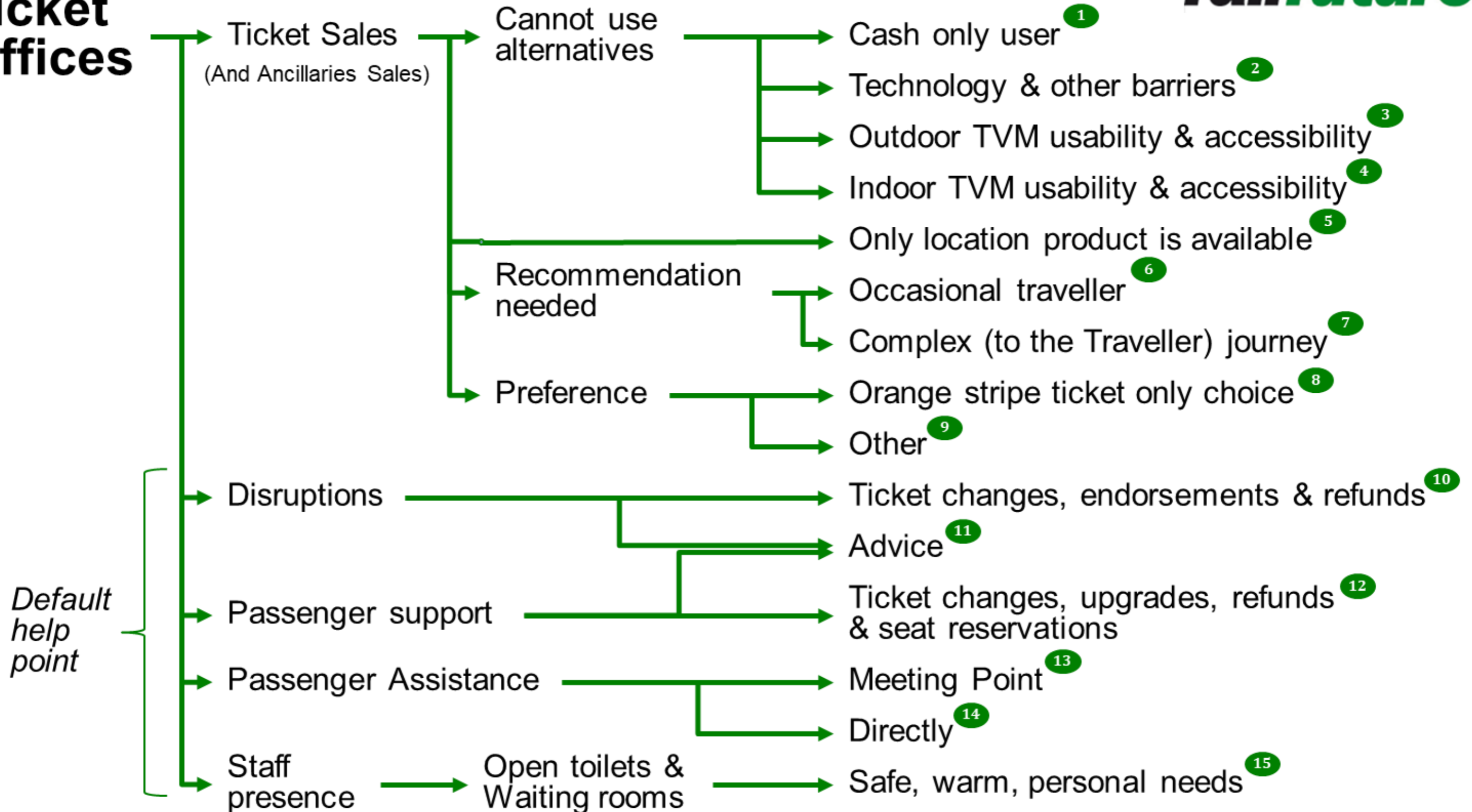


Services at a ticket office

The table below sets out an analysis and classification of the services available at a ticket office and has been undertaken to provide a start point for analysis of what is needed at a railway station to support ticket buying and other services currently obtained from a ticket office.

Ticket Offices



<i>Railfuture ticket office services</i>	<i>Transport Focus test</i>	Easily buy the right ticket	Assistance to travel provided in a timely and reliable manner	Get the information they require including during disruption	Feel safe	Not penalised if they cannot buy a ticket	Can continue to use facilities at a station
1. (Buying tickets) Cash only user		No: Many (TVM availability & vandalism)			No: Some (cash use outdoors away from staff)	No: Some (implications [eg Penalty Fares] not clear)	No: Some (TVM availability & vandalism)
2. (Buying tickets) Technology & other barriers		No: Some				No: Some (implications [eg Penalty Fares] not clear)	No: Some (Cannot / will not use TVMs)
3. (Buying tickets) Outdoor TVM usability & accessibility		No: Many			No: Many (Stressed and could be alone)	No: Some (implications [eg Penalty Fares] not clear)	No: Some (Cannot / will not use TVMs)
4. (Buying tickets) Indoor TVM usability & accessibility		No: Some			No: Many (Stressed and could be alone)	No: Some (implications [eg Penalty Fares] not clear)	No: Some (Cannot / will not use TVMs)
5. (Buying tickets) Only location product is available		No: All				No: All	No: All
6. (Buying tickets) Occasional traveller		No: Some (simple, short)			No: Many (Stressed and could be alone)	No: Some (implications [eg Penalty Fares] not clear)	No: Many (no longer sufficiently certain)
7. (Buying tickets) Complex (to the Traveller) journey		No: All			No: Many (Stressed and could be alone)	No: Some (implications [eg Penalty Fares] not clear)	No: Many (no longer sufficiently certain)
8. (Buying tickets) Orange stripe ticket only choice		No: Some (TVM difficulty)					See above
9. (Preference for ticket office) Other		No: Some (difficulty of transition)			No: Many (preference not available)	No: Some (implications [eg Penalty Fares] not clear)	See above
10. (Disruptions) Ticket changes, endorsements & refunds		No (not TVMs at all, limited online)		No (not TVMs at all, limited online)		No: Some (implications [eg Penalty Fares] not clear)	No (not TVMs at all, limited online)
11. (Disruptions Passenger Support) Advice		Yes (if staffed; simple and consistent to find)	Yes (if staffed; simple and consistent to find)	No (not TVMs at all, limited online)		No: Some (less understanding)	
12. Ticket changes, upgrades, refunds & seat reservations		No: Many (functionality)	No: Functionality not available	No: Functionality not available			Yes (if staffed; simple and consistent to find)
13. (Passenger Assistance) Meeting Point			Yes (if staffed; simple and consistent to find)		No: Many (stress of uncertainty)		Yes (if staffed; simple and consistent to find)
14. (Passenger Assistance) Directly			Yes (if staffed; simple and consistent to find)		No: Many (stress of uncertainty)		Yes (if staffed; simple and consistent to find)
15. (Station Facilities) Safe, warm, personal needs			Not clear (safe opening of unattended toilets)	Not clear (safe opening of unattended toilets)	No: Many (lack of staff)		Yes (if staffed; simple and consistent to find)

The full Transport Focus Tests: <https://www.transportfocus.org.uk/train-station-ticket-office-consultation/> and <https://d3cez36w5wymxi.cloudfront.net/wp-content/uploads/2023/07/05081732/Transport-Focuss-role-in-assessing-major-changes-to-ticket-office-opening-hours.pdf>.