



ThamesLink/

07 AUG 2017

Nick Herbert MP
House of Commons
Westminster
London
SW1A 0AA

3rd August 2017

Dear Nick,

Thank you for contacting Charles on behalf of your constituents regarding concerns raised about the ticket office and ticket vending machine availability at Hassocks station. Charles has asked me to respond on his behalf while he is on leave.

I'd like to apologise to your constituents who have been inconvenienced when trying to purchase tickets at Hassocks station in recent months. Availability of staff at the station has been impacted by a long term sickness absence and another member of staff leaving the business.

We have though received positive feedback from the local rail user group and passengers alike about the new staff member, Craig who now staffs the ticket office in the mornings. Craig works six mornings out of seven on a rolling basis. The station management do try to cover the seventh morning where possible, and we are looking to recruit a second member of staff to resolve this problem.

When Craig is onsite he is responsible for maintaining the ticket vending machines with tickets and change. At present the TVM does not accept the new pound coin, so at times it has run out of change and will automatically switched to only accepting cards. The TVMs are due to be upgraded in the next week to accept the new pound coin, this will instant provide an uplift in reliability for passengers and staff.

Yours sincerely

Nick Brown
Chief Operating Officer