchase options**

	<b>Ticket Vending Machine (TVM)</b>	<b>On-Train</b>	<b>Online</b>	<b>Telesales</b>	<b>App</b>
STANDARD SINGLE	✓	✓	✓	✓	✓
FIRST SINGLE	✓	✓	✓	✓	✓
STANDARD RETURN	✓	✓	✓	✓	✓
FIRST RETURN	✓	✓	✓	✓	✓
OFF-PEAK RETURN	✓	✓	✓	✓	✓
SUPER OFF-PEAK RETURN	✓	✓	✓	✓	✓
OFF-PEAK DAY SINGLE	✓	✓	✓	✓	✓
OFF-PEAK DAY RETURN	✓	✓	✓	✓	✓
ANYTIME DAY SINGLE	✓	✓	✓	✓	✓
ANYTIME DAY RETURN	✓	✓	✓	✓	✓
ANYTIME SHORT RETURN	✓	✓	✓	✓	✓
DAY TRAVELCARD	✓		✓	✓	
STD SEASONS WEEKLY	✓	✓	✓	✓	✓
FIRST SEASONS WEEKLY	✓	✓	✓	✓	✓
STD SEASONS PERIOD (1 MONTH+ VALIDITY)	See Note 1		✓	✓	✓
FIRST SEASONS PERIOD (1 MONTH+ VALIDITY)	See Note 1		✓	✓	✓
SEASON CHANGEOVER			✓	✓	✓
STANDARD FLEXI SEASON	See Note 1		✓	✓	✓
NATIONAL RAILCARDS			✓		
DALES RAILCARD (See Note 2)			✓		
ESK VALLEY RAILCARD (See Note 9)					
DISABLED TRAVELLER DISCOUNTS	✓	✓	✓		
EXCESS FARES - ALTERNATIVE ROUTE		✓			
EXCESS FARES - PEAK PERIOD		✓			
EXCESS FARES - OVER DISTANCE		✓			
EXCESS FARES - STD - 1ST		✓			
ADVANCE PURCHASE CHANGES			See Note 3		

	Ticket Vending Machine (TVM)	On-Train	Online	Telesales	App
ADVANCE PURCHASE SINGLE/RETURN	✓		✓	✓	✓
REFUNDS				See Note 4	
WARRANT PAYMENTS		✓			
ROVER & RANGER TICKETS (NATIONAL)	✓	✓			
ROVER & RANGER TICKETS (LOCAL AUTHORITY)	✓	✓			
SLEEPER RESERVATION/TICKETS			See Note 5		
PROMISE TO PAY	✓				
PLATFORM TICKET					
SEAT RESERVATIONS			✓	✓	
CYCLE RESERVATIONS			✓	✓	
RAIL STAFF TRAVEL		✓	✓		
CAR PARKING					✓
DUO	✓	✓	✓	✓	✓
PLUSBUS	✓	✓	✓	✓	✓
CLUB 55	✓		✓	✓	
TOURIST DESTINATION ADD-ON'S	✓	✓		✓	
TfGM COUNTYCARD (See Note 6)	See Note 6				
SOUTH YORKSHIRE TRAVELMASTER	See Note 7	See Note 7			
MERSEYTRAVEL TRIO (See Note 8)					
TRAIN/BOAT TICKETS TO IRELAND	✓		✓		
TRAIN/BOAT TICKETS TO ISLE OF MAN	✓				
LONDON INTERNATIONAL (CIV) DESTINATION	See Note 10				

Note 1 – renewals only onto Smartcard

Note 2 - renewal via <https://settle-carlisle.co.uk/product/dales-railcard/>

Note 3 - via Seatfrog <https://www.northernrailway.co.uk/travel/train-swap>

Note 4 - available soon via our Customer Experience Centre

Note 5 - available via <https://www.sleeper.scot/> or <https://www.gwr.com/travelling-with-us/night-riviera-sleeper>

	<b>Ticket Vending Machine (TVM)</b>	<b>On-Train</b>	<b>Online</b>	<b>Telesales</b>	<b>App</b>
Note 6 - available via TfGM Travelshops					
Note 7 – available via South Yorkshire Mayoral Combined Authority, TVM and On-Train (One day product only)					
Note 8 – available from Merseytravel outlets					
Note 9 – only available from selected stations currently					
Note 10 – only available from selected stations currently, but we aim to make this available from TVM's					

## Appendix 5. Roadmap of committed and proposed TVM improvements

Northern TVM Strategy

Activity	Status	2023					2024							
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Trial of video assist	Ongoing													
Video assist review	Ongoing													
Video assist roll out	Subject to business plan approval													
Trial of visual enhancements	Ongoing													
Relocation of some TVMs	To start, subject to RNP approval													
LTA products into ITSO*	Scoping													
Paper roll ticket trial**	Ongoing													
TVM user enhancements	Scoping													
Subtitles onto video assist	Awaiting RNP feedback													
Other products***	Scoping													
Northumberland line integration	Ongoing													
Chip and PIN renewal	Not started													Until end 2024

Notes

\*CountyCard (greater Manchester) and Connect Plus (South Yorkshire)

\*\* 70 machines to use dual mag stripe and paper roll ticketing

\*\*\* Northern are considering excess fares, cycle reservations car parking tickets and temporary railcard issue

## Appendix 6. Stations with extended hours as part of Northern's amended proposal

Under our amended proposal these stations would have staff presence from first to last train to support the use of active barrow crossings.

Appleby Bridlington Hexham Settle Thorne North Ulverston
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