



Consultation on changes to ticket offices

We are consulting on proposals to move ticket office staff into other areas of the station where they can help more customers, as transactions from ticket offices drop below 15%.

The consultations are happening as part of an industry-wide set of proposals that would mean ticket office staff would instead work on station platforms and concourses where they can be closer to customers. Subject to consultation, ticket offices could be phased out over a number of years.

Digital tickets have made it easier for customers to buy and manage tickets online or use products like smartcards or pay-as-you-go. As fewer people than ever are using ticket offices, we must respond to what our customers are doing and review how we look after customers at our stations.

No station is closing, and station operating times remain unaffected by these proposals. Train services would be unaffected by the changes.

Our Passenger Assist programme – which helps disabled and mobility-impaired customers navigate stations and board trains – will not be affected by the changes. The proposals are designed to increase the number of staff trained and available to help customers at stations across the network, including those with additional accessibility needs.

Before we make any decisions, we are consulting with our staff and their trades unions, and with the public about each individual station. The public consultation is being run by industry watchdogs Transport Focus and London TravelWatch. You can find out how to take part in the public consultation at www.gwr.com/haveyoursay or see the details below.

Transport Focus

For more information:

www.transportfocus.org.uk/ticketoffices

Email:

TicketOffice.GWR@transportfocus.org.uk

Post:

Freepost RTEH-XAGE-BYKZ,
Transport Focus
PO Box 5594
Southend-on-Sea SS1 9PZ

London TravelWatch

For more information:

www.londontravelwatch.org.uk/great-western-railway-ticket-office-consultation.

Email:

GWR.Consultation@londontravelwatch.org.uk

Post:

Freepost RTEH-XAGE-BYKZ,
London TravelWatch,
PO Box 5594,
Southend-on-Sea, SS1 9PZ.

Overleaf is a summary of how these changes could affect this station.

Twyford

Current Ticket Office times		Proposed Staffing Times	
Sunday:	08:15 - 15:00	Sunday:	08:15 - 15:00
Mon-Fri:	06:00 - 19:00	Mon-Fri:	06:00 - 19:00
Saturday:	06:45 - 15:30	Saturday:	06:45 - 15:30

Customer access to station facilities such as waiting rooms and toilets is unaffected by these changes

All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	98,202	25.2%
Bookings collected at Ticket Office:	3,911	-
Ticket sold at the TVM(s):	118,035	30.3%
Bookings collected at the TVM(s):	41,997	-
Journeys from this station booked online:	173,786	44.6%
Cash payments received:	11,350	11.6% of total transactions
Warrant / voucher payments:	163	

Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	6,973	Online	Telesales	-
Rovers/Rangers	4	Online	On-Train	Telesales
Excess Fares*	51	Online	On-Train	-
Car Parking	0	App	-	-
Disabled discounts (D34/D50)	1	On-Train	-	-
Railcards sold	583	GWR App	Online	-
Refunds processed:	157	Call Centre	-	-

Retailing facilities at this station

Current ticket office windows:	2
Number of TVMs:	2
TVM payments accepted:	Cash & Card

Proposed changes - Oct 2023-Jun 2024

Colleagues move closer to customers in other locations at the station to support and assist with ticket purchases. Ticket Office windows close.

Proposed changes - Jun-Sep 2024

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Proposed changes - Sep-Dec 2024

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Notes:

*- Date changes to Advance Purchase tickets will not be possible after windows are closed