

Changes to NTL Ticket Retailing July 23

All NTL Stations

Current Station Model		Proposed Station Model	
Stations with a Ticket Office	149	Stations with a Ticket Office	18
Stations without a Ticket Office	318	Stations without a Ticket Office	449

This represents all NTL customer journeys, broken down by purchase channel. Provides a comprehensive view of all NTL customer purchasing habits, which volumes bought at station channels alone do not provide. Station specific pages use ticket issues data for journeys that begin at that station, inclusive of all purchasing channels.

1.1 All NTL Journeys

Retail Channel:

	April 22 - March 23		April 23 - June 23	
	Journeys with Northern	% of total journeys	Journeys with Northern	% of total journeys
Digital	46,602,722	57%	12,390,627	65%
On Train/Revenue Protection	3,707,791	5%	747,341	4%
Other	9,770,454	12%	1,414,826	7%
Ticket Office	14,689,421	18%	3,044,088	16%
TVM	6,592,505	8%	1,601,876	8%
Total	81,362,892	100%	19,198,757	100%

1.2 Tickets Issued at NTL Managed Stations Only

This represents all tickets issued at NTL managed locations, split by method of payment. For method of payment, TVMs are included in business values, but not in station specific pages.

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,434,956	20%	711,476	18%
Card	11,965,095	70%	2,741,357	69%
Warrant/Voucher/Cheque	1,778,781	10%	493,805	13%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	260,491	TVM*, Online, Telesales & Mobile App
Rovers	56,411	TVM & On-Train
Excess Fares	48,072	On-Train
Car Parking	88,379	Mobile App
Railcards	56,666	Online
Refunds	21,578	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities at NTL Managed Stations Only

Remaining Stations with a Ticket Office - 18

TVMs:

Card only - 611

Cash & Card - 9

Glossary of Terms

Digital	Includes all web & app channels
Issues	The number of tickets fulfilled by the retail channel
Journeys	The number of customer journeys
Other	Sales by Travel Management Companies and multi-modal & local authority concessionary ticketing schemes
TVM	Ticket Vending Machine (Self-service)

Accrington

Current Ticket Office Times	
Sunday	08:50 - 16:45
Monday - Friday	06:40 - 15:00
Saturday	06:40 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 12:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	100,809	58%	26,247	59%
On Train/Revenue Protection	16,100	9%	3,514	8%
Other	5,208	3%	1,520	3%
Ticket Office	39,111	22%	9,723	22%
TVM	12,648	7%	3,522	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	16,752	39%	3,695	35%
Card	24,583	57%	6,653	63%
Warrant/Voucher/Cheque	1,437	3%	284	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,047	TVM*, Online, Telesales & Mobile App
Rovers	19	TVM & On-Train
Excess Fares	100	On-Train
Car Parking	7	Mobile App
Railcards	411	Online
Refunds	81	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Adlington (Lancashire)

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:30 - 10:30
Saturday	09:15 - 11:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	14:00 - 16:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	34,452	76%	17,435	80%
On Train/Revenue Protection	1,179	3%	287	1%
Other	1,386	3%	1,426	7%
Ticket Office	5,213	11%	1,589	7%
TVM	3,217	7%	1,109	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,085	21%	445	25%
Card	4,021	78%	1,292	73%
Warrant/Voucher/Cheque	82	2%	24	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	318	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	16	Online
Refunds	6	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Alderley Edge

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	13:00 - 15:00
Saturday	13:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	39,741	64%	10,821	67%
On Train/Revenue Protection	5,613	9%	1,440	9%
Other	3,430	5%	891	6%
Ticket Office	6,213	10%	1,307	8%
TVM	7,547	12%	1,715	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,232	21%	280	21%
Card	4,541	78%	1,010	77%
Warrant/Voucher/Cheque	55	1%	24	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	202	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	4	Mobile App
Railcards	28	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Alnmouth

Current Ticket Office Times	
Sunday	10:40 - 21:00
Monday - Friday	06:40 - 13:15
Saturday	06:40 - 13:15

Proposed Staffing Times	
Sunday	11:00 - 21:00
Monday - Friday	06:30 - 13:00
Saturday	06:30 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	318,520	88%	93,230	88%
On Train/Revenue Protection	2,240	1%	476	0%
Other	16,221	4%	5,738	5%
Ticket Office	22,537	6%	5,881	6%
TVM	2,773	1%	694	1%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,263	16%	1,052	16%
Card	21,316	82%	5,504	82%
Warrant/Voucher/Cheque	440	2%	128	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	145	TVM*, Online, Telesales & Mobile App
Rovers	4	TVM & On-Train
Excess Fares	65	On-Train
Car Parking	38	Mobile App
Railcards	703	Online
Refunds	172	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Appleby

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	09:15 - 18:35
Saturday	08:00 - 17:20

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 13:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	12,673	49%	3,207	50%
On Train/Revenue Protection	1,809	7%	428	7%
Other	488	2%	279	4%
Ticket Office	10,062	39%	2,307	36%
TVM	656	3%	212	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,501	13%	605	21%
Card	15,700	84%	2,291	78%
Warrant/Voucher/Cheque	497	3%	55	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	10	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	6	On-Train
Car Parking	12	Mobile App
Railcards	2,345	Online
Refunds	232	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Ashton-Under-Lyne

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:50 - 20:05
Saturday	06:50 - 20:05

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:30 - 09:30
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	24,290	50%	6,135	57%
On Train/Revenue Protection	1,729	4%	303	3%
Other	1,193	2%	348	3%
Ticket Office	14,641	30%	2,818	26%
TVM	6,269	13%	1,213	11%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	4,900	29%	938	28%
Card	11,653	68%	2,328	69%
Warrant/Voucher/Cheque	620	4%	117	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	571	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	10	On-Train
Car Parking	0	Mobile App
Railcards	139	Online
Refunds	2	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Atherton

Current Ticket Office Times	
Sunday	09:10 - 18:55
Monday - Friday	06:10 - 23:45
Saturday	06:10 - 23:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	10:00 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	35,306	48%	13,092	62%
On Train/Revenue Protection	3,621	5%	739	4%
Other	2,410	3%	826	4%
Ticket Office	26,286	36%	5,375	25%
TVM	6,126	8%	1,055	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,660	22%	1,333	21%
Card	22,261	73%	4,633	73%
Warrant/Voucher/Cheque	1,414	5%	411	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,208	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	142	Online
Refunds	66	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Barnsley

Current Ticket Office Times	
Sunday	08:45 - 19:00
Monday - Friday	06:30 - 19:30
Saturday	06:30 - 19:30

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 16:00
Saturday	07:00 - 17:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	329,490	62%	118,290	72%
On Train/Revenue Protection	24,105	5%	4,673	3%
Other	17,321	3%	6,858	4%
Ticket Office	135,919	26%	28,944	18%
TVM	26,018	5%	5,359	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	63,951	43%	14,094	44%
Card	83,262	56%	18,160	56%
Warrant/Voucher/Cheque	608	0%	119	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,291	TVM*, Online, Telesales & Mobile App
Rovers	8	TVM & On-Train
Excess Fares	346	On-Train
Car Parking	16,243	Mobile App
Railcards	822	Online
Refunds	216	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 4

TVM payments accepted - Card

Barrow-In-Furness

Current Ticket Office Times	
Sunday	08:00 - 17:30
Monday - Friday	04:45 - 19:30
Saturday	04:45 - 19:30

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	170,800	67%	45,438	68%
On Train/Revenue Protection	3,487	1%	665	1%
Other	8,588	3%	2,492	4%
Ticket Office	60,769	24%	15,013	22%
TVM	12,007	5%	3,175	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	23,571	31%	5,585	29%
Card	50,361	65%	12,854	67%
Warrant/Voucher/Cheque	3,109	4%	749	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	797	TVM*, Online, Telesales & Mobile App
Rovers	48	TVM & On-Train
Excess Fares	128	On-Train
Car Parking	927	Mobile App
Railcards	1,029	Online
Refunds	488	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 4

TVM payments accepted - Card

Beverley

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 17:00
Saturday	07:00 - 13:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 11:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	200,293	75%	60,221	81%
On Train/Revenue Protection	12,680	5%	2,442	3%
Other	8,696	3%	2,740	4%
Ticket Office	30,572	11%	5,518	7%
TVM	15,435	6%	3,389	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,382	26%	1,721	25%
Card	26,484	73%	5,045	73%
Warrant/Voucher/Cheque	493	1%	130	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,168	TVM*, Online, Telesales & Mobile App
Rovers	7	TVM & On-Train
Excess Fares	108	On-Train
Car Parking	1,630	Mobile App
Railcards	537	Online
Refunds	205	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Bingley

Current Ticket Office Times	
Sunday	08:40 - 16:00
Monday - Friday	06:10 - 19:00
Saturday	06:10 - 19:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 19:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	286,230	67%	72,715	70%
On Train/Revenue Protection	12,926	3%	2,387	2%
Other	8,497	2%	2,600	3%
Ticket Office	97,788	23%	20,809	20%
TVM	22,774	5%	5,368	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	33,760	31%	6,731	29%
Card	73,792	68%	16,141	70%
Warrant/Voucher/Cheque	1,356	1%	340	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,037	TVM*, Online, Telesales & Mobile App
Rovers	15	TVM & On-Train
Excess Fares	166	On-Train
Car Parking	0	Mobile App
Railcards	449	Online
Refunds	130	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Birchwood

Current Ticket Office Times	
Sunday	08:10 - 22:00
Monday - Friday	06:10 - 22:00
Saturday	06:10 - 22:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	83,829	63%	22,201	67%
On Train/Revenue Protection	4,988	4%	1,190	4%
Other	3,530	3%	1,284	4%
Ticket Office	22,041	17%	4,361	13%
TVM	19,004	14%	4,157	13%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,343	30%	1,272	30%
Card	14,243	68%	2,862	68%
Warrant/Voucher/Cheque	413	2%	53	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	315	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	8	On-Train
Car Parking	0	Mobile App
Railcards	50	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 3

TVM payments accepted - Card

Blackburn

Current Ticket Office Times	
Sunday	09:10 - 16:40
Monday - Friday	06:40 - 18:00
Saturday	06:40 - 19:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	358,777	71%	94,175	73%
On Train/Revenue Protection	16,072	3%	3,578	3%
Other	19,308	4%	6,073	5%
Ticket Office	62,316	12%	13,021	10%
TVM	47,516	9%	11,554	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	44,891	50%	8,934	47%
Card	41,859	47%	9,269	49%
Warrant/Voucher/Cheque	3,244	4%	740	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,801	TVM*, Online, Telesales & Mobile App
Rovers	25	TVM & On-Train
Excess Fares	795	On-Train
Car Parking	286	Mobile App
Railcards	735	Online
Refunds	236	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 5

TVM payments accepted - Card & Cash*

* 1 of 5 TVMs takes cash

Blackpool North

Current Ticket Office Times	
Sunday	07:30 - 20:00
Monday - Friday	06:00 - 20:00
Saturday	06:00 - 23:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	726,745	72%	201,189	75%
On Train/Revenue Protection	3,190	0%	661	0%
Other	49,318	5%	17,077	6%
Ticket Office	208,238	21%	36,522	14%
TVM	20,907	2%	11,116	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	88,685	38%	13,834	32%
Card	134,701	58%	25,539	60%
Warrant/Voucher/Cheque	10,262	4%	3,393	8%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,187	TVM*, Online, Telesales & Mobile App
Rovers	45	TVM & On-Train
Excess Fares	1,507	On-Train
Car Parking	2,921	Mobile App
Railcards	2,032	Online
Refunds	700	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 5

Number of TVMs - 3

TVM payments accepted - Card & Cash*

* 1 of 3 TVMs takes cash

Bolton

Current Ticket Office Times	
Sunday	08:15 - 19:45
Monday - Friday	06:00 - 21:00
Saturday	06:00 - 21:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	884,240	70%	271,625	76%
On Train/Revenue Protection	6,426	1%	1,453	0%
Other	42,527	3%	17,028	5%
Ticket Office	269,269	21%	52,123	15%
TVM	62,103	5%	13,985	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	112,481	40%	20,314	38%
Card	166,879	60%	33,451	62%
Warrant/Voucher/Cheque	438	0%	88	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	11,643	TVM*, Online, Telesales & Mobile App
Rovers	16	TVM & On-Train
Excess Fares	847	On-Train
Car Parking	9	Mobile App
Railcards	1,445	Online
Refunds	216	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 4

Number of TVMs - 4

TVM payments accepted - Card

Bradford Forster Square

Current Ticket Office Times	
Sunday	08:45 - 18:00
Monday - Friday	06:10 - 19:00
Saturday	06:10 - 19:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	236,991	62%	64,306	66%
On Train/Revenue Protection	3,738	1%	728	1%
Other	15,259	4%	4,837	5%
Ticket Office	99,503	26%	21,398	22%
TVM	25,172	7%	6,570	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	46,702	43%	9,467	41%
Card	60,798	56%	13,395	58%
Warrant/Voucher/Cheque	1,618	1%	155	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	4,788	TVM*, Online, Telesales & Mobile App
Rovers	17	TVM & On-Train
Excess Fares	573	On-Train
Car Parking	7,658	Mobile App
Railcards	308	Online
Refunds	123	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card & Cash*

* 1 of 2 TVMs takes cash

Bradford Interchange

Current Ticket Office Times	
Sunday	08:00 - 20:15
Monday - Friday	06:00 - 20:15
Saturday	06:00 - 20:15

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	679,545	72%	194,549	76%
On Train/Revenue Protection	5,108	1%	998	0%
Other	45,487	5%	15,771	6%
Ticket Office	167,715	18%	30,949	12%
TVM	51,255	5%	14,213	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	89,340	42%	15,180	38%
Card	112,923	53%	22,544	56%
Warrant/Voucher/Cheque	10,301	5%	2,252	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,167	TVM*, Online, Telesales & Mobile App
Rovers	20	TVM & On-Train
Excess Fares	1,308	On-Train
Car Parking	15	Mobile App
Railcards	1,840	Online
Refunds	404	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 5

Number of TVMs - 5

TVM payments accepted - Card & Cash*

* 1 of 5 TVMs takes cash

Bramhall

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	12:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	41,594	67%	16,157	78%
On Train/Revenue Protection	1,637	3%	384	2%
Other	1,641	3%	519	3%
Ticket Office	9,724	16%	1,992	10%
TVM	7,052	11%	1,698	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	874	10%	176	10%
Card	7,774	87%	1,540	89%
Warrant/Voucher/Cheque	286	3%	17	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	862	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	10	On-Train
Car Parking	16	Mobile App
Railcards	56	Online
Refunds	24	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Bredbury

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:20 - 20:40
Saturday	07:15 - 14:20

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	11:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	34,269	59%	14,419	71%
On Train/Revenue Protection	3,148	5%	660	3%
Other	927	2%	456	2%
Ticket Office	16,305	28%	3,709	18%
TVM	3,790	6%	1,162	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,775	21%	819	20%
Card	13,717	77%	3,169	78%
Warrant/Voucher/Cheque	346	2%	57	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	773	TVM*, Online, Telesales & Mobile App
Rovers	4	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	0	Mobile App
Railcards	59	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Bridlington

Current Ticket Office Times	
Sunday	09:30 - 18:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

Proposed Staffing Times	
Sunday	09:15 - 18:45
Monday - Friday	06:00 - 16:30
Saturday	06:00 - 16:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	147,302	61%	48,959	71%
On Train/Revenue Protection	8,040	3%	1,481	2%
Other	6,811	3%	2,317	3%
Ticket Office	70,437	29%	14,261	21%
TVM	7,363	3%	2,083	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	30,066	36%	5,758	33%
Card	51,395	62%	11,245	65%
Warrant/Voucher/Cheque	1,436	2%	336	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	957	TVM*, Online, Telesales & Mobile App
Rovers	17	TVM & On-Train
Excess Fares	402	On-Train
Car Parking	1,260	Mobile App
Railcards	743	Online
Refunds	364	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Brinnington

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 20:50
Saturday	07:20 - 14:25

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	10:30 - 12:30
Saturday	10:30 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	15,998	53%	6,905	69%
On Train/Revenue Protection	3,699	12%	741	7%
Other	604	2%	288	3%
Ticket Office	7,869	26%	1,569	16%
TVM	1,802	6%	538	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,890	34%	488	29%
Card	5,353	64%	1,172	69%
Warrant/Voucher/Cheque	138	2%	32	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	413	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	25	Online
Refunds	2	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Broad Green

Current Ticket Office Times	
Sunday	08:05 - 23:35
Monday - Friday	05:35 - 00:05
Saturday	05:35 - 00:05

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	60,482	50%	19,442	66%
On Train/Revenue Protection	1,775	1%	1,653	6%
Other	2,629	2%	881	3%
Ticket Office	39,618	33%	1,016	3%
TVM	15,461	13%	6,342	22%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	12,956	31%	198	33%
Card	27,762	67%	392	65%
Warrant/Voucher/Cheque	713	2%	10	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,323	TVM*, Online, Telesales & Mobile App
Rovers	795	TVM & On-Train
Excess Fares	16	On-Train
Car Parking	11	Mobile App
Railcards	44	Online
Refunds	14	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Broadbottom

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 13:25
Saturday	06:50 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	20,093	54%	5,487	56%
On Train/Revenue Protection	2,893	8%	564	6%
Other	584	2%	195	2%
Ticket Office	7,906	21%	1,887	19%
TVM	5,495	15%	1,738	18%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,588	19%	334	16%
Card	6,760	79%	1,671	81%
Warrant/Voucher/Cheque	201	2%	50	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	520	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	25	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Bromley Cross

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:50 - 13:20
Saturday	07:50 - 14:20

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:30 - 09:30
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	57,321	63%	19,582	71%
On Train/Revenue Protection	5,420	6%	1,180	4%
Other	1,717	2%	533	2%
Ticket Office	14,891	16%	3,208	12%
TVM	12,314	13%	3,125	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,382	18%	510	18%
Card	10,360	79%	2,228	78%
Warrant/Voucher/Cheque	308	2%	119	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,066	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	2	Mobile App
Railcards	57	Online
Refunds	11	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Buckshaw Parkway

Current Ticket Office Times	
Sunday	08:15 - 23:45
Monday - Friday	06:05 - 00:10
Saturday	06:05 - 00:10

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 11:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	86,218	60%	25,071	66%
On Train/Revenue Protection	2,101	1%	404	1%
Other	5,979	4%	1,791	5%
Ticket Office	40,154	28%	8,515	22%
TVM	9,127	6%	2,070	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,443	16%	1,575	16%
Card	36,932	81%	7,719	81%
Warrant/Voucher/Cheque	1,137	2%	269	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,857	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	72	On-Train
Car Parking	20	Mobile App
Railcards	174	Online
Refunds	93	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Burnage

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	12:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	50,505	79%	20,419	88%
On Train/Revenue Protection	1,897	3%	376	2%
Other	1,618	3%	674	3%
Ticket Office	3,575	6%	399	2%
TVM	6,235	10%	1,418	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,052	30%	85	21%
Card	2,410	68%	298	72%
Warrant/Voucher/Cheque	83	2%	31	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	159	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	0	Mobile App
Railcards	36	Online
Refunds	6	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Burnley Central

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:30
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	10:30 - 12:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	7,489	42%	2,016	44%
On Train/Revenue Protection	5,270	29%	1,316	29%
Other	287	2%	143	3%
Ticket Office	2,191	12%	438	10%
TVM	2,752	15%	675	15%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,372	39%	268	44%
Card	2,025	58%	331	55%
Warrant/Voucher/Cheque	120	3%	7	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	129	TVM*, Online, Telesales & Mobile App
Rovers	3	TVM & On-Train
Excess Fares	24	On-Train
Car Parking	0	Mobile App
Railcards	76	Online
Refunds	14	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Burnley Manchester Road

Current Ticket Office Times	
Sunday	08:45 - 17:00
Monday - Friday	06:35 - 21:45
Saturday	06:35 - 21:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	150,124	68%	38,534	69%
On Train/Revenue Protection	10,511	5%	2,229	4%
Other	9,375	4%	2,827	5%
Ticket Office	37,754	17%	9,121	16%
TVM	12,899	6%	3,518	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	13,391	31%	3,230	30%
Card	28,411	66%	7,043	66%
Warrant/Voucher/Cheque	1,331	3%	334	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	625	TVM*, Online, Telesales & Mobile App
Rovers	23	TVM & On-Train
Excess Fares	140	On-Train
Car Parking	9	Mobile App
Railcards	496	Online
Refunds	109	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Buxton

Current Ticket Office Times	
Sunday	08:15 - 22:30
Monday - Friday	05:50 - 20:00
Saturday	05:50 - 20:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	98,514	68%	36,046	75%
On Train/Revenue Protection	5,147	4%	1,057	2%
Other	3,897	3%	1,703	4%
Ticket Office	29,940	21%	6,219	13%
TVM	6,606	5%	3,120	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,088	27%	1,797	25%
Card	23,601	71%	5,147	73%
Warrant/Voucher/Cheque	453	1%	123	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	73	TVM*, Online, Telesales & Mobile App
Rovers	3	TVM & On-Train
Excess Fares	21	On-Train
Car Parking	2,932	Mobile App
Railcards	348	Online
Refunds	43	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Chassen Road

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:55 - 10:00
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 11:00
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	8,735	74%	1,998	74%
On Train/Revenue Protection	275	2%	48	2%
Other	150	1%	47	2%
Ticket Office	1,312	11%	376	14%
TVM	1,327	11%	249	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	89	8%	14	4%
Card	963	88%	335	93%
Warrant/Voucher/Cheque	48	4%	11	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	84	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	0	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Cheadle Hulme

Current Ticket Office Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 19:00
Saturday	07:00 - 21:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 11:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	154,548	70%	49,152	76%
On Train/Revenue Protection	6,412	3%	1,397	2%
Other	5,549	3%	1,853	3%
Ticket Office	42,913	19%	9,307	14%
TVM	11,395	5%	3,054	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,890	16%	1,752	16%
Card	37,069	76%	8,038	73%
Warrant/Voucher/Cheque	3,877	8%	1,194	11%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,628	TVM*, Online, Telesales & Mobile App
Rovers	3	TVM & On-Train
Excess Fares	56	On-Train
Car Parking	2	Mobile App
Railcards	238	Online
Refunds	74	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Chorley

Current Ticket Office Times	
Sunday	08:30 - 19:00
Monday - Friday	06:25 - 19:00
Saturday	06:25 - 21:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 14:00
Saturday	08:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	103,104	51%	35,771	59%
On Train/Revenue Protection	5,327	3%	1,042	2%
Other	5,042	3%	2,011	3%
Ticket Office	75,198	37%	18,294	30%
TVM	12,218	6%	3,342	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	23,029	28%	5,529	28%
Card	57,934	71%	14,283	72%
Warrant/Voucher/Cheque	753	1%	158	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,124	TVM*, Online, Telesales & Mobile App
Rovers	9	TVM & On-Train
Excess Fares	225	On-Train
Car Parking	841	Mobile App
Railcards	537	Online
Refunds	156	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 4

TVM payments accepted - Card

Congleton

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:40
Saturday	07:30 - 13:40

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	125,138	78%	37,556	82%
On Train/Revenue Protection	5,765	4%	1,204	3%
Other	5,618	4%	1,980	4%
Ticket Office	15,416	10%	3,302	7%
TVM	7,854	5%	1,812	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,426	19%	836	21%
Card	13,664	76%	2,906	73%
Warrant/Voucher/Cheque	967	5%	245	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	181	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	11	On-Train
Car Parking	12	Mobile App
Railcards	124	Online
Refunds	42	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Cross Gates Yorks

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 13:40
Saturday	07:00 - 13:40

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	121,308	72%	34,913	76%
On Train/Revenue Protection	5,251	3%	1,192	3%
Other	5,815	3%	1,967	4%
Ticket Office	22,249	13%	4,321	9%
TVM	14,599	9%	3,584	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,503	27%	1,374	25%
Card	19,739	71%	4,049	73%
Warrant/Voucher/Cheque	674	2%	150	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,155	TVM*, Online, Telesales & Mobile App
Rovers	6	TVM & On-Train
Excess Fares	51	On-Train
Car Parking	3	Mobile App
Railcards	165	Online
Refunds	76	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Daisy Hill

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:10 - 19:25
Saturday	06:10 - 19:25

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	35,704	55%	14,127	68%
On Train/Revenue Protection	3,617	6%	741	4%
Other	1,417	2%	407	2%
Ticket Office	16,369	25%	3,977	19%
TVM	7,633	12%	1,539	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,193	19%	734	17%
Card	13,593	79%	3,369	79%
Warrant/Voucher/Cheque	397	2%	187	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,161	TVM*, Online, Telesales & Mobile App
Rovers	7	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	46	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Davenport

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 12:50
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	52,013	68%	19,768	78%
On Train/Revenue Protection	2,422	3%	487	2%
Other	1,832	2%	685	3%
Ticket Office	14,354	19%	2,861	11%
TVM	6,317	8%	1,620	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,242	15%	514	17%
Card	12,333	82%	2,426	79%
Warrant/Voucher/Cheque	479	3%	140	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	794	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	0	Mobile App
Railcards	41	Online
Refunds	30	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Deansgate

Current Ticket Office Times	
Sunday	08:10 - 23:30
Monday - Friday	06:00 - 23:30
Saturday	06:00 - 23:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	05:50 - 12:50
Saturday	05:50 - 12:50

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	457,725	85%	106,622	85%
On Train/Revenue Protection	2,764	1%	694	1%
Other	40,074	7%	9,600	8%
Ticket Office	18,249	3%	2,866	2%
TVM	21,416	4%	5,374	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,505	26%	1,260	20%
Card	20,727	72%	4,836	78%
Warrant/Voucher/Cheque	493	2%	127	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,193	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	123	On-Train
Car Parking	5	Mobile App
Railcards	53	Online
Refunds	24	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Dinting

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	13,901	49%	4,070	56%
On Train/Revenue Protection	5,611	20%	1,248	17%
Other	299	1%	90	1%
Ticket Office	4,405	16%	67	1%
TVM	4,051	14%	1,837	25%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	763	16%	#N/A	#N/A
Card	3,939	83%	#N/A	#N/A
Warrant/Voucher/Cheque	50	1%	#N/A	#N/A

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	328	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	0	Mobile App
Railcards	5	Online
Refunds	16	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Disley

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:10 - 10:10
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	21,433	57%	10,155	72%
On Train/Revenue Protection	4,471	12%	920	7%
Other	1,171	3%	433	3%
Ticket Office	4,546	12%	869	6%
TVM	5,742	15%	1,766	12%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	438	11%	117	15%
Card	3,544	87%	639	84%
Warrant/Voucher/Cheque	102	2%	5	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	376	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	8	Online
Refunds	2	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Drifffield

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:15 - 13:30
Saturday	07:15 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	11:30 - 13:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	79,011	70%	25,254	79%
On Train/Revenue Protection	8,654	8%	1,920	6%
Other	1,905	2%	729	2%
Ticket Office	10,948	10%	1,040	3%
TVM	12,323	11%	3,120	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,923	30%	268	27%
Card	8,828	68%	705	72%
Warrant/Voucher/Cheque	313	2%	6	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	239	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	31	On-Train
Car Parking	255	Mobile App
Railcards	201	Online
Refunds	103	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Earlestown

Current Ticket Office Times	
Sunday	08:30 - 23:59
Monday - Friday	06:00 - 23:59
Saturday	06:00 - 23:59

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	119,360	72%	27,675	72%
On Train/Revenue Protection	7,060	4%	1,526	4%
Other	4,542	3%	1,453	4%
Ticket Office	30,386	18%	6,043	16%
TVM	5,396	3%	1,478	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,468	36%	2,308	36%
Card	19,135	61%	3,835	61%
Warrant/Voucher/Cheque	947	3%	183	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	957	TVM*, Online, Telesales & Mobile App
Rovers	415	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	2	Mobile App
Railcards	73	Online
Refunds	65	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

East Didsbury

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	09:30 - 11:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	84,593	85%	28,594	87%
On Train/Revenue Protection	2,328	2%	628	2%
Other	3,008	3%	1,485	5%
Ticket Office	3,557	4%	874	3%
TVM	6,445	6%	1,408	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	505	10%	122	10%
Card	3,846	80%	895	72%
Warrant/Voucher/Cheque	463	10%	229	18%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	71	TVM*, Online, Telesales & Mobile App
Rovers	6	TVM & On-Train
Excess Fares	4	On-Train
Car Parking	19	Mobile App
Railcards	63	Online
Refunds	42	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Eccles

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:25 - 12:55
Saturday	07:25 - 13:55

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	66,720	77%	25,072	85%
On Train/Revenue Protection	2,703	3%	598	2%
Other	3,109	4%	1,165	4%
Ticket Office	7,087	8%	1,235	4%
TVM	6,534	8%	1,325	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,130	21%	409	21%
Card	7,274	73%	1,449	76%
Warrant/Voucher/Cheque	613	6%	58	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	455	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	17	On-Train
Car Parking	0	Mobile App
Railcards	129	Online
Refunds	39	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Ecclestone Park

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	05:50 - 23:30
Saturday	05:50 - 23:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	10,810	46%	3,061	50%
On Train/Revenue Protection	444	2%	132	2%
Other	258	1%	96	2%
Ticket Office	9,786	42%	2,141	35%
TVM	2,022	9%	668	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,452	24%	481	22%
Card	7,490	74%	1,730	78%
Warrant/Voucher/Cheque	161	2%	20	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	284	TVM*, Online, Telesales & Mobile App
Rovers	715	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	0	Mobile App
Railcards	16	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Edge Hill Liverpool

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	05:30 - 00:10
Saturday	05:30 - 00:10

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	45,873	77%	13,218	78%
On Train/Revenue Protection	2,785	5%	667	4%
Other	1,545	3%	635	4%
Ticket Office	8,318	14%	1,898	11%
TVM	1,306	2%	469	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,063	30%	741	33%
Card	6,254	62%	1,330	59%
Warrant/Voucher/Cheque	769	8%	167	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	233	TVM*, Online, Telesales & Mobile App
Rovers	102	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	4	Mobile App
Railcards	6	Online
Refunds	3	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Farnworth

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:30 - 13:30
Saturday	Closed Closed

Proposed Staffing Times

Sunday	Closed
Monday - Friday	10:00 - 12:00
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	10,204	62%	2,917	65%
On Train/Revenue Protection	1,364	8%	292	7%
Other	387	2%	177	4%
Ticket Office	2,769	17%	638	14%
TVM	1,631	10%	445	10%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	971	31%	294	40%
Card	2,160	68%	432	59%
Warrant/Voucher/Cheque	26	1%	2	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	279	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	14	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Flixton

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 12:50
Saturday	Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	11:30 - 13:15
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	26,216	70%	7,215	73%
On Train/Revenue Protection	1,343	4%	285	3%
Other	1,012	3%	298	3%
Ticket Office	2,903	8%	377	4%
TVM	5,970	16%	1,775	18%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	390	15%	34	12%
Card	2,047	80%	232	82%
Warrant/Voucher/Cheque	128	5%	18	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	142	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	0	Mobile App
Railcards	6	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Garforth

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:00 - 14:00
Saturday	06:00 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:00 - 09:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	163,629	75%	56,331	81%
On Train/Revenue Protection	6,446	3%	1,417	2%
Other	9,101	4%	3,056	4%
Ticket Office	23,086	11%	5,155	7%
TVM	15,740	7%	3,721	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,543	23%	1,442	23%
Card	20,487	73%	4,661	73%
Warrant/Voucher/Cheque	1,014	4%	286	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,096	TVM*, Online, Telesales & Mobile App
Rovers	14	TVM & On-Train
Excess Fares	44	On-Train
Car Parking	1	Mobile App
Railcards	192	Online
Refunds	26	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Garswood

Current Ticket Office Times	
Sunday	08:00 - 23:35
Monday - Friday	06:00 - 23:45
Saturday	06:00 - 23:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	14,812	33%	3,816	33%
On Train/Revenue Protection	1,195	3%	377	3%
Other	369	1%	133	1%
Ticket Office	26,822	60%	6,814	58%
TVM	1,653	4%	519	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,440	30%	1,559	29%
Card	15,247	70%	3,821	70%
Warrant/Voucher/Cheque	138	1%	70	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	556	TVM*, Online, Telesales & Mobile App
Rovers	487	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	26	Mobile App
Railcards	62	Online
Refunds	7	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Gatley

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 12:50
Saturday	07:20 - 13:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	07:00 - 09:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	123,133	82%	33,405	84%
On Train/Revenue Protection	2,811	2%	709	2%
Other	4,633	3%	1,232	3%
Ticket Office	6,364	4%	1,083	3%
TVM	13,850	9%	3,106	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,032	18%	163	13%
Card	4,467	77%	984	81%
Warrant/Voucher/Cheque	330	6%	68	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	180	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	0	Mobile App
Railcards	24	Online
Refunds	3	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Glazebrook

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:10 - 10:10
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	4,402	47%	1,023	45%
On Train/Revenue Protection	755	8%	151	7%
Other	196	2%	29	1%
Ticket Office	3,190	34%	817	36%
TVM	857	9%	236	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	283	64%	53	65%
Card	159	36%	28	35%
Warrant/Voucher/Cheque	0	0%	0	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	1	Mobile App
Railcards	2	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Glossop

Current Ticket Office Times	
Sunday	10:00 - 17:30
Monday - Friday	06:25 - 19:40
Saturday	06:25 - 19:40

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	82,419	47%	22,809	50%
On Train/Revenue Protection	12,265	7%	2,617	6%
Other	3,143	2%	1,070	2%
Ticket Office	55,520	31%	12,943	28%
TVM	23,397	13%	6,290	14%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	14,660	25%	3,303	24%
Card	43,031	73%	10,238	74%
Warrant/Voucher/Cheque	1,132	2%	235	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,907	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	82	On-Train
Car Parking	6	Mobile App
Railcards	231	Online
Refunds	38	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Goole

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 13:30
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 12:30
Saturday	08:00 - 11:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	72,074	57%	22,922	68%
On Train/Revenue Protection	13,905	11%	3,574	11%
Other	5,057	4%	1,921	6%
Ticket Office	25,423	20%	2,310	7%
TVM	9,005	7%	2,857	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,604	41%	910	38%
Card	16,464	58%	1,442	60%
Warrant/Voucher/Cheque	380	1%	70	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	414	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	48	On-Train
Car Parking	2,213	Mobile App
Railcards	225	Online
Refunds	106	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Gorton

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:25 - 13:30
Saturday	07:00 - 14:10

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	8,969	54%	2,418	56%
On Train/Revenue Protection	1,638	10%	383	9%
Other	376	2%	144	3%
Ticket Office	4,249	25%	865	20%
TVM	1,433	9%	491	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,375	32%	214	24%
Card	2,910	67%	667	75%
Warrant/Voucher/Cheque	33	1%	4	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	436	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	20	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Grange-Over-Sands

Current Ticket Office Times	
Sunday	09:15 - 18:15
Monday - Friday	06:40 - 15:00
Saturday	06:40 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	11:30 - 13:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	22,840	54%	7,627	56%
On Train/Revenue Protection	3,419	8%	685	5%
Other	879	2%	413	3%
Ticket Office	8,559	20%	2,829	21%
TVM	6,569	16%	2,140	16%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,993	27%	902	25%
Card	7,682	70%	2,656	74%
Warrant/Voucher/Cheque	310	3%	54	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	12	TVM*, Online, Telesales & Mobile App
Rovers	4	TVM & On-Train
Excess Fares	34	On-Train
Car Parking	515	Mobile App
Railcards	206	Online
Refunds	75	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Greenfield

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:50 - 14:25
Saturday	07:45 - 15:20

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	65,335	64%	16,308	69%
On Train/Revenue Protection	2,405	2%	386	2%
Other	3,768	4%	1,090	5%
Ticket Office	22,703	22%	4,333	18%
TVM	7,553	7%	1,396	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,560	15%	545	12%
Card	19,338	82%	3,972	85%
Warrant/Voucher/Cheque	744	3%	137	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,346	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	39	On-Train
Car Parking	0	Mobile App
Railcards	178	Online
Refunds	62	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Guide Bridge

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:10 - 19:25
Saturday	07:20 - 13:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	40,140	52%	10,933	54%
On Train/Revenue Protection	5,765	7%	1,384	7%
Other	1,967	3%	654	3%
Ticket Office	22,742	30%	5,600	28%
TVM	6,464	8%	1,504	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	5,434	22%	1,300	20%
Card	18,995	76%	4,825	75%
Warrant/Voucher/Cheque	692	3%	307	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,284	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	7	On-Train
Car Parking	0	Mobile App
Railcards	110	Online
Refunds	47	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Guiseley

Current Ticket Office Times	
Sunday	09:15 - 16:30
Monday - Friday	06:10 - 19:00
Saturday	06:10 - 19:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 14:00
Saturday	09:00 - 16:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	187,779	64%	50,757	68%
On Train/Revenue Protection	12,124	4%	2,485	3%
Other	6,228	2%	2,116	3%
Ticket Office	55,646	19%	12,629	17%
TVM	30,103	10%	7,135	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	18,117	28%	4,081	28%
Card	44,309	69%	10,187	69%
Warrant/Voucher/Cheque	1,888	3%	500	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,310	TVM*, Online, Telesales & Mobile App
Rovers	8	TVM & On-Train
Excess Fares	140	On-Train
Car Parking	9	Mobile App
Railcards	273	Online
Refunds	77	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Hadfield

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	05:55 - 19:10
Saturday	06:25 - 19:40

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	10:00 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	27,861	38%	8,076	43%
On Train/Revenue Protection	6,397	9%	1,287	7%
Other	924	1%	341	2%
Ticket Office	30,791	42%	6,546	35%
TVM	7,953	11%	2,567	14%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	8,722	27%	1,860	27%
Card	22,693	71%	4,876	71%
Warrant/Voucher/Cheque	358	1%	91	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,806	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	48	On-Train
Car Parking	1	Mobile App
Railcards	82	Online
Refunds	29	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Hag Fold

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:25 - 12:55
Saturday	Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	11,193	57%	4,429	69%
On Train/Revenue Protection	3,621	18%	605	9%
Other	318	2%	163	3%
Ticket Office	2,723	14%	797	12%
TVM	1,801	9%	425	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	847	35%	240	32%
Card	1,512	63%	506	68%
Warrant/Voucher/Cheque	43	2%	0	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	112	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	2	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Hale

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 13:40
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	11:30 - 13:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	18,134	62%	6,249	68%
On Train/Revenue Protection	2,032	7%	474	5%
Other	1,598	5%	493	5%
Ticket Office	3,456	12%	838	9%
TVM	4,110	14%	1,144	12%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	84	5%	19	8%
Card	1,302	83%	177	75%
Warrant/Voucher/Cheque	181	12%	40	17%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	0	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	3	Mobile App
Railcards	11	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Halewood

Current Ticket Office Times	
Sunday	08:40 - 23:00
Monday - Friday	06:10 - 23:55
Saturday	06:10 - 23:55

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	9,038	39%	2,232	42%
On Train/Revenue Protection	1,364	6%	391	7%
Other	277	1%	51	1%
Ticket Office	12,632	54%	2,627	50%
TVM	7	0%	1	0%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,067	31%	751	27%
Card	8,774	67%	1,944	70%
Warrant/Voucher/Cheque	255	2%	69	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	244	TVM*, Online, Telesales & Mobile App
Rovers	501	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	15	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 0

TVM payments accepted - Card

Halifax

Current Ticket Office Times	
Sunday	08:15 - 19:00
Monday - Friday	05:50 - 20:00
Saturday	05:50 - 20:00

Proposed Staffing Times	
Sunday	08:00 - 16:00
Monday - Friday	06:00 - 18:00
Saturday	07:00 - 19:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	428,435	65%	132,392	70%
On Train/Revenue Protection	11,251	2%	2,711	1%
Other	29,915	5%	10,043	5%
Ticket Office	148,202	23%	34,266	18%
TVM	36,618	6%	9,244	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	64,487	37%	14,596	36%
Card	103,620	60%	24,958	61%
Warrant/Voucher/Cheque	5,480	3%	1,385	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,737	TVM*, Online, Telesales & Mobile App
Rovers	22	TVM & On-Train
Excess Fares	713	On-Train
Car Parking	3	Mobile App
Railcards	1,111	Online
Refunds	358	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 3

TVM payments accepted - Card

Handforth

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 12:00
Saturday	11:30 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	53,448	65%	27,091	79%
On Train/Revenue Protection	4,990	6%	1,294	4%
Other	1,756	2%	1,205	4%
Ticket Office	12,844	16%	2,537	7%
TVM	9,495	12%	2,172	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,471	36%	862	35%
Card	7,912	63%	1,574	63%
Warrant/Voucher/Cheque	207	2%	58	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	566	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	9	On-Train
Car Parking	0	Mobile App
Railcards	33	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Harrogate

Current Ticket Office Times	
Sunday	09:15 - 18:00
Monday - Friday	06:15 - 19:00
Saturday	06:15 - 19:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	633,164	77%	173,297	79%
On Train/Revenue Protection	4,990	1%	910	0%
Other	39,155	5%	12,510	6%
Ticket Office	95,421	12%	21,057	10%
TVM	45,203	6%	11,191	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	28,586	20%	6,238	19%
Card	106,484	75%	25,099	75%
Warrant/Voucher/Cheque	7,629	5%	1,989	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,692	TVM*, Online, Telesales & Mobile App
Rovers	28	TVM & On-Train
Excess Fares	1,137	On-Train
Car Parking	1,255	Mobile App
Railcards	2,696	Online
Refunds	1,275	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 4

Number of TVMs - 7

TVM payments accepted - Card

Hartlepool

Current Ticket Office Times

Sunday	Closed
Monday - Friday	07:25 - 18:00
Saturday	07:25 - 18:00

Proposed Staffing Times

Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	192,769	68%	61,166	74%
On Train/Revenue Protection	6,524	2%	1,128	1%
Other	10,711	4%	3,636	4%
Ticket Office	53,530	19%	13,317	16%
TVM	20,982	7%	3,820	5%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	24,770	34%	6,006	33%
Card	43,557	60%	11,339	62%
Warrant/Voucher/Cheque	3,885	5%	1,010	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	806	TVM*, Online, Telesales & Mobile App
Rovers	20	TVM & On-Train
Excess Fares	358	On-Train
Car Parking	20	Mobile App
Railcards	775	Online
Refunds	478	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 1

TVM payments accepted - Card

Hattersley

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 13:25
Saturday	06:55 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	15,424	66%	4,313	64%
On Train/Revenue Protection	6,396	27%	897	13%
Other	359	2%	125	2%
Ticket Office	852	4%	1,055	16%
TVM	515	2%	329	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	118	23%	266	24%
Card	396	76%	801	73%
Warrant/Voucher/Cheque	7	1%	30	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	19	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	1	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Hazel Grove

Current Ticket Office Times	
Sunday	09:00 - 16:30
Monday - Friday	06:05 - 19:00
Saturday	07:00 - 20:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:00 - 13:00
Saturday	09:00 - 16:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	88,057	54%	31,658	65%
On Train/Revenue Protection	3,113	2%	607	1%
Other	2,656	2%	1,048	2%
Ticket Office	66,210	40%	14,374	30%
TVM	3,686	2%	966	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,772	15%	2,482	15%
Card	62,260	81%	13,762	81%
Warrant/Voucher/Cheque	2,661	3%	739	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,526	TVM*, Online, Telesales & Mobile App
Rovers	10	TVM & On-Train
Excess Fares	78	On-Train
Car Parking	7	Mobile App
Railcards	424	Online
Refunds	198	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Heald Green

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 19:30
Saturday	06:15 - 19:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	79,578	63%	29,555	73%
On Train/Revenue Protection	2,721	2%	613	2%
Other	3,431	3%	1,193	3%
Ticket Office	27,876	22%	5,707	14%
TVM	11,769	9%	3,321	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,339	22%	1,254	21%
Card	22,627	77%	4,650	78%
Warrant/Voucher/Cheque	328	1%	54	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,160	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	29	On-Train
Car Parking	3	Mobile App
Railcards	127	Online
Refunds	55	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 3

TVM payments accepted - Card

Heaton Chapel

Current Ticket Office Times	
Sunday	09:00 - 16:30
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	10:00 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	142,048	73%	38,701	76%
On Train/Revenue Protection	6,646	3%	1,243	2%
Other	4,853	3%	2,058	4%
Ticket Office	23,384	12%	4,531	9%
TVM	17,146	9%	4,709	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,739	14%	661	13%
Card	21,156	81%	4,163	80%
Warrant/Voucher/Cheque	1,285	5%	352	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,486	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	0	Mobile App
Railcards	123	Online
Refunds	36	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Hebden Bridge

Current Ticket Office Times

Sunday	09:40 - 17:00
Monday - Friday	06:40 - 20:30
Saturday	06:40 - 20:30

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 14:00
Saturday	08:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	182,243	65%	56,101	68%
On Train/Revenue Protection	7,530	3%	1,570	2%
Other	11,009	4%	4,222	5%
Ticket Office	61,551	22%	15,666	19%
TVM	18,280	7%	5,494	7%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	14,325	20%	4,570	25%
Card	54,938	78%	13,206	73%
Warrant/Voucher/Cheque	960	1%	211	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,735	TVM*, Online, Telesales & Mobile App
Rovers	9	TVM & On-Train
Excess Fares	335	On-Train
Car Parking	31	Mobile App
Railcards	416	Online
Refunds	223	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Hexham

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:15 - 17:30
Saturday	08:15 - 14:15

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 12:30
Saturday	10:00 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	73,461	55%	34,224	70%
On Train/Revenue Protection	6,772	5%	1,197	2%
Other	3,558	3%	1,697	3%
Ticket Office	25,810	19%	6,233	13%
TVM	23,324	18%	5,382	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,953	23%	1,803	20%
Card	26,178	75%	7,133	78%
Warrant/Voucher/Cheque	709	2%	175	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	337	TVM*, Online, Telesales & Mobile App
Rovers	86	TVM & On-Train
Excess Fares	194	On-Train
Car Parking	1,937	Mobile App
Railcards	786	Online
Refunds	278	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Hindley

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:10 - 12:40
Saturday	07:10 - 13:40

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	11:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	37,337	51%	464	83%
On Train/Revenue Protection	8,527	12%	11	2%
Other	989	1%	13	2%
Ticket Office	15,092	20%	61	11%
TVM	11,754	16%	9	2%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	4,643	31%	#N/A	#N/A
Card	10,119	67%	#N/A	#N/A
Warrant/Voucher/Cheque	240	2%	#N/A	#N/A

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,048	TVM*, Online, Telesales & Mobile App
Rovers	8	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	0	Mobile App
Railcards	14	Online
Refunds	5	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Holmes Chapel

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:35 - 13:05
Saturday	07:25 - 13:55

Proposed Staffing Times

Sunday	Closed
Monday - Friday	10:30 - 12:30
Saturday	10:30 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	44,844	66%	12,838	70%
On Train/Revenue Protection	8,202	12%	1,601	9%
Other	2,815	4%	974	5%
Ticket Office	6,165	9%	1,545	8%
TVM	6,414	9%	1,431	8%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	1,337	19%	366	20%
Card	5,464	77%	1,384	76%
Warrant/Voucher/Cheque	299	4%	64	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	83	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	499	Mobile App
Railcards	67	Online
Refunds	31	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Horsforth

Current Ticket Office Times	
Sunday	09:15 - 16:30
Monday - Friday	06:10 - 19:00
Saturday	06:10 - 19:00

Proposed Staffing Times	
Sunday	07:00 - 14:00
Monday - Friday	07:00 - 14:00
Saturday	09:00 - 16:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	221,439	72%	60,496	76%
On Train/Revenue Protection	5,360	2%	1,134	1%
Other	10,390	3%	3,570	4%
Ticket Office	57,601	19%	11,693	15%
TVM	11,523	4%	2,853	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	12,296	18%	2,561	18%
Card	51,537	76%	10,538	74%
Warrant/Voucher/Cheque	4,019	6%	1,135	8%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,917	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	114	On-Train
Car Parking	3	Mobile App
Railcards	263	Online
Refunds	141	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Hough Green

Current Ticket Office Times	
Sunday	08:40 - 23:05
Monday - Friday	06:10 - 00:10
Saturday	06:10 - 00:10

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	25,772	38%	7,034	42%
On Train/Revenue Protection	4,206	6%	1,146	7%
Other	1,427	2%	260	2%
Ticket Office	32,637	48%	6,884	41%
TVM	4,577	7%	1,339	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	8,729	31%	1,550	27%
Card	19,691	69%	4,188	73%
Warrant/Voucher/Cheque	121	0%	32	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	327	TVM*, Online, Telesales & Mobile App
Rovers	1,299	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	12	Mobile App
Railcards	36	Online
Refunds	5	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Huyton

Current Ticket Office Times

Sunday	08:10 - 23:35
Monday - Friday	05:40 - 23:59
Saturday	05:40 - 23:59

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	163,863	67%	53,384	74%
On Train/Revenue Protection	4,735	2%	1,331	2%
Other	4,951	2%	2,259	3%
Ticket Office	57,574	23%	11,500	16%
TVM	14,757	6%	3,815	5%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	23,296	39%	4,435	37%
Card	35,576	60%	7,480	62%
Warrant/Voucher/Cheque	245	0%	70	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,931	TVM*, Online, Telesales & Mobile App
Rovers	2,633	TVM & On-Train
Excess Fares	13	On-Train
Car Parking	1	Mobile App
Railcards	120	Online
Refunds	45	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Ilkley

Current Ticket Office Times	
Sunday	09:10 - 16:30
Monday - Friday	06:05 - 18:30
Saturday	07:00 - 18:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 16:00
Saturday	09:30 - 16:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	158,439	61%	44,936	65%
On Train/Revenue Protection	13,818	5%	2,761	4%
Other	6,979	3%	2,321	3%
Ticket Office	49,823	19%	12,107	18%
TVM	28,869	11%	6,590	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	16,420	26%	3,880	25%
Card	44,096	71%	11,129	72%
Warrant/Voucher/Cheque	1,610	3%	420	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,131	TVM*, Online, Telesales & Mobile App
Rovers	12	TVM & On-Train
Excess Fares	484	On-Train
Car Parking	13	Mobile App
Railcards	722	Online
Refunds	187	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Keighley

Current Ticket Office Times	
Sunday	08:45 - 18:00
Monday - Friday	06:10 - 19:15
Saturday	06:10 - 19:15

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:00 - 18:00
Saturday	07:00 - 19:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	302,829	59%	75,553	62%
On Train/Revenue Protection	22,007	4%	4,351	4%
Other	11,912	2%	4,030	3%
Ticket Office	159,930	31%	33,544	27%
TVM	17,697	3%	4,558	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	73,718	43%	14,897	41%
Card	94,933	55%	20,764	57%
Warrant/Voucher/Cheque	2,981	2%	844	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	5,356	TVM*, Online, Telesales & Mobile App
Rovers	16	TVM & On-Train
Excess Fares	171	On-Train
Car Parking	13	Mobile App
Railcards	611	Online
Refunds	110	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 1

TVM payments accepted - Card

Kirkham & Wesham

Current Ticket Office Times	
Sunday	09:00 - 16:15
Monday - Friday	06:40 - 17:45
Saturday	06:40 - 17:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 11:00
Saturday	12:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	96,158	65%	24,832	66%
On Train/Revenue Protection	7,191	5%	1,615	4%
Other	6,062	4%	2,155	6%
Ticket Office	27,498	19%	6,607	17%
TVM	10,455	7%	2,587	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	8,541	29%	1,877	26%
Card	19,869	67%	4,997	69%
Warrant/Voucher/Cheque	1,255	4%	396	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	327	TVM*, Online, Telesales & Mobile App
Rovers	9	TVM & On-Train
Excess Fares	60	On-Train
Car Parking	11	Mobile App
Railcards	185	Online
Refunds	33	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Knutsford

Current Ticket Office Times	
Sunday	12:10 - 19:40
Monday - Friday	06:30 - 20:30
Saturday	07:00 - 19:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:30 - 08:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	43,527	55%	15,728	65%
On Train/Revenue Protection	5,377	7%	1,283	5%
Other	2,314	3%	885	4%
Ticket Office	22,099	28%	4,490	19%
TVM	6,089	8%	1,648	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	5,409	21%	1,211	22%
Card	19,021	75%	3,969	72%
Warrant/Voucher/Cheque	835	3%	351	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	285	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	22	On-Train
Car Parking	139	Mobile App
Railcards	204	Online
Refunds	44	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Lea Green

Current Ticket Office Times	
Sunday	08:30 - 23:20
Monday - Friday	06:00 - 23:59
Saturday	06:00 - 23:59

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	142,346	67%	30,673	75%
On Train/Revenue Protection	2,250	1%	1,039	3%
Other	6,438	3%	1,711	4%
Ticket Office	55,178	26%	5,453	13%
TVM	5,326	3%	2,040	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	14,812	25%	1,333	24%
Card	42,563	73%	4,111	74%
Warrant/Voucher/Cheque	1,286	2%	123	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	748	TVM*, Online, Telesales & Mobile App
Rovers	3,370	TVM & On-Train
Excess Fares	40	On-Train
Car Parking	7	Mobile App
Railcards	65	Online
Refunds	26	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Leeds

Current Ticket Office Times	
Sunday	04:45 - 23:59
Monday - Friday	04:45 - 23:59
Saturday	04:45 - 23:59

Proposed Staffing Times	
Sunday	08:00 - 21:00
Monday - Friday	06:00 - 22:00
Saturday	06:00 - 22:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	10,507,919	83%	2,705,209	83%
On Train/Revenue Protection	105,653	1%	23,704	1%
Other	1,010,020	8%	305,971	9%
Ticket Office	704,467	6%	140,891	4%
TVM	312,084	2%	75,437	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	212,024	33%	37,506	29%
Card	379,110	60%	78,212	60%
Warrant/Voucher/Cheque	44,542	7%	13,836	11%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	12,183	TVM*, Online, Telesales & Mobile App
Rovers	105	TVM & On-Train
Excess Fares	4,959	On-Train
Car Parking	125	Mobile App
Railcards	442	Online
Refunds	1,262	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 7

Number of TVMs - 11

TVM payments accepted - Card & Cash*

* 1 TVM at the southern entrance and 1 on the main concourse

Levenshulme

Current Ticket Office Times	
Sunday	09:00 - 16:30
Monday - Friday	06:20 - 19:35
Saturday	06:20 - 19:35

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	08:00 - 11:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	110,409	69%	30,158	71%
On Train/Revenue Protection	4,166	3%	821	2%
Other	4,799	3%	2,107	5%
Ticket Office	32,399	20%	6,845	16%
TVM	9,299	6%	2,577	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,480	22%	1,757	24%
Card	25,951	76%	5,353	74%
Warrant/Voucher/Cheque	770	2%	164	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,266	TVM*, Online, Telesales & Mobile App
Rovers	4	TVM & On-Train
Excess Fares	7	On-Train
Car Parking	1	Mobile App
Railcards	96	Online
Refunds	31	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Leyland

Current Ticket Office Times	
Sunday	08:10 - 15:45
Monday - Friday	06:40 - 17:45
Saturday	06:40 - 17:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	81,004	59%	27,053	65%
On Train/Revenue Protection	3,511	3%	862	2%
Other	4,330	3%	1,614	4%
Ticket Office	39,675	29%	9,912	24%
TVM	9,101	7%	2,404	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,597	25%	2,865	25%
Card	33,209	72%	8,248	72%
Warrant/Voucher/Cheque	1,477	3%	322	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	611	TVM*, Online, Telesales & Mobile App
Rovers	28	TVM & On-Train
Excess Fares	70	On-Train
Car Parking	0	Mobile App
Railcards	286	Online
Refunds	57	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Littleborough

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:45 - 12:45
Saturday	08:00 - 14:00

Proposed Staffing Times

Sunday	Closed
Monday - Friday	09:00 - 13:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	68,324	59%	26,940	71%
On Train/Revenue Protection	9,766	8%	1,663	4%
Other	1,857	2%	648	2%
Ticket Office	22,896	20%	5,518	15%
TVM	12,611	11%	3,201	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,019	20%	679	22%
Card	11,588	77%	2,220	73%
Warrant/Voucher/Cheque	430	3%	130	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	935	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	0	Mobile App
Railcards	82	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Liverpool Lime Street

Current Ticket Office Times	
Sunday	07:15 - 23:05
Monday - Friday	05:00 - 23:35
Saturday	05:00 - 23:35

Proposed Staffing Times	
Sunday	08:00 - 21:00
Monday - Friday	06:00 - 22:00
Saturday	06:00 - 22:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	4,760,144	77%	1,164,905	77%
On Train/Revenue Protection	64,606	1%	15,597	1%
Other	501,373	8%	151,229	10%
Ticket Office	683,935	11%	148,970	10%
TVM	148,841	2%	41,298	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	206,318	37%	39,969	34%
Card	345,228	61%	75,386	64%
Warrant/Voucher/Cheque	12,352	2%	1,622	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	4,382	TVM*, Online, Telesales & Mobile App
Rovers	23,453	TVM & On-Train
Excess Fares	2,564	On-Train
Car Parking	6	Mobile App
Railcards	4,540	Online
Refunds	1,512	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 12

Number of TVMs -

TVM payments accepted - Card

Lostock Parkway

Current Ticket Office Times

Sunday	Closed
Monday - Friday	06:20 - 19:35
Saturday	06:20 - 19:35

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	45,451	64%	24,128	78%
On Train/Revenue Protection	1,163	2%	298	1%
Other	2,052	3%	828	3%
Ticket Office	19,383	27%	5,021	16%
TVM	2,837	4%	749	2%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	2,897	15%	703	13%
Card	16,548	83%	4,398	84%
Warrant/Voucher/Cheque	465	2%	164	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,160	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	4	On-Train
Car Parking	0	Mobile App
Railcards	47	Online
Refunds	13	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Manchester Oxford Road

Current Ticket Office Times

Sunday	08:30 - 19:30
Monday - Friday	06:30 - 20:30
Saturday	06:45 - 20:30

Proposed Staffing Times

Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	1,755,224	81%	395,606	80%
On Train/Revenue Protection	12,596	1%	3,066	1%
Other	158,846	7%	48,931	10%
Ticket Office	188,305	9%	35,727	7%
TVM	59,859	3%	13,561	3%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	47,688	29%	7,752	25%
Card	108,205	66%	21,108	68%
Warrant/Voucher/Cheque	8,931	5%	2,107	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	4,022	TVM*, Online, Telesales & Mobile App
Rovers	25	TVM & On-Train
Excess Fares	3,201	On-Train
Car Parking	59	Mobile App
Railcards	570	Online
Refunds	94	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 3

Number of TVMs - 4

TVM payments accepted - Card

Manchester Victoria

Current Ticket Office Times	
Sunday	08:00 - 22:15
Monday - Friday	06:30 - 22:00
Saturday	06:30 - 22:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	2,778,403	81%	822,746	83%
On Train/Revenue Protection	18,077	1%	4,418	0%
Other	235,948	7%	78,559	8%
Ticket Office	302,384	9%	63,397	6%
TVM	98,501	3%	25,225	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	89,813	36%	15,216	29%
Card	151,769	60%	35,285	66%
Warrant/Voucher/Cheque	10,123	4%	2,807	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	4,861	TVM*, Online, Telesales & Mobile App
Rovers	50	TVM & On-Train
Excess Fares	5,267	On-Train
Car Parking	8	Mobile App
Railcards	1,520	Online
Refunds	360	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 5

Number of TVMs - 4

TVM payments accepted - Card & Cash*

* 2 of 4 TVMs takes cash

Marple

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 20:40
Saturday	07:10 - 21:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 10:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	66,543	57%	17,946	61%
On Train/Revenue Protection	4,482	4%	972	3%
Other	2,483	2%	758	3%
Ticket Office	37,000	32%	8,251	28%
TVM	5,273	5%	1,449	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,711	12%	1,115	12%
Card	34,568	85%	7,818	84%
Warrant/Voucher/Cheque	1,318	3%	358	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,169	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	25	On-Train
Car Parking	2	Mobile App
Railcards	199	Online
Refunds	43	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Mauldeth Road

Current Ticket Office Times

Sunday	Closed
Monday - Friday	07:10 - 13:50
Saturday	Closed Closed

Proposed Staffing Times

Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	86,323	85%	41,237	92%
On Train/Revenue Protection	2,741	3%	722	2%
Other	2,022	2%	881	2%
Ticket Office	5,046	5%	955	2%
TVM	4,955	5%	1,114	2%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	921	17%	127	12%
Card	4,454	81%	899	85%
Warrant/Voucher/Cheque	126	2%	32	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	251	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	1	Mobile App
Railcards	37	Online
Refunds	10	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Meadowhall

Current Ticket Office Times

Sunday	09:00 - 19:30
Monday - Friday	06:00 - 20:15
Saturday	06:00 - 20:15

Proposed Staffing Times

Sunday	Closed
Monday - Friday	09:00 - 16:00
Saturday	09:00 - 16:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	398,721	75%	129,023	81%
On Train/Revenue Protection	31,565	6%	5,869	4%
Other	28,435	5%	9,450	6%
Ticket Office	53,797	10%	10,784	7%
TVM	18,263	3%	4,224	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	23,147	34%	4,571	32%
Card	41,685	61%	8,962	62%
Warrant/Voucher/Cheque	3,562	5%	808	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,692	TVM*, Online, Telesales & Mobile App
Rovers	41	TVM & On-Train
Excess Fares	359	On-Train
Car Parking	16	Mobile App
Railcards	615	Online
Refunds	265	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 5

TVM payments accepted - Card

Menston

Current Ticket Office Times	
Sunday	09:15 - 16:30
Monday - Friday	06:15 - 19:00
Saturday	06:15 - 19:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	111,325	60%	30,543	63%
On Train/Revenue Protection	8,463	5%	1,850	4%
Other	5,291	3%	1,702	4%
Ticket Office	40,293	22%	9,002	19%
TVM	20,550	11%	5,087	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,574	20%	1,995	19%
Card	35,544	76%	8,241	78%
Warrant/Voucher/Cheque	1,740	4%	379	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,813	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	60	On-Train
Car Parking	9	Mobile App
Railcards	276	Online
Refunds	90	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Mexborough

Current Ticket Office Times	
Sunday	08:00 - 15:00
Monday - Friday	06:00 - 19:00
Saturday	06:00 - 19:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	10:30 - 12:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	24,044	48%	11,897	66%
On Train/Revenue Protection	3,340	7%	663	4%
Other	1,109	2%	487	3%
Ticket Office	19,990	40%	4,483	25%
TVM	1,675	3%	455	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,885	40%	2,299	40%
Card	13,642	56%	3,144	55%
Warrant/Voucher/Cheque	955	4%	235	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	811	TVM*, Online, Telesales & Mobile App
Rovers	11	TVM & On-Train
Excess Fares	19	On-Train
Car Parking	7	Mobile App
Railcards	160	Online
Refunds	98	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Morecambe

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:45 - 14:45
Saturday	07:45 - 14:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 13:00
Saturday	09:30 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	29,599	57%	8,880	62%
On Train/Revenue Protection	6,263	12%	1,325	9%
Other	1,933	4%	557	4%
Ticket Office	11,447	22%	2,815	20%
TVM	2,692	5%	674	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,736	32%	1,069	30%
Card	9,835	66%	2,358	67%
Warrant/Voucher/Cheque	434	3%	80	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	68	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	68	On-Train
Car Parking	0	Mobile App
Railcards	302	Online
Refunds	114	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Morpeth

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 12:40
Saturday	06:30 - 12:40

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:30 - 12:00
Saturday	06:30 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	433,068	88%	128,511	89%
On Train/Revenue Protection	6,727	1%	1,360	1%
Other	24,614	5%	7,991	6%
Ticket Office	16,906	3%	3,575	2%
TVM	13,277	3%	2,848	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,394	26%	1,159	22%
Card	16,791	69%	3,843	74%
Warrant/Voucher/Cheque	1,050	4%	200	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	195	TVM*, Online, Telesales & Mobile App
Rovers	12	TVM & On-Train
Excess Fares	112	On-Train
Car Parking	628	Mobile App
Railcards	705	Online
Refunds	247	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Mossley (Greater Manchester)

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:45 - 14:20
Saturday	07:45 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	51,092	64%	11,787	67%
On Train/Revenue Protection	3,277	4%	459	3%
Other	2,369	3%	643	4%
Ticket Office	18,134	23%	3,369	19%
TVM	5,043	6%	1,310	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,629	19%	678	19%
Card	14,785	79%	2,793	78%
Warrant/Voucher/Cheque	394	2%	97	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,206	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	10	On-Train
Car Parking	0	Mobile App
Railcards	59	Online
Refunds	10	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Mossley Hill

Current Ticket Office Times	
Sunday	08:30 - 23:15
Monday - Friday	05:50 - 23:45
Saturday	05:50 - 23:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	25,445	50%	6,573	51%
On Train/Revenue Protection	1,022	2%	254	2%
Other	1,050	2%	317	2%
Ticket Office	21,541	42%	5,097	40%
TVM	1,688	3%	595	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,416	19%	1,034	20%
Card	18,297	80%	4,237	80%
Warrant/Voucher/Cheque	84	0%	23	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	393	TVM*, Online, Telesales & Mobile App
Rovers	411	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	68	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

New Mills Central

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:35 - 13:05
Saturday	Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	40,309	64%	13,367	71%
On Train/Revenue Protection	7,007	11%	1,396	7%
Other	1,287	2%	522	3%
Ticket Office	6,575	10%	1,142	6%
TVM	7,603	12%	2,413	13%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,119	17%	229	19%
Card	5,448	81%	944	79%
Warrant/Voucher/Cheque	184	3%	25	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	763	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	4	On-Train
Car Parking	0	Mobile App
Railcards	36	Online
Refunds	21	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

New Mills Newtown

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:40 - 13:10
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	26,853	63%	11,179	76%
On Train/Revenue Protection	3,290	8%	553	4%
Other	1,026	2%	499	3%
Ticket Office	6,151	14%	1,011	7%
TVM	5,328	12%	1,431	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,069	18%	180	18%
Card	4,812	81%	774	76%
Warrant/Voucher/Cheque	49	1%	59	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	473	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	53	Online
Refunds	47	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

New Pudsey

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:00 - 19:00
Saturday	06:00 - 19:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	08:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	181,782	71%	51,973	74%
On Train/Revenue Protection	4,531	2%	859	1%
Other	10,832	4%	3,510	5%
Ticket Office	41,633	16%	9,469	13%
TVM	18,362	7%	4,638	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	10,169	21%	2,350	22%
Card	36,105	74%	8,165	75%
Warrant/Voucher/Cheque	2,282	5%	390	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,425	TVM*, Online, Telesales & Mobile App
Rovers	9	TVM & On-Train
Excess Fares	103	On-Train
Car Parking	3	Mobile App
Railcards	201	Online
Refunds	30	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 3

TVM payments accepted - Card

Newton For Hyde

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:30
Saturday	07:10 - 14:15

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	20,532	55%	5,959	60%
On Train/Revenue Protection	3,968	11%	797	8%
Other	743	2%	195	2%
Ticket Office	6,977	19%	1,364	14%
TVM	5,209	14%	1,699	17%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,662	23%	322	22%
Card	5,607	76%	1,077	75%
Warrant/Voucher/Cheque	116	2%	40	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	489	TVM*, Online, Telesales & Mobile App
Rovers	6	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	2	Mobile App
Railcards	38	Online
Refunds	2	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Newton-Le-Willows

Current Ticket Office Times	
Sunday	08:30 - 00:00
Monday - Friday	06:00 - 23:55
Saturday	06:00 - 23:55

Proposed Staffing Times	
Sunday	10:00 - 14:00
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	431,756	76%	120,247	78%
On Train/Revenue Protection	9,384	2%	2,015	1%
Other	24,711	4%	8,317	5%
Ticket Office	70,250	12%	16,774	11%
TVM	30,419	5%	6,633	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,334	18%	2,666	19%
Card	49,921	80%	11,496	80%
Warrant/Voucher/Cheque	1,244	2%	245	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,960	TVM*, Online, Telesales & Mobile App
Rovers	474	TVM & On-Train
Excess Fares	60	On-Train
Car Parking	22	Mobile App
Railcards	243	Online
Refunds	42	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Northwich

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 13:30
Saturday	07:15 - 14:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 11:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	34,375	60%	12,807	76%
On Train/Revenue Protection	7,183	13%	1,872	11%
Other	1,421	2%	502	3%
Ticket Office	11,522	20%	308	2%
TVM	2,692	5%	1,383	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,011	26%	#N/A	#N/A
Card	8,378	72%	#N/A	#N/A
Warrant/Voucher/Cheque	239	2%	#N/A	#N/A

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	14	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	17	Mobile App
Railcards	44	Online
Refunds	22	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Parbold

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:45 - 11:00
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	16,700	47%	4,558	52%
On Train/Revenue Protection	4,928	14%	1,000	11%
Other	860	2%	336	4%
Ticket Office	6,442	18%	955	11%
TVM	6,534	18%	1,906	22%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,510	25%	172	20%
Card	4,452	74%	677	78%
Warrant/Voucher/Cheque	40	1%	23	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	124	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	67	Online
Refunds	16	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Poulton-Le-Fylde

Current Ticket Office Times	
Sunday	06:40 - 18:10
Monday - Friday	06:10 - 19:30
Saturday	06:10 - 19:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 12:00
Saturday	10:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	206,868	71%	63,601	75%
On Train/Revenue Protection	5,877	2%	1,127	1%
Other	17,978	6%	6,008	7%
Ticket Office	47,347	16%	10,982	13%
TVM	11,591	4%	2,540	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	13,239	24%	2,886	22%
Card	40,393	73%	9,814	75%
Warrant/Voucher/Cheque	1,972	4%	444	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	464	TVM*, Online, Telesales & Mobile App
Rovers	19	TVM & On-Train
Excess Fares	173	On-Train
Car Parking	0	Mobile App
Railcards	746	Online
Refunds	177	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Poynton

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:30 - 14:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	51,923	67%	21,291	79%
On Train/Revenue Protection	2,602	3%	523	2%
Other	2,530	3%	974	4%
Ticket Office	11,655	15%	2,026	7%
TVM	8,951	12%	2,263	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,471	12%	292	13%
Card	10,601	85%	1,848	84%
Warrant/Voucher/Cheque	364	3%	67	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	43	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	4	On-Train
Car Parking	132	Mobile App
Railcards	56	Online
Refunds	2	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Prescot

Current Ticket Office Times	
Sunday	08:15 - 23:30
Monday - Friday	05:45 - 23:30
Saturday	05:45 - 23:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	30,985	40%	8,573	41%
On Train/Revenue Protection	1,478	2%	573	3%
Other	980	1%	265	1%
Ticket Office	41,355	53%	10,412	50%
TVM	2,911	4%	1,137	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	13,391	30%	3,122	28%
Card	29,850	68%	7,751	69%
Warrant/Voucher/Cheque	944	2%	311	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,148	TVM*, Online, Telesales & Mobile App
Rovers	1,772	TVM & On-Train
Excess Fares	30	On-Train
Car Parking	1	Mobile App
Railcards	75	Online
Refunds	15	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Rainhill

Current Ticket Office Times	
Sunday	08:45 - 00:00
Monday - Friday	06:00 - 23:50
Saturday	06:00 - 23:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	35,880	53%	9,949	59%
On Train/Revenue Protection	1,216	2%	293	2%
Other	927	1%	266	2%
Ticket Office	29,355	43%	6,266	37%
TVM	621	1%	80	0%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,662	23%	1,747	24%
Card	24,364	74%	5,244	72%
Warrant/Voucher/Cheque	1,011	3%	262	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	564	TVM*, Online, Telesales & Mobile App
Rovers	2,483	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	8	Mobile App
Railcards	77	Online
Refunds	31	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Redcar Central

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:50 - 14:45
Saturday	07:50 - 14:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 12:00
Saturday	10:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	127,189	72%	36,819	77%
On Train/Revenue Protection	14,562	8%	3,097	6%
Other	6,584	4%	1,950	4%
Ticket Office	18,253	10%	3,917	8%
TVM	8,866	5%	2,275	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,334	34%	1,795	29%
Card	16,668	62%	4,070	65%
Warrant/Voucher/Cheque	1,094	4%	420	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	436	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	74	On-Train
Car Parking	841	Mobile App
Railcards	527	Online
Refunds	294	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card & Cash*

Reddish North

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 20:55
Saturday	07:20 - 14:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 10:00
Saturday	08:00 - 10:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	35,201	59%	13,735	70%
On Train/Revenue Protection	3,903	7%	792	4%
Other	1,299	2%	627	3%
Ticket Office	16,494	28%	3,565	18%
TVM	2,529	4%	797	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,706	20%	740	19%
Card	14,363	77%	3,086	78%
Warrant/Voucher/Cheque	587	3%	146	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	852	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	5	On-Train
Car Parking	2	Mobile App
Railcards	82	Online
Refunds	28	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Roby

Current Ticket Office Times	
Sunday	09:45 - 17:45
Monday - Friday	05:40 - 23:59
Saturday	05:40 - 23:59

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	12:30 - 14:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	36,177	59%	14,312	72%
On Train/Revenue Protection	1,320	2%	443	2%
Other	1,214	2%	416	2%
Ticket Office	20,213	33%	4,096	20%
TVM	2,871	5%	745	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,877	33%	1,461	34%
Card	13,735	66%	2,781	65%
Warrant/Voucher/Cheque	235	1%	29	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	729	TVM*, Online, Telesales & Mobile App
Rovers	309	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	0	Mobile App
Railcards	14	Online
Refunds	6	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Rochdale

Current Ticket Office Times	
Sunday	09:00 - 19:40
Monday - Friday	06:10 - 20:00
Saturday	06:10 - 20:45

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	513,160	73%	121,669	74%
On Train/Revenue Protection	11,048	2%	2,348	1%
Other	19,552	3%	6,827	4%
Ticket Office	109,558	16%	20,650	12%
TVM	52,190	7%	13,866	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	48,782	39%	9,188	40%
Card	71,989	58%	13,439	58%
Warrant/Voucher/Cheque	3,807	3%	561	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	5,205	TVM*, Online, Telesales & Mobile App
Rovers	12	TVM & On-Train
Excess Fares	421	On-Train
Car Parking	3	Mobile App
Railcards	500	Online
Refunds	33	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 4

TVM payments accepted - Card

Romiley

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 20:45
Saturday	07:10 - 21:35

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	11:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	53,550	61%	18,505	72%
On Train/Revenue Protection	5,699	7%	1,326	5%
Other	1,506	2%	588	2%
Ticket Office	21,087	24%	3,044	12%
TVM	5,823	7%	2,383	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,980	17%	576	17%
Card	18,284	80%	2,678	79%
Warrant/Voucher/Cheque	509	2%	133	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,100	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	0	Mobile App
Railcards	98	Online
Refunds	33	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Rose Hill (Marple)

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 12:50
Saturday	Closed Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	16,174	50%	4,018	51%
On Train/Revenue Protection	2,983	9%	718	9%
Other	376	1%	131	2%
Ticket Office	9,627	30%	2,333	29%
TVM	2,871	9%	722	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,640	15%	422	16%
Card	9,210	84%	2,257	83%
Warrant/Voucher/Cheque	96	1%	43	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,105	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	65	Online
Refunds	12	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Rotherham Central

Current Ticket Office Times

Sunday	08:45 - 16:15
Monday - Friday	06:00 - 18:45
Saturday	07:00 - 18:45

Proposed Staffing Times

Sunday	Closed
Monday - Friday	09:00 - 12:30
Saturday	09:00 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	67,694	59%	26,974	69%
On Train/Revenue Protection	10,748	9%	2,593	7%
Other	5,868	5%	2,540	6%
Ticket Office	26,492	23%	6,182	16%
TVM	4,583	4%	1,049	3%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	13,951	43%	3,041	40%
Card	17,447	54%	4,191	55%
Warrant/Voucher/Cheque	1,028	3%	328	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	562	TVM*, Online, Telesales & Mobile App
Rovers	5	TVM & On-Train
Excess Fares	113	On-Train
Car Parking	2,254	Mobile App
Railcards	443	Online
Refunds	71	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 1

TVM payments accepted - Card

Salford

Current Ticket Office Times	
Sunday	08:45 - 16:15
Monday - Friday	06:00 - 18:45
Saturday	06:00 - 18:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	11:30 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	59,977	76%	11,530	88%
On Train/Revenue Protection	1,684	2%	117	1%
Other	3,467	4%	562	4%
Ticket Office	7,954	10%	422	3%
TVM	6,100	8%	420	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,153	18%	92	15%
Card	9,205	77%	469	76%
Warrant/Voucher/Cheque	601	5%	58	9%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,766	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	118	On-Train
Car Parking	0	Mobile App
Railcards	26	Online
Refunds	30	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Salford Crescent

Current Ticket Office Times	
Sunday	09:10 - 16:00
Monday - Friday	06:30 - 21:45
Saturday	06:30 - 21:45

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	348,731	80%	118,840	86%
On Train/Revenue Protection	12,841	3%	2,006	1%
Other	19,974	5%	7,248	5%
Ticket Office	36,650	8%	7,373	5%
TVM	18,011	4%	3,344	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	10,390	27%	2,325	26%
Card	26,609	69%	5,987	68%
Warrant/Voucher/Cheque	1,760	5%	551	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,762	TVM*, Online, Telesales & Mobile App
Rovers	13	TVM & On-Train
Excess Fares	237	On-Train
Car Parking	1	Mobile App
Railcards	362	Online
Refunds	28	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Sandbach

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:30 - 13:00
Saturday	07:20 - 13:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 10:00
Saturday	08:00 - 10:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	62,139	66%	17,016	70%
On Train/Revenue Protection	10,109	11%	1,937	8%
Other	2,988	3%	899	4%
Ticket Office	10,810	12%	2,766	11%
TVM	7,904	8%	1,699	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,909	17%	579	21%
Card	8,489	78%	2,056	73%
Warrant/Voucher/Cheque	524	5%	166	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	366	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	18	On-Train
Car Parking	160	Mobile App
Railcards	57	Online
Refunds	18	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Settle

Current Ticket Office Times	
Sunday	09:30 - 18:00
Monday - Friday	07:15 - 16:40
Saturday	09:15 - 18:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 13:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	37,327	55%	10,610	57%
On Train/Revenue Protection	3,310	5%	658	4%
Other	3,088	5%	1,806	10%
Ticket Office	21,768	32%	5,212	28%
TVM	2,174	3%	368	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	5,440	22%	1,463	21%
Card	18,540	75%	5,398	77%
Warrant/Voucher/Cheque	656	3%	192	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	5	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	163	On-Train
Car Parking	18	Mobile App
Railcards	1,157	Online
Refunds	114	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Shipleigh

Current Ticket Office Times	
Sunday	08:45 - 18:00
Monday - Friday	06:10 - 19:15
Saturday	06:10 - 19:15

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 19:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	349,460	67%	94,681	71%
On Train/Revenue Protection	21,879	4%	4,039	3%
Other	18,379	4%	5,598	4%
Ticket Office	107,640	21%	23,077	17%
TVM	26,792	5%	5,922	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	43,069	33%	8,970	31%
Card	81,766	64%	18,468	65%
Warrant/Voucher/Cheque	3,848	3%	1,123	4%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	3,748	TVM*, Online, Telesales & Mobile App
Rovers	16	TVM & On-Train
Excess Fares	371	On-Train
Car Parking	19	Mobile App
Railcards	568	Online
Refunds	256	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 3

TVM payments accepted - Card

Skipton

Current Ticket Office Times	
Sunday	09:00 - 16:30
Monday - Friday	05:50 - 18:20
Saturday	05:50 - 18:20

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	283,881	67%	72,041	68%
On Train/Revenue Protection	4,671	1%	1,074	1%
Other	13,832	3%	4,196	4%
Ticket Office	99,458	23%	21,293	20%
TVM	22,806	5%	6,718	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	32,004	25%	6,695	24%
Card	94,028	73%	20,539	73%
Warrant/Voucher/Cheque	2,975	2%	754	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,753	TVM*, Online, Telesales & Mobile App
Rovers	28	TVM & On-Train
Excess Fares	741	On-Train
Car Parking	9,112	Mobile App
Railcards	1,506	Online
Refunds	825	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

St Annes-On-The-Sea

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:30 - 14:20
Saturday	07:30 - 14:20

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	33,505	61%	9,857	65%
On Train/Revenue Protection	5,079	9%	1,010	7%
Other	1,818	3%	554	4%
Ticket Office	9,951	18%	2,774	18%
TVM	4,170	8%	957	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,244	27%	1,107	25%
Card	10,666	68%	3,026	69%
Warrant/Voucher/Cheque	827	5%	251	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	49	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	85	On-Train
Car Parking	776	Mobile App
Railcards	470	Online
Refunds	99	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 1

TVM payments accepted - Card

St Helens Central

Current Ticket Office Times	
Sunday	09:00 - 19:00
Monday - Friday	05:50 - 20:40
Saturday	05:50 - 20:40

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	68,181	32%	18,762	33%
On Train/Revenue Protection	1,218	1%	415	1%
Other	3,261	2%	1,075	2%
Ticket Office	132,810	62%	34,784	60%
TVM	8,421	4%	2,502	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	66,174	47%	16,869	46%
Card	73,846	52%	19,254	53%
Warrant/Voucher/Cheque	1,957	1%	430	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,430	TVM*, Online, Telesales & Mobile App
Rovers	8,944	TVM & On-Train
Excess Fares	134	On-Train
Car Parking	27,632	Mobile App
Railcards	353	Online
Refunds	72	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

St Helens Junction

Current Ticket Office Times	
Sunday	08:20 - 23:35
Monday - Friday	06:05 - 23:50
Saturday	06:05 - 23:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	15:00 - 17:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	38,025	58%	13,782	67%
On Train/Revenue Protection	1,568	2%	384	2%
Other	1,760	3%	745	4%
Ticket Office	19,436	30%	4,744	23%
TVM	4,768	7%	954	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	5,869	28%	1,460	29%
Card	14,595	70%	3,552	70%
Warrant/Voucher/Cheque	319	2%	35	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	612	TVM*, Online, Telesales & Mobile App
Rovers	650	TVM & On-Train
Excess Fares	13	On-Train
Car Parking	0	Mobile App
Railcards	36	Online
Refunds	31	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Sunderland

Current Ticket Office Times	
Sunday	09:00 - 17:00
Monday - Friday	06:55 - 18:00
Saturday	06:55 - 18:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 15:00
Saturday	10:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	188,607	75%	58,604	78%
On Train/Revenue Protection	4,876	2%	1,113	1%
Other	16,654	7%	6,153	8%
Ticket Office	30,392	12%	7,060	9%
TVM	10,842	4%	2,606	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	16,210	25%	3,742	24%
Card	43,719	66%	10,696	67%
Warrant/Voucher/Cheque	6,180	9%	1,446	9%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	275	TVM*, Online, Telesales & Mobile App
Rovers	40	TVM & On-Train
Excess Fares	446	On-Train
Car Parking	7	Mobile App
Railcards	1,725	Online
Refunds	704	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Swinton

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 13:30
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 10:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	65,091	59%	25,646	71%
On Train/Revenue Protection	12,128	11%	2,451	7%
Other	3,611	3%	1,600	4%
Ticket Office	20,838	19%	4,344	12%
TVM	8,834	8%	2,054	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,812	35%	1,651	36%
Card	13,869	63%	2,836	62%
Warrant/Voucher/Cheque	356	2%	63	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,027	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	4	Mobile App
Railcards	79	Online
Refunds	6	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 4

Number of TVMs - 1

TVM payments accepted - Card

Swinton (Greater Manchester)

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:20 - 12:50
Saturday	07:20 - 13:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	10:30 - 12:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	30,356	68%	12,364	80%
On Train/Revenue Protection	2,815	6%	578	4%
Other	1,227	3%	419	3%
Ticket Office	6,576	15%	1,233	8%
TVM	3,961	9%	923	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,893	26%	359	25%
Card	5,296	73%	1,059	74%
Warrant/Voucher/Cheque	62	1%	15	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	278	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	50	Online
Refunds	7	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Thatto Heath

Current Ticket Office Times	
Sunday	08:10 - 23:30
Monday - Friday	05:50 - 23:35
Saturday	05:50 - 23:35

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	15:00 - 17:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	17,526	38%	5,290	40%
On Train/Revenue Protection	1,237	3%	585	4%
Other	357	1%	136	1%
Ticket Office	24,206	52%	6,419	48%
TVM	2,892	6%	811	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	7,555	30%	1,915	29%
Card	17,123	69%	4,653	70%
Warrant/Voucher/Cheque	165	1%	54	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	456	TVM*, Online, Telesales & Mobile App
Rovers	2,823	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	21	Online
Refunds	1	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Thorne North

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 17:15
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	06:45 - 13:45
Saturday	06:45 - 13:45

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	27,892	54%	17,664	72%
On Train/Revenue Protection	5,078	10%	1,237	5%
Other	1,669	3%	1,924	8%
Ticket Office	13,693	27%	2,795	11%
TVM	2,883	6%	797	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	6,979	48%	1,399	47%
Card	7,341	50%	1,493	51%
Warrant/Voucher/Cheque	315	2%	64	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	478	TVM*, Online, Telesales & Mobile App
Rovers	1	TVM & On-Train
Excess Fares	11	On-Train
Car Parking	1	Mobile App
Railcards	54	Online
Refunds	15	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Todmorden

Current Ticket Office Times	
Sunday	09:40 - 17:00
Monday - Friday	06:40 - 20:30
Saturday	06:40 - 20:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 11:00
Saturday	09:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	126,649	56%	56,273	67%
On Train/Revenue Protection	10,493	5%	2,225	3%
Other	9,362	4%	5,229	6%
Ticket Office	43,794	19%	11,693	14%
TVM	34,590	15%	9,137	11%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	13,636	29%	4,280	34%
Card	32,453	70%	8,132	65%
Warrant/Voucher/Cheque	595	1%	132	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	2,813	TVM*, Online, Telesales & Mobile App
Rovers	7	TVM & On-Train
Excess Fares	141	On-Train
Car Parking	102	Mobile App
Railcards	311	Online
Refunds	93	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Ulverston

Current Ticket Office Times	
Sunday	09:00 - 18:15
Monday - Friday	06:40 - 15:00
Saturday	06:40 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 11:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	57,457	69%	15,229	70%
On Train/Revenue Protection	4,551	5%	848	4%
Other	2,446	3%	786	4%
Ticket Office	13,026	16%	3,178	15%
TVM	5,517	7%	1,700	8%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,618	25%	1,037	24%
Card	12,706	69%	3,091	70%
Warrant/Voucher/Cheque	986	5%	264	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	19	TVM*, Online, Telesales & Mobile App
Rovers	12	TVM & On-Train
Excess Fares	19	On-Train
Car Parking	311	Mobile App
Railcards	343	Online
Refunds	6	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Urmston

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 12:45
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	13:30 - 15:30
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	66,984	67%	17,260	70%
On Train/Revenue Protection	3,971	4%	573	2%
Other	2,183	2%	790	3%
Ticket Office	14,174	14%	2,683	11%
TVM	12,993	13%	3,180	13%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,342	16%	438	16%
Card	11,138	78%	2,134	78%
Warrant/Voucher/Cheque	774	5%	170	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	566	TVM*, Online, Telesales & Mobile App
Rovers	4	TVM & On-Train
Excess Fares	14	On-Train
Car Parking	4	Mobile App
Railcards	170	Online
Refunds	12	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Walkden

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:10 - 12:40
Saturday	07:10 - 13:40

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	08:00 - 10:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	60,826	65%	22,228	77%
On Train/Revenue Protection	5,052	5%	1,004	3%
Other	2,959	3%	1,079	4%
Ticket Office	14,605	16%	2,799	10%
TVM	9,423	10%	1,730	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	3,063	19%	610	19%
Card	12,567	78%	2,433	75%
Warrant/Voucher/Cheque	548	3%	182	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	984	TVM*, Online, Telesales & Mobile App
Rovers	3	TVM & On-Train
Excess Fares	3	On-Train
Car Parking	3	Mobile App
Railcards	76	Online
Refunds	27	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Warrington Central

Current Ticket Office Times	
Sunday	08:25 - 20:40
Monday - Friday	06:00 - 20:40
Saturday	06:00 - 20:40

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	293,401	65%	77,161	67%
On Train/Revenue Protection	9,556	2%	2,127	2%
Other	21,645	5%	7,113	6%
Ticket Office	93,795	21%	20,985	18%
TVM	32,321	7%	7,849	7%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	40,285	28%	9,129	28%
Card	101,362	71%	23,309	71%
Warrant/Voucher/Cheque	2,029	1%	377	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,799	TVM*, Online, Telesales & Mobile App
Rovers	7	TVM & On-Train
Excess Fares	425	On-Train
Car Parking	146	Mobile App
Railcards	422	Online
Refunds	135	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card

Warrington West

Current Ticket Office Times	
Sunday	08:30 - 23:30
Monday - Friday	06:10 - 23:59
Saturday	06:10 - 23:59

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	102,486	62%	27,906	66%
On Train/Revenue Protection	3,684	2%	943	2%
Other	2,869	2%	977	2%
Ticket Office	44,698	27%	10,774	25%
TVM	10,622	6%	1,875	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,900	21%	2,119	18%
Card	36,301	77%	9,123	79%
Warrant/Voucher/Cheque	770	2%	235	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	244	TVM*, Online, Telesales & Mobile App
Rovers	25	TVM & On-Train
Excess Fares	37	On-Train
Car Parking	7	Mobile App
Railcards	118	Online
Refunds	33	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 3

TVM payments accepted - Card

Wavertree Technology Park

Current Ticket Office Times

Sunday	07:50 - 23:55
Monday - Friday	05:01 - 23:59
Saturday	05:01 - 23:59

Proposed Staffing Times

Sunday	Closed
Monday - Friday	07:00 - 09:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

April 22 - March 23

April 23 - June 23

	Journeys	% of total journeys	Journeys	% of total journeys
Digital	43,209	59%	13,117	65%
On Train/Revenue Protection	1,550	2%	505	3%
Other	1,571	2%	458	2%
Ticket Office	25,492	35%	5,635	28%
TVM	1,583	2%	417	2%

1.2 Tickets Issued at this Station

Method of payment:

April 22 - March 23

April 23 - June 23

	Issues	% of Total issues	Issues	% of Total issues
Cash	7,293	27%	1,347	23%
Card	19,759	72%	4,588	77%
Warrant/Voucher/Cheque	376	1%	33	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,147	TVM*, Online, Telesales & Mobile App
Rovers	524	TVM & On-Train
Excess Fares	7	On-Train
Car Parking	8	Mobile App
Railcards	55	Online
Refunds	8	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

West Allerton

Current Ticket Office Times	
Sunday	09:45 - 17:45
Monday - Friday	05:55 - 23:50
Saturday	05:55 - 23:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	7,971	40%	2,039	42%
On Train/Revenue Protection	419	2%	82	2%
Other	466	2%	105	2%
Ticket Office	9,499	47%	2,162	45%
TVM	1,716	9%	449	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	1,863	19%	356	16%
Card	8,077	81%	1,874	84%
Warrant/Voucher/Cheque	52	1%	12	1%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	103	TVM*, Online, Telesales & Mobile App
Rovers	112	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	25	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Whaley Bridge

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:50 - 13:20
Saturday	06:50 - 13:20

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	09:00 - 11:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	30,596	64%	10,380	73%
On Train/Revenue Protection	2,950	6%	518	4%
Other	871	2%	329	2%
Ticket Office	7,677	16%	1,636	11%
TVM	5,444	11%	1,446	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	2,178	24%	480	25%
Card	6,621	74%	1,392	72%
Warrant/Voucher/Cheque	199	2%	52	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	113	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	2	On-Train
Car Parking	2	Mobile App
Railcards	95	Online
Refunds	19	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Whiston

Current Ticket Office Times	
Sunday	08:40 - 00:00
Monday - Friday	06:00 - 23:55
Saturday	06:00 - 23:55

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	12:00 - 14:00
Saturday	10:00 - 12:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	26,922	42%	7,675	51%
On Train/Revenue Protection	999	2%	203	1%
Other	721	1%	186	1%
Ticket Office	33,638	53%	6,636	44%
TVM	1,709	3%	389	3%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	11,962	35%	2,263	34%
Card	22,409	65%	4,473	66%
Warrant/Voucher/Cheque	251	1%	13	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,626	TVM*, Online, Telesales & Mobile App
Rovers	2,519	TVM & On-Train
Excess Fares	1	On-Train
Car Parking	0	Mobile App
Railcards	23	Online
Refunds	4	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Whitehaven

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	06:15 - 18:30
Saturday	06:15 - 17:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	08:00 - 13:00
Saturday	08:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	58,533	59%	15,294	61%
On Train/Revenue Protection	3,951	4%	1,011	4%
Other	2,294	2%	685	3%
Ticket Office	30,117	31%	7,203	29%
TVM	3,516	4%	997	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	14,359	25%	3,613	25%
Card	40,536	70%	9,869	69%
Warrant/Voucher/Cheque	2,714	5%	841	6%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	446	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	302	On-Train
Car Parking	956	Mobile App
Railcards	805	Online
Refunds	433	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Widnes

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 14:25
Saturday	07:00 - 14:25

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 14:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	153,266	68%	37,668	69%
On Train/Revenue Protection	11,059	5%	2,569	5%
Other	5,065	2%	1,592	3%
Ticket Office	34,621	15%	7,504	14%
TVM	21,104	9%	5,033	9%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	8,306	24%	1,685	23%
Card	25,661	74%	5,580	77%
Warrant/Voucher/Cheque	507	1%	5	0%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	248	TVM*, Online, Telesales & Mobile App
Rovers	23	TVM & On-Train
Excess Fares	16	On-Train
Car Parking	0	Mobile App
Railcards	89	Online
Refunds	16	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Wigan Wallgate

Current Ticket Office Times	
Sunday	08:00 - 20:00
Monday - Friday	06:00 - 19:00
Saturday	06:00 - 21:00

Proposed Staffing Times	
Sunday	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	06:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	189,641	56%	68,439	64%
On Train/Revenue Protection	10,421	3%	2,081	2%
Other	15,931	5%	5,735	5%
Ticket Office	107,116	32%	26,377	25%
TVM	14,381	4%	3,929	4%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	43,149	34%	11,359	33%
Card	81,550	64%	22,528	65%
Warrant/Voucher/Cheque	2,561	2%	563	2%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	5,146	TVM*, Online, Telesales & Mobile App
Rovers	18	TVM & On-Train
Excess Fares	356	On-Train
Car Parking	28	Mobile App
Railcards	348	Online
Refunds	47	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Wilmslow

Current Ticket Office Times	
Sunday	08:00 - 19:00
Monday - Friday	06:00 - 20:00
Saturday	07:00 - 20:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 16:00
Saturday	08:00 - 18:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	429,831	76%	124,641	79%
On Train/Revenue Protection	10,746	2%	2,834	2%
Other	38,306	7%	12,124	8%
Ticket Office	73,359	13%	15,610	10%
TVM	10,450	2%	2,694	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	14,265	19%	2,795	17%
Card	58,297	79%	12,693	79%
Warrant/Voucher/Cheque	1,445	2%	491	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	1,237	TVM*, Online, Telesales & Mobile App
Rovers	2	TVM & On-Train
Excess Fares	270	On-Train
Car Parking	108	Mobile App
Railcards	620	Online
Refunds	107	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 2

Number of TVMs - 2

TVM payments accepted - Card

Windermere

Current Ticket Office Times	
Sunday	11:10 - 20:40
Monday - Friday	06:40 - 20:45
Saturday	06:40 - 20:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	10:00 - 13:30
Saturday	10:00 - 13:30

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	128,320	79%	43,558	78%
On Train/Revenue Protection	7,556	5%	1,572	3%
Other	10,278	6%	5,808	10%
Ticket Office	15,274	9%	3,944	7%
TVM	1,458	1%	907	2%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	4,109	24%	993	20%
Card	12,631	74%	3,660	75%
Warrant/Voucher/Cheque	328	2%	245	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	81	TVM*, Online, Telesales & Mobile App
Rovers	9	TVM & On-Train
Excess Fares	30	On-Train
Car Parking	338	Mobile App
Railcards	264	Online
Refunds	64	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Woodsmoor

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:10 - 10:10
Saturday	Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:30 - 11:30
Saturday	Closed

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	51,971	76%	20,241	85%
On Train/Revenue Protection	2,636	4%	377	2%
Other	1,245	2%	502	2%
Ticket Office	3,947	6%	336	1%
TVM	8,282	12%	2,495	10%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	268	9%	24	15%
Card	2,687	86%	132	80%
Warrant/Voucher/Cheque	156	5%	9	5%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	119	TVM*, Online, Telesales & Mobile App
Rovers	0	TVM & On-Train
Excess Fares	0	On-Train
Car Parking	0	Mobile App
Railcards	2	Online
Refunds	0	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 1

TVM payments accepted - Card

Workington

Current Ticket Office Times	
Sunday	12:30 - 18:30
Monday - Friday	06:00 - 19:45
Saturday	06:00 - 19:45

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	09:00 - 15:00
Saturday	09:00 - 15:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	50,304	61%	13,553	60%
On Train/Revenue Protection	3,382	4%	693	3%
Other	2,340	3%	632	3%
Ticket Office	20,085	24%	6,423	29%
TVM	6,961	8%	1,206	5%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	9,255	28%	2,997	28%
Card	21,512	66%	6,916	65%
Warrant/Voucher/Cheque	1,979	6%	780	7%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	346	TVM*, Online, Telesales & Mobile App
Rovers	11	TVM & On-Train
Excess Fares	49	On-Train
Car Parking	7	Mobile App
Railcards	540	Online
Refunds	254	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 2

TVM payments accepted - Card

Worksop

Current Ticket Office Times	
Sunday	Closed
Monday - Friday	07:00 - 17:00
Saturday	07:00 - 13:30

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	07:00 - 12:00
Saturday	08:00 - 13:00

1.1 Purchasing Channel

Purchasing Channel for this Station:

	April 22 - March 23		April 23 - June 23	
	Journeys	% of total journeys	Journeys	% of total journeys
Digital	120,223	60%	45,393	72%
On Train/Revenue Protection	21,267	11%	3,927	6%
Other	6,125	3%	2,781	4%
Ticket Office	34,962	18%	7,266	12%
TVM	17,018	9%	3,552	6%

1.2 Tickets Issued at this Station

Method of payment:

	April 22 - March 23		April 23 - June 23	
	Issues	% of Total issues	Issues	% of Total issues
Cash	15,254	37%	3,200	36%
Card	24,486	59%	5,426	61%
Warrant/Voucher/Cheque	1,430	3%	231	3%

Less common tickets issued

Product	Issues	Alternative options
Season Tickets	458	TVM*, Online, Telesales & Mobile App
Rovers	11	TVM & On-Train
Excess Fares	71	On-Train
Car Parking	2,604	Mobile App
Railcards	391	Online
Refunds	154	Available soon via our Customer Experience Centre

* Renewal onto Smartcard only

1.3 Retailing Facilities

Current Ticket Office Windows - 1

Number of TVMs - 4

TVM payments accepted - Card