

To: Train Operating Company Contacts & Department for Transport
Date: 8 June 2022

ATOC NOTICE OF CHANGES TO TSA SCHEDULES 17/17a

ISSUE 325: Minor change – GWR – 39 stations

SECTION ONE - PROPOSED CHANGES

This section constitutes formal notice to Operators and DfT Rail of proposed changes to Schedule 17. Section One includes copies of proposed changes received from Train Companies. Train companies should follow Ticketing & Settlement Agreement Chapter Six requirements when proposing major and minor changes to Schedule 17.

SECTION TWO - OBJECTIONS

This section includes information on objections raised in connection with changes notified under Section One. Formal notice of any withdrawn objections will also appear here. Copies of objections should be sent to RSP (please send this to me electronically) within 28 days of the date of the ATOC Notice in which the proposed changes are included, otherwise, Schedule 17 will be updated to include the proposed changes. If you object to proposed changes, you should seek to resolve the objection with the Train Company proposing the changes; failing this, a written objection should be made to the Train Company proposing changes with a copy to DfT Rail and ATOC/RSP (please send this electronically).

SECTION THREE - CHANGES TO SCHEDULE 17a

This lists changes to Schedule 17a (peak demand periods, single point of sale, 51% rule derogations, 50% rule derogations, credit cards accepted and other derogations). Future issues will list changes to Schedule 17a since the date of the previous ATOC Notice.

SECTION FOUR - EXPERIMENTAL CHANGES TO SCHEDULE 17

This section includes copies of notices from Train Companies giving information on experimental changes to opening hours.

If you have any queries regarding Schedule 17/17a changes, please let me know.

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GM1672 / GWR / TSA / Schedule 17 Minor Changes –
Resubmission

1st June 2022

Great Western Railway

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1 Milford Street
Swindon, SN1 1HL

GWR.com

T 0330 095 2000



Rail Delivery Group
2nd Floor
200 Aldersgate Street
London EC1A 4HD

Dear ,

RE: Proposed changes to Great Western Railway Ticket Office Opening Hours

1. Introduction

Great Western Railway (GWR) hereby gives notice of its proposal to alter Schedule 17 Ticket Office opening hours using the minor change process at 39 stations, details of which are attached (**Appendix A**), in accordance with the Ticketing & Settlement Agreement, Chapter 6-17, Clause 1.(a). For the avoidance of doubt, this proposal supersedes the company's previous submission dated 9th February 2022.

The opening hours being changed are those that either see a reduction in daily opening of 20 minutes (or less) or where average ticket sales are less than 7 per hour.

Of the 39 stations listed in the change proposal:

- 36 will see a reduction in their opening hours.
- 3 stations will have amended opening hours but no change in the time spent open.

These changes are driven by the low number of sales at the times affected recognising the continuing shift in retail channels with web sales, (including e-tickets and m-tickets and CPay) increasing year on year as well as the increased use of Oyster in the Transport for London area. Use of Smartcards and thus, online purchases are also increasing.

2. Sales Review

At the chosen locations the flow of sales throughout the opening hours has been examined and in most cases the bulk of the tickets issued are during the morning with sales tailing off considerably during the latter part of the day. At larger offices, sales of tickets at the start and end of the day have seen a considerable drop with the change in customer travel patterns.

The changes will take this into account, ensuring that the majority of GWR customers will experience little or no adverse effect to the service provided to them.

In accordance with the Secretary of State's guidance on maintenance of ticket office opening hours, sales data from prior to 23 March 2020 has been reviewed and three financial periods (20/01, 20/05 and 20/10) have been used. The 12 weeks of data used exceeds the six weeks stipulated in the guidance document and allows for seasonal fluctuations.

It is not anticipated that these changes will have an adverse effect of GWR's provision of the sale of Advance Purchase products to its customers as the majority of locations affected are not required to sell these under the current Schedule 17 arrangements.

The process to determine these changes has taken into account the following considerations:

- Level of ticket sales throughout the opening hours of each location.
- Current provision and availability of Self-Service Ticket Machines.
- Current provision and availability of station-based help points.
- Current and future provision of Customer Information Systems.
- Changes to GWR's timetabled train services.

3. Alternative Sales Channels

GWR has Scheidt & Bachmann and Worldline Ticket Vending Machines (TVMs) at all of the locations earmarked for changes to opening hours. These machines are equipped with the functionality for National ToD as well as sales to Smartcards.

Customer purchasing options through our website continue to grow with season renewals available for fulfilment to Smartcards now included and we will shortly be introducing an option that allows the continuous automatic renewal of seasons.

4. Staffing review

The recent Voluntary Severance scheme has seen the number of ticket office colleagues reduced at 15 stations to align to customer demand.

In addition to the above measures, GWR regularly reviews staffing and customer demand at its stations to examine where adjustments can be made to ensure the resilience of the retailing service provided to its customers.

5. Timetable Review

A number of the proposed changes reflect adjustments made to the train service timetable and some locations will be opening at a different time to provide staffed ticket sales aligned to the service pattern.

6. Penalty Fares

These changes are not expected to have an adverse effect on GWR's Penalty Fares scheme.

7. Proposed Introduction of Changes

GWR will be communicating these changes to Ticket Office Opening Hours to passengers through notices at our stations. It is anticipated that these changes will be take place from 24/07/2022, following a period of consultation as per the Minor Change process.

For further information relating to these proposed changes, please contact:

[REDACTED]

Yours sincerely

[REDACTED]

[REDACTED]

cc Graham Stockbridge, Market Lead, South West and London, DfT

[REDACTED]

Appendix A

Summary of alterations under the minor change process

A table summarising the proposed changes is provided below:

	CURRENT		
STATION	Mon-Fri	Sat	Sun
BARNSTAPLE	0640-1815	0640-1815	1010-1740
BATH SPA	0530-2030	0600-2000	0745-2030
BODMIN PARKWAY	0610-2000	0630-2000	1035-1940
BOURNE END	0615-1315	0715-1415	CLOSED
BRAMLEY (HANTS)	0620-1300	0650-1300	CLOSED
BRISTOL PARKWAY	0540-2000	0650-1800	0830-1900
BRISTOL TEMPLE MEADS	0530-2130	0530-2130	0645-2130
CAMBORNE	0645-1400	0645-1400	CLOSED
CASTLE CARY	0630-2130	0630-2130	1450-2130
CHARLBURY	0520-1220	0645-1315	CLOSED
CHELTENHAM SPA	0545-2015	0545-1915	0900-2015
EVESHAM	0645-1330	0645-1400	CLOSED
GLOUCESTER	0600-2000	0600-1900	0900-2030
KEMBLE	0640-1330	0640-1330	CLOSED
LISKEARD	0615-1845	0615-1845	1100-1830
LONDON PADDINGTON	24hrs	24hrs	24hrs
MAIDENHEAD	0600-2100	0645-2100	0700-2100
MORTIMER	0615-1300	0615-1300	CLOSED
NEWBURY	0600-2024	0615-1945	0830-1730
NEWTON ABBOT	0550-1910	0610-1750	0845-1945
NORTH CAMP	0630-1300	0630-1300	CLOSED
OXFORD	0545-2000	0730-2000	0715-2000
PAIGNTON	0655-1900	0655-1655	1010-1710
PAR	0720-1410	0720-1410	CLOSED
PENZANCE	0605-2010	0615-2010	0845-1730
PEWSEY	0700-1145 1200-1745	0750-1400	1730-1930
PLYMOUTH	0520-2030	0520-1900	0800-2030
READING	0515-2245	0530-2245	0715-2245
REDRUTH	0520-2020	0520-2020	0900-2030
ST AUSTELL	0550-1900	0650-1900	0945-1745
ST ERTH	0715-1200 1230-1530	0715-1200	CLOSED
SWINDON	0600-2030	0600-2000	0730-2030
TAUNTON	0610-2000	0610-2000	0800-2000
TIVERTON PARKWAY	0605-2140	0605-2140	0810-2210
TOTNES	0725-1610	0725-1545	1050-1825
TROWBRIDGE	0640-1830	0640-1450	0920-1740
TWYFORD	0600-1900	0645-1530	0815-1530
WARMINSTER	0700-1820	CLOSED	CLOSED
WINDSOR & ETON CENTRAL	0640-1940	0640-1940	0820-1750

PROPOSED		
Mon-Fri	Sat	Sun
0615-1750	0615-1750	0920-1640
0600-2000	0600-2000	0745-2000
0700-1800	0700-1800	1035-1800
0605-1235	0705-1335	CLOSED
0620-1250	0720-1330	CLOSED
0600-2000	0700-1800	0830-1900
0615-2130	0615-2130	0645-2130
0700-1400	0730-1400	CLOSED
0730-1830	0730-1630	CLOSED
0550-1220	0645-1315	CLOSED
0615-2015	0615-1915	0900-1630
0620-1250	0720-1350	CLOSED
0600-1900	0700-1900	0900-1800
0630-1300	0730-1400	CLOSED
0700-1800	0800-1800	0915-1645
0600-2200	0600-2200	0700-2200
0600-2000	0700-2000	0800-1900
0630-1300	0730-1400	CLOSED
0600-2000	0700-1900	0830-1700
0600-1910	0630-1750	0845-1810
0630-1300	0715-1345	CLOSED
0600-2000	0730-2000	0800-1900
0655-1800	0730-1655	0940-1640
0730-1400	0800-1430	CLOSED
0645-1930	0745-1930	0845-1730
0610-1240	0710-1320	CLOSED
0625-2000	0625-1900	0800-1900
0615-2200	0615-2200	0715-2200
0730-1900	0730-1900	0900-1630
0730-1900	0730-1900	0900-1630
0730-1445	0800-1300	CLOSED
0630-2000	0630-1930	0800-2000
0630-1900	0630-1900	0800-1900
0605-1800	0705-1700	0900-1700
0725-1610	0725-1545	0925-1700
0640-1310	0640-1450	0920-1650
0600-1900	0645-1530	0800-1500
0700-1330	CLOSED	CLOSED
0640-1900	0640-1900	0820-1750

DAILY CHANGE		
Mon-Fri	Sat	Sun
-	-	-10mins
-1h00mins	-	-30mins
-2h50mins	-2h30mins	-1h40mins
-30mins	-30mins	-
-10mins	-	-
-30mins	-10mins	-
-45mins	-45mins	-
-15mins	-45mins	-
-4h00mins	-6h00mins	-6h40mins
-30mins	-	-
-30mins	-30mins	-3h45mins
-15mins	-45mins	-
-60mins	-60mins	-2h30mins
-20mins	-20mins	-
-1h30mins	-2h30mins	-
-8h00mins	-8h00mins	-9h00mins
-1h00mins	-1h15mins	-2h00mins
-15mins	-15mins	-
-24mins	-1h30mins	-30mins
-10mins	-20mins	-1h35mins
-	-	-
-15mins	-	-1h45mins
-1h00mins	-35mins	-
-20mins	-20mins	-
-1h20mins	-2h10mins	-
-2h00mins	-	-2h00mins
-1h35mins	-1h05mins	-1h30mins
-1h45mins	-1h30mins	-45mins
-3h30mins	-3h30mins	-4h00mins
-2h20mins	-1h20mins	-30mins
-	-	-
-1h00mins	-1h00mins	-1h00mins
-1h20mins	-1h20mins	-1h00mins
-3h40mins	-5h40mins	-6h00mins
-	-	-
-2h00mins	-1h40mins	-50mins
-	-	-15mins
-4h50mins	-	-
-40mins	-40mins	-