c2c

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided For									Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
1	BENFLEET	BEF	7439	7439	Mon-Fri	Providing information to customers	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Key for/availability of disabled toilets	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Key for/availability of general toilets	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Key for/availability of waiting rooms	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Opening/availability of lifts	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	TVM replenishment, support and maintenance	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Cold weather procedures	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Litter clearance and recycling	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Phone charging points for access to emergency contacts	5:00	22:00	No	No	NO		N/A	may be charging points in waiting rooms etc			0%	-	-	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Complaints about the service/experience	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Emergency response to incidents	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Identifiable location for getting help	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	22:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:15	23:59	116%	Yes	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Mon-Fri	User Defined			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Providing information to customers	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Key for/availability of disabled toilets	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Key for/availability of general toilets	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Key for/availability of waiting rooms	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Opening/availability of lifts	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	TVM replenishment, support and maintenance	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Cold weather procedures	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Litter clearance and recycling	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Phone charging points for access to emergency contacts			-	-	no		NA	Floorwalkers/Gateline/Ticket Office	5:00	22:00		No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Complaints about the service/experience	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Emergency response to incidents	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Identifiable location for getting help	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Visible staff presence for real and perceived safety and security benefits	5:00	22:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	5:00	22:00	100%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	2:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sat	User Defined			-	-					0:00	2:00		Yes	No					
1	BENFLEET	BEF	7439	7439	Sun	Providing information to customers	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Key for/availability of disabled toilets	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Key for/availability of general toilets	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Key for/availability of waiting rooms	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Opening/availability of lifts	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	TVM replenishment, support and maintenance	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Cold weather procedures	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Litter clearance and recycling	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Phone charging points for access to emergency contacts			-	-	no		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Complaints about the service/experience	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Emergency response to incidents	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Identifiable location for getting help	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	22:00	Yes	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	6:00	22:00	100%	Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
1	BENFLEET	BEF	7439	7439	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Providing information to customers	6:00	10:00	No	Yes	Yes	tly staffed at weekends and ticket office to	CIS/Help Point/leaflets/mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Key for/availability of disabled toilets	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Key for/availability of general toilets	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Key for/availability of waiting rooms	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Opening/availability of lifts	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	TVM replenishment, support and maintenance	6:00	10:00	No	Yes	Yes	tly staffed at weekends and ticket office to	mobile tvm team	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Cold weather procedures	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Litter clearance and recycling	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Phone charging points for access to emergency contacts			-	-		not currently staffed at weekends and ticket office to be closed						-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Complaints about the service/experience	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Emergency response to incidents	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Identifiable location for getting help	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile team and CCTV	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri				-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Mon-Fri	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Providing information to customers	6:00	10:00	No	Yes	Yes	tly staffed at weekends and ticket office to	CIS/Help Point/leaflets/mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Key for/availability of disabled toilets	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Key for/availability of general toilets	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Key for/availability of waiting rooms	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Opening/availability of lifts	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	TVM replenishment, support and maintenance	6:00	10:00	No	Yes	Yes	tly staffed at weekends and ticket office to	mobile tvm team	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Cold weather procedures	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Litter clearance and recycling	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Phone charging points for access to emergency contacts			-	-		not currently staffed at weekends and ticket office to be closed						-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Complaints about the service/experience	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Emergency response to incidents	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Identifiable location for getting help	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	10:00	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile team and CCTV	NA			0%	-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sat	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Providing information to customers	NA	NA	No	Yes	Yes	tly staffed at weekends and ticket office to	CIS/Help Point/leaflets/mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Key for/availability of disabled toilets	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Key for/availability of general toilets	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Key for/availability of waiting rooms	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Opening/availability of lifts	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	TVM replenishment, support and maintenance	NA	NA	No	Yes	Yes	tly staffed at weekends and ticket office to	mobile tvm team	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Cold weather procedures	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Litter clearance and recycling	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	mobile staff	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Phone charging points for access to emergency contacts	NA	NA	No	Yes		not currently staffed at weekends and ticket office to be closed						-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Complaints about the service/experience	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Emergency response to incidents	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Identifiable location for getting help	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	CIS/Help Point/Leaflets	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	Yes*	tly staffed at weekends and ticket office to	Mobile team and CCTV	NA				-	-	no	this station will only be covered by mobile staff. There will b	yes	it is cost effective as we are mobile staffing only one	physical staff availability has been nearly removed entirely but it is still possible to receive support from mobile staff, via help points etc for those who cannot
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-	no	no change - this station is not staffed at weekends			
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
2	DAGENHAM DOCK	DDK	7440	7440	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	Providing information to customers	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Key for/availability of disabled toilets	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Key for/availability of general toilets	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Key for/availability of waiting rooms	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Opening/availability of lifts	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	TVM replenishment, support and maintenance	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Cold weather procedures	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Litter clearance and recycling	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Phone charging points for access to emergency contacts			-	-	NO		N/A	may be charging points in waiting rooms etc				-	-	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Complaints about the service/experience	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Emergency response to incidents	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Identifiable location for getting help	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	19:00	No	No	Yes	NA	Floorwalkers/Gateline/Ticket Office	Floorwalkers/Ticket Office/Gateline	4:45	19:00	102%	Yes	No	no	no tangible change to current offer - services will remain the	yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided For									Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Mon-Fri	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	Providing information to customers	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Key for/availability of disabled toilets	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Key for/availability of general toilets	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Key for/availability of waiting rooms	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Opening/availability of lifts	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	TVM replenishment, support and maintenance	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Cold weather procedures	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Litter clearance and recycling	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Phone charging points for access to emergency contacts			-	-	no		NA	Floorwalkers/Gateline/Ticket Office				-	-	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Complaints about the service/experience	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Emergency response to incidents	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Identifiable location for getting help	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	Visible staff presence for real and perceived safety and security benefits	7:00	19:00	No	Yes	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	58%	No	Yes	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sat	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	Providing information to customers	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Key for/availability of disabled toilets	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Key for/availability of general toilets	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Key for/availability of waiting rooms	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Opening/availability of lifts	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	TVM replenishment, support and maintenance	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Cold weather procedures	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Litter clearance and recycling	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Phone charging points for access to emergency contacts			-	-	no		NA	Floorwalkers/Gateline/Ticket Office				-	-	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Complaints about the service/experience	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Emergency response to incidents	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Identifiable location for getting help	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	Visible staff presence for real and perceived safety and security benefits	8:00	18:00	No	No	Yes		Floorwalkers/Gateline/Ticket Office	Floorwalkers/Gateline/Ticket Office	8:30	15:30	70%	No	No	no	reduced c2c staff coverage compared to present day	yes	staff coverage at core weekend hours and outside of	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
3	GRAYS	GRY	7443	7443	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	Providing information to customers	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Key for/availability of disabled toilets	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Key for/availability of general toilets	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Key for/availability of waiting rooms	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Opening/availability of lifts	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	TVM replenishment, support and maintenance	5:00	21:00	No	No	Yes	NA	Floorwalkers	Floorwalkers	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Cold weather procedures	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Litter clearance and recycling	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Phone charging points for access to emergency contacts	5:00	21:00	No	No	NO		NA	may be charging points in waiting rooms etc			0%	-	-	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Complaints about the service/experience	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Emergency response to incidents	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Identifiable location for getting help	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	6:00	20:00	88%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-		These duties are undertaken by other CDA roles at the station today but may occassionally be supported by Ticket Office staff. These will continue to be provided by other CDA roles a						-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-		These duties are undertaken by other CDA roles at the station today but may occassionally be supported by Ticket Office staff. These will continue to be provided by other CDA roles a						-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Mon-Fri	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	Providing information to customers	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Key for/availability of disabled toilets	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Key for/availability of general toilets	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Key for/availability of waiting rooms	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Opening/availability of lifts	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	TVM replenishment, support and maintenance	6:00	21:00	No	Yes	Yes	NA	Floorwalkers	Floorwalkers	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Cold weather procedures	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Litter clearance and recycling	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Phone charging points for access to emergency contacts			-	-	NO	hing we do now due to security/safety iss	NA	may be charging points in waiting rooms etc				-	-	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Complaints about the service/experience	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Emergency response to incidents	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Identifiable location for getting help	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	No	Yes	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	7:00	20:00	87%	No	Yes	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-		These duties are undertaken by other CDA roles at the station today but may occassionally be supported by Ticket Office staff. These will continue to be provided by other CDA roles a						-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sat	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	Providing information to customers	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Key for/availability of disabled toilets	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Key for/availability of general toilets	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Key for/availability of waiting rooms	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Opening/availability of lifts	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	TVM replenishment, support and maintenance	7:00	21:00	No	No	Yes	NA	Floorwalkers	Floorwalkers	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Cold weather procedures	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Litter clearance and recycling	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Phone charging points for access to emergency contacts			-	-	NO	hing we do now due to security/safety iss	NA	may be charging points in waiting rooms etc				-	-	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Complaints about the service/experience	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Emergency response to incidents	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Identifiable location for getting help	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	21:00	No	No	Yes	NA	Floorwalkers/Gateline	Floorwalkers/Gateline	9:00	18:00	64%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
4	LAINDON	LAI	7445	7445	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Providing information to customers	5:00	20:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Leaflets		5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Key for/availability of disabled toilets	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Key for/availability of general toilets	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Key for/availability of waiting rooms	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Opening/availability of lifts	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	TVM replenishment, support and maintenance	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	10:00	20:00	67%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Cold weather procedures	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Litter clearance and recycling	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA		Floorwalkers/Gateline				-	-	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Complaints about the service/experience	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Emergency response to incidents	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Identifiable location for getting help	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalkers/Gateline	5:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Mon-Fri	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Providing information to customers	6:00	20:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Key for/availability of disabled toilets	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Key for/availability of general toilets	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Key for/availability of waiting rooms	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Opening/availability of lifts	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	TVM replenishment, support and maintenance	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Cold weather procedures	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Litter clearance and recycling	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Complaints about the service/experience	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and tic	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Emergency response to incidents	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Identifiable location for getting help	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sat	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Providing information to customers	7:00	20:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Key for/availability of disabled toilets	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Key for/availability of general toilets	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Key for/availability of waiting rooms	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Opening/availability of lifts	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	TVM replenishment, support and maintenance	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Cold weather procedures	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Litter clearance and recycling	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Complaints about the service/experience	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Emergency response to incidents	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Identifiable location for getting help	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	20:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
5	LEIGH-ON-SEA	LES	7446	7446	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Providing information to customers	6:00	19:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Key for/availability of disabled toilets	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	14:00	62%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Key for/availability of general toilets	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	14:00	62%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Key for/availability of waiting rooms	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	14:00	62%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Opening/availability of lifts	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	TVM replenishment, support and maintenance	6:00	19:00	No	No	Yes		Floorwalker	Concourse/gateline	6:00	14:00	62%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Cold weather procedures	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Litter clearance and recycling	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Complaints about the service/experience	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	14:00	62%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Emergency response to incidents	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Identifiable location for getting help	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	19:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Mon-Fri	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Providing information to customers	6:00	19:00	No	Yes	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Key for/availability of disabled toilets	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	85%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Key for/availability of general toilets	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	85%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Key for/availability of waiting rooms	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	85%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Opening/availability of lifts	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	TVM replenishment, support and maintenance	6:00	19:00	No	Yes	Yes		Floorwalker	Concourse/gateline	10:00	17:00	54%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Cold weather procedures	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Litter clearance and recycling	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Complaints about the service/experience	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	85%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Emergency response to incidents	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Identifiable location for getting help	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:50	137%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	19:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	138%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sat	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Providing information to customers	6:00	16:00	Yes	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Key for/availability of disabled toilets	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	110%	Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Key for/availability of general toilets	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	110%	Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Key for/availability of waiting rooms	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	110%	Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Opening/availability of lifts	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	110%	Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	TVM replenishment, support and maintenance	6:00	16:00	Yes	No	Yes		Floorwalker	Concourse/gateline	10:00	17:00	70%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Cold weather procedures	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Litter clearance and recycling	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Complaints about the service/experience	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	17:00	110%	Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Emergency response to incidents	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Identifiable location for getting help	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	16:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:59	180%	Yes	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
6	CHAFFORD HUNDRED	CHF	7447	7447	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Mon-Fri	Providing information to customers	6:00	22:00	No	No	Yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Key for/availability of disabled toilets	6:00	14:00	No	No	yes			Gateline	6:00	23:59	225%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Key for/availability of general toilets	6:00	14:00	No	No	yes			Gateline	6:00	23:59	225%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Key for/availability of waiting rooms	6:00	14:00	No	No	yes			Gateline	6:00	23:59	225%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Opening/availability of lifts	6:00	22:00	No	No	yes			Gateline	na	na		No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	TVM replenishment, support and maintenance	6:00	10:00	No	No	no		mobile tvm team				0%	-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Cold weather procedures	6:00	22:00	No	No	yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Litter clearance and recycling	6:00	22:00	No	No	yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Complaints about the service/experience	6:00	14:00	No	No	no		Signage to c2c staff/customer relations	Gateline	6:00	14:00	100%	No	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Emergency response to incidents	6:00	22:00	No	No	yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Identifiable location for getting help	6:00	22:00	No	No	yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	22:00	No	No	yes			Gateline	6:00	23:59	112%	No	Yes	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Providing information to customers			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Key for/availability of disabled toilets			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Key for/availability of waiting rooms			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Opening/availability of lifts			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Cold weather procedures			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Litter clearance and recycling			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Emergency response to incidents			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Identifiable location for getting help			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-				Gateline	0:00	1:00		Yes	No	no	reduced c2c staff coverage compared to present day and ticl	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
7	OCKENDON	OCK	7451	7451	Mon-Fri	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	Providing information to customers	7:00	17:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Key for/availability of disabled toilets	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Key for/availability of general toilets	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Key for/availability of waiting rooms	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Opening/availability of lifts	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	TVM replenishment, support and maintenance	8:45	13:45	No	Yes	no	Only agency gateline at this station	Mobile tvm team				0%	-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Cold weather procedures	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Litter clearance and recycling	7:00	17:00	No	Yes	yes		Gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Complaints about the service/experience	7:00	17:00	No	Yes	no	Only agency gateline at this station	Signage to c2c staff/customer relations	Gateline			0%	-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Emergency response to incidents	7:00	17:00	No	Yes	yes		gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Identifiable location for getting help	7:00	17:00	No	Yes	yes		gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	Visible staff presence for real and perceived safety and security benefits	7:00	17:00	No	Yes	yes		gateline	Gateline	6:00	23:59	180%	No	Yes	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sat	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	Providing information to customers	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Key for/availability of disabled toilets	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Key for/availability of general toilets	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
7	OCKENDON	OCK	7451	7451	Sun	Key for/availability of waiting rooms	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Opening/availability of lifts	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	TVM replenishment, support and maintenance			-	-	na	No c2c staff	mobile tvm team					-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Cold weather procedures	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Litter clearance and recycling	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Phone charging points for access to emergency contacts			-	-	na							-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Complaints about the service/experience			-	-		No c2c staff	Signage to c2c staff/customer relations	Gateline				-	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Emergency response to incidents	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00		-100%	No	-	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Identifiable location for getting help	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	Visible staff presence for real and perceived safety and security benefits	8:00	16:00	No	No	yes		Agency gateline	Gateline	8:00	16:00	100%	No	No	no	ticket office shut and no c2c staff based here to deal with in	yes	this is a quieter station at weekends	
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
7	OCKENDON	OCK	7451	7451	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Mon-Fri	Providing information to customers	5:00	20:00	No	No	Yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Key for/availability of disabled toilets	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Key for/availability of general toilets	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Key for/availability of waiting rooms	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Opening/availability of lifts	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	TVM replenishment, support and maintenance	10:00	20:00	No	No	yes		Floorwalker	Concourse/gateline	6:00	20:00	140%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Cold weather procedures	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Litter clearance and recycling	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Complaints about the service/experience	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline		23:59	160%	-	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Emergency response to incidents	5:00	20:00	No	No	Yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Identifiable location for getting help	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	20:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	120%	No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Mon-Fri	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	Providing information to customers	6:00	21:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Key for/availability of disabled toilets	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Key for/availability of general toilets	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Key for/availability of waiting rooms	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Opening/availability of lifts	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	TVM replenishment, support and maintenance	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:30	16:30	53%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Cold weather procedures	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Litter clearance and recycling	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Complaints about the service/experience	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Emergency response to incidents	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Identifiable location for getting help	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sat	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	Providing information to customers	6:00	21:00	Yes	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Key for/availability of disabled toilets	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Key for/availability of general toilets	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Key for/availability of waiting rooms	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Opening/availability of lifts	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	TVM replenishment, support and maintenance	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:30	16:30	53%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Cold weather procedures	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Litter clearance and recycling	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Complaints about the service/experience	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Emergency response to incidents	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Identifiable location for getting help	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00	67%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	8:00	18:00		No	Yes	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
8	PITSEA	PSE	7452	7452	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	Providing information to customers	6:00	10:00	No	No	Yes	ticket office to be closed	CIS/Help Point/leaflets	Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Key for/availability of disabled toilets	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Key for/availability of general toilets	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Key for/availability of waiting rooms	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Opening/availability of lifts	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	TVM replenishment, support and maintenance	6:00	10:00	No	No	no		mobile tvm team				0%	-	-	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Cold weather procedures	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Litter clearance and recycling	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Complaints about the service/experience	6:00	10:00	No	No	Yes*	ticket office to be closed	CIS/Help Point/Leaflets	Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Emergency response to incidents	6:00	10:00	No	No	Yes*	ticket office to be closed	CIS/Help Point/Leaflets	Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Identifiable location for getting help	6:00	10:00	No	No	Yes*	ticket office to be closed	CIS/Help Point/Leaflets	Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	10:00	No	No	Yes*	ticket office to be closed		Concourse/gateline	6:00	10:00	100%	No	No	no	It does not, ticket office will be closed and we will have less	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Mon-Fri	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	Providing information to customers			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Key for/availability of disabled toilets			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Key for/availability of general toilets			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Key for/availability of waiting rooms			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Opening/availability of lifts			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	TVM replenishment, support and maintenance			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Cold weather procedures			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Litter clearance and recycling			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-					
9	PURFLEET	PFL	7453	7453	Sat	Complaints about the service/experience			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Emergency response to incidents			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Identifiable location for getting help			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sat	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	Providing information to customers			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Key for/availability of disabled toilets			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Key for/availability of general toilets			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Key for/availability of waiting rooms			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Opening/availability of lifts			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	TVM replenishment, support and maintenance			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Cold weather procedures			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Litter clearance and recycling			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-					
9	PURFLEET	PFL	7453	7453	Sun	Complaints about the service/experience			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Emergency response to incidents			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Identifiable location for getting help			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	Visible staff presence for real and perceived safety and security benefits			-	-			Not currently staffed by Ticket Office staff - current service provision will continue					-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
9	PURFLEET	PFL	7453	7453	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Providing information to customers	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Key for/availability of disabled toilets	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Key for/availability of general toilets	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Key for/availability of waiting rooms	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Opening/availability of lifts	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	TVM replenishment, support and maintenance	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	20:00	100%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Cold weather procedures	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Litter clearance and recycling	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-					Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Complaints about the service/experience	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Emergency response to incidents	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Identifiable location for getting help	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	19:00	Yes	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	128%	No	Yes	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Providing information to customers			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Key for/availability of disabled toilets			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Key for/availability of waiting rooms			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Opening/availability of lifts			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Cold weather procedures			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Litter clearance and recycling			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Emergency response to incidents			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Identifiable location for getting help			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-					0:00	1:00		Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Mon-Fri	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	Providing information to customers	6:45	21:15	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Key for/availability of disabled toilets	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Key for/availability of general toilets	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Key for/availability of waiting rooms	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Opening/availability of lifts	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	TVM replenishment, support and maintenance	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Cold weather procedures	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Litter clearance and recycling	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-					Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Complaints about the service/experience	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Emergency response to incidents	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Identifiable location for getting help	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	Visible staff presence for real and perceived safety and security benefits	6:45	21:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	7:00	21:00	97%	No	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sat	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	Providing information to customers	7:00	20:00	Yes	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Key for/availability of disabled toilets	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Key for/availability of general toilets	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Key for/availability of waiting rooms	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Opening/availability of lifts	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	TVM replenishment, support and maintenance	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Cold weather procedures	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Litter clearance and recycling	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-					Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Complaints about the service/experience	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Emergency response to incidents	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Identifiable location for getting help	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	20:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	21:00	115%	Yes	No	no	no change, as a hub staiton the provision of services will sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
10	HAM (GREATER LON	RNM	7454	7454	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Providing information to customers	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Key for/availability of disabled toilets	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Key for/availability of general toilets	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Key for/availability of waiting rooms	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Opening/availability of lifts	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	TVM replenishment, support and maintenance	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	20:00	93%	No	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Cold weather procedures	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Litter clearance and recycling	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-		this station will have an increased presence compared to today			Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Complaints about the service/experience	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Emergency response to incidents	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Identifiable location for getting help	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	20:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	5:00	23:59	127%	No	Yes	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:15		Yes	No	yes	this station will have an increased presence compared to to	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Mon-Fri	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	Providing information to customers	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Key for/availability of disabled toilets	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Key for/availability of general toilets	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Key for/availability of waiting rooms	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Opening/availability of lifts	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	TVM replenishment, support and maintenance	6:00	22:00	No	No	yes		Floorwalker	Concourse/gateline	7:00	20:00	81%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Cold weather procedures	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Litter clearance and recycling	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-			yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Complaints about the service/experience	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Emergency response to incidents	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Identifiable location for getting help	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	22:00	No	No	yes		Floorwalker / agency gateline	Concourse/gateline	6:00	23:59	112%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sat	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	Providing information to customers	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Key for/availability of disabled toilets	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Key for/availability of general toilets	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Key for/availability of waiting rooms	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Opening/availability of lifts	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	TVM replenishment, support and maintenance	8:00	18:00	No	No	yes		Floor walker	Concourse/gateline	8:30	15:30	70%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Cold weather procedures	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Litter clearance and recycling	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-			yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Complaints about the service/experience	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Emergency response to incidents	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Identifiable location for getting help	8:00	18:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	Visible staff presence for real and perceived safety and security benefits	8:00	21:00	No	Yes	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	9%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
11	SHOEBURYNESS	SRY	7455	7455	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Providing information to customers	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Key for/availability of disabled toilets	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Key for/availability of general toilets	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Key for/availability of waiting rooms	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Opening/availability of lifts	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	TVM replenishment, support and maintenance	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	13:00	54%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Cold weather procedures	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Litter clearance and recycling	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Complaints about the service/experience	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Emergency response to incidents	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Identifiable location for getting help	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided For									Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	18:00	No	No	yes		Floorwalker/gateline	Concourse/gateline	6:00	23:59	138%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:30		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Mon-Fri	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Providing information to customers	6:00	16:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Key for/availability of disabled toilets	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Key for/availability of general toilets	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Key for/availability of waiting rooms	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Opening/availability of lifts	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	TVM replenishment, support and maintenance	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	15:00	90%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Cold weather procedures	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Litter clearance and recycling	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Complaints about the service/experience	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Emergency response to incidents	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Identifiable location for getting help	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	23:00	170%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sat	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Providing information to customers	7:00	16:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Key for/availability of disabled toilets	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Key for/availability of general toilets	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Key for/availability of waiting rooms	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Opening/availability of lifts	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	TVM replenishment, support and maintenance	10:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	15:00	150%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Cold weather procedures	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Litter clearance and recycling	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Complaints about the service/experience	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Emergency response to incidents	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Identifiable location for getting help	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	22:00	178%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	16:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	2:00	22:00	-44%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
12	SOUTHEND CENTRAL	SOC	7456	7456	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Providing information to customers	5:00	20:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Key for/availability of disabled toilets	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Key for/availability of general toilets	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Key for/availability of waiting rooms	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Opening/availability of lifts	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	TVM replenishment, support and maintenance	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	19:00	95%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Cold weather procedures	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Litter clearance and recycling	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Complaints about the service/experience	5:00	20:00	No	No	Yes		Floor walker	Concourse/gateline	4:45	19:00	95%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Emergency response to incidents	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Identifiable location for getting help	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	4:45	23:59	128%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:15		Yes	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Mon-Fri	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	Providing information to customers	6:00	20:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Key for/availability of disabled toilets	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Key for/availability of general toilets	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Key for/availability of waiting rooms	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Opening/availability of lifts	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	TVM replenishment, support and maintenance	6:00	20:00	No	No	Yes		Floor walker	Concourse/gateline	8:30	15:30	50%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Cold weather procedures	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Litter clearance and recycling	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Complaints about the service/experience	6:00	20:00	No	No	Yes		Floor walker	Concourse/gateline	8:30	15:30	50%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Emergency response to incidents	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Identifiable location for getting help	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	20:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/gateline	5:00	21:00	114%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
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13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
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13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sat	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	Providing information to customers	8:00	17:00	No	No	yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Key for/availability of disabled toilets	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Key for/availability of general toilets	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Key for/availability of waiting rooms	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Opening/availability of lifts	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	TVM competent staff will be on site for fewer hours in the d	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	TVM replenishment, support and maintenance	8:00	17:00	No	No	yes		Floor walker	Concourse/gateline	8:30	15:30	78%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Cold weather procedures	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Litter clearance and recycling	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no		yes		Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-		ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Complaints about the service/experience	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	8:30	15:30	78%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Emergency response to incidents	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Identifiable location for getting help	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	Visible staff presence for real and perceived safety and security benefits	8:00	17:00	No	No	yes		Floor walker/Gateline Staff	Concourse/gateline	6:00	19:00	144%	No	No	no	ticket office will be closed but station will have increased sta	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
13	SOUTHEND EAST	SOE	7457	7457	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Providing information to customers	5:00	21:00	No	No	yes		Gateline/floorwalker	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Key for/availability of disabled toilets	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Key for/availability of general toilets	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Key for/availability of waiting rooms	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Opening/availability of lifts	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	TVM replenishment, support and maintenance	5:00	21:00	No	No	yes		Floorwalker	Concourse	6:00	20:00	88%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Cold weather procedures	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Litter clearance and recycling	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Complaints about the service/experience	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	6:00	20:00	88%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Emergency response to incidents	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Identifiable location for getting help	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	21:00	No	No	yes		Gateline	Concourse/gateline/	4:30	20:00	97%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Mon-Fri	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Providing information to customers	6:00	21:00	No	Yes	yes		Gateline/floorwalker	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Key for/availability of disabled toilets	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Key for/availability of general toilets	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Key for/availability of waiting rooms	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Opening/availability of lifts	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	TVM replenishment, support and maintenance	6:00	21:00	No	Yes	yes		Floorwalker	Concourse	6:00	20:00	93%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Cold weather procedures	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Litter clearance and recycling	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Complaints about the service/experience	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Emergency response to incidents	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Identifiable location for getting help	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	No	Yes	yes		Gateline	Concourse/gateline/	6:00	22:00	107%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sat	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Providing information to customers	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Key for/availability of disabled toilets	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Key for/availability of general toilets	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Key for/availability of waiting rooms	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Opening/availability of lifts	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	TVM replenishment, support and maintenance	6:00	20:00	Yes	No	no	no tvm competent staff on duty	TVM mobile team				0%	-	-	no	ticket office will be closed and no tvm competent staff will b	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Cold weather procedures	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Litter clearance and recycling	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Complaints about the service/experience	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Emergency response to incidents	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Identifiable location for getting help	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	20:00	Yes	No	yes		Gateline	Concourse/gateline/	6:00	22:00	114%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
14	STANFORD-LE-HOPE	SFO	7458	7458	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Providing information to customers	6:00	10:00	No	No	yes	No staff based at this station	CIS/ Help points/ Leaflets	Concourse/platforms	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Key for/availability of disabled toilets	6:00	10:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Key for/availability of general toilets	6:00	10:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Key for/availability of waiting rooms	6:00	10:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Opening/availability of lifts	6:00	10:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	TVM replenishment, support and maintenance	6:00	10:00	No	No	no		Mobile tvm team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Cold weather procedures	6:00	10:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Litter clearance and recycling	6:00	10:00	No	No	no		Mobile team/cleaners	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA			NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Complaints about the service/experience	6:00	10:00	No	No	no		Signage to c2c staff/customer relations	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Emergency response to incidents	6:00	10:00	No	No	no		CCTV / mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Identifiable location for getting help	6:00	10:00	No	No	no		Help points	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	10:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Mon-Fri	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	Providing information to customers	8:00	14:00	No	No	yes	No staff based at this station	CIS/ Help points/ Leaflets	Concourse/platforms	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Key for/availability of disabled toilets	8:00	14:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Key for/availability of general toilets	8:00	14:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Key for/availability of waiting rooms	8:00	14:00	No	No	no			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Opening/availability of lifts	8:00	14:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	TVM replenishment, support and maintenance	8:00	14:00	No	No	no		Mobile tvm team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Cold weather procedures	8:00	14:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Litter clearance and recycling	8:00	14:00	No	No	no		Mobile team/cleaners	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Phone charging points for access to emergency contacts			-	-		NA			NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Complaints about the service/experience	8:00	14:00	No	No	no		Signage to c2c staff/customer relations	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Emergency response to incidents	8:00	14:00	No	No	no		CCTV / mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Identifiable location for getting help	8:00	14:00	No	No	no		Help points	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	Visible staff presence for real and perceived safety and security benefits	8:00	14:00	No	No	no		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sat	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	Providing information to customers	NA	NA	No	Yes	NA	No staff based at this station	CIS/ Help points/ Leaflets	Concourse/platforms	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Key for/availability of disabled toilets	NA	NA	No	Yes	NA			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Key for/availability of general toilets	NA	NA	No	Yes	NA			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Key for/availability of waiting rooms	NA	NA	No	Yes	NA			na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Opening/availability of lifts	NA	NA	No	Yes	NA		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	TVM replenishment, support and maintenance	NA	NA	No	Yes	NA		Mobile tvm team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Cold weather procedures	NA	NA	No	Yes	NA		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Litter clearance and recycling	NA	NA	No	Yes	NA		Mobile team/cleaners	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Phone charging points for access to emergency contacts	NA	NA	No	Yes	NA	NA			NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Complaints about the service/experience	NA	NA	No	Yes	NA		Signage to c2c staff/customer relations	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Emergency response to incidents	NA	NA	No	Yes	NA		CCTV / mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Identifiable location for getting help	NA	NA	No	Yes	NA		Help points	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	NA		Mobile team	na	NA	NA		No	Yes	no	There will be no staff based at this station	yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
15	THORPE BAY	TPB	7460	7460	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Providing information to customers	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Key for/availability of disabled toilets	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Key for/availability of general toilets	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Key for/availability of waiting rooms	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Opening/availability of lifts	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	TVM replenishment, support and maintenance	5:00	20:00	No	No	yes		Floorwalker	Floorwalker/concourse	5:00	20:00	100%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Cold weather procedures	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Litter clearance and recycling	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA	Floorwalker/gateline					-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Complaints about the service/experience	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Emergency response to incidents	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Identifiable location for getting help	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	20:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:00	22:00	113%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Mon-Fri	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	Providing information to customers	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Key for/availability of disabled toilets	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Key for/availability of general toilets	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Key for/availability of waiting rooms	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Opening/availability of lifts	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	TVM replenishment, support and maintenance	6:00	17:00	No	Yes	yes		Floorwalker	Floorwalker/concourse	8:00	15:00	64%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Cold weather procedures	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Litter clearance and recycling	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	Complaints about the service/experience	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	8:00	15:00	64%	No	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Emergency response to incidents	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Identifiable location for getting help	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	17:00	No	Yes	yes		Floorwalker/gateline	Floorwalker/concourse	4:00	16:00	109%	Yes	Yes	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistar	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sat	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	Providing information to customers	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Key for/availability of disabled toilets	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Key for/availability of general toilets	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Key for/availability of waiting rooms	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Opening/availability of lifts	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	TVM replenishment, support and maintenance	7:00	16:00	No	No	yes		Floorwalker	Floorwalker/concourse	8:00	15:00	78%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Cold weather procedures	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Litter clearance and recycling	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	Complaints about the service/experience	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	8:00	15:00	78%	No	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Emergency response to incidents	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Identifiable location for getting help	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	16:00	No	No	yes		Floorwalker/gateline	Floorwalker/concourse	5:30	15:00	106%	Yes	No	no	ticket office will be closed	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
16	TILBURY TOWN	TIL	7462	7462	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Providing information to customers	6:00	13:00	No	Yes	Yes		CIS/Help Point/leaflets/Gateline		6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Key for/availability of disabled toilets	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Key for/availability of general toilets	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Key for/availability of waiting rooms	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Opening/availability of lifts	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	no tvm competent staff based at the station	yes	smaller station where mobile staff coverage will be sufficient	
17	UPMINSTER	UPM	7464	7464	Mon-Fri	TVM replenishment, support and maintenance	6:00	13:00	No	Yes	no	no tvm competent staff on duty	Mobile tvm team	Gateline			0%	-	-	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Cold weather procedures	6:00	13:00	No	Yes	Yes		Gateline		6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Litter clearance and recycling	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no		yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Phone charging points for access to emergency contacts			-	-				Gateline				-	-					
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Complaints about the service/experience	6:00	13:00	No	Yes	Yes		Gateline		6:00	14:00	114%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Emergency response to incidents	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Identifiable location for getting help	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	13:00	No	Yes	Yes		Gateline	Gateline	6:00	23:59	257%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Mon-Fri	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	Providing information to customers	7:00	14:00	No	Yes	Yes		CIS/Help Point/leaflets/Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Key for/availability of disabled toilets	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Key for/availability of general toilets	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Key for/availability of waiting rooms	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Opening/availability of lifts	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	no tvm competent staff based at the station	yes	smaller station where mobile staff coverage will be sufficient	
17	UPMINSTER	UPM	7464	7464	Sat	TVM replenishment, support and maintenance	7:00	14:00	No	Yes	no	no tvm competent staff on duty	Mobile tvm team				0%	-	-	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	
17	UPMINSTER	UPM	7464	7464	Sat	Cold weather procedures	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Litter clearance and recycling	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no		yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Phone charging points for access to emergency contacts			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	Complaints about the service/experience	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Emergency response to incidents	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Identifiable location for getting help	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	Visible staff presence for real and perceived safety and security benefits	7:00	14:00	No	Yes	Yes		Gateline	Gateline	6:00	23:00	243%	No	Yes	no	ticket office will be closed but station will have increased sta	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sat	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	Providing information to customers	NA	NA	No	Yes	Yes		CIS/Help Point/leaflets/Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Key for/availability of disabled toilets	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Key for/availability of general toilets	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Key for/availability of waiting rooms	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Opening/availability of lifts	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	smaller station where mobile staff coverage will be sufficient	
17	UPMINSTER	UPM	7464	7464	Sun	TVM replenishment, support and maintenance	NA	NA	No	Yes	no	no tvm competent staff on duty	Mobile tvm team					-	-	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	
17	UPMINSTER	UPM	7464	7464	Sun	Cold weather procedures	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Litter clearance and recycling	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Phone charging points for access to emergency contacts	NA	NA	No	Yes								-	-	yes	this station has no coverage at present so staff will be available to better assist customers			
17	UPMINSTER	UPM	7464	7464	Sun	Complaints about the service/experience	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Emergency response to incidents	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Identifiable location for getting help	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	Yes		Gateline	Gateline	7:00	19:00		No	No	yes	this station has no coverage at present so staff will be availa	yes	gateline staff providing coverage across the day	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
17	UPMINSTER	UPM	7464	7464	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Providing information to customers	5:00	17:00	No	Yes	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Key for/availability of disabled toilets	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Key for/availability of general toilets	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Key for/availability of waiting rooms	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Opening/availability of lifts	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	TVM replenishment, support and maintenance	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	20:00	125%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Cold weather procedures	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Litter clearance and recycling	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	staff will be present across more of the day but ticket office	yes		
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Complaints about the service/experience	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	22:00	142%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Emergency response to incidents	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Identifiable location for getting help	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	5:00	23:59	158%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Mon-Fri	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sat	Providing information to customers	6:00	17:00	No	Yes	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Key for/availability of disabled toilets	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Key for/availability of general toilets	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Key for/availability of waiting rooms	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Opening/availability of lifts	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	TVM replenishment, support and maintenance	6:00	17:00	No	Yes	Yes		Floorwalker	Floorwalker/concourse	6:00	14:00	73%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Cold weather procedures	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Litter clearance and recycling	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	staff will be present across more of the day but ticket office	yes		
18	WEST HORNDON	WHR	7466	7466	Sat	Complaints about the service/experience	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	16:00	91%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Emergency response to incidents	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Identifiable location for getting help	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	17:00	No	Yes	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	163%	No	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:45		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sat	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	Providing information to customers	7:00	15:00	No	No	Yes		Floor walker/Gateline staff/CIS/Help Point/Lea	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Key for/availability of disabled toilets	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Key for/availability of general toilets	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Key for/availability of waiting rooms	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Opening/availability of lifts	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	TVM replenishment, support and maintenance	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	7:00	14:00	88%	No	No	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Cold weather procedures	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Litter clearance and recycling	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	staff will be present across more of the day but ticket office	yes		
18	WEST HORNDON	WHR	7466	7466	Sun	Complaints about the service/experience	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	16:00	125%	Yes	No	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Emergency response to incidents	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Identifiable location for getting help	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	Visible staff presence for real and perceived safety and security benefits	7:00	15:00	No	No	Yes		Floor walker/Gateline Staff	Floorwalker/concourse	6:00	23:59	225%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	floorwalkers will cover core hours to provide assistan	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided For: First Train	Currently Provided For: Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided For: First Train	Proposal to be Provided For: Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
18	WEST HORNDON	WHR	7466	7466	Sun	User Defined			-	-								-	-					
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Providing information to customers	6:00	21:00	No	No	yes		Floor walker/Gateline staff/ Ticket office / CIS/Help Po	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Key for/availability of disabled toilets	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Key for/availability of general toilets	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Key for/availability of waiting rooms	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Opening/availability of lifts	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	TVM replenishment, support and maintenance	6:00	21:00	No	No	yes		Floor walker/ Ticket office	Floor Walker / Ticket office	6:00	22:30	110%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Cold weather procedures	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Litter clearance and recycling	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Complaints about the service/experience	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	22:30	110%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Emergency response to incidents	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Identifiable location for getting help	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	4:45	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Mon-Fri	User Defined			-	-								-	-					
19	CHALKWELL	CHW	7469	7469	Sat	Providing information to customers	6:00	20:00	No	No	yes		Floor walker/Gateline staff/ Ticket office / CIS/Help Po	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Key for/availability of disabled toilets	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Key for/availability of general toilets	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Key for/availability of waiting rooms	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Opening/availability of lifts	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	TVM replenishment, support and maintenance	6:00	20:00	No	No	yes		Floor walker/ Ticket office	Floor Walker / Ticket office	7:00	22:00	107%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Cold weather procedures	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Litter clearance and recycling	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Complaints about the service/experience	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	22:00	114%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Emergency response to incidents	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Identifiable location for getting help	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Visible staff presence for real and perceived safety and security benefits	6:00	20:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	128%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sat	User Defined			-	-								-	-					
19	CHALKWELL	CHW	7469	7469	Sun	Providing information to customers	8:00	18:00	No	No	yes		Floor walker/Gateline staff/ Ticket office / CIS/Help Po	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Key for/availability of disabled toilets	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Key for/availability of general toilets	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Key for/availability of waiting rooms	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Opening/availability of lifts	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	TVM replenishment, support and maintenance	8:00	18:00	No	No	yes		Floor walker/ Ticket office	Floor Walker / Ticket office	9:00	16:00	70%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Cold weather procedures	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Litter clearance and recycling	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Complaints about the service/experience	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	22:00	160%	No	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Emergency response to incidents	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Identifiable location for getting help	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Visible staff presence for real and perceived safety and security benefits	8:00	18:00	No	No	yes		Floor walker/Gateline/ Ticket office	Floor Walker / Ticket office	6:00	23:59	180%	No	Yes	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	As a Hub station the provisions/service quality will be largel	Yes	As a Hub station the provisions/service quality will b	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
19	CHALKWELL	CHW	7469	7469	Sun	User Defined			-	-								-	-					
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Providing information to customers	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Key for/availability of disabled toilets	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Key for/availability of general toilets	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Key for/availability of waiting rooms	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Opening/availability of lifts	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	TVM replenishment, support and maintenance	6:00	11:00	No	No	no	no tvm competent staff on duty	Mobile tvm team	NA			0%	-	-	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Cold weather procedures	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Litter clearance and recycling	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	staff will be present across more of the day but ticket office will be closed			
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Complaints about the service/experience	6:00	11:00	No	No	yes		Gateline	Gateline	9:00	16:00	140%	No	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Emergency response to incidents	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Identifiable location for getting help	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	11:00	No	No	yes		Gateline	Gateline	4:45	23:59	385%	No	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Mon-Fri	User Defined			-	-								-	-					
20	EAST TILBURY	ETL	7471	7471	Sat	Providing information to customers	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Key for/availability of disabled toilets	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Key for/availability of general toilets	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Key for/availability of waiting rooms	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Opening/availability of lifts	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	TVM replenishment, support and maintenance	8:00	13:00	No	Yes	No	no tvm competent staff on duty	Mobile tvm team	NA			0%	-	-	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Cold weather procedures	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Litter clearance and recycling	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	no	staff will be present across more of the day but ticket office will be closed			
20	EAST TILBURY	ETL	7471	7471	Sat	Complaints about the service/experience	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Emergency response to incidents	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Identifiable location for getting help	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Visible staff presence for real and perceived safety and security benefits	8:00	13:00	No	Yes	yes		Gateline	Gateline	4:00	23:59	400%	Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	Yes	no	staff will be present across more of the day but ticket office	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sat	User Defined			-	-								-	-					
20	EAST TILBURY	ETL	7471	7471	Sun	Providing information to customers	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Key for/availability of disabled toilets	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Key for/availability of general toilets	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Key for/availability of waiting rooms	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Opening/availability of lifts	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	TVM replenishment, support and maintenance	NA	NA	No	Yes	No	no tvm competent staff on duty	Mobile tvm team	NA		23:59		-	Yes		no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Cold weather procedures	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Litter clearance and recycling	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Phone charging points for access to emergency contacts	NA	NA	No	Yes		NA		NA				-	-		no tangible change on sundays as ticket office closed at present			
20	EAST TILBURY	ETL	7471	7471	Sun	Complaints about the service/experience	NA	NA	No	Yes	No	No c2c staff will be on duty - only agency	Signage to c2c staff/customer relations	NA				-	-		no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Emergency response to incidents	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23L59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Identifiable location for getting help	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00	23:59		Yes	Yes	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	Yes		Gateline	Gateline/concourse	5:00			Yes	-	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	no	no tangible change on sundays as ticket office closed at pres	yes	gateline staff will cover core hours to provide assista	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
20	EAST TILBURY	ETL	7471	7471	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Providing information to customers	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Key for/availability of disabled toilets	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Key for/availability of general toilets	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Key for/availability of waiting rooms	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Opening/availability of lifts	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	TVM replenishment, support and maintenance	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Cold weather procedures	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided For									Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Role/Grade as per *Proposal Information Col AI* input)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc those who cannot/do not want to use contactless or mobile tickets)
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Litter clearance and recycling	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Complaints about the service/experience	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Emergency response to incidents	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Identifiable location for getting help	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	23:15	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:00	99%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Mon-Fri	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sat	Providing information to customers	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Key for/availability of disabled toilets	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Key for/availability of general toilets	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Key for/availability of waiting rooms	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Opening/availability of lifts	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	TVM replenishment, support and maintenance	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Cold weather procedures	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Litter clearance and recycling	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
21	WESTCLIFF	WCF	7476	7476	Sat	Complaints about the service/experience	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Emergency response to incidents	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Identifiable location for getting help	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Visible staff presence for real and perceived safety and security benefits	5:00	23:00	No	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:00	23:59	105%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sat	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	Providing information to customers	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Key for/availability of disabled toilets	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Key for/availability of general toilets	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Key for/availability of waiting rooms	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Opening/availability of lifts	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	TVM replenishment, support and maintenance	6:00	23:00	No	Yes	Yes		Floorwalker	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Cold weather procedures	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Litter clearance and recycling	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
21	WESTCLIFF	WCF	7476	7476	Sun	Complaints about the service/experience	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Emergency response to incidents	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Identifiable location for getting help	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	23:00	No	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	6:00	23:00	100%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
21	WESTCLIFF	WCF	7476	7476	Sun	User Defined			-	-								-	-					
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Providing information to customers	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Key for/availability of disabled toilets	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Key for/availability of general toilets	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Key for/availability of waiting rooms	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Opening/availability of lifts	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	TVM replenishment, support and maintenance	5:00	21:00	Yes	Yes	Yes		Floorwalker	Concourse/Floorwalker	6:00	20:00	88%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Cold weather procedures	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Litter clearance and recycling	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Complaints about the service/experience	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	20:00	97%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Emergency response to incidents	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Identifiable location for getting help	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	5:00	21:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:30	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Providing information to customers			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Mon-Fri	User Defined			-	-	These duties are undertaken by other CDA roles at the station today but may occassionally be supported by Ticket Office staff. These will continue to be provided by other CDA roles a							-	-					
22	FENCHURCH STREET	FST	7490	7490	Sat	Providing information to customers	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Key for/availability of disabled toilets	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Key for/availability of general toilets	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Key for/availability of waiting rooms	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Opening/availability of lifts	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	TVM replenishment, support and maintenance	5:00	22:00	Yes	Yes	Yes		Floorwalker	Concourse/Floorwalker	7:00	20:00	76%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Cold weather procedures	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Litter clearance and recycling	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
22	FENCHURCH STREET	FST	7490	7490	Sat	Complaints about the service/experience	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	7:00	20:00	76%	No	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Emergency response to incidents	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Identifiable location for getting help	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Visible staff presence for real and perceived safety and security benefits	5:00	22:00	Yes	Yes	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	4:45	23:59	113%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Providing information to customers			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:30		Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sat	User Defined			-	-								-	-					
22	FENCHURCH STREET	FST	7490	7490	Sun	Providing information to customers	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Key for/availability of disabled toilets	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Key for/availability of general toilets	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Key for/availability of waiting rooms	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Opening/availability of lifts	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	TVM replenishment, support and maintenance	6:00	21:00	Yes	No	Yes		Floorwalker	Concourse/Floorwalker	7:00	19:00	80%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Cold weather procedures	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Litter clearance and recycling	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Phone charging points for access to emergency contacts			-	-		NA						-	-	No	No real change, ticket office will close and staff coverage will	Yes		
22	FENCHURCH STREET	FST	7490	7490	Sun	Complaints about the service/experience	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	7:00	19:00	80%	No	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Emergency response to incidents	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Identifiable location for getting help	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Visible staff presence for real and perceived safety and security benefits	6:00	21:00	Yes	No	Yes		Floor walker/Gateline Staff	Concourse/Floorwalker	5:45	23:59	122%	Yes	Yes	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Providing information to customers			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Key for/availability of disabled toilets			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Key for/availability of waiting rooms			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Opening/availability of lifts			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Cold weather procedures			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Litter clearance and recycling			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Emergency response to incidents			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Identifiable location for getting help			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	Visible staff presence for real and perceived safety and security benefits			-	-			Gateline	Gateline	0:00	1:00		Yes	No	No	No real change, ticket office will close and staff coverage will	Yes	staff will cover core hours to provide assistance to cu	Having additional staff on the concourse rather than in ticket office will remove barriers between customers and stuff meaning staff can get assistance where
22	FENCHURCH STREET	FST	7490	7490	Sun	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Providing information to customers	6:00	10:00	No	Yes	NA	No staff based at this station	CIS/ Help points/ Leaflets	Concourse	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Key for/availability of disabled toilets	6:00	10:00	No	Yes	NA	NA		NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Key for/availability of general toilets	6:00	10:00	No	Yes	NA	NA		NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Key for/availability of waiting rooms	6:00	10:00	No	Yes	NA	NA		NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Opening/availability of lifts	6:00	10:00	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	TVM replenishment, support and maintenance	6:00	10:00	No	Yes	NA	NA	Mobile tvm team	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Cold weather procedures	6:00	10:00	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Litter clearance and recycling	6:00	10:00	No	Yes	NA	NA	Mobile team/cleaners	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Phone charging points for access to emergency contacts			-	-	NA	NA		NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Complaints about the service/experience	6:00	10:00	No	Yes	NA	NA	Signage to c2c staff/customer relations	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Emergency response to incidents	6:00	10:00	No	Yes	NA	NA	CCTV / mobile team	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Identifiable location for getting help	6:00	10:00	No	Yes	NA	NA	Help points	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	Visible staff presence for real and perceived safety and security benefits	6:00	10:00	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is being destaffed and ticket office will close	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					
23	LIMEHOUSE	LHS	7491	7491	Mon-Fri	User Defined			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (cot K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

										Currently Provided for									Proposal to be Provided For					
	Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is yes, why will this no longer be provided?	How will this now be delivered? (Provide Rate/Scale as per Proposal Information Qx'd impact)	Location of alternative (e.g. in station, off station, within ticket hall)?	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement in service arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Providing information to customers	NA	NA	No	Yes	NA	No staff based at this station	CBJ Help points/ Leaflets	Concourse	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Key fix/availability of disabled toilets	NA	NA	No	Yes	NA	NA	NA	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Key fix/availability of general toilets	NA	NA	No	Yes	NA	NA	NA	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Key fix/availability of waiting rooms	NA	NA	No	Yes	NA	NA	NA	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Opening/availability of lifts	NA	NA	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	TVM replenishment, support and maintenance	NA	NA	No	Yes	NA	NA	Mobile tam team	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Cold weather procedures	NA	NA	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Litter clearance and reacaling	NA	NA	No	Yes	NA	NA	Mobile team/cleaners	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Phone charging points for access to emergency contacts	NA	NA	No	Yes	NA	NA		NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Complaints about the service/experience	NA	NA	No	Yes	NA	NA	Signage to c2c staff/customer relatives	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Emergency response to incidents	NA	NA	No	Yes	NA	NA	CCTV / mobile team	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Identifiable location for getting help	NA	NA	No	Yes	NA	NA	Help points	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	Visible staff presence for real and perceived safety and security benefits	NA	NA	No	Yes	NA	NA	Mobile team	NA	NA	NA		No	Yes	NO	Station is not staffed at weekends so no change here	Yes	unstaffed quieter station	mobile staff will visit to carry out checks and there will be signage to direct customers how to gain assistance
LIVERHOUSE	23	LIMEHOUSE	LHS	7491	7491	Sat	User Defined			-	-								-	-				

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Non Retail Services

										Currently Provided for...										Proposal to be Provided For						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is yes, why will this no longer be provided?	How will this now be delivered? (Provide Rate/Scale as per Proposal Information Qs'di input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
BASLDON	BASILDON	BSD	7494	7494	Sat	User Defined			-	-								-	-				

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Non Retail Services

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Sun					27	Sun	Complaints about the service/experience		-	-								-	-					
Sun					27	Sun	Emergency response to incidents		-	-								-	-					
Sun					27	Sun	Identifiable location for getting help		-	-								-	-					
Sun					27	Sun	Visible staff presence for real and perceived safety and security benefits		-	-								-	-					
Sun					27	Sun	User Defined		-	-								-	-					
Sun					27	Sun	User Defined		-	-								-	-					
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Sun					27	Sun	User Defined		-	-								-	-					
Sun					27	Sun	User Defined		-	-								-	-					
Mon-Fri					28	Mon-Fri	Providing information to customers		-	-								-	-					
Mon-Fri					28	Mon-Fri	Key for/availability of disabled toilets		-	-								-	-					
Mon-Fri					28	Mon-Fri	Key for/availability of general toilets		-	-								-	-					
Mon-Fri					28	Mon-Fri	Key for/availability of waiting rooms		-	-								-	-					
Mon-Fri					28	Mon-Fri	Opening/availability of lifts		-	-								-	-					
Mon-Fri					28	Mon-Fri	TVM replenishment, support and maintenance		-	-								-	-					
Mon-Fri					28	Mon-Fri	Cold weather procedures		-	-								-	-					
Mon-Fri					28	Mon-Fri	Litter clearance and recycling		-	-								-	-					
Mon-Fri					28	Mon-Fri	Phone charging points for access to emergency contacts		-	-								-	-					
Mon-Fri					28	Mon-Fri	Complaints about the service/experience		-	-								-	-					
Mon-Fri					28	Mon-Fri	Emergency response to incidents		-	-								-	-					
Mon-Fri					28	Mon-Fri	Identifiable location for getting help		-	-								-	-					
Mon-Fri					28	Mon-Fri	Visible staff presence for real and perceived safety and security benefits		-	-								-	-					
Mon-Fri					28	Mon-Fri	User Defined		-	-								-	-					
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Mon-Fri					28	Mon-Fri	User Defined		-	-								-	-					
Sat					28	Sat	Providing information to customers		-	-								-	-					
Sat					28	Sat	Key for/availability of disabled toilets		-	-								-	-					
Sat					28	Sat	Key for/availability of general toilets		-	-								-	-					
Sat					28	Sat	Key for/availability of waiting rooms		-	-								-	-					
Sat					28	Sat	Opening/availability of lifts		-	-								-	-					
Sat					28	Sat	TVM replenishment, support and maintenance		-	-								-	-					
Sat					28	Sat	Cold weather procedures		-	-								-	-					
Sat					28	Sat	Litter clearance and recycling		-	-								-	-					
Sat					28	Sat	Phone charging points for access to emergency contacts		-	-								-	-					
Sat					28	Sat	Complaints about the service/experience		-	-								-	-					
Sat					28	Sat	Emergency response to incidents		-	-								-	-					
Sat					28	Sat	Identifiable location for getting help		-	-								-	-					
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Sun					28	Sun	Key for/availability of waiting rooms		-	-								-	-					
Sun					28	Sun	Opening/availability of lifts		-	-								-	-					
Sun					28	Sun	TVM replenishment, support and maintenance		-	-								-	-					
Sun					28	Sun	Cold weather procedures		-	-								-	-					
Sun					28	Sun	Litter clearance and recycling		-	-								-	-					
Sun					28	Sun	Phone charging points for access to emergency contacts		-	-								-	-					
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Sun					28	Sun	Identifiable location for getting help		-	-								-	-					
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Mon-Fri					29	Mon-Fri	Providing information to customers		-	-								-	-					
Mon-Fri					29	Mon-Fri	Key for/availability of disabled toilets		-	-								-	-					
Mon-Fri					29	Mon-Fri	Key for/availability of general toilets		-	-								-	-					
Mon-Fri					29	Mon-Fri	Key for/availability of waiting rooms		-	-								-	-					
Mon-Fri					29	Mon-Fri	Opening/availability of lifts		-	-								-	-					
Mon-Fri					29	Mon-Fri	TVM replenishment, support and maintenance		-	-								-	-					
Mon-Fri					29	Mon-Fri	Cold weather procedures		-	-								-	-					
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Mon-Fri					29	Mon-Fri	Complaints about the service/experience		-	-								-	-					
Mon-Fri					29	Mon-Fri	Emergency response to incidents		-	-								-	-					
Mon-Fri					29	Mon-Fri	Identifiable location for getting help		-	-								-	-					
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Sat					29	Sat	Key for/availability of disabled toilets		-	-								-	-					
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Sat					29	Sat	Key for/availability of waiting rooms		-	-								-	-					
Sat					29	Sat	Opening/availability of lifts		-	-								-	-					
Sat					29	Sat	TVM replenishment, support and maintenance		-	-								-	-					
Sat					29	Sat	Cold weather procedures		-	-								-	-					
Sat					29	Sat	Litter clearance and recycling		-	-								-	-					
Sat					29	Sat	Phone charging points for access to emergency contacts		-	-								-	-					
Sat					29	Sat	Complaints about the service/experience		-	-								-	-					
Sat					29	Sat	Emergency response to incidents		-	-								-	-					
Sat					29	Sat	Identifiable location for getting help		-	-								-	-					
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Sun					29	Sun	Providing information to customers		-	-								-	-					
Sun					29	Sun	Key for/availability of disabled toilets		-	-								-	-					
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Sun					29	Sun	Key for/availability of waiting rooms		-	-								-	-					
Sun					29	Sun	Opening/availability of lifts		-	-								-	-					
Sun					29	Sun	TVM replenishment, support and maintenance		-	-								-	-					
Sun					29	Sun	Cold weather procedures		-	-								-	-					
Sun					29	Sun	Litter clearance and recycling		-	-								-	-					
Sun					29	Sun	Phone charging points for access to emergency contacts		-	-								-	-					
Sun					29	Sun	Complaints about the service/experience		-	-								-	-					
Sun					29	Sun	Emergency response to incidents		-	-								-	-					
Sun					29	Sun	Identifiable location for getting help		-	-								-	-					
Sun					29	Sun	Visible staff presence for real and perceived safety and security benefits		-	-								-	-					
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Sun					29	Sun	User Defined		-	-								-	-					
Mon-Fri					30	Mon-Fri	Providing information to customers		-	-								-	-					
Mon-Fri					30	Mon-Fri	Key for/availability of disabled toilets		-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided for ...										Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Staving Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information Qx/A input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
Mon-Fri					Mon-Fri	Key for/availability of general toilets			-	-								-	-					
30					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
30					Mon-Fri	Opening/availability of lifts			-	-								-	-					
30					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
30					Mon-Fri	Cold weather procedures			-	-								-	-					
30					Mon-Fri	Litter clearance and recycling			-	-								-	-					
30					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
30					Mon-Fri	Complaints about the service/experience			-	-								-	-					
30					Mon-Fri	Emergency response to incidents			-	-								-	-					
30					Mon-Fri	Identifiable location for getting help			-	-								-	-					
30					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
30					Mon-Fri	User Defined			-	-								-	-					
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30					Mon-Fri	User Defined			-	-								-	-					
30					Sat	Providing information to customers			-	-								-	-					
30					Sat	Key for/availability of disabled toilets			-	-								-	-					
30					Sat	Key for/availability of general toilets			-	-								-	-					
30					Sat	Key for/availability of waiting rooms			-	-								-	-					
30					Sat	Opening/availability of lifts			-	-								-	-					
30					Sat	TVM replenishment, support and maintenance			-	-								-	-					
30					Sat	Cold weather procedures			-	-								-	-					
30					Sat	Litter clearance and recycling			-	-								-	-					
30					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
30					Sat	Complaints about the service/experience			-	-								-	-					
30					Sat	Emergency response to incidents			-	-								-	-					
30					Sat	Identifiable location for getting help			-	-								-	-					
30					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
30					Sat	User Defined			-	-								-	-					
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30					Sat	User Defined			-	-								-	-					
30					Sat	User Defined			-	-								-	-					
30					Sun	Providing information to customers			-	-								-	-					
30					Sun	Key for/availability of disabled toilets			-	-								-	-					
30					Sun	Key for/availability of general toilets			-	-								-	-					
30					Sun	Key for/availability of waiting rooms			-	-								-	-					
30					Sun	Opening/availability of lifts			-	-								-	-					
30					Sun	TVM replenishment, support and maintenance			-	-								-	-					
30					Sun	Cold weather procedures			-	-								-	-					
30					Sun	Litter clearance and recycling			-	-								-	-					
30					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
30					Sun	Complaints about the service/experience			-	-								-	-					
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30					Sun	Identifiable location for getting help			-	-								-	-					
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30					Sun	User Defined			-	-								-	-					
31					Mon-Fri	Providing information to customers			-	-								-	-					
31					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
31					Mon-Fri	Key for/availability of general toilets			-	-								-	-					
31					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
31					Mon-Fri	Opening/availability of lifts			-	-								-	-					
31					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
31					Mon-Fri	Cold weather procedures			-	-								-	-					
31					Mon-Fri	Litter clearance and recycling			-	-								-	-					
31					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
31					Mon-Fri	Complaints about the service/experience			-	-								-	-					
31					Mon-Fri	Emergency response to incidents			-	-								-	-					
31					Mon-Fri	Identifiable location for getting help			-	-								-	-					
31					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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31					Mon-Fri	User Defined			-	-								-	-					
31					Sat	Providing information to customers			-	-								-	-					
31					Sat	Key for/availability of disabled toilets			-	-								-	-					
31					Sat	Key for/availability of general toilets			-	-								-	-					
31					Sat	Key for/availability of waiting rooms			-	-								-	-					
31					Sat	Opening/availability of lifts			-	-								-	-					
31					Sat	TVM replenishment, support and maintenance			-	-								-	-					
31					Sat	Cold weather procedures			-	-								-	-					
31					Sat	Litter clearance and recycling			-	-								-	-					
31					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
31					Sat	Complaints about the service/experience			-	-								-	-					
31					Sat	Emergency response to incidents			-	-								-	-					
31					Sat	Identifiable location for getting help			-	-								-	-					
31					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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31					Sun	Providing information to customers			-	-								-	-					
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31					Sun	Key for/availability of general toilets			-	-								-	-					
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32					Mon-Fri	Providing information to customers			-	-								-	-					
32					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
32					Mon-Fri	Key for/availability of general toilets			-	-								-	-					
32					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
32					Mon-Fri	Opening/availability of lifts			-	-								-	-					
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32					Mon-Fri	Cold weather procedures			-	-								-	-					
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32					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
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32					Mon-Fri	Emergency response to incidents			-	-								-	-					
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32					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
32					Mon-Fri	User Defined			-	-								-	-					
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Non Retail Services

									Currently Provided For...									Proposal to be Provided For...						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information CoJI input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
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Sat					Sat	Providing information to customers			-	-								-	-					
Sat					Sat	Key for/availability of disabled toilets			-	-								-	-					
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Sat					Sat	Opening/availability of lifts			-	-								-	-					
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Sat					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
Sat					Sat	Complaints about the service/experience			-	-								-	-					
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Sat					Sat	Identifiable location for getting help			-	-								-	-					
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Sat					Sat	TVM replenishment, support and maintenance			-	-								-	-					
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Mon-Fri					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
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Mon-Fri					Mon-Fri	Litter clearance and recycling			-	-								-	-					
Mon-Fri					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
Mon-Fri					Mon-Fri	Complaints about the service/experience			-	-								-	-					
Mon-Fri					Mon-Fri	Emergency response to incidents			-	-								-	-					
Mon-Fri					Mon-Fri	Identifiable location for getting help			-	-								-	-					
Mon-Fri					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Mon-Fri					Mon-Fri	User Defined			-	-								-	-					
Sat					Sat	Providing information to customers			-	-								-	-					
Sat					Sat	Key for/availability of disabled toilets			-	-								-	-					
Sat					Sat	Key for/availability of general toilets			-	-								-	-					
Sat					Sat	Key for/availability of waiting rooms			-	-								-	-					
Sat					Sat	Opening/availability of lifts			-	-								-	-					
Sat					Sat	TVM replenishment, support and maintenance			-	-								-	-					
Sat					Sat	Cold weather procedures			-	-								-	-					
Sat					Sat	Litter clearance and recycling			-	-								-	-					
Sat					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
Sat					Sat	Complaints about the service/experience			-	-								-	-					
Sat					Sat	Emergency response to incidents			-	-								-	-					

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided for ...										Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information Qs'di input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
34					Sat	Identifiable location for getting help			-	-								-	-					
34					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
34					Sat	User Defined

This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (cot K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

									Currently Provided for ...										Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Staving Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information Qs'di input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
36					Sun	Opening/availability of lifts			-	-								-	-					
36					Sun	TVM replenishment, support and maintenance			-	-								-	-					
36					Sun	Cold weather procedures			-	-								-	-					
36					Sun	Litter clearance and recycling			-	-								-	-					
36					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
36					Sun	Complaints about the service/experience			-	-								-	-					
36					Sun	Emergency response to incidents			-	-								-	-					
36					Sun	Identifiable location for getting help			-	-								-	-					
36					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
36					Sun	User Defined			-	-								-	-					
37					Mon-Fri	Providing information to customers			-	-								-	-					
37					Mon-Fri	Key fix/availability of disabled toilets			-	-								-	-					
37					Mon-Fri	Key fix/availability of general toilets			-	-								-	-					
37					Mon-Fri	Key fix/availability of waiting rooms			-	-								-	-					
37					Mon-Fri	Opening/availability of lifts			-	-								-	-					
37					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
37					Mon-Fri	Cold weather procedures			-	-								-	-					
37					Mon-Fri	Litter clearance and recycling			-	-								-	-					
37					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
37					Mon-Fri	Complaints about the service/experience			-	-								-	-					
37					Mon-Fri	Emergency response to incidents			-	-								-	-					
37					Mon-Fri	Identifiable location for getting help			-	-								-	-					
37					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Mon-Fri	User Defined			-	-								-	-					
37					Sat	Providing information to customers			-	-								-	-					
37					Sat	Key fix/availability of disabled toilets			-	-								-	-					
37					Sat	Key fix/availability of general toilets			-	-								-	-					
37					Sat	Key fix/availability of waiting rooms			-	-								-	-					
37					Sat	Opening/availability of lifts			-	-								-	-					
37					Sat	TVM replenishment, support and maintenance			-	-								-	-					
37					Sat	Cold weather procedures			-	-								-	-					
37					Sat	Litter clearance and recycling			-	-								-	-					
37					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
37					Sat	Complaints about the service/experience			-	-								-	-					
37					Sat	Emergency response to incidents			-	-								-	-					
37					Sat	Identifiable location for getting help			-	-								-	-					
37					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
37					Sat	User Defined			-	-								-	-					
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37					Sat	User Defined			-	-								-	-					
37					Sat	User Defined			-	-								-	-					
37					Sat	User Defined			-	-								-	-					
37					Sun	Providing information to customers			-	-								-	-					
37					Sun	Key fix/availability of disabled toilets			-	-								-	-					
37					Sun	Key fix/availability of general toilets			-	-								-	-					
37					Sun	Key fix/availability of waiting rooms			-	-								-	-					
37					Sun	Opening/availability of lifts			-	-								-	-					
37					Sun	TVM replenishment, support and maintenance			-	-								-	-					
37					Sun	Cold weather procedures			-	-								-	-					
37					Sun	Litter clearance and recycling			-	-								-	-					
37					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
37					Sun	Complaints about the service/experience			-	-								-	-					
37					Sun	Emergency response to incidents			-	-								-	-					
37					Sun	Identifiable location for getting help			-	-								-	-					
37					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
37					Sun	User Defined			-	-								-	-					
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37					Sun	User Defined			-	-								-	-					
37					Sun	User Defined			-	-								-	-					
38					Mon-Fri	Providing information to customers			-	-								-	-					
38					Mon-Fri	Key fix/availability of disabled toilets			-	-								-	-					
38					Mon-Fri	Key fix/availability of general toilets			-	-								-	-					
38					Mon-Fri	Key fix/availability of waiting rooms			-	-								-	-					
38					Mon-Fri	Opening/availability of lifts			-	-								-	-					
38					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
38					Mon-Fri	Cold weather procedures			-	-								-	-					
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38					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
38					Mon-Fri	Complaints about the service/experience			-	-								-	-					
38					Mon-Fri	Emergency response to incidents			-	-								-	-					
38					Mon-Fri	Identifiable location for getting help			-	-								-	-					
38					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
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38					Mon-Fri	User Defined			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
38					Mon-Fri	User Defined			-	-								-	-					
38					Sat	Providing information to customers			-	-								-	-					
38					Sat	Key fix/availability of disabled toilets			-	-								-	-					
38					Sat	Key fix/availability of general toilets			-	-								-	-					
38					Sat	Key fix/availability of waiting rooms			-	-								-	-					
38					Sat	Opening/availability of lifts			-	-								-	-					
38					Sat	TVM replenishment, support and maintenance			-	-								-	-					
38					Sat	Cold weather procedures			-	-								-	-					
38					Sat	Litter clearance and recycling			-	-								-	-					
38					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
38					Sat	Complaints about the service/experience			-	-								-	-					
38					Sat	Emergency response to incidents			-	-								-	-					
38					Sat	Identifiable location for getting help			-	-								-	-					
38					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
38					Sat	User Defined			-	-								-	-					
38					Sat	User Defined			-	-								-	-					
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38					Sat	User Defined			-	-								-	-					
38					Sat	User Defined			-	-								-	-					
38					Sat	User Defined			-	-								-	-					
38					Sat	User Defined			-	-								-	-					
38					Sun	Providing information to customers			-	-								-	-					
38					Sun	Key fix/availability of disabled toilets			-	-								-	-					
38					Sun	Key fix/availability of general toilets			-	-								-	-					
38					Sun	Key fix/availability of waiting rooms			-	-								-	-					
38					Sun	Opening/availability of lifts			-	-								-	-					
38					Sun	TVM replenishment, support and maintenance			-	-								-	-					
38					Sun	Cold weather procedures			-	-								-	-					
38					Sun	Litter clearance and recycling			-	-								-	-					
38					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
38					Sun	Complaints about the service/experience			-	-								-	-					
38					Sun	Emergency response to incidents			-	-								-	-					
38					Sun	Identifiable location for getting help			-	-								-	-					
38					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
38					Sun	User Defined			-	-								-	-					
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Non Retail Services

										Currently Provided for ...									Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information QxA input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to: modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
38					Sun	User Defined			-	-								-	-					
38					Sun	User Defined			-	-								-	-					
38					Sun	User Defined			-	-								-	-					
39					Mon-Fri	Providing information to customers			-	-								-	-					
39					Mon-Fri	Key fac/availability of disabled toilets			-	-								-	-					
39					Mon-Fri	Key fac/availability of general toilets			-	-								-	-					
39					Mon-Fri	Key fac/availability of waiting rooms			-	-								-	-					
39					Mon-Fri	Opening/availability of lifts			-	-								-	-					
39					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
39					Mon-Fri	Cold weather procedures			-	-								-	-					
39					Mon-Fri	Litter clearance and recycling			-	-								-	-					
39					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
39					Mon-Fri	Complaints about the service/experience			-	-								-	-					
39					Mon-Fri	Emergency response to incidents			-	-								-	-					
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39					Sat	Providing information to customers			-	-								-	-					
39					Sat	Key fac/availability of disabled toilets			-	-								-	-					
39					Sat	Key fac/availability of general toilets			-	-								-	-					
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39					Sat	TVM replenishment, support and maintenance			-	-								-	-					
39					Sat	Cold weather procedures			-	-								-	-					
39					Sat	Litter clearance and recycling			-	-								-	-					
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39					Sun	TVM replenishment, support and maintenance			-	-								-	-					
39					Sun	Cold weather procedures			-	-								-	-					
39					Sun	Litter clearance and recycling			-	-								-	-					
39					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
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40					Mon-Fri	User Defined			-	-								-	-					
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Non Retail Services

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41					Mon-Fri	User Defined			-	-								-	-					
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41					Sat	Providing information to customers			-	-								-	-					
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41					Sat	TVM replenishment, support and maintenance			-	-								-	-					
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41					Sun	Providing information to customers			-	-								-	-					
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44					Sat	User Defined			-	-								-	-					
44					Sun	Providing information to customers			-	-								-	-					
44					Sun	Key for/availability of disabled toilets			-	-								-	-					
44					Sun	Key for/availability of general toilets			-	-								-	-					
44					Sun	Key for/availability of waiting rooms			-	-								-	-					
44					Sun	Opening/availability of lifts			-	-								-	-					
44					Sun	TVM replenishment, support and maintenance			-	-								-	-					
44					Sun	Cold weather procedures			-	-								-	-					
44					Sun	Litter clearance and recycling			-	-								-	-					
44					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
44					Sun	Complaints about the service/experience			-	-								-	-					
44					Sun	Emergency response to incidents			-	-								-	-					
44					Sun	Identifiable location for getting help			-	-								-	-					
44					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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45					Mon-Fri	Providing information to customers			-	-								-	-					
45					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
45					Mon-Fri	Key for/availability of general toilets			-	-								-	-					
45					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
45					Mon-Fri	Opening/availability of lifts			-	-								-	-					
45					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
45					Mon-Fri	Cold weather procedures			-	-								-	-					
45					Mon-Fri	Litter clearance and recycling			-	-								-	-					
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45					Mon-Fri	Complaints about the service/experience			-	-								-	-					
45					Mon-Fri	Emergency response to incidents			-	-								-	-					
45					Mon-Fri	Identifiable location for getting help			-	-								-	-					
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45					Sat	Providing information to customers			-	-								-	-					
45					Sat	Key for/availability of disabled toilets			-	-								-	-					
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45					Sat	Opening/availability of lifts			-	-								-	-					
45					Sat	TVM replenishment, support and maintenance			-	-								-	-					
45					Sat	Cold weather procedures			-	-								-	-					
45					Sat	Litter clearance and recycling			-	-								-	-					
45					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
45					Sat	Complaints about the service/experience			-	-								-	-					
45					Sat	Emergency response to incidents			-	-								-	-					
45					Sat	Identifiable location for getting help			-	-								-	-					
45					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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This tab is used to understand the spectrum of services currently provided by the ticket office, outside of traditional retailing, and how/when they will be provided following the proposal Columns E to J are self populating and identify the station and time period considered for the other service specified. Column K has a number of fixed fields of other services provided by ticket office staff. However, there are additional user defined inputs in yellow within this column for any additional other services not accounted for already e.g. reservation amendments, group travel enquiries/quotes, amend existing tickets, price quotations. Columns L and M require input of when the ticket office provides the listed services. Columns P:U contain input cells for if, how and when the service will still be provided following the proposal. This is used to calculate the proportion of time the other services will still be available following the change. Columns Y:AC are input cells to understand how the proposal impacts TSA requirements and help to meet the Williams Shapps Plan for Rail will need to be completed for each 'other' service (col K) at each station. It should be noted that this is to assess individually, for each line item, the impacts to TSA requirements so sits separately to the high level impacts provided on the proposal information tab.

Non Retail Services

										Currently Provided for ...									Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information QxA input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
45					Sat	User Defined			-	-								-	-					
45					Sun	Providing information to customers			-	-								-	-					
45					Sun	Key for/availability of disabled toilets			-	-								-	-					
45					Sun	Key for/availability of general toilets			-	-								-	-					
45					Sun	Key for/availability of waiting rooms			-	-								-	-					
45					Sun	Opening/availability of lifts			-	-								-	-					
45					Sun	TVM replenishment, support and maintenance			-	-								-	-					
45					Sun	Cold weather procedures			-	-								-	-					
45					Sun	Litter clearance and recycling			-	-								-	-					
45					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
45					Sun	Complaints about the service/experience			-	-								-	-					
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45					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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46					Mon-Fri	Providing information to customers			-	-								-	-					
46					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
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46					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
46					Mon-Fri	Opening/availability of lifts			-	-								-	-					
46					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
46					Mon-Fri	Cold weather procedures			-	-								-	-					
46					Mon-Fri	Litter clearance and recycling			-	-								-	-					
46					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
46					Mon-Fri	Complaints about the service/experience			-	-								-	-					
46					Mon-Fri	Emergency response to incidents			-	-								-	-					
46					Mon-Fri	Identifiable location for getting help			-	-								-	-					
46					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
46					Mon-Fri	User Defined			-	-								-	-					
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46					Sat	TVM replenishment, support and maintenance			-	-								-	-					
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46					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
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46					Sun	Providing information to customers			-	-								-	-					
46					Sun	Key for/availability of disabled toilets			-	-								-	-					
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46					Sun	Opening/availability of lifts			-	-								-	-					
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46					Sun	Litter clearance and recycling			-	-								-	-					
46					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
46					Sun	Complaints about the service/experience			-	-								-	-					
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46					Sun	Identifiable location for getting help			-	-								-	-					
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47					Mon-Fri	Providing information to customers			-	-								-	-					
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47					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
47					Mon-Fri	Opening/availability of lifts			-	-								-	-					
47					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
47					Mon-Fri	Cold weather procedures			-	-								-	-					
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47					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
47					Mon-Fri	Complaints about the service/experience			-	-								-	-					
47					Mon-Fri	Emergency response to incidents			-	-								-	-					
47					Mon-Fri	Identifiable location for getting help			-	-								-	-					
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47					Sat	Providing information to customers			-	-								-	-					
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47					Sat	Key for/availability of waiting rooms			-	-								-	-					
47					Sat	Opening/availability of lifts			-	-								-	-					
47					Sat	TVM replenishment, support and maintenance			-	-								-	-					
47					Sat	Cold weather procedures			-	-								-	-					
47					Sat	Litter clearance and recycling			-	-								-	-					
47					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
47					Sat	Complaints about the service/experience			-	-								-	-					
47					Sat	Emergency response to incidents			-	-								-	-					
47					Sat	Identifiable location for getting help			-	-								-	-					
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47					Sun	Providing information to customers			-	-								-	-					
47					Sun	Key for/availability of disabled toilets			-	-								-	-					
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47					Sun	Opening/availability of lifts			-	-								-	-					
47					Sun	TVM replenishment, support and maintenance			-	-								-	-					
47					Sun	Cold weather procedures			-	-								-	-					
47					Sun	Litter clearance and recycling			-	-								-	-					
47					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
47					Sun	Complaints about the service/experience			-	-								-	-					
47					Sun	Emergency response to incidents			-	-								-	-					
47					Sun	Identifiable location for getting help			-	-								-	-					
47					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
47					Sun	User Defined			-	-								-	-					
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Non Retail Services

Station ID	Station Name	Station CRS	Station NLC	Issuing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	Currently Provided for ... First Train	Currently Provided for ... Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information CyA impact)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	Proposal to be Provided for ... First Train	Proposal to be Provided for ... Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
47					Sun	User Defined			-	-								-	-					
47					Sun	User Defined			-	-								-	-					
47					Sun	User Defined			-	-								-	-					
47					Sun	User Defined			-	-								-	-					
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47					Sun	User Defined			-	-								-	-					
48					Mon-Fri	Providing information to customers			-	-								-	-					
48					Mon-Fri	Key for/availability of disabled toilets			-	-								-	-					
48					Mon-Fri	Key for/availability of general toilets			-	-								-	-					
48					Mon-Fri	Key for/availability of waiting rooms			-	-								-	-					
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48					Mon-Fri	TVM replenishment, support and maintenance			-	-								-	-					
48					Mon-Fri	Cold weather procedures			-	-								-	-					
48					Mon-Fri	Litter clearance and recycling			-	-								-	-					
48					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
48					Mon-Fri	Complaints about the service/experience			-	-								-	-					
48					Mon-Fri	Emergency response to incidents			-	-								-	-					
48					Mon-Fri	Identifiable location for getting help			-	-								-	-					
48					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
48					Mon-Fri	User Defined

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Non Retail Services

									Currently Provided for ...									Proposal to be Provided for						
Station ID	Station Name	Station CRS	Station NLC	Staffing Office NLC	Time Period	Other Services Provided by Ticket Office Staff	Ticket Office Staff Responsibility - Time From	Ticket Office Staff Responsibility - Time To	First Train	Last Train	Will this still be provided following the proposal?	If answer to column P is no, why will this no longer be provided?	How will this now be delivered? (Provide Rate/locale as per Proposal Information CoJ-0 input)	Location of alternative (e.g. in station, off station, within ticket hall)	When it can be provided from	When it can be provided until	Proportion of time provided	First Train	Last Train	Does this represent a Quality of Service Improvement	Why? [TSA Requirement: How does the change represent an improvement on current arrangements in terms of quality of service and/or cost effectiveness?]	Is this cost effective?	Why? [TSA Requirement: How will members of the public continue to enjoy widespread and easy access to the purchase of rail products?]	How do the changes help deliver the Williams Shapps plan to; modernising customer service at stations and provide a more personal touch for those who need additional support at stations (inc. those who cannot/do not want to use contactless or mobile tickets)
Mon-Fri																								
50					Mon-Fri	Phone charging points for access to emergency contacts			-	-								-	-					
50					Mon-Fri	Complaints about the service/experience			-	-								-	-					
50					Mon-Fri	Emergency response to incidents			-	-								-	-					
50					Mon-Fri	Identifiable location for getting help			-	-								-	-					
50					Mon-Fri	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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50					Sat	Providing information to customers			-	-								-	-					
50					Sat	Key for/availability of disabled toilets			-	-								-	-					
50					Sat	Key for/availability of general toilets			-	-								-	-					
50					Sat	Key for/availability of waiting rooms			-	-								-	-					
50					Sat	Opening/availability of lifts			-	-								-	-					
50					Sat	TVM replenishment, support and maintenance			-	-								-	-					
50					Sat	Cold weather procedures			-	-								-	-					
50					Sat	Litter clearance and recycling			-	-								-	-					
50					Sat	Phone charging points for access to emergency contacts			-	-								-	-					
50					Sat	Complaints about the service/experience			-	-								-	-					
50					Sat	Emergency response to incidents			-	-								-	-					
50					Sat	Identifiable location for getting help			-	-								-	-					
50					Sat	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
50					Sat	User Defined			-	-								-	-					
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50					Sat	User Defined			-	-								-	-					
50					Sun	Providing information to customers			-	-								-	-					
50					Sun	Key for/availability of disabled toilets			-	-								-	-					
50					Sun	Key for/availability of general toilets			-	-								-	-					
50					Sun	Key for/availability of waiting rooms			-	-								-	-					
50					Sun	Opening/availability of lifts			-	-								-	-					
50					Sun	TVM replenishment, support and maintenance			-	-								-	-					
50					Sun	Cold weather procedures			-	-								-	-					
50					Sun	Litter clearance and recycling			-	-								-	-					
50					Sun	Phone charging points for access to emergency contacts			-	-								-	-					
50					Sun	Complaints about the service/experience			-	-								-	-					
50					Sun	Emergency response to incidents			-	-								-	-					
50					Sun	Identifiable location for getting help			-	-								-	-					
50					Sun	Visible staff presence for real and perceived safety and security benefits			-	-								-	-					
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