



# Modernising customer service at stations

# TRANSPENNINE EXPRESS



## Easy Read



This is an Easy Read version of some information. It may not include all the information, but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



The blue and underlined words show links to websites and email addresses. You can click on these links on a computer, tablet or smart phone.

# What is in this booklet

Easy Read.....	1
What is in this Booklet.....	2
About this Booklet.....	3
Why we are making change.....	4
What we want to do.....	5
Changes we want to mak.....	5
What will stay the same.....	8
Making our stations more modern.....	9
Improving customer service for customers.....	11
Buying tickets.....	12
Cash.....	14
What happens if changes are made.....	15
Penalty Fares.....	16
Supporting customers with accessibility.....	17
Help already in place.....	18
Safe stations.....	20
Security.....	21
Contact us, tell us what you think.....	22
Need help understanding this booklet?.....	23

# About this booklet



This is information from Transpennine.



We run rail services between the major cities and towns of Northern England and Scotland.



We are making changes to ticket offices at our stations.



If you would like, you can tell us what you think about these proposed changes. Details of how to do this are at the back of this booklet.



Feedback must be given to us by Friday 1st September 2023.



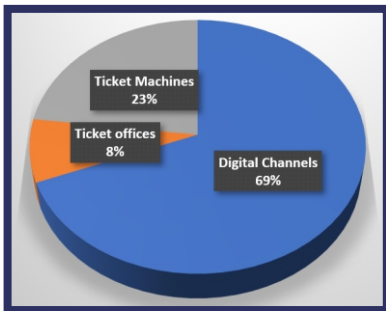
# Why we are making changes?



We want to make our train service easier to use for our customers.



The way that customers buy tickets has changed a lot in the last 10 years. Most people buy their tickets on the internet or from ticket machines.



Digital channels already account for most transactions made (69%). Only 8% of tickets are purchased from ticket offices.



These changes will mean more station staff will be available at stations to help customers.



Staff will also be available to help customers buy tickets from the ticket machines or online if needed.

## What we want to do



We want to make ticket buying for travellers easier.



We want to make sure more staff are available to assist people and teach station staff skills needed to help customers effectively.

## Changes we want to make



Transpennine will close ticket offices at 14 stations.



We will also be changing the ticket office opening times at Manchester Airport and Huddersfield.



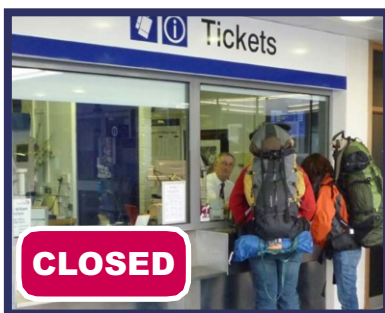
Station staffing times at nine of our stations will also be changed.



There will be no change to station opening times.

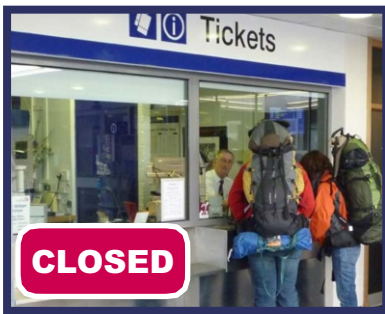


Staff will remain in stations as normal.



Stations where ticket offices are proposed to be closed;

- Brough
- Cleethorpes
- Dewsbury
- Grimsby Town
- Hull Paragon
- Malton
- Middlesbrough
- Northallerton
- Scarborough



Stations where ticket offices are proposed to be closed;

- Scunthorpe
- Selby
- Stalybridge
- Thirsk
- Thornaby



Stations where staffing times are proposed to change.

- Brough
- Cleethorpes
- Dewsbury
- Grimsby Town
- Malton
- Northallerton
- Scunthorpe
- Stalybridge
- Thornaby

You can read Appendix 1 to see changes about each stations staffing and ticket office opening times.



# What will stay the same



You will still be able to purchase rail products at the station.



You will know when staff are at stations to offer help.



Waiting rooms and toilets will still be available.



We will still provide you with assistance if you need it.



# /// Making our stations more modern



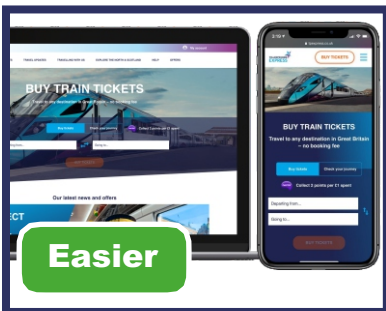
We want to make our stations better for customers.



People buy tickets from ticket offices much less than they used to.



Transpennine want to spend more money building self-service ticket machines.



Transpennine want to make buying tickets on our App and website easier.



More staff will be available at the busiest times of the day at stations.



We have already made many changes to make customer experience at stations better, such as;

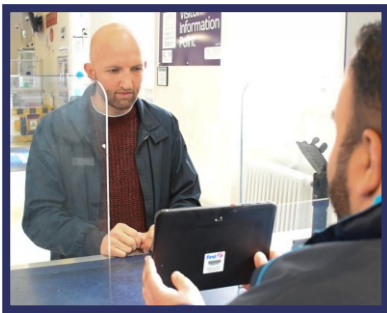
- Improved bathrooms.
- Installed more Changing Places at different stations
- Improved accessibility at our stations
- Added new seating areas.

We will continue to help our customers get to where they need to go.

# Improving customer service for customers



- We want to make our staff more helpful to customers.
- Station staff will still be available outside the ticket office.
- We will let customers know when staff members are on duty. This will help customers plan their journey.



- Station staff will be trained to help customers buy tickets online or at self-service stations.
- Staff will be given tablets to give customers up-to-date information on seating, booked assistance, and train times.



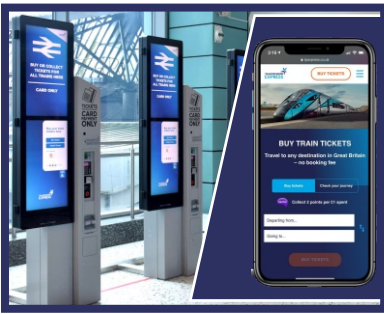
- Staff that are no longer working in ticket offices will be more available to help customers with any problems they have at stations.
- Staff will also be more visible at stations, out on platforms and at help desks.



We are proposing changes to staff hours at nine stations, which are less busy and step-free.

These changes will help us place staff in the stations at the busiest times of day.

# Buying tickets



Customers will still be able to access products and services at ticket vending machines (TVMs) and through our app.



Our two busiest ticket offices at Manchester Airport and Huddersfield will remain open.



- We are rolling out new ticket vending machines with big improvements.
- They will offer a wide range of railcard discounted tickets, and better functionality.
- There are already more ticket vending machines than ever at stations. Our proposal is to install more.

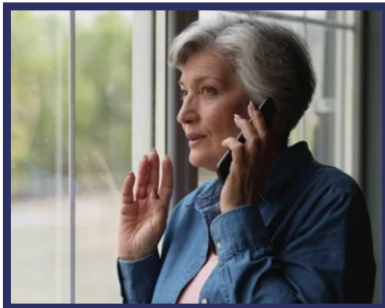


Our five busiest ticket vending machines now accept cash. These are at Manchester Airport, Huddersfield, Dewsbury, Scarborough, and Hull Paragon.





We think more people will use ticket vending machines when people can buy tickets in advance and car parking spaces. This service will be provided by the end of December 2023.



Very rarely, customers cannot buy a product from ticket vending machines or online.

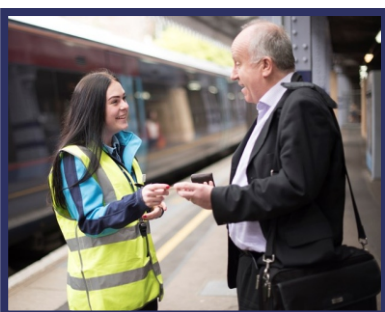
But this is only 0.3% of all Trans Pennine services.

Where this cannot be done, train operator contact centres will help you purchase over the phone.

Or you can go to another station that does have a ticket office.



Ticket office machines will be able to provide these products during staffed hours.



If you are unsure, ask a member of staff for help if you think you can buy something from a ticket office only.



# Cash



Cash will still be accepted at stations with cash ticket vending machines.



Cash will still be accepted at other train operator ticket offices.



- Cash will still be accepted on-board trains.

# What happens if changes are made



Before we make any changes, we will provide our customers with this information.



We will tell staff, so they know when changes are due to be made.



Staff will be able to tell customers where to purchase products.



Staff will support customers when these changes are made.



If customers do not have the ability to buy a type of ticket at a station, it will be available on board or at their destination. Our duty to provide this is outlined in the National Rail Conditions of Travel.

# Penalty Fares



Transpennine Express has a penalty fare scheme across our network (except in Scotland).

This means customers must have a valid ticket for the journey they are making.



While it is likely that we will close our ticket offices, our stations will always have at least one Ticket vending machine for people to buy before they travel.



Not all ticket vending machines take cash. If customers only have cash, they can buy a ticket on the train.



However, customers who buy a ticket on board with a debit/credit card might need to pay an extra Penalty Fare.

There are no proposed changes to our penalty fares scheme.



If customers do not have the ability to buy a type of ticket at a station, it will be available on board or at their destination. Our duty to provide this is outlined in the National Rail Conditions of Travel.



# Supporting customers with accessibility



Customers will continue to be supported by staff if they have any accessibility needs.

Further information about this can be found in our Accessible Transport Policy.



Accessibility has been strongly thought about in these changes.

We will continue to communicate with our accessibility team on this.



All stations except Selby and Thirsk will continue to offer step free access to each platform.



Selby and Thirsk stations will continue to be staffed and assist customers who cannot use the steps.

By 2024, Network Rail will install lifts for Selby.



A bid for Access for All funding has also been made for Thirsk.

If funding is provided, Network Rail would seek to install lifts at Thirsk somewhere between 2024-2029.

## Help already in place



All our stations have help points which allow customers to speak to a member of staff if needed.



All our stations also have My Station View 3D tours.



All our stations have GoodMaps turn-by-turn directions support.



Several stations have BSL departure boards.



Several stations have braille handrails.





Several stations have RNIB maps for all.



All TPE trains will have a conductor to help customers get on and off trains if station staff are unavailable.



Every two years, staff get disability training. This is to help customers with specific access needs.



If a customer needs staff help to access rail services outside of staff work hours, Transpennine will:

- Offer alternative transport to a nearby station.
- Or take you to your destination.

You can see link for further details:

<https://www.tpexpress.co.uk/help/accessibility/guides-and-policies>



We are aware some customers struggle with technology or may not wish to buy online.

Customers travelling from stations without a ticket office will;

- be able to get staff help to use self-service machines or;
- be shown how to contact centre to book tickets over the phone.

## Safe stations



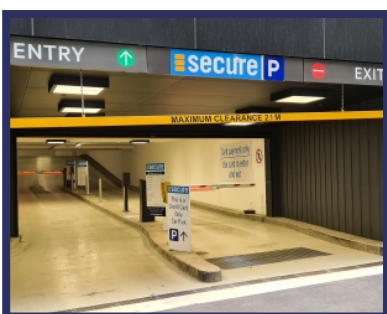
Transpennine will continue to keep our stations safe.

We work closely with the British Transport Police to ensure a positive, safe experience.



Many of our staff who wear body cameras will be visible throughout stations.

This will help to prevent anti-social behaviour and crime.



We are ensuring that all our car parks are all secure and protected.



Every station has CCTV, which our team can access 24 hours, 7 days a week.



Help points at every station linked to our control centre, which customers can always reach.



Information board with real-time updates.



Free Wi-Fi at all staffed stations.



We offer announcements and posters showing how to contact the British Transport Police.



At Hull Paragon Interchange we will soon be opening a new Policing Community Hub.

The Hub will be used to improve police visibility and contact for Interchange users.



We provide safeguarding training to ensure staff and customers are safe.

## Contact us, tell us what you think.

People can tell us what they think of proposals in this booklet in various ways:



- By emailing us:  
[TicketOffice.Avanti@transportfocus.org.uk](mailto:TicketOffice.Avanti@transportfocus.org.uk)
- By writing to us (no stamp needed):  
RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend on Sea, SS1 9PZ



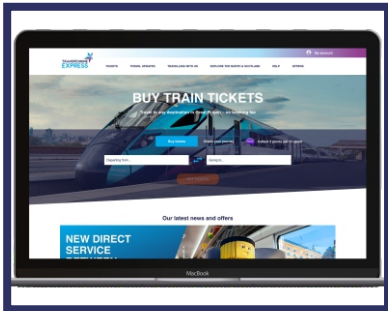
For more information about how to have your say see [www.transportfocus.org.uk](http://www.transportfocus.org.uk)



## Need help understanding this booklet?



To request our consultation documents in alternative formats, please contact our Passenger Assist Team on 0800 107 2149. Lines are open 24 hours.



You can learn more about how to contact us on our website:  
[www.transportfocus.org.uk](http://www.transportfocus.org.uk)



Customers who are deaf or hard of hearing can use the Text Relay service by adding the prefix 18001 in front of the number.



You can also email:  
[tpe.passengerassistance@tpexpress.co.uk](mailto:tpe.passengerassistance@tpexpress.co.uk)