

# Liskeard

Current Ticket Office times		Proposed Staffing Times	
Sunday:	09:15 - 16:45	Sunday:	09:15 - 16:45
Mon-Fri:	07:00 - 18:00	Mon-Fri:	07:00 - 18:00
Saturday:	08:00 - 18:00	Saturday:	08:00 - 18:00

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

## All tickets sold and collected - Financial Year 2022/23

Ticket sold at Ticket Office:	28,679	21.5%
Bookings collected at Ticket Office:	3,257	-
Ticket sold at the TVM(s):	23,518	17.6%
Bookings collected at the TVM(s):	12,693	-
Journeys from this station booked online:	81,145	60.9%
Cash payments received:	6,969	24.3% of total transactions
Warrant / voucher payments:	162	

## Less common tickets sold - Financial Year 2022/23

Product	Issues	Alternative customer options		
Season Tickets	654	Online	Telesales	-
Rovers/Rangers	10	Online	On-Train	Telesales
Excess Fares*	118	Online	On-Train	-
Car Parking	837	App	-	-
Disabled discounts (D34/D50)	7	On-Train	-	-
Railcards sold	1,174	GWR App	Online	-
Refunds processed:	84	Call Centre	-	-

## Retailing facilities at this station

Current ticket office windows:	1
Number of TVMs:	1
TVM payments accepted:	Cash & Card

## Proposed changes - Oct 2023-Jun 2024

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

## Proposed changes - Jun-Sep 2024

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## Proposed changes - Sep-Dec 2024

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## Notes:

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