



Department
for Transport

24 NOV 2017

From the Parliamentary
Under Secretary of State
Paul Maynard MP

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Rt Hon Nick Herbert MP
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17 November 2017

Dear Nick

Thank you for your letter of 18 September 2017 on behalf of your constituents about the ticket office being closed and ticket vending machines being out of order at Hassocks station.

I fully appreciate how much of an inconvenience the ticket office at Hassocks station being closed and the ticket vending machines being out of order must have been for your constituents. I asked my officials to investigate the issues your constituents raised directly with Govia Thameslink Railway (GTR).

GTR explain that there have been ongoing staffing issues at the station for over a year due to staff illness. This issue has been acute since February/March this year following two members of staff developing long term illnesses. Additionally, one member of station staff resigned from their role.

With only one permanent member of staff to cover Hassocks station during this period, GTR have had to rely on relief staff, who travel between different stations, to cover shifts. However, GTR says it has been difficult to allocate relief staff to Hassocks as their support was required at other stations.

To resolve this staffing issue, GTR is now in the process of hiring permanent staff and whilst this is ongoing, agency staff will be hired to ensure that the ticket office opening and closing hours is adhered to.

Addressing your point on ticket vending machines, GTR are experiencing a number of reliability issues with their upgraded ticket vending machine fleet. However, I am pleased to inform you that modification work was undertaken on the ticket vending machines at Hassocks station during the first week of November, and they are now in working order.

I would like to apologise for the inconvenience experienced by your constituents at Hassocks station. We will continue to monitor these issues

and work with GTR to ensure that all the steps outlined above for resolving these issues at Hassocks station will be implemented effectively.

Thank you again for your letter and I hope that this reply is helpful.

Yours ever,
Paul

PAUL MAYNARD