

**July 2023**

# **Changing how we support customers at our stations**

**Public consultation**

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# Our proposal

**We are sharing proposals on how we plan to change support for customers at our stations.**

## Our proposals include:

Introducing a new multi-skilled Journey Maker role at stations which will mean our colleagues are accessible and available when needed the most.

Adapting to the significant reduction in the use of ticket offices by:

- closing ticket offices at 131 stations
- making changes to ticket office hours at 18 stations

In this document we give details of our proposals. We also explain how we'll make sure that:

- customers can continue to buy tickets
- customers can travel safely and confidently on our network
- we continue to provide assistance for customers who need it

We're consulting on our proposals between 5 July and 23.59 on Friday 1st September 2023. Find details of how you can share your views at the end of this document.

**For more information visit our website**  
**[northernrailway.co.uk/consultation-2023](https://northernrailway.co.uk/consultation-2023)**

**View appendix 1**

for proposed changes to ticket office hours at stations.

**View appendix 2**

for proposed Journey Maker hours at stations.

# The need for change

**Across many areas of life, the way people access services and buy products has changed Northern customers are no different and we need to modernise to respond to their changing needs.**

As customer habits have changed, people have moved to other, more convenient ways of buying tickets. Many people prefer to buy online or use apps, a trend that is expected to continue.

- Nationally just 12% of ticket sales are made through a ticket office.
- Only 1 in 6 journeys on Northern services are bought through a ticket office, compared with almost half of all journeys in 2018.

As the railway adapts to evolving customer behaviour and to ensure that it can thrive in the long-term, the industry needs to modernise how rail tickets are sold.

# Our commitment to customers and communities

**We connect tens of thousands of people with work, leisure, education and more. And we have a long-term vision for the future, with customers and communities at the very heart of what we do.**

We know that stations will play an important part of our vision, which is why we will make sure that they better serve all our customers as well as the local communities that live around them.

We need to provide value for customers and communities we serve and deliver the ambition for a sustainable and modern railway. This comes with a real opportunity to transform our stations. Changes to ticket offices will be part of this, but our vision is much bigger.

- Manage **467** stations - 18% of stations in the UK
- Operate ticket offices at **149** stations
- **318** stations already operate without ticket offices

We are committed to making sure our train services are accessible to everyone, to enable all our customers to travel with confidence.

## As part of our proposals:

- Station opening times will not change and our train services are unaffected.

- All our train services will continue to support accessible travel.

# Changes to ticket offices

We operate 318 stations without ticket offices. Our proposals will mean that ticket offices at a further 131 stations will close. We will also reduce the number of hours that Northern colleagues are present at these stations.

We plan to close our ticket offices in phases over an 18-month period, subject to the outcome of this consultation. We will keep ticket offices at the 18 stations listed below. Ticket offices at these stations will have amended ticket office opening times and the number of hours that Northern colleagues are present at these locations will reduce. These ticket offices have been chosen based on location and volume of ticket sales.

- Barrow-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

**View [appendix 1](#)** for proposed changes to ticket office hours at stations.

**View [appendix 2](#)** for proposed Journey Maker hours at stations.



# Our people

## **Our colleagues will continue to provide a great service for our customers.**

As part of our proposed changes to ticket offices, we will be removing all existing ticket office roles. Instead we will bring our ticket office colleagues into new Journey Maker roles to help customers around the station.

Journey Makers will be based at stations, although no longer within ticket offices. They'll be available in other areas of the station to help customers face to face with a wide range of needs. This includes supporting people who need extra help travelling through our stations and onto trains.

All 149 stations where we have ticket offices currently will continue to have a colleague presence.

Where available, Journey Makers will support customers to buy tickets at ticket machines or through the customers' own mobile device.

Customers who can only pay with cash and do not have access to a ticket office should get a Promise to Pay notice from a ticket machine before getting onto a train. A Promise to Pay notice allows them to board a train as long as they exchange the notice for a ticket (and pay in cash) at the first opportunity, either on board (from a conductor), or from a ticket office.

# Supporting everyone to buy tickets

We will provide a range of options for customers to buy tickets before they board a train. These will be:

Where to buy a ticket	Payment accepted
Ticket machines available at all affected Northern stations	Card
Online (for example Northern website and app)	Card
At our 18 stations where ticket offices will remain (listed in <a href="#">appendix 1</a> )	Cash and Card
Local retail outlets (eg convenience stores)	Cash and Card

Where available, Journey Makers will support customers to buy tickets at ticket machines or through the customers’ own mobile device.

Customers who can only pay with cash and do not have access to a ticket office should get a Promise to Pay notice from a ticket machine before getting onto a train. A Promise to Pay notice allows them to board a train as long as they exchange the notice for a ticket (and pay in cash) at the first opportunity, either on board (from a conductor), or from a ticket office.

# Equality impact assessments

**We are carrying out an Equality Impact Assessment (EQIA) across the stations where we are proposing to make changes. As part of this work we will speak to stakeholder groups that represent our customers.**

An Equality Impact Assessment is done to look into the potential impact of a change on people with protected characteristics (such as age, race or disability).

Our final assessment will be informed by this public consultation. So please share with Transport Focus any impacts you may be aware of. You can find details for how to contact Transport Focus on page 13.

Our final assessment will be made available following the completion of the consultation process.

# Supporting customers with accessibility needs

## Assisted travel

**As part of our proposals Assisted Travel will remain. You will still be able to contact Northern to arrange the assistance you need to make your journey, and:**

- All of our trains have a conductor who can support customers with getting onto and off our trains.
- We recommend that you continue to book assistance at least two hours before travel.

During advertised staffing hours of stations our teams will be available to help you like today.

# Working with accessibility groups

We work closely with accessibility groups. This includes our Northern Accessibility User Group (N A U G). They are vital in helping us understand the barriers faced by those with disabilities. And they help us to design solutions that give people the confidence to travel on our network.

We will continue to work with N A U G and other accessibility stakeholders throughout this change. We recognise the important input they will have.

We are working on the detail of how the changes we are making will further support accessible travel in the future.

# Safe stations

**We have invested and continue to invest in our stations to ensure they are a safe and welcoming place for our customers, including:**

- We have conductors on every train who get off trains at every station.
- 130 of the 131 locations at which we propose to close ticket offices have C C T V and we plan to put it in at the remaining one.
- Travel Safe officers are employed across our network to provide reassurance to customers on trains and at our stations.
- We have customer help points at over half of our stations, which can be used in emergencies as well as providing information.
- L E D lighting across our stations provides reassurance and deters crime.
- We will continue to work closely with the British Transport Police, providing public reassurance and security.

# How to take part in this consultation

We hope this brochure has helped to outline our ongoing commitment to providing customer service at our stations.

If you would like to comment on these proposals please contact Transport Focus by 23.59 on Friday 1st September 2023 using the details below:

**Email:** [ticketoffice.Northern@transportfocus.org.uk](mailto:ticketoffice.Northern@transportfocus.org.uk)

**Freepost:** RTEH-XAGE-BYKZ

Transport Focus

PO Box 5594

Southend on Sea, SS1 9PZ

If your response relates to a certain station please include the stationname in your response.

Transport Focus is the independent transport user watchdog. If you would like to know more about the consultation process and what happens next please go to [transportfocus.org.uk](https://transportfocus.org.uk)

If your response relates to a certain station please include the station name in your response. Transport Focus is the independent transport user watchdog. If you would like to know more about the consultation process and what happens next please go to [transportfocus.org.uk](https://transportfocus.org.uk)

If you would like any of our documents in a different format like audio recording or braille, please contact us:

**Email:** [assistance@northernrailway.co.uk](mailto:assistance@northernrailway.co.uk)

**Telephone:** 0800 200 6060

**Post:** FREEPOST NORTHERN RAILWAY



# Appendix 1 Proposed changes to ticket office hours

\* Stations with ticket offices

- There will be a Journey Maker presence at all stations - see Appendix 2 for staffing hours.

Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Accrington	06:40	15:00	06:40	15:00	08:50	16:45	Closed	Closed
Adlington (Lancashire)	07:30	10:30	09:15	11:45	Closed	Closed	Closed	Closed
Alderley Edge	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Alnmouth	06:40	13:15	06:40	13:15	10:40	21:00	Closed	Closed
Appleby	09:15	18:35	08:00	17:20	Closed	Closed	Closed	Closed
Ashton-Under-Lyne	06:50	20:05	06:50	20:05	Closed	Closed	Closed	Closed
Atherton	06:10	23:45	06:10	23:45	09:10	18:55	Closed	Closed
Barnsley	06:30	19:30	06:30	19:30	08:45	19:00	Closed	Closed
Barrow-In-Furness*	04:45	19:30	04:45	19:30	08:00	17:30	06:00–18:00	09:00–17:00
Beverley	07:00	17:00	07:00	13:45	Closed	Closed	Closed	Closed
Bingley	06:10	19:00	06:10	19:00	08:40	16:00	Closed	Closed
Birchwood	06:10	22:00	06:10	22:00	08:10	22:00	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Blackburn *	06:40	18:00	06:40	19:00	09:10	16:40	06:00 – 18:00	09:00 – 17:00
Blackpool North *	06:00	20:00	06:00	23:00	07:30	20:00	06:00 – 18:00	09:00 – 17:00
Bolton *	06:00	21:00	06:00	21:00	08:15	19:45	06:00 – 18:00	09:00 – 17:00
Bradford Forster Square	06:10	19:00	06:10	19:00	08:45	18:00	Closed	Closed
Bradford Interchange *	06:00	20:15	06:00	20:15	08:00	20:15	06:00 – 18:00	09:00 – 17:00
Bramhall	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Bredbury	06:20	20:40	07:15	14:20	Closed	Closed	Closed	Closed
Bridlington	06:00	18:00	06:00	18:00	09:30	18:00	Closed	Closed
Brinnington	06:30	20:50	07:20	14:25	Closed	Closed	Closed	Closed
Broad Green	05:35	00:05	05:35	00:05	08:05	23:35	Closed	Closed
Broadbottom	06:15	13:25	06:50	14:00	Closed	Closed	Closed	Closed
Bromley Cross	06:50	13:20	07:50	14:20	Closed	Closed	Closed	Closed
Buckshaw Parkway	06:05	00:10	06:05	00:10	08:15	23:45	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Burnage	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Burnley Central	06:30	13:30	Closed	Closed	Closed	Closed	Closed	Closed
Burnley Manchester Road	06:35	21:45	06:35	21:45	08:45	17:00	Closed	Closed
Buxton	05:50	20:00	05:50	20:00	08:15	22:30	Closed	Closed
Chassen Road	06:55	10:00	Closed	Closed	Closed	Closed	Closed	Closed
Cheadle Hulme	06:00	19:00	07:00	21:00	09:00	17:00	Closed	09:00 – 17:00
Chorley	06:25	19:00	06:25	21:00	08:30	19:00	Closed	Closed
Congleton	06:30	13:40	07:30	13:40	Closed	Closed	Closed	Closed
Cross Gates Yorks	07:00	13:40	07:00	13:40	Closed	Closed	Closed	Closed
Daisy Hill	06:10	19:25	06:10	19:25	Closed	Closed	Closed	Closed
Davenport	06:20	12:50	07:00	13:30	Closed	Closed	Closed	Closed
Deansgate	06:00	23:30	06:00	23:30	08:10	23:30	Closed	Closed
Dinting	06:30	13:00	Closed	Closed	Closed	Closed	Closed	Closed
Disley	07:10	10:10	Closed	Closed	Closed	Closed	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Driffield	07:15	13:30	07:15	13:30	Closed	Closed	Closed	Closed
Earlestown	06:00	23:59	06:00	23:59	08:30	23:59	Closed	Closed
East Didsbury	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Eccles	06:25	12:55	07:25	13:55	Closed	Closed	Closed	Closed
Eccleston Park	05:50	23:30	05:50	23:30	Closed	Closed	Closed	Closed
Edge Hill Liverpool	05:30	00:10	05:30	00:10	Closed	Closed	Closed	Closed
Farnworth	06:30	13:30	Closed	Closed	Closed	Closed	Closed	Closed
Flixton	06:20	12:50	Closed	Closed	Closed	Closed	Closed	Closed
Garforth	06:00	14:00	06:00	14:00	Closed	Closed	Closed	Closed
Garswood	06:00	23:45	06:00	23:45	08:00	23:35	Closed	Closed
Gatley	06:20	12:50	07:20	13:50	Closed	Closed	Closed	Closed
Glazebrook	07:10	10:10	Closed	Closed	Closed	Closed	Closed	Closed
Glossop *	06:25	19:40	06:25	19:40	10:00	17:30	06:00 – 18:00	09:00 – 17:00
Goole	07:00	13:30	07:00	13:30	Closed	Closed	Closed	Closed
Gorton	06:25	13:30	07:00	14:10	Closed	Closed	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Grange-Over-Sands	06:40	15:00	06:40	15:00	09:15	18:15	Closed	Closed
Greenfield	06:50	14:25	07:45	15:20	Closed	Closed	Closed	Closed
Guide Bridge	06:10	19:25	07:20	13:50	Closed	Closed	Closed	Closed
Guiseley	06:10	19:00	06:10	19:00	09:15	16:30	Closed	Closed
Hadfield	05:55	19:10	06:25	19:40	Closed	Closed	Closed	Closed
Hag Fold	06:25	12:55	Closed	Closed	Closed	Closed	Closed	Closed
Hale	07:00	13:40	Closed	Closed	Closed	Closed	Closed	Closed
Halewood	06:10	23:55	06:10	23:55	08:40	23:00	Closed	Closed
Halifax	05:50	20:00	05:50	20:00	08:15	19:00	Closed	Closed
Handforth	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Harrogate *	06:15	19:00	06:15	19:00	09:15	18:00	06:00 – 18:00	09:00 – 17:00
Hartlepool *	07:25	18:00	07:25	18:00	Closed	Closed	06:00 – 18:00	09:00 – 17:00
Hattersley	06:20	13:25	06:55	14:00	Closed	Closed	Closed	Closed
Hazel Grove	06:05	19:00	07:00	20:00	09:00	16:30	Closed	Closed

# Appendix 1 Proposed changes to ticket office hours

Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Heald Green	06:15	19:30	06:15	19:30	Closed	Closed	Closed	Closed
Heaton Chapel	06:30	13:00	07:30	14:00	09:00	16:30	Closed	Closed
Hebden Bridge	06:40	20:30	06:40	20:30	09:40	17:00	Closed	Closed
Hexham	07:15	17:30	08:15	14:15	Closed	Closed	Closed	Closed
Hindley	06:10	12:40	07:10	13:40	Closed	Closed	Closed	Closed
Holmes Chapel	06:35	13:05	07:25	13:55	Closed	Closed	Closed	Closed
Horsforth	06:10	19:00	06:10	19:00	09:15	16:30	Closed	Closed
Hough Green	06:10	00:10	06:10	00:10	08:40	23:05	Closed	Closed
Huyton	05:40	23:59	05:40	23:59	08:10	23:35	Closed	Closed
Ilkley	06:05	18:30	07:00	18:30	09:10	16:30	Closed	Closed
Keighley	06:10	19:15	06:10	19:15	08:45	18:00	Closed	Closed
Kirkham & Wesham	06:40	17:45	06:40	17:45	09:00	16:15	Closed	Closed
Knutsford	06:30	20:30	07:00	19:30	12:10	19:40	Closed	Closed
Lea Green	06:00	23:59	06:00	23:59	08:30	23:20	Closed	Closed
Leeds *	04:45	23:59	04:45	23:59	04:45	23:59	06:00 – 22:00	08:00 – 21:00

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Leeds Travel Centre	09:00	18:00	09:00	18:00	10:00	16:00	Closed	Closed
Levenshulme	06:20	19:35	06:20	19:35	09:00	16:30	Closed	Closed
Leyland	06:40	17:45	06:40	17:45	08:10	15:45	Closed	Closed
Littleborough	06:45	12:45	08:00	14:00	Closed	Closed	Closed	Closed
Liverpool Lime Street *	05:00	23:35	05:00	23:35	07:15	23:05	06:00 – 22:00	08:00 – 21:00
Lostock Parkway	06:20	19:35	06:20	19:35	Closed	Closed	Closed	Closed
Manchester Oxford Road *	06:30	20:30	06:45	20:30	08:30	19:30	06:00 – 18:00	09:00 – 17:00
Manchester Victoria *	06:30	22:00	06:30	22:00	08:00	22:15	06:00 – 18:00	09:00 – 17:00
Marple	06:15	20:40	07:10	21:30	Closed	Closed	Closed	Closed
Mauldeth Road	07:10	13:50	Closed	Closed	Closed	Closed	Closed	Closed
Meadowhall	06:00	20:15	06:00	20:15	09:00	19:30	Closed	Closed
Menston	06:15	19:00	06:15	19:00	09:15	16:30	Closed	Closed
Mexborough	06:00	19:00	06:00	19:00	08:00	15:00	Closed	Closed
Morecambe	07:45	14:45	07:45	14:45	Closed	Closed	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Morpeth	06:30	12:40	06:30	12:40	Closed	Closed	Closed	Closed
Mossley (Greater Manchester)	06:45	14:20	07:45	15:00	Closed	Closed	Closed	Closed
Mossley Hill	05:50	23:45	05:50	23:45	08:30	23:15	Closed	Closed
New Mills Central	06:35	13:05	Closed	Closed	Closed	Closed	Closed	Closed
New Mills Newtown	06:40	13:10	Closed	Closed	Closed	Closed	Closed	Closed
New Pudsey	06:00	19:00	06:00	19:00	Closed	Closed	Closed	Closed
Newton For Hyde	06:30	13:30	07:10	14:15	Closed	Closed	Closed	Closed
Newton-Le-Willows	06:00	23:55	06:00	23:55	08:30	00:00	Closed	Closed
Northwich	06:15	13:30	07:15	14:30	Closed	Closed	Closed	Closed
Parbold	06:45	11:00	Closed	Closed	Closed	Closed	Closed	Closed
Poulton-Le-Fylde	06:10	19:30	06:10	19:30	06:40	18:10	Closed	Closed
Poynton	06:30	13:00	07:30	14:00	Closed	Closed	Closed	Closed
Prescot	05:45	23:30	05:45	23:30	08:15	23:30	Closed	Closed
Rainhill	06:00	23:50	06:00	23:50	08:45	00:00	Closed	Closed



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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Redcar Central	07:50	14:45	07:50	14:45	Closed	Closed	Closed	Closed
Reddish North	06:30	20:55	07:20	14:30	Closed	Closed	Closed	Closed
Roby	05:40	23:59	05:40	23:59	09:45	17:45	Closed	Closed
Rochdale *	06:10	20:00	06:10	20:45	09:00	19:40	06:00 – 18:00	09:00 – 17:00
Romiley	06:20	20:45	07:10	21:35	Closed	Closed	Closed	Closed
Rose Hill (Marple)	06:20	12:50	Closed	Closed	Closed	Closed	Closed	Closed
Rotherham Central	06:00	18:45	07:00	18:45	08:45	16:15	Closed	Closed
Salford Central	06:00	18:45	06:00	18:45	08:45	16:15	Closed	Closed
Salford Crescent *	06:30	21:45	06:30	21:45	09:10	16:00	06:00 – 18:00	09:00 – 17:00
Sandbach	06:30	13:00	07:20	13:50	Closed	Closed	Closed	Closed
Settle	07:15	16:40	09:15	18:00	09:30	18:00	Closed	Closed
ShIPLEY	06:10	19:15	06:10	19:15	08:45	18:00	Closed	Closed
Skipton *	05:50	18:20	05:50	18:20	09:00	16:30	06:00 – 18:00	Closed
St Annes-On-The-Sea	07:30	14:20	07:30	14:20	Closed	Closed	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
St Helens Central *	05:50	20:40	05:50	20:40	09:00	19:00	06:00 – 18:00	Closed
St Helens Junction	06:05	23:50	06:05	23:50	08:20	23:35	Closed	Closed
Sunderland	06:55	18:00	06:55	18:00	09:00	17:00	Closed	Closed
Swinton (Yorkshire)	07:00	13:30	07:00	13:30	Closed	Closed	Closed	Closed
Swinton (Greater Manchester)	06:20	12:50	07:20	13:50	Closed	Closed	Closed	Closed
Thatto Heath	05:50	23:35	05:50	23:35	08:10	23:30	Closed	Closed
Thorne North	07:00	17:15	07:00	13:30	Closed	Closed	Closed	Closed
Todmorden	06:40	20:30	06:40	20:30	09:40	17:00	Closed	Closed
Ulverston	06:40	15:00	06:40	15:00	09:00	18:15	Closed	Closed
Urmston	06:15	12:45	07:00	13:30	Closed	Closed	Closed	Closed
Walkden	06:10	12:40	07:10	13:40	Closed	Closed	Closed	Closed
Warrington Central *	06:00	20:40	06:00	20:40	08:25	20:40	06:00 – 18:00	09:00 – 17:00
Warrington West	06:10	23:59	06:10	23:59	08:30	23:30	Closed	Closed

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Station	Ticket office hours Monday to Friday		Ticket office hours Saturday		Ticket office hours Sunday		Future ticket office hours Monday to Saturday	Future ticket office hours Sunday
	opening	closing	opening	closing	opening	closing		
Wavertree Technology Park	05:01	23:59	05:01	23:59	07:50	23:55	Closed	Closed
West Allerton	05:55	23:50	05:55	23:50	09:45	17:45	Closed	Closed
Whaley Bridge	06:50	13:20	06:50	13:20	Closed	Closed	Closed	Closed
Whiston	06:00	23:55	06:00	23:55	08:40	00:00	Closed	Closed
Whitehaven	06:15	18:30	06:15	17:00	Closed	Closed	Closed	Closed
Widnes	07:00	14:25	07:00	14:25	Closed	Closed	Closed	Closed
Wigan Wallgate *	06:00	19:00	06:00	21:00	08:00	20:00	06:00 – 18:00	09:00 – 17:00
Wilmslow	06:00	20:00	07:00	20:00	08:00	19:00	Closed	Closed
Windermere	06:40	20:45	06:40	20:45	11:10	20:40	Closed	Closed
Woodsmoor	07:10	10:10	Closed	Closed	Closed	Closed	Closed	Closed
Workington	06:00	19:45	06:00	19:45	12:30	18:30	Closed	Closed
Workshop	07:00	17:00	07:00	13:30	Closed	Closed	Closed	Closed

## Appendix 2 Proposed staffing hours of Journey Makers

\* Stations with ticket offices

The following proposed staffing hours reflect:

- Ticket office sales volumes
- Station footfall.

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Accrington	08:00	12:00	09:00	13:00	–	–
Adlington (Lancashire)	12:00	14:00	14:00	16:00	–	–
Alderley Edge	13:00	15:00	13:00	15:00	–	–
Alnmouth	06:30	13:00	06:30	13:00	11:00	21:00
Appleby	09:00	13:00	09:00	13:00	–	–
Ashton-Under-Lyne	07:30	09:30	09:00	11:00	–	–
Atherton	07:00	10:30	10:00	13:30	–	–
Barnsley	06:00	16:00	07:00	17:00	09:00	17:00
Barrow-In-Furness *	06:00	18:00	06:00	18:00	09:00	17:00
Beverley	09:00	11:00	09:00	11:00	–	–
Bingley	06:00	18:00	08:00	19:00	09:00	17:00
Birchwood	07:00	09:00	10:00	15:00	–	–
Blackburn *	06:00	18:00	06:00	18:00	09:00	17:00
Blackpool North *	06:00	18:00	06:00	18:00	09:00	17:00

# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Bolton *	06:00	18:00	06:00	18:00	09:00	17:00
Bradford Forster Square	06:00	18:00	08:00	18:00	09:00	17:00
Bradford Interchange *	06:00	18:00	06:00	18:00	09:00	17:00
Bramhall	12:00	14:00	12:00	14:00	–	–
Bredbury	07:00	09:00	11:00	13:00	–	–
Bridlington	06:00	16:30	06:00	16:30	09:15	18:45
Brinnington	10:30	12:30	10:30	12:30	–	–
Broad Green	07:00	09:00	10:00	12:00	–	–
Broadbottom	07:00	09:00	10:00	12:00	–	–
Bromley Cross	07:30	09:30	10:00	12:00	–	–
Buckshaw Parkway	07:00	11:00	09:00	13:00	–	–
Burnage	12:00	14:00	12:00	14:00	–	–
Burnley Central	10:30	12:30	–	–	–	–
Burnley Manchester Road	07:00	12:00	09:00	14:00	–	–
Buxton	06:00	18:00	06:00	18:00	09:00	17:00
Chassen Road	09:00	11:00	–	–	–	–
Cheadle Hulme	07:00	11:00	09:00	13:00	–	–
Chorley	07:00	14:00	08:00	15:00	–	–

## Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Congleton	07:00	09:00	09:00	11:00	-	-
Cross Gates Yorks	07:00	10:30	09:00	12:30	-	-
Daisy Hill	07:00	09:00	10:00	12:00	-	-
Davenport	07:00	09:00	10:00	13:00	-	-
Deansgate	05:50	12:50	05:50	12:50	-	-
Dinting	09:30	11:30	-	-	-	-
Disley	07:00	09:00	-	-	-	-
Driffield	11:30	13:30	11:30	13:30	-	-
Earlestown	12:00	14:00	12:30	14:30	-	-
East Didsbury	09:30	11:30	09:30	11:30	-	-
Eccles	07:00	09:00	09:00	11:00	-	-
Eccleston Park	09:30	11:30	12:30	14:30	-	-
Edge Hill Liverpool	09:30	11:30	12:30	14:30	-	-
Farnworth	10:00	12:00	-	-	-	-
Flixton	11:30	13:15	-	-	-	-
Garforth	06:00	09:30	09:00	12:30	-	-
Garswood	09:30	11:30	12:30	14:30	-	-
Gatley	07:00	09:00	07:00	09:00	-	-

# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Glazebrook	09:30	11:30	-	-	-	-
Glossop *	06:00	18:00	06:00	18:00	09:00	17:00
Goole	09:00	12:30	08:00	11:30	-	-
Gorton	09:30	11:30	12:30	14:30	-	-
Grange-Over-Sands	11:30	13:30	11:30	13:30	-	-
Greenfield	07:00	09:00	09:00	11:00	-	-
Guide Bridge	07:00	09:00	10:00	12:00	-	-
Guiseley	07:00	14:00	09:00	16:00	-	-
Hadfield	07:00	10:30	10:00	13:30	-	-
Hag Fold	09:30	11:30	-	-	-	-
Hale	11:30	13:30	-	-	-	-
Halewood	09:30	11:30	12:30	14:30	-	-
Halifax	06:00	18:00	07:00	19:00	08:00	16:00
Handforth	09:30	12:00	11:30	14:00	-	-
Harrogate *	06:00	18:00	06:00	18:00	09:00	17:00
Hartlepool *	06:00	18:00	06:00	18:00	09:00	17:00
Hattersley	07:00	09:00	10:00	12:00	-	-
Hazel Grove	06:00	13:00	09:00	16:00	-	-
Heald Green	07:00	09:00	10:00	15:00	-	-

# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Heaton Chapel	07:00	10:30	10:00	13:30	-	-
Hebden Bridge	07:00	14:00	08:00	13:00	-	-
Hexham	09:00	12:30	10:00	13:30	-	-
Hindley	07:00	09:00	11:00	13:00	-	-
Holmes Chapel	10:30	12:30	10:30	12:30	-	-
Horsforth	07:00	14:00	09:00	16:00	07:00	14:00
Hough Green	07:00	09:00	10:00	12:00	-	-
Huyton	07:00	10:30	09:00	12:30	-	-
Ilkley	07:00	16:00	09:30	16:30	-	-
Keighley	06:00	18:00	07:00	19:00	-	-
Kirkham & Wesham	09:00	11:00	12:00	14:00	-	-
Knutsford	06:30	08:30	11:30	13:30	-	-
Lea Green	07:00	10:30	09:00	12:30	-	-
Leeds *	06:00	22:00	06:00	22:00	08:00	21:00
Leeds Travel Centre	-	-	-	-	-	-
Levenshulme	07:00	10:30	08:00	11:30	-	-
Leyland	07:00	12:00	09:00	14:00	-	-
Littleborough	09:00	13:00	09:00	13:00	-	-
Liverpool Lime Street *	06:00	22:00	06:00	22:00	08:00	21:00



# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Lostock Parkway	07:00	09:00	-	-	-	-
Manchester Oxford Road *	06:00	18:00	06:00	18:00	09:00	17:00
Manchester Victoria *	06:00	18:00	06:00	18:00	09:00	17:00
Marple	07:00	10:30	09:00	12:30	-	-
Mauldeth Road	09:30	11:30	-	-	-	-
Meadowhall	09:00	16:00	09:00	16:00	-	-
Menston	07:00	12:00	09:00	14:00	-	-
Mexborough	10:30	12:30	11:30	13:30	-	-
Morecambe	09:30	13:00	09:30	13:00	-	-
Morpeth	06:30	12:00	06:30	12:00	-	-
Mossley (Greater Manchester)	07:00	09:00	09:00	11:00	-	-
Mossley Hill	07:00	09:00	12:30	14:30	-	-
New Mills Central	09:30	11:30	-	-	-	-
New Mills Newtown	09:30	11:30	-	-	-	-
New Pudsey	07:00	12:00	08:00	13:00	-	-
Newton For Hyde	09:30	11:30	12:30	14:30	-	-
Newton-Le-Willows	07:00	12:00	09:00	14:00	10:00	14:00
Northwich	09:00	11:00	09:00	11:00	-	-

# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Parbold	09:30	11:30	-	-	-	-
Poulton-Le-Fylde	08:00	12:00	10:00	14:00	-	-
Poynton	09:30	11:30	11:30	13:30	-	-
Prescot	07:00	09:00	10:00	12:00	-	-
Rainhill	07:00	09:00	10:00	12:00	-	-
Redcar Central	09:00	12:00	10:00	15:00	-	-
Reddish North	08:00	10:00	08:00	10:00	-	-
Roby	09:30	11:30	12:30	14:30	-	-
Rochdale *	06:00	18:00	06:00	18:00	09:00	17:00
Romiley	07:00	09:00	11:00	13:00	-	-
Rose Hill (Marple)	09:30	11:30	-	-	-	-
Rotherham Central	09:00	12:30	09:00	12:30	-	-
Salford Central	09:30	11:30	11:30	13:30	-	-
Salford Crescent *	06:00	18:00	06:00	18:00	09:00	17:00
Sandbach	08:00	10:00	08:00	10:00	-	-
Settle	09:00	13:00	09:00	13:00	-	-
Shipley	06:00	18:00	08:00	19:00	09:00	17:00
Skipton *	06:00	18:00	06:00	18:00	09:00	17:00
St Annes-On-The-Sea	12:00	14:00	09:00	11:00	-	-

# Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
St Helens Central *	06:00	18:00	06:00	18:00	09:00	17:00
St Helens Junction	09:30	11:30	15:00	17:00	-	-
Sunderland	08:00	15:00	10:00	14:00	-	-
Swinton (Yorkshire)	08:00	10:00	09:00	11:00	-	-
Swinton (Greater Manchester)	09:30	11:30	10:30	12:30	-	-
Thatto Heath	07:00	09:00	15:00	17:00	-	-
Thorne North	06:45	13:45	06:45	13:45	-	-
Todmorden	07:00	11:00	09:00	13:00	-	-
Uliverston	09:00	11:00	09:00	11:00	-	-
Urmston	13:30	15:30	10:00	12:00	-	-
Walkden	07:00	09:00	08:00	10:00	-	-
Warrington Central *	06:00	18:00	06:00	18:00	09:00	17:00
Warrington West	07:00	12:00	09:00	14:00	-	-
Wavertree Technology Park	07:00	09:00	10:00	12:00	-	-
West Allerton	09:30	11:30	10:00	12:00	-	-
Whaley Bridge	12:00	14:00	09:00	11:00	-	-
Whiston	12:00	14:00	10:00	12:00	-	-
Whitehaven	08:00	13:00	08:00	13:00	-	-
Widnes	07:00	12:00	09:00	14:00	-	-

## Appendix 2 Proposed staffing hours of Journey Makers

Station	Journey Maker hours Monday to Friday		Journey Maker hours Saturday		Journey Maker hours Sunday	
	From	Until	From	Until	From	Until
Wigan Wallgate *	06:00	18:00	06:00	18:00	09:00	17:00
Wilmslow	07:00	16:00	08:00	18:00	–	–
Windermere	10:00	13:30	10:00	13:30	–	–
Woodsmoor	09:30	11:30	–	–	–	–
Workington	09:00	15:00	09:00	15:00	–	–
Workshop	07:00	12:00	08:00	13:00	–	–