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Monday 24th January 2022

Dear Peter,

Proposed Major change to Littlehaven Ticket Office Schedule 17 Hours

1. Introduction

Govia Thameslink Railway (GTR) hereby gives notice of its proposal to alter schedule 17 ticket office opening hours at Littlehaven station through the major change process in accordance with the Ticketing and Settlement Agreement, chapter 6-18 clause 1.a (i).

As part of the platform extensions work at Littlehaven Network Rail have identified that the crossing box and the ticket office need to be removed. The existing ticket office will be demolished, and it is not financially viable to replace it.

The platform extension work will result in longer trains being able to serve Littlehaven station with more seating capacity available to customers. Access to the platforms will also be greatly improved.

The station will become unstaffed however we do have a mobile assistance team in place who currently attend the station to assist any customers who require additional assistance to board and alight our train services including wheelchair ramp assistance. This has been in place for approximately three years and will continue as part of this change.

2. Sales Review

The current schedule 17 hours of Littlehaven ticket office are morning hours only Monday – Saturday 0645-1045 and closed on Sundays

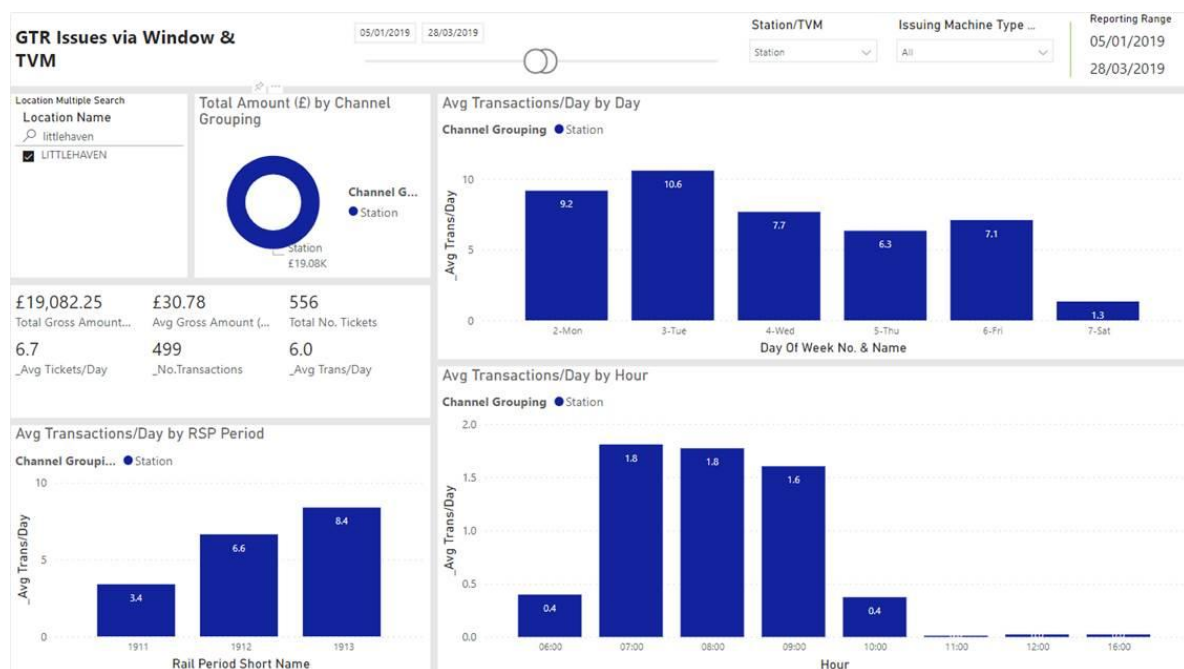
Since TVMs were introduced at this station, the station ticket office sales have diminished significantly over recent years. Since that time paper ticket issues have continued to fall, and the graph below shows the average hourly ticket sales through the ticket office on weekdays and Saturday, this is the average over 3 recent RSP periods, pre Covid 19.

This demonstrates the very low level of ticket office sales. Tuesday is highlighted as the busiest day of the week with an average of 10.6 tickets sold per day. With Monday averaging 9 tickets sold. Tickets

sold on Wednesday and Friday both average 7 tickets sold per day. With Thursday dropping to 6 tickets issued per day and Saturday just over 1 ticket per day. During the current schedule 17 hours the average ticket sale per hour at Littlehaven ticket office failed to reach an average of two tickets pre the Covid pandemic.

Ticket sales on the TVM's are much larger per RSP period showing that the customer base at Littlehaven station are very comfortable using the ticket machines and, in most cases, will use it as their preferred ticketing option. The TVM sales between 5th January 2019 and 28th March 2019 equated to 96% of all tickets sold at Littlehaven station.

Sales Data 5th January 2020 to 28th March 2019



RSP Period	Selling Location Description	Number Of tickets	Gross Receipt
2019/P11	Littlehaven Ticket Office	98	£2,171.10
2019/P11	Littlehaven TVMs	3,639	£68,877.40
2019/P12	Littlehaven Ticket Office	174	£7,377.60
2019/P12	Littlehaven TVMs	4,704	£76,999.20
2019/P13	Littlehaven Ticket Office	219	£8,184.80
2019/P13	Littlehaven TVMs	3,319	£61,448.45

3. Proposal

Current Schedule 17 opening hours Monday – Friday 06:45 to 10:45
Saturday – 0645-1045
Sunday – Closed

Proposed Schedule 17 Opening hours Closed

GTR intend to close the current ticket office permanently, removing Littlehaven station from any requirement for opening under Schedule 17.

Ticket vending machines are located in the station on each platform (1 and 2) for customers to use to purchase tickets. Our sales information highlights that pre Covid ticket sales at Littlehaven were vastly obtained via the TVM machines. TVM sales equated to 96% in the three month period between January 2019 to March 2019.

Therefore, the expenditure of a newly built ticket office with the installation of the ticket selling equipment required and the annual staff costs (£22,921 per annum) will be much higher than the revenue obtained through ticket sales at Littlehaven ticket office.

Any customers who need additional assistance boarding and alighting trains can request assistance from the help point on the station or by using the pre booking line. All details are available on our website and on the station.

4. Proposed introduction of changes

Govia Thameslink Railway Ltd will be undertaking a consultation process and communicating the proposed changes at Littlehaven station to passengers through posters and details will be contained on our web site with effect from TBC.

The ticket office is currently closed due to platform extension works so the proposal is that the current ticket office closure remains in place.

If further information or clarification is required regarding these proposals, please do not hesitate to contact me.

Yours sincerely



Keith Jipps
Infrastructure Director

Copy to : Charles Corn, Senior Commercial Manager