

Changes to NTL Ticket Retailing July 23

All 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

1.1 Journeys

	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%

1.2 Tickets Issued

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

Remaining Stations with a Ticket Office - 18

TVMs:

Card only - 611

Cash & Card - 9

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	11:00 - 13:00
Monday - Friday	08:00 - 12:00
Saturday	09:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	10:00 - 11:00
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	09:00 - 10:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	06:10 - 23:45
Saturday	06:10 - 23:45

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

1.1 Journeys

Journeys from this station by channel:

	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

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 - 18:00
Saturday	07:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 12:00
Monday - Friday	05:00 - 15:00
Saturday	08:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 12:00
Saturday	09:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	06:10 - 19:00
Saturday	06:10 - 19:00

Proposed Staffing Times	
Sunday	09:00 - 14:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 13:00
Monday - Friday	07:00 - 17:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 18:00
Monday - Friday	06:00 - 18:00
Saturday	07:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 16:00
Monday - Friday	06:00 - 19:00
Saturday	06:00 - 20:00

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 14:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 19:00
Monday - Friday	06:00 - 20:00
Saturday	06:00 - 20:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 08:00
Saturday	11:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	09:00 - 13:00
Monday - Friday	07:00 - 15:00
Saturday	08:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 11:00
Monday - Friday	07:00 - 13:00
Saturday	08:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 12:00
Saturday	09:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 15:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	09:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 08:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	11:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 11:00
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	11:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 15:00
Monday - Friday	07:00 - 12:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 12:00
Saturday	08:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	06:40 - 15:00
Saturday	06:40 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	11:00 - 12:00
Monday - Friday	07:00 - 16:00
Saturday	09:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	10:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 17:00
Monday - Friday	06:00 - 19:00
Saturday	07:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 09:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	07:00 - 18:00
Saturday	08:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	07:00 - 16:00
Saturday	08:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 14:00
Monday - Friday	06:00 - 17:00
Saturday	09:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 10:00
Saturday	10:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 10:00
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 14:00
Monday - Friday	07:00 - 13:00
Saturday	08:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 13:00
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	11:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 14:00
Monday - Friday	07:00 - 12:00
Saturday	08:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 08:00
Saturday	10:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	09:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 17:00
Saturday	10:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	09:00 - 17:00
Monday - Friday	06:00 - 18:00
Saturday	07:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 10:00
Saturday	12:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	07:00 - 08:00
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	09:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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	07:00 - 23:00
Monday - Friday	05:00 - 23:00
Saturday	05:00 - 23:59

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	08:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 13:00
Saturday	09:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	07:00 - 22:00
Monday - Friday	05:00 - 23:00
Saturday	05:00 - 23:59

1.1 Journeys

Journeys from this station by channel:

	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

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 - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 20:00
Monday - Friday	07:00 - 20:00
Saturday	08:00 - 22:00

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 21:00
Monday - Friday	07:00 - 21:00
Saturday	07:00 - 22:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 11:00
Saturday	09:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	11:00 - 12:00
Monday - Friday	08:00 - 18:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	10:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	10:00 - 11:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	13:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 14:00
Saturday	10:00 - 14:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	11:00 - 12:00
Monday - Friday	Closed - Closed
Saturday	10:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 09:00
Saturday	11:00 - 12:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	05:40 - 23:59
Saturday	05:40 - 23:59

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 16:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 12:00

1.1 Journeys

Journeys from this station by channel:

	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

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	07:00 - 08:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 12:00
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed
Monday - Friday	06:25 - 19:35
Saturday	06:25 - 19:35

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 11:00
Monday - Friday	09:00 - 10:00
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 Journeys

Journeys from this station by channel:

	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

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 - 15:00
Monday - Friday	06:00 - 18:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 11:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	08:00 - 15:00
Monday - Friday	05:00 - 18:00
Saturday	05:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	09:00 - 12:00
Monday - Friday	08:00 - 17:00
Saturday	09:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	11:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	09:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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	11:00 - 12:00
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 16:00

1.1 Journeys

Journeys from this station by channel:

	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

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	09:40 - 17:00
Monday - Friday	06:40 - 15:00
Saturday	06:40 - 15:00

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 08:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 19:00
Saturday	08:00 - 20:00

1.1 Journeys

Journeys from this station by channel:

	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

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	12:00 - 13:00
Monday - Friday	07:00 - 12:00
Saturday	09:00 - 18:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 08:00
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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	07:50 - 23:55
Monday - Friday	05:55 - 23:50
Saturday	05:55 - 23:50

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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

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	Closed - Closed
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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

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	Closed - Closed
Saturday	10:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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 - 15:00
Saturday	08:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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 Journeys

Journeys from this station by channel:

	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

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	11:00 - 13:00
Monday - Friday	06:00 - 18:00
Saturday	07:00 - 19:00

1.1 Journeys

Journeys from this station by channel:

	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

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	10:00 - 14:00
Monday - Friday	07:00 - 16:00
Saturday	08:00 - 17:00

1.1 Journeys

Journeys from this station by channel:

	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

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	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - Closed

Proposed Staffing Times	
Sunday	Closed
Monday - Friday	Closed - Closed
Saturday	Closed - Closed

1.1 Journeys

Journeys from this station by channel:

	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

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 - 14:00
Saturday	09:00 - 15:00

1.1 Journeys

Journeys from this station by channel:

	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

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

Workshop

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 - 11:00
Saturday	08:00 - 13:00

1.1 Journeys

Journeys from this station by channel:

	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

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