

ScotRail ticket office consultation



Introduction

ScotRail currently operates more than 2,000 train services through 359 stations, of which 143 have staffed ticket offices across the country.

Opening hours for ticket offices in Scotland have largely remained unchanged in more than 30 years, with all key information captured in Schedule 17 of the Ticket and Settling Agreement which applies to all Train Operating Companies (TOCs) within the United Kingdom. Changes to these hours must follow a prescribed procedure which requires extensive analysis of ticket office usage, sales data, and consultation with a variety of stakeholders, including customers and other TOCs.

A comprehensive review of ticket offices has been conducted using the relevant guidance on changes to ticket office operating hours (<https://www.gov.uk/government/publications/changes-to-railway-ticket-office-opening-hours>). This document now sets out further details and proposes a series of changes which ScotRail now wishes to consult on. The proposed changes would impact 120 stations. Some locations may see minor changes while other locations may see reduced opening hours to align with customer usage. No staff will lose their jobs and will instead be redeployed to provide better customer service on the frontline. A total of three ticket offices are proposed to close but the stations will still remain open to train services, with all other facilities remaining, such as ticket vending machines, help points where customers can speak to staff, and 24-hour CCTV. It is important to note the data used for the review was from 2019 and represents a period not impacted by the COVID pandemic and the associated fall in customer numbers.

ScotRail wants to ensure that the provision of service strikes the right balance between the deployment of staff in ticket offices and the deployment of staff through other mechanisms. A period of 21 days consultation will be undertaken.

Under the National Rail Ticketing and Settlement Agreement all interested individuals and organisations with comments on ScotRail's proposals should contact the independent rail consumer watchdog Transport Focus. Transport Focus will review all comments received before responding to ScotRail's proposals.

**Transport Focus Freepost (RTEH-XAGE-BYKZ),
PO Box 5594,
Southend on Sea,
SS1 9PZ**

Or by email to schedule17.sr@transportfocus.org.uk.

In addition, an internal feedback process will be available to staff.

Customer purchasing habits

Ticket office opening times have remained largely the same since the 1990s but during this period there has been significant investment in the station environment.

ScotRail has installed 355 ticket vending machines which, based on 2019 data, accounts for 26 per cent of all ticket sales. Increased usage and familiarity of the internet has opened up an entirely new retail channel, which in 2019 accounted for 18 per cent of all ticket sales. All train services have two members of staff on board - one driver and one ticket inspector. These factors have all contributed to a drop in ticket office usage over the past three decades. In 2011, ticket office sales accounted for 40 per cent of all transactions but by 2019 it dropped to 28 per cent. This means staff are not engaging with customers as often as we would like, through no fault of their own, and many stations are no longer busy enough to justify having staff behind a screen in a ticket office when they could be out helping customers. Currently the option for alternative deployment of staff is constrained from having to adhere to the opening hours from 1991 for each ticket office. ScotRail believes the current arrangements are inefficient, don't put the customer first and are in need of modernisation to better support customers. Our review has also established that aligning ticket office hours with customer usage will also generate a saving of more than 75 tonnes of CO2 each year from unnecessarily heating and lighting.

ScotRail proposes to repurpose staff from less busy locations to enable the establishment of mobile on-train and station teams that better supports customers. ScotRail will still operate ticket offices at 140 stations.

This proposal will improve staff visibility, helpfulness, and increase passenger assistance beyond our larger stations. This deployment of staff would be much more flexible, customer centric, and better match customer purchasing and traveling habits in 2022 rather than 1991.

The Station environment

Much investment has been made over the years to improve the station environment of both staffed and unstaffed stations. This includes

- CCTV at every station and monitored at customer service centres seven days a week, 24 hours a day.
- Help points positioned at every station which are also linked to the customer service centres so customers can speak to a member of staff any time of the day.
- Station information boards provide real-time updates on train times, including the stations at which they stop and highlight delays where applicable.
- Ticket vending machines now located at 61 per cent of stations across the network.

Furthermore, customers have benefitted from the ScotRail app, which provides service updates and is a source of much information. Since the launch of the new ScotRail app on 1 July 2021, it has been installed 313,000 times and continues to grow at an average of 2,000 downloads per day. Likewise, the ScotRail website allows customers to book tickets, and view and download information such as timetables. The ScotRail website gets more than 4.8 million hits per year.

Smartcard and mTickets (tickets on your mobile phone) provide a digital ticketless travel solution which has proven to be popular with customers. Smartcards now account for 5 per cent of ticket purchases and mTickets, which were introduced on 1 July 2021, now account for 15 per cent of ticket purchases.

All these facilities and retail channels did not exist the last time ticket office hours were reviewed and amended. Such changes are now enabling customers to travel without the need to join a ticket office queue and have the most up-to-date travel information at their fingertips. ScotRail is very aware of the value of having ticket offices open and staff positioned at key locations, particularly during times of disruption, but it is important the right balance is achieved by having staff deployed in the right place at the right time. The current arrangements do not do this.

Mobile teams

ScotRail wishes to repurpose the staff who work in stations at times when it is no longer busy and use them to move around the network as a visible presence at stations and on trains during times when customers need it most. This includes:

- Customer assistance and additional ticket selling/checking at our busiest locations during busy periods to alleviate queues.
- Collaborate with British Transport Police colleagues in managing antisocial behaviour and fare evasion
- Assist our revenue protection teams at barriers and on trains across the network
- Engage in wider community initiatives such as adopt a station, school safety initiatives and climate change / CO2 reduction

It should be stressed that ScotRail is NOT conducting this exercise to reduce staff numbers and cut costs. Nobody will be out of a job as a result of these changes. This is about using the valuable resources we have in the best way to get the greatest benefit for our customers. Only by doing so can we make sure that we are positioning ScotRail as a responsible public transport provider who will serve the future interests of Scotland's railway.

Appendix 1

*Data highlighted in blue represents times where ticket sales do not meet the criteria for being busy. The definition of 'busy' which will be used is an average of 12 issues an hour.

Station	Average BO tickets sold per hour: Monday-Thursday																		
	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Aberdeen		14	49	44	53	55	71	72	66	69	63	54	54	35	25	14	5		
Aberdour		3	14	11	9														
Airdrie	2	21	60	66	60	53	40	28	19	13	14	13	14	10	2	3	1		
Alexandria		2	12	9	10	9	9	8	5	5	4	4	2	1					
Anderston		3	15	37	25	8	6	8	4	6	9	16	22	11	5	3	2	2	
Anniesland			25	59	42	25	14	15	12	12	14	20	14	6	3	1			
Arbroath			18	10	17	19	17	15	17	15	12	10	10	4					
Ardrossan South Beach		6	23	15	19	14	11	11	7	8	7	5	4	1					
Argyle Street		4	16	21	22	21	23	24	31	32	37	44	48	31	18	7	6	3	
Aviemore			2	5	11	9	10	8	6	6	5	4	2	1	1	1			
Ayr	1	20	50	43	45	64	51	43	42	37	42	44	32	17	6	5	4		
Balloch Central	1	5	17	13	19	16	13	11	9	6	8	6	7	3	1	1	1		
Barrhead		2	59	52	37	21	26	17	5	12	11	12	17	8	3	1	1		
Bathgate	1	53	133	125	73	55	44	39	29	22	23	30	26	16	3	1	1		
Bearsden			38	56	29	22	20	14	8										
Bellshill		10	36	45	30	15	21	7	12	9	7	10	8	3	1				
Bishopbriggs		6	63	123	50	28	26	21	15	11	11	18	19	12	3				
Bishopton		10	54	73	32	25	30	18	12	10	11	14	13	8	2	1			
Blairhill		2	24	29	20	12	10	6	6	4	5	6	3	5	1				
Blantyre		9	37	38	22	15	16	7	8	7	7	7	6	6	3				
Bridgeton		4	20	46	21	7	9	8	7	6	13	14	10	5	2	3	1	2	
Burnside		2	22	20	17	10	8	8	2										
Burntisland		7	20	12	13	1													
Cambuslang		10	39	53	23	13	11	16	9	7	7	9	8	7	1	1			
Cardonald			11	20	15	6	6	7	3										
Cardross			11	12	8	7	5	4	3	1									
Carluke		4	35	17	21	19	11	9	1										
Carstairs			19	2	1	11		6											
Cartsdyke		1	7	7	6	6	4	3	2										
Cathcart		1	21	42	18	9	8	8	4										
Charing Cross Glasgow		8	38	68	41	21	25	34	29	10	31	55	66	41	15	12	12	13	3
Clarkston		5	38	53	35	25	18	15	9										
Clydebank			2	8	7	5	6	5	4	1									
Coatbridge Sside	1	11	27	30	26	11	12	11	7	7	9	8	3	4					
Cowdenbeath		4	9	6	12	11	7	5											
Croftfoot		3	18	14	17	8	8	5	2										
Crosshill		2	13	35	21	13	10	11	6										
Croy		29	174	176	58	23	24	15	16	12	16	23	26	11	4	1			
Cumbernauld			7	9	6	6	6	3	3										
Cupar		5	21	11	31	24	16	9	7	11	10	7	4	3	1				

Station	Average BO tickets sold per hour: Monday-Thursday																		
	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Dalmarnock		2	11	23	8	3	4	2	2	3	4	6	4	1	1	1	1	1	
Dalmeny		7	37	32	12	1													
Dalmuir	1	9	27	28	29	23	22	13	13	10	10	10	7	7	2	1	1	1	
Dalreoch		2	14	14	7	5	4	4	4	3	3	3	3	2	1				
Dingwall			3	8	11	7	13	10	7	3									
Drumchapel		7	22	30	17	13	12	7	7	5	6	6	6	6	2				
Drumry		1	12	22	9	8	6	6	4	3	3	3	2	2	1				
Dumbarton Central		5	21	27	15	16	16	10	7	4	7	6	5	4	1				
Dumfries		12	30	64	19	82	48	30	40	26	30	18	23	13	2				
Dunbar	3	40	50	36	29	21	21	21	9	11	13	10	12	10	3	3	1		
Dunblane		13	49	36	35	19	18	10	1										
Dundee	2	39	69	95	89	106	92	87	84	83	78	56	53	39	11				
Dunfermline Town		6	32	16	14	15	14	10	11	11	9	5	10	6	2				
East Kilbride	1	22	74	44	36	33	35	29	16	11	17	18	18	15	4	3	1	1	
Easterhouse		7	24	31	18	10	7	6	6	5	3	5	5	3					
Edinburgh Gateway		2	11	17	8	8	7	5	8	5	5	12	10	5	6	2	1	2	1
Elgin		9	13	6	25	14	23	15	18	15	12	12	9	6	1				
Exhibition Centre Glasgw		2	17	32	15	8	9	14	10	9	21	31	41	21	7	2	4	5	
Falkirk Grahamston		7	45	38	30	31	26	24	17	13	13	15	7	8	3	1			
Falkirk High		17	98	83	45	31	27	16	14	14	15	20	24	16	3				
Forres			3	11	11	8	10	9	9	3									
Garrowhill		8	33	47	22	12	9	5	8	5	5	5	5	3	1				
Garscadden		3	16	23	17	9	6	7	4	3	4	6	4	3	1				
Giffnock		2	24	46	27	15	14	11	7										
Girvan		3	19	16	19	19	12	8	1										
Glasgow Central Low Level		13	58	71	58	50	54	61	62	59	74	101	107	96	61	37	28	22	3
Glengarnock			25	22	22	12	12	8	6										
Gourock	2	9	33	30	31	26	22	16	14	8	11	11	11	6	3	4	1		
Greenock Central			6	12	14	11	10	9	6	7	8	8	6	4	1				
Greenock West		12	29	25	31	18	18	14	10	6	10	10	13	7	2	2	1	1	
Hamilton Central		5	36	43	40	29	23	14	12	6	9	12	10	8	2	1	1		
Hamilton West		9	53	48	22	17	17	7	13	8	8	12	7	8	1				
Haymarket		22	118	126	83	60	44	52	46	46	55	84	121	54	24	13	3		
Helensburgh Ctl		15	43	29	57	48	38	30	17	18	18	16	15	7	2		1	1	
High Street		2	18	38	22	12	10	8	7	5	5	11	8	5	2	1	1		
Hillington East			15	33	14	9	9	7	4	1									
Hillington West			11	22	9	5	6	4	3										
Huntly		2	14	10	3	12	9	6	4										
Hyndland		6	34	53	46	24	19	17	10	10	13	16	13	11	4	1	1	1	
Inverkeithing		23	73	60	38	32	26	23	16	18	17	20	25	16	3				

Station	Average BO tickets sold per hour: Monday-Thursday																				
	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00		
Inverness		14	33	57	34	54	47	60	51	46	36	45	34	9	4	4					
Inverurie		1	36	46	17	31	24	15	11	1											
Irvine		15	45	44	43	38	22	27	23	18	11	10	11	4	2						
Johnstone		6	67	125	95	75	62	47	36	22	27	27	24	16	5						
Keith		6	5	9	13	7	10	7	4												
Kilmarnock		5	31	19	24	25	20	18	7	13	10	12	10	4	2	1	1				
Kilwinning		12	40	38	42	29	24	21	16	10	11	13	13	10	2	1	1				
Kinghorn		3	17	11	15																
Kings Park		3	20	19	14	7	9	6	2												
Kingussie					4	10	11	8	8	6	10	1									
Kirkcaldy		18	101	68	94	84	69	48	34	29	29	31	19	11							
Kyle Of Lochalsh						2	5	11	5	5	2	7	4								
Ladybank		1	13	15	13																
Lanark		2	11	9	14	10	7	4	3	4	3	4	2	3	1						
Larbert				68	60	38	27	25	15	14	14	15	20	20	9	2	1				
Largs		6	20	28	36	28	20	15	10	9	9	6	5	3	2	1	2				
Lenzie		3	111	167	54	26	25	24	16	12	14	20	28	19	4	1					
Leuchars		9	29	20	57	28	23	14	11	9	12	11	9	5	3	1	1				
Linlithgow		2	34	92	101	50	36	33	21	20	8	17	22	28	20	6	2	1			
Lockerbie			11	39	46	31	34	15	10	14	15	9	11	6	4	5	1				
Markinch	10		35	29	32	41	33	17	3												
Milngavie	6		54	58	52	37	31	25	13	14	11	11	9	10	3	2	1				
Montrose	4		24	11	16	19	15	13	7	13	6	6	4	5	1						
Motherwell	35		102	103	64	42	46	35	28	24	17	28	32	27	8	3	2	1			
Mount Florida	1		28	72	35	17	16	8	9	9	12	11	9	5	3						
Muirend			26	48	27	15	15	11	4												
Nairn				10	15	12	11	10	6	7	1										
Neilston	4		20	30	19	13	12	9	5	5	6	4	5	5	1	1					
Newton Lanark	10		43	59	28	12	16	7	4	4	5	7	6	3							
Paisley Gilmore Street	1		37	95	138	117	90	99	85	69	55	60	59	62	38	16	8	5	2		
Partick	1		19	51	75	57	37	22	30	23	14	20	31	38	31	8	3	3	2	1	
Perth			23	39	34	53	52	35	42	35	30	31	28	17	10	2					
Pitlochry					1	12	18	17	18	13	7	13	7	9	4	1					
Pollokshields East			1	23	61	45	23	19	17	9											
Polmont			2	79	73	32	20	21	16	11	9	11	11	14	8	2					
Port Glasgow			8	23	28	21	16	14	16	9	5	8	13	13	4	4	1	1			
Prestwick Town			4	24	23	18	19	14	14	11	10	8	9	2							
Queens Park Glasgow			2	23	61	38	21	18	12	15	12	10	10	10	6	3	1				
Rutherglen			13	46	82	46	18	19	14	18	14	14	14	14	8	4	2	1			
Saltcoats		8	17	11	19	18	12	9	6	6	5	5	3	1							

Average BO tickets sold per hour: Friday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Aberdeen		13	33	59	72	82	86	85	107	91	101	68	92	61	34	18	7		
Aberdour		4	10	10	10	1													
Airdrie	2	20	43	54	55	53	45	37	28	19	24	24	28	18	3	3			
Alexandria		1	9	8	10	11	11	8	6	6	6	3	6	6	1				
Anderston		4	13	33	26	7	7	9	5	7	8	14	16	13	7	3	5	5	3
Anniesland			23	61	43	28	18	15	8	13	16	19	21	9	7	1			
Arbroath			13	8	26	19	26	20	25	17	27	17	12	7	3				
Ardrossan South Beach		5	20	11	20	19	17	11	12	10	10	13	8						
Argyle Street		4	15	17	22	22	25	27	39	49	61	58	61	53	28	14	10	11	
Aviemore				2	5	9	10	6	8	8	4	5	2	1	1				
Ayr	1	16	38	33	46	86	59	57	59	53	71	73	61	39	15	7	4	1	
Balloch Central		5	13	17	24	21	15	16	13	10	13	10	14	9	2	1		1	
Barrhead		1	45	39	31	27	31	17	8	14	25	25	25	23	8	3	1		
Bathgate		42	121	95	82	68	63	78	70	53	49	67	57	39	9	1			
Bearsden			38	43	30	19	19	20	9										
Bellshill		9	31	34	41	18	25	10	15	17	15	14	18	14	5				
Bishopbriggs		9	53	103	52	27	30	26	24	18	30	30	38	25	14				
Bishopton		5	44	63	36	39	34	21	32	28	29	28	22	25	7	1			
Blairhill		2	15	19	17	12	18	10	11	9	11	8	4	6	3				
Blantyre		6	30	33	21	19	24	9	14	11	15	15	12	16	5				
Bridgeton		3	21	48	22	11	14	10	8	10	16	16	12	7	5	3	1	1	
Burnside		1	20	18	13	12	14	13	2										
Burntisland		2	11	9	15	1													
Cambuslang		6	29	37	23	20	21	24	17	10	16	21	9	11	3	1			
Cardonald			7	16	16	9	5	7	4	1									
Cardross			8	11	11	7	5	1	3										
Carluke		4	33	16	24	25	7	9	6										
Carstairs			16	2	1	11	1	10		1									
Cartsdyke		2	6	9	8	5	4	4	2										
Cathcart			14	27	17	12	10	13	4										
Charing Cross Glasgow		5	35	60	42	26	30	36	30	16	45	67	68	51	23	21	27	26	4
Clarkston		5	26	42	38	26	31	21	14										
Clydebank			3	7	7	7	7	7	4	1									
Coatbridge Sside	1	8	19	29	26	13	17	12	13	9	10	10	6	7	1				
Cowdenbeath		3	6	4	12	10	10	8											
Croftfoot		3	15	10	18	11	5	6	4										
Crosshill			8	23	18	20	12	10	10										
Croy		24	126	143	57	25	30	29	31	16	33	46	38	18	5	2			
Cumbernauld			6	8	6	4	5	6	7										
Cupar		2	14	13	34	21	22	18	12	12	17	12	11	5	2				

Average BO tickets sold per hour: Friday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Dalmarnock		1	10	18	5	2	4	1	5	6	7	7	4	2	1	1			
Dalmeny		3	24	31	11	1													
Dalmuir	1	7	18	21	31	23	23	18	20	18	15	20	20	20	6	2	2		
Dalreoch		3	11	11	10	6	7	2	4	6	4	5	3	3					
Dingwall			4	7	8	10	11	8	8	3									
Drumchapel		4	21	27	18	15	17	8	14	13	14	9	11	12	6				
Drumry		1	10	17	8	9	6	7	6	5	8	3	5	2	2				
Dumbarton Central		3	16	19	16	11	13	12	5	8	10	9	8	9	1				
Dumfries		14	27	85	29	93	70	55	56	41	49	26	31	16	8				
Dunbar	1	28	35	25	27	31	20	30	21	10	23	24	17	4	2	1			
Dunblane		7	37	35	33	28	22	14	2										
Dundee		28	50	86	97	134	103	136	143	140	161	126	123	56	12				
Dunfermline Town		2	22	15	16	14	17	14	12	17	16	11	12	4	1				
East Kilbride		13	64	41	36	39	43	43	26	24	47	49	54	47	13	3	2	2	
Easterhouse		5	20	23	18	15	11	9	9	6	8	10	9	6	1				
Edinburgh Gateway		1	8	12	7	10	7	9	15	10	7	15	11	9	7	3	2	4	1
Elgin		7	12	9	28	15	20	17	26	26	23	14	14	7					
Exhibition Centre Glasgw		2	16	31	21	14	14	19	20	15	29	47	46	24	15	3	9	12	1
Falkirk Grahamston		4	30	26	33	33	38	24	24	28	29	24	11	7	2				
Falkirk High		16	51	48	44	30	29	25	25	29	28	37	32	26	4	1			
Forres		-	6	12	18	6	16	9	8	3									
Garrowhill		6	20	37	27	20	12	11	13	8	10	15	9	9	2				
Garscadden		1	16	21	15	8	10	10	1	8	8	7	7	7	2				
Giffnock		1	17	40	29	19	21	20	10										
Girvan		2	14	15	18	20	17	7	1										
Glasgow Central Low Level		13	51	60	57	67	73	83	89	83	109	136	139	149	118	67	42	45	24
Glengarnock		-	17	19	19	15	11	15	11										
Gourock	2	8	23	25	36	32	31	21	19	18	16	18	27	13	4	2	1	1	
Greenock Central			3	9	10	10	10	12	9	11	11	13	12	9	2				
Greenock West		8	24	23	34	25	23	21	19	13	16	19	23	13	5	1			1
Hamilton Central		5	31	43	38	42	37	24	18	9	26	24	21	21	5	1			
Hamilton West		6	47	45	33	22	25	13	25	18	18	28	18	22	6				
Haymarket		16	68	83	81	69	64	60	45	53	61	84	111	49	29	31	4		
Helensburgh Ctl		10	42	33	65	58	46	50	37	28	23	19	25	10	3	2	1		
High Street		1	10	37	28	11	13	6	6	6	9	11	9	7	2	1			
Hillington East			12	33	14	10	13	7	6	2									
Hillington West			9	19	7	7	6	6	3										
Huntly		1	10	10	5	9	5	12	5										
Hyndland		4	23	37	41	31	28	20	11	16	14	19	15	16	7	2	1		
Inverkeithing		17	49	46	44	48	47	33	34	37	34	49	45	28	5				

Average BO tickets sold per hour: Friday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Inverness		10	18	47	34	71	57	70	54	57	42	30	32	14	2	4			
Inverurie		1	48	43	15	35	40	32	13										
Irvine		10	31	51	47	48	30	45	38	35	17	18	23	9	3	2			
Johnstone		3	60	105	101	82	85	61	64	50	41	63	60	47	15	1			
Keith		4	3	14	14	9	15	5	5										
Kilmarnock		4	29	26	32	44	30	45	17	24	18	27	24	16	12	1	2	1	
Kilwinning		6	32	38	56	39	44	29	37	27	36	45	31	30	4		2		
Kinghorn		2	11	7	18	1													
Kings Park		2	16	17	11	7	10	8	4										
Kingussie				4	14	9	7	10	12	9	2								
Kirkcaldy		12	67	57	110	96	98	81	65	51	58	75	35	30					
Kyle Of Lochalsh					1	2	20	2	7	2	1	7							
Ladybank		1	8	11	14														
Lanark		2	8	10	12	10	11	8	4	6	7	8	4	1					
Larbert			52	54	37	41	42	29	35	35	36	47	35	23	1				
Largs		5	16	23	37	30	23	21	12	12	16	12	11	4	1	1	2		
Lenzie		3	74	150	50	28	34	36	27	24	34	40	58	39	17	4	1		
Leuchars		6	22	22	51	26	24	17	23	18	17	37	23	11	5	3	1		
Linlithgow		19	73	85	52	47	49	33	38	15	29	33	34	26	4	1	1		
Lockerbie		10	27	41	30	44	23	15	20	27	16	21	11	8	2	1			
Markinch		7	25	23	39	58	38	36	5										
Milngavie		5	44	53	55	59	43	41	14	24	19	22	19	23	7	2	1	1	
Montrose		2	18	15	20	20	21	14	14	17	9	12	10	6	1				
Motherwell		28	87	79	61	50	61	39	43	41	37	58	57	40	12	2	1	1	
Mount Florida		1	21	72	35	17	12	10	11	12	13	13	10	9	4	1			
Muirend			25	44	28	21	19	20	7										
Nairn				8	14	12	17	8	12	5	1								
Neilston		4	17	29	22	16	18	12	6	6	6	8	16	15	4		1		
Newton Lanark		7	28	47	22	13	18	2	8	3	14	15	12	5	2	1			
Paisley Gilmore Street	1	27	75	125	121	87	108	112	112	92	101	108	109	82	39	16	12	7	
Partick		15	45	70	60	42	38	45	40	10	22	44	30	32	13	6	4	4	2
Perth		13	29	41	64	68	50	48	64	47	57	47	37	23	6				
Pitlochry			1	11	27	18	15	22	4	10	11	9	3						
Pollokshields East		2	18	50	34	25	24	21	13										
Polmont		1	65	60	28	28	28	20	24	21	24	29	27	21	5				
Port Glasgow		5	20	18	20	18	18	18	14	5	16	21	28	14	8	4	1	1	
Prestwick Town		4	16	22	24	27	25	21	16	15	14	16	3						
Queens Park Glasgow		2	21	54	37	24	23	19	17	20	10	10	10	8	4	3			
Rutherglen		14	37	75	41	20	31	15	24	18	25	26	22	10	8	2	1	3	
Saltcoats		5	11	10	20	25	16	18	10	9	10	10	4	2					

[illegible]

Average BO tickets sold per hour: Saturday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Aberdeen		14	33	35	86	75	98	81	112	72	76	31	40	28	6	5	4		
Aberdour				2	12	10	1												
Airdrie		6	10	22	51	72	101	109	86	52	38	39	24	21	5	2	1		
Alexandria			3	6	10	15	23	17	17	11	5	5	4	2	1				
Anderston		2	3	6	6	6	8	6	6	11	6	10	9	9	8	3	5	6	2
Anniesland			2	14	21	21	24	32	28	25	21	17	12	7	10	1			
Arbroath		2	6	19	35	35	29	31	25	15	9	8	6	8	3				
Ardrossan South Beach		1	8	8	20	31	30	35	29	28	19	11	7	1					
Argyle Street		1	3	8	16	20	31	20	43	48	58	66	66	52	29	13	15	6	
Aviemore			1	1	12	4	14	6	5	1									
Ayr	2	7	22	37	61	123	120	117	95	69	71	53	42	29	11	6	3	1	
Balloch Central	1	2	6	10	19	26	30	31	22	13	15	13	16	5	3	1			
Barrhead		1	7	18	36	29	56	61	25	42	28	25	27	17	3	1	1		
Bathgate		2	21	35	67	88	105	118	107	79	53	38	30	27	8	1			
Bearsden			5	13	12	24	27	25	25										
Bellshill		1	10	14	29	30	48	44	36	43	22	22	14	10	4				
Bishopbriggs		1	6	20	33	40	52	59	64	50	43	27	24	21	13	3			
Bishopton		1	10	18	29	45	67	69	49	63	45	23	34	35	4	1			
Blairhill			3	6	13	17	23	24	25	21	19	9	6	6	2				
Blantyre		1	5	9	23	28	34	34	47	36	28	20	12	8	4				
Bridgeton		1	5	8	14	11	14	11	9	17	18	16	13	6	4	5	2	3	
Burnside			4	7	15	16	18	26	10										
Burntisland				3	16	15	8												
Cambuslang		1	9	12	16	26	35	43	27	31	17	19	9	10	3	1			
Cardonald			1	3	9	5	14	13	8										
Cardross			1	2	4	7	9	7	6	2									
Carluke		1	11	13	29	34	26	25	3										
Carstairs			3	2	3	20	1	14											
Cartsdyke					2	6	12	13	9	9	6								
Cathcart			2	7	11	17	19	17	6										
Charing Cross Glasgow		2	5	21	33	37	40	48	58	14	32	45	46	30	20	22	17	21	7
Clarkston			5	15	32	31	35	43	30										
Clydebank			1	4	4	15	9	8	8	2									
Coatbridge Sside		1	4	11	28	14	28	33	35	27	20	7	8	4	1				
Cowdenbeath				1	12	22	23	18											
Croftfoot			4	6	9	10	17	21	10										
Crosshill			4	8	13	14	20	18	13										
Croy		1	11	33	47	84	116	143	142	103	55	39	33	10	6				
Cumbernauld				2	10	9	12	13	5										
Cupar				22	33	40	35	28	16	5	1								

Average BO tickets sold per hour: Saturday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Dalmarnock			2	5	5	5	8	4	4	4	5	5	3	1	1	2	1		
Dalmeny				8	14	25	16												
Dalmuir	1	3	12	10	19	30	40	39	38	25	21	19	13	9	6	1	1	1	
Dalreoch		1	2	4	12	10	18	11	14	6	6	4	2	4	1				
Dingwall			2	2	10	6	22	18	6	3									
Drumchapel		2	5	10	21	19	25	21	38	15	17	12	6	10	7				
Drumry		1	3	5	8	10	17	19	13	12	7	5	5	2	2				
Dumbarton Central		1	4	9	18	31	28	21	18	11	9	10	6	4	4				
Dumfries		6	18	138	36	170	101	84	65	31	42	26	20	11	2				
Dunbar			12	19	43	23	66	30	31	28	18	13	13		2	1			
Dunblane			4	24	31	43	38	38	14	5									
Dundee	3	26	25	93	169	247	195	172	148	104	78	60	49	26	5				
Dunfermline Town			4	8	19	34	36	27	26	18	19	15	4	1					
East Kilbride			9	28	49	83	94	104	82	68	68	52	57	36	17	7	2	1	
Easterhouse			2	6	12	11	17	21	24	21	14	4	5	8	1				
Edinburgh Gateway		1	1	4	7	6	8	8	8	11	5	3	4	4	3	1		2	
Elgin		2	16	13	43	23	46	33	36	28	17	8	3	2					
Exhibition Centre Glasgw		1	3	9	16	22	22	28	24	17	27	45	36	12	9	6	3	9	
Falkirk Grahamston		1	9	13	24	41	57	56	47	32	23	26	13	6	2	2	1		
Falkirk High		1	5	22	43	58	85	98	98	81	57	35	40	16	4	2			
Forres			1	10	18	18	22	10	11	5									
Garrowhill		1	4	7	12	16	12	14	26	21	15	7	8	4	1				
Garscadden		1	3	6	11	12	13	6	13	11	8	5	5	3	3				
Giffnock		1	4	7	19	23	26	33	24										
Girvan		1	9	19	19	30	29	18	1										
Glasgow Central Low Level		4	18	48	59	77	78	91	96	101	114	141	135	144	106	70	48	67	19
Glengarnock			4	11	27	23	27	39	20										
Gourock	1	3	8	16	30	54	51	47	37	37	26	19	14	11	4	3	1	1	
Greenock Central			3	4	9	20	20	18	18	14	13	16	11	5	1				
Greenock West		3	7	11	23	34	42	55	46	26	24	19	14	10	5	4	1		
Hamilton Central		2	8	17	35	42	51	42	57	29	29	31	15	13	6	1	2	1	
Hamilton West		2	6	10	27	34	35	24	41	38	23	19	13	11	6				
Haymarket		4	15	37	54	88	101	83	63	58	53	51	37	26	15	10	4		
Helensburgh Ctl		3	11	24	62	50	57	60	32	25	18	21	15	6	2			1	
High Street	1	1	2	5	8	7	9	7	8	9	6	8	4	4	1	1	1	1	1
Hillington East			2	6	9	9	19	13	11	3									
Hillington West			1	2	5	8	8	14	7	1									
Huntly			5	10	4	24	4	15	3										
Hyndland			5	15	24	32	34	31	36	20	11	11	14	15	7	3	1		
Inverkeithing		4	18	29	62	91	111	104	82	60	49	32	27	23	3				

Average BO tickets sold per hour: Saturday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Inverness		6	8	39	27	73	47	57	48	48	28	5	6	3					
Inverurie			8	36	20	63	39	52	34										
Irvine		5	15	26	60	80	58	74	105	55	29	24	20	10	2	1			
Johnstone		1	13	47	81	109	151	148	141	97	82	64	60	52	19	2			
Keith		1	1	9	22	13	17	15	4										
Kilmarnock		1	9	27	46	79	75	99	32	62	27	24	18	9	4	2	2	1	
Kilwinning		2	12	28	48	94	84	110	82	45	33	30	20	22	4	1			
Kinghorn				5	15	11	6												
Kings Park		1	4	9	12	10	12	15	7										
Kingussie				1	12	5	14	3	2	3									
Kirkcaldy		2	30	54	125	166	194	180	134	113	72	60	36	26					
Kyle Of Lochalsh						2	14	3	2	1	1	1							
Ladybank				6	8	9	4												
Lanark			2	12	18	24	27	22	9	8	9	4	5	4	1				
Larbert			4	29	46	82	71	115	86	70	56	42	31	17	3				
Largs		2	5	20	38	46	49	30	27	19	17	10	10	4	1	2	1		
Lenzie			7	22	35	47	55	71	71	57	43	30	37	35	14	2			
Leuchars		2	13	25	55	35	41	25	17	8	14	14	3	3	1	1	1		
Linlithgow		5	14	29	53	74	87	93	72	25	42	38	31	19	5	2	1	1	
Lockerbie		1	12	36	38	62	39	13	20	21	13	15	6	4	1				
Markinch			2	35	33	89	93	77	58	1									
Milngavie		2	12	29	48	55	45	55	27	23	27	12	16	15	9	1	1		
Montrose		1	7	13	19	33	36	26	25	17	8	8	5	3					
Motherwell		2	18	43	72	84	130	92	90	65	27	35	37	35	11	3	3	1	
Mount Florida			3	11	15	25	30	32	16	22	20	10	10	8	5	1			
Muirend			4	10	16	20	22	33	19										
Nairn				4	8	14	25	11	9	6	1								
Neilston		1	5	11	15	19	34	30	19	12	10	5	8	10	2				
Newton Lanark		1	4	14	19	27	28	17	25	12	19	25	9	6	4	1			
Paisley Gilmore Street		11	27	59	94	129	155	181	175	132	104	68	92	66	49	24	11	5	
Partick		8	20	32	47	43	43	49	39	47	28	31	23	27	7	11	5	5	2
Perth		4	23	55	93	109	92	89	64	44	47	20	14	11	1				
Pitlochry			1	13	8	18	15	8	9	13	5	10	4	1					
Pollokshields East			4	13	20	27	25	28	20										
Polmont			2	10	35	52	59	68	50	44	42	25	17	6	2				
Port Glasgow		2	6	10	18	33	46	49	39	25	24	17	18	14	7	4	1		
Prestwick Town			3	15	23	33	48	43	29	26	14	8	3						
Queens Park Glasgow		1	4	15	18	22	32	25	35	24	18	11	9	8	6	4			
Rutherglen		4	7	19	27	31	27	44	52	35	28	20	14	10	12	3	3	1	
Saltcoats		1	3	8	20	35	37	23	27	21	15	9	4						

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Average BO tickets sold per hour: Sunday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Aberdeen				7	55	43	49	86	56	78	45	32	28	22	15	10	6		
Aberdour																			
Airdrie			3	11	21	34	45	48	32	19	12	9	8	6	2	2	1	1	1
Alexandria																			
Anderston					1	8	6	8	8	7	6	4	3						
Anniesland					10	25	22	25	26	9	6	8							
Arbroath					8	14	14	10	16	18	19	6							
Ardrossan South Beach					2	14	10	13	12	11	8	6	3	1					
Argyle Street						13	30	33	38	39	34	35	16						
Aviemore						6	4	6	11	2	3	3							
Ayr				11	34	53	46	36	35	41	29	26	25	11	5	4	1		
Balloch Central			1	3	14	19	21	18	13	8	8	11	4	3	2		1		
Barrhead					10	13	25	24	21	12	14	7							
Bathgate				3	22	48	61	48	41	32	22	17	15	5	3				
Bearsden																			
Bellshill				2	9	17	23	27	23	10	8	1							
Bishopbriggs																			
Bishopton						11	35	37	27	20	14	6	1						
Blairhill																			
Blantyre																			
Bridgeton				3	9	9	9	9	18	9	6	6	7	6	2	1	1		
Burnside																			
Burntisland																			
Cambuslang					5	16	24	21	13	9	5	6							
Cardonald																			
Cardross																			
Carluke																			
Carstairs																			
Cartsdyke																			
Cathcart																			
Charing Cross Glasgow				6	14	19	26	18	15	19	14	22	19	18	8	8	7	5	
Clarkston					4	9	25	28	14	3		1							
Clydebank																			
Coatbridge Sside																			
Cowdenbeath																			
Croftfoot																			
Crosshill																			
Croy					23	41	52	66	42	13	16	5							
Cumbernauld																			
Cupar							9	8	10	8	5	7							

Average BO tickets sold per hour: Sunday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Dalmarnock						5	5	8	7	6	2	2	1						
Dalmeny																			
Dalmuir			1	8	11	19	23	32	31	11	11	10	11	5	3	2	1		
Dalreoch																			
Dingwall																			
Drumchapel				5	8	14	14	14	19	8	4								
Drumry																			
Dumbarton Central				2	5	11	15	14	11	4	8	5	3	2	1			1	
Dumfries						5	10	60	26	20	9	15	6	9	4				
Dunbar					12	5	38	11	34	6	17	7	13	3	4		4		
Dunblane																			
Dundee			4	24	47	107	71	81	70	67	49	42	26	16	6				
Dunfermline Town																			
East Kilbride					12	45	62	57	42	36	20	22	1						
Easterhouse																			
Edinburgh Gateway				2	4	6	6	7	8	7	9	5	6	4	3	1	1	3	
Elgin				-	-	18	18	9	8	12	14	5	5						
Exhibition Centre Glasgw				2	15	26	30	30	24	27	19	34	26	7	3	2	1	1	
Falkirk Grahamston				-	10	16	25	23	21	13	15	5	2	5	2	2			
Falkirk High				3	25	37	49	36	29	11	5								
Forres																			
Garrowhill																			
Garscadden																			
Giffnock					3	13	21	9	7	17	7								
Girvan							13	2	10	1	6			3					
Glasgow Central Low Level				17	42	69	91	86	111	76	67	73	88	85	63	42	34	29	4
Glengarnock																			
Gourock				4	8	18	20	32	16	11	10	8	6	3	5	2	1	1	
Greenock Central					4	14	9	12	10	6	4	3							
Greenock West				6	10	15	15	18	15	9	11	8	7	4	2	1	1		
Hamilton Central					7	20	31	27	22	12	8	4							
Hamilton West																			
Haymarket				20	39	59	45	42	37	37	32	37	21	21	12	13	1		
Helensburgh Ctl			1	10	20	30	33	31	21	14	18	14	8	5	4	1	1		
High Street				2	3	6	6	6	4	4	3	2	2	1	1				
Hillington East																			
Hillington West																			
Huntly																			
Hyndland				4	12	17	17	21	17	10	4	8	4	2	3				1
Inverkeithing						50	57	57	48	35	20	17	5						

Average BO tickets sold per hour: Sunday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Inverness					30	25	25	49	28	32	46	10	6	5	1				
Inverurie																			
Irvine					18	40	37	55	26	19	15	8	4						
Johnstone					23	46	71	75	62	45	26	23	15	4					
Keith																			
Kilmarnock				3	13	21	31	18	15	7	8	6	6	2	1	1			
Kilwinning				2	14	33	41	35	24	23	10	9	12	4	2	1	1	1	
Kinghorn																			
Kings Park																			
Kingussie																			
Kirkcaldy			2	15	58	59	97	65	72	39	27	29	12	7					
Kyle Of Lochalsh																			
Ladybank																			
Lanark																			
Larbert																			
Largs				10	14	25	20	13	8	10	8	7	4	2	1			1	
Lenzie																			
Leuchars						17	31	11	14	11	8	7	4	2	2	1			
Linlithgow				8	20	37	53	40	34	25	20	15	14	8	2	1	1		
Lockerbie						6	33	10	10	24	14	11	7						
Markinch																			
Milngavie				3	18	27	32	34	27	14	6	10	9	6	2	2	1		
Montrose					11	15	13	12	8	7	6	2							
Motherwell				9	22	48	66	92	73	40	28	25	19	12	9	4	1		1
Mount Florida				1	7	9	15	21	17	12	9	4							
Muirend																			
Nairn																			
Neilston				4	9	7	13	21	25	9	6	3							
Newton Lanark					4	10	14	14	14	11	4	3							
Paisley Gilmore Street			2	18	40	69	102	104	86	69	45	44	24	16	9	6	5	2	
Partick				17	38	43	42	45	45	28	21	25	20	14	8	4	2	1	
Perth				16	27	40	45	40	18	32	25	11	12	6					
Pitlochry						3	12	8	4	9	6	5	2						
Pollokshields East																			
Polmont																			
Port Glasgow				1	4	8	14	23	10	7	2	4	4	4	1	1	3		
Prestwick Town					7	21	29	20	14	9	5	2							
Queens Park Glasgow																			
Rutherglen				3	20	20	23	27	27	18	18	15	14	8	2	1			
Saltcoats					2	10	13	13	8	7	3	3	2	2					

Average BO tickets sold per hour: Sunday																			
Station	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Scotstounhill																			
Shettleston																			
Shotts																			
Singer																			
Springburn																			
Stirling			7	50	70	87	81	65	48	44	46	32	16	9	7	2			
Stonehaven																			
Stranraer				1	15	1	8	1	7	2	1	5	1						
Thurso																			
Troon					11	26	21	13	8	4	3								
Uddingston				2	20	34	37	26	19	12									
Wemyss Bay			11	4	16	13	16	8	8	4	10	6	5	1					
Westerton				12	22	29	34	35	18	8	7								
Whitecraigs				5	13	29	13	14	9	16	4								
Wick																			
Williamwood																			
Wishaw																			
Woodhall																			

Appendix 2

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Aberdour	0645-1000	0810-1130	Closed	0645-0915	0715-0945	0900-1130	Closed
Airdrie	0530-2400	0530-2400	0730-2400	0530-1900	0530-1900	0700-1900	0730-1700
Alexandria	0630-1939	0630-1939	Closed	0645-0945	0645-0945	0915-1445	Closed
Anderston	0630-2330	0630-2330	0946 - 1816	0630-1930	0630-1930	0900-1600	Closed
Annesland	0710-2049	0710-2049	0910-1650	0710-1830	0710-1830	0710-1945	0910-1650
Arbroath	0700-1930	0700-1930	0910-1630	0700-1700	0700-1800	0700-1700	0910-1630
Ardrossan South Beach	0635 - 1815	0635 - 1815	0945 - 1910	0645-1215	0700-1715	0815-1630	1000-1400
Argyle Street	0630-2315	0630-2315	1010-1740	0630-2200	0630-2315	0800-2315	1010-1740
Aviemore	0730-2125	0735-1439	0940-1720	0730-1700	0730-1700	0800-1430	0940-1720
Ayr	0530-2315	0530-2315	0840-2305	0530-2030	0530-2030	0530-2030	0840-2000
Balloch Central	0555-2355	0555-2355	0810-2245	0600-1240	0600-1900	0700-1900	0900-1630
Barrhead	0650-2315	0650-2315	0910-1650	0630-1950	0630-1950	0630-1950	0910-1650
Bathgate	0700-1340	0700-1340	0800-1400	0700-2000	0700-2000	0700-2000	0900-1900
Bearsden	0700-1404	0700-1404	Closed	0700-1340	0700-1340	0700-1340	Closed
Bellshill	0620-2004	0620-2004	0910-1645	0630-1310	0630 - 1950	0630 - 1950	0910 - 1650
Bishopbriggs	0636-2030	0626-2030	Closed	0636-1900	0636-2000	0730-2000	Closed
Bishopton	0625-2038	0626-2038	1010-1730	0630-1830	0630 - 1950	0630 - 1950	1010-1750
Blairhill	0636-2030	0636-2030	Closed	0630-1015	0630-1500	0900-1615	Closed
Blantyre	0610-2028	0610-2028	Closed	0620-1300	0620-1940	0830-1745	Closed
Bridgeton	0640-2315	0640-2315	0824-2315	0640-1730	0640-1745	0830-1800	1230-1430
Burnside	0640-1344	0640-1344	Closed	0640-1000	0645-1300	0830-1330	Closed
Cambuslang	0620-2204	0610-2204	0910-1645	0650-1330	0650-1800	0650-1800	0910-1650
Cardonald	0710-1414	0710-1414	Closed	0700-1000	0730-1030	1045-1300	Closed
Cardross	0725-1415	0725-1415	Closed	0715-0945	0715-1015	Closed	Closed
Carluke	0630-1344	0620-1344	Closed	0630-1230	0630-1230	0730-1315	Closed
Carstairs	0720-1424	0720-1424	Closed	0715-1100	0700-1245	0945- 1300	Closed
Cartsdyke	0640-1344	0920-1628	Closed	Closed	Closed	Closed	Closed
Cathcart	0635-1339	0635-1339	Closed	0700-1030	0700-1315	0900-1315	Closed
Clarkston	0640-1344	0640-1344	Closed	0650-1330	0650-1330	0650-1330	Closed
Clydebank	0730-1434	0730-1434	Closed	Closed	Closed	Closed	Closed
Coatbridge Sunnyside	0546-1934	0546-1934	Closed	0645-1300	0645-1615	0815- 1630	Closed
Cowdenbeath	0630-1300	0930-1300	Closed	0810-1050	0900-1145	0900-1300	Closed
Croftfoot	0635-1339	0635-1339	Closed	0700-1000	0700-1000	1045-1330	Closed
Crosshill	0640-1344	0640-1344	Closed	0645-1315	0645-1315	0900-1440	Closed
Croy	0640-2034	0640-2034	0910-1650	0640-1900	0640-1900	0640-1900	0910-1650
Cumbernauld	0710-1402	0710-1402	Closed	0730-0900	Closed	1030-1330	Closed
Cupar	0645-2030	0810-1500	1130-1700	0645-1615	0700-1745	0815-1430	Closed
Dalmarnock	0637-2315	0637-2315	0955-1811	0715-0930	0715-0930	Closed	Closed
Dalmeny	0645-1000	0810-1130	Closed	0645-1000	0645-1000	0810-1300	Closed
Dalmuir	0545-2400	0545-2400	0810-2400	0545-1900	0545-1900	0545-1900	0810-1700
Dalreoch	0630-2024	0630-2024	Closed	0645-0900	0700-0830	0900-1415	Closed
Dingwall	0730-1434	0740-1434	Closed	1045-1245	1015-1200	1030-1330	Closed
Drumchapel	0630-2014	0630-2014	0825-1605	0645-1230	0645-1915	0830-1730	0900-1500
Drumry	0645-2103	0645-2103	Closed	0700-0945	0715-0945	1030-1515	Closed
Dumbarton Central	0600-2400	0600-2400	0810-2310	0650-2000	0650-2000	0840-2000	0900-1600
Dunbar	0555-2130	0625-2040	1115-2130	0610-1915	0610-1830	0700-1800	1115-1830
Dunblane	0740-1432	0740-1432	Closed	0640-1300	0640-1300	0740-1400	Closed
Dunfermline Town	0640-1945	0640-1945	Closed	0640-1900	0640-1900	0640-1800	Closed
East Kilbride	0600-2325	0700-2325	0940-1720	0600-1920	0600-2000	0730-2030	0910-1650
Easterhouse	0550-1938	0550-1938	Closed	0630-1130	0630-1130	0845-1600	Closed
Edinburgh Gateway	0610-0015	0610-0015	0840-0020	0625-2200	0625-2200	0625-2200	0900-2200
Elgin	0625-1930	0625-1930	1025-1805	0700-1700	0700-1845	0645-1615	0945-1630
Falkirk Grahamston	0620-2200	0630-2200	0930-2200	0620-1730	0620-1800	0745-1815	0915-1615
Falkirk High	0630-2022	0630-2022	0810-1550	0600 - 1900	0600-1930	0745-1915	0830-1445
Forres	0746-1450	0746-1450	Closed	0800-1315	0745-1215	0845-1345	Closed
Garrowhill	0556-1944	0556-1944	Closed	0615-1045	0615-1745	0845-1615	Closed
Garscadden	0620-2025	0620-2025	Closed	0620-1040	0620-1040	0915-1415	Closed
Giffnock	0640-1344	0640-1344	Closed	0700-1340	0700-1340	0800-1440	Closed
Girvan	0635-1339	0635-1339	1110-1850	0720-1230	0720-1230	0720-1230	Closed

Station name	Current Booking Office Hours			Proposed Booking Office Hours			
	Monday - Friday	Saturday	Sunday	Monday - Thursday	Friday	Saturday	Sunday
Glengarnock	0715-1419	0715-1419	Closed	0710-1050	0710-1150	0910-1350	Closed
Gourock	0540-2340	0540-2340	0810-2329	0615-1630	0630-1915	0745-1830	0915-1445
Greenock Central	0720-2034	0720-2034	0920-1730	0730-1045	1015-1800	0930-1715	0930-1330
Greenock West	0600-0005	0600-0005	0755-0005	0600-1815	0615-1915	0745-1830	0945-1415
Hamilton Central	0620-2320	0620-2320	0910-1630	0645-1645	0645-1915	0730-1915	0910-1650
Hamilton West	0620-2004	0620-2004	Closed	0620-1400	0620-1930	0815-1845	Closed
Helensburgh Central	0555-0000	0555-0000	0750-2345	0555-1900	0555-1900	0700-1900	0900-1800
Hillington East	0710-1414	0710-1414	Closed	0715-1015	0715-1215	1030-1345	Closed
Hillington West	0710-1414	0710-1414	Closed	0715-0945	0715-0945	1200-1315	Closed
Huntly	0705-1409	0705-1409	Closed	0650-1115	1130-1300	0930-1300	Closed
Hyndland	0610-2330	0610-2330	0810-2335	0610-1900	0610-1900	0610-1900	0810-1750
Irvine	0610-2240	0610-2240	0905-1825	0610-1745	0610-1845	0700-1830	0910-1630
Johnstone	0650-2030	0650-2030	0920-1840	0645-1915	0650-2015	0700-2015	0915-1815
Keith	0638-1342	0638-1342	Closed	0900-1045	0745-1200	0900-1345	Closed
Kilmarnock	0630-2335	0630-2335	1015-2330	0630-1730	0630-1900	0715-1815	0910-1650
Kilwinning	0605-2330	0605-2330	0850-2330	0640-2000	0640-2000	0640-2000	0850-1900
Kings Park	0635-1329	0635-1329	Closed	0645-1000	0645-1000	0930-1345	Closed
Kingsussie	0826-1530	0826-1530	Closed	1000-1145	0845-1400	0900-1145	Closed
Kyle Of Lochalsh	0946-1650	1014-1718	Closed	0945-1615	0945-1615	0945-1615	Closed
Lanark	0620-2025	0620-2025	Closed	0845-1125	0845-1125	0815-1430	Closed
Larbert	0700-2054	0700-2054	Closed	0630-1830	0630-1900	0745-1900	Closed
Largs	0630-2330	0630-2330	0835-2330	0615-1330	0630-1730	0745-1730	0900-1330
Lenzie	0645-2200	0645-2200	Closed	0645-1915	0645-2000	0730-2000	Closed
Leuchars	0620-2145	0620-2145	1010-2215	0620-1800	0620-1830	0620-1800	1000-1430
Linlithgow	0600-2300	0600-2300	0815-2300	0600-1930	0600-1930	0830-1800	0815-1900
Lockerbie	0735-2045	0735-2045	1450-2220	0700-2020	0700-2020	0700-2020	1010-1750
Milngavie	0640-2340	0640-2340	0815-2300	0640-1900	0640-1900	0640-1900	0900-1700
Montrose	0620-1930	0620-1930	0910-1630	0630-1515	0645-1700	0730-1530	0915-1315
Motherwell	0615-0000	0615-0000	0810-2330	0615-2030	0615-2030	0615-2030	0810-2000
Mount Florida	0650-2110	0635-2140	0910-1650	0645-1645	0645-1745	0830-1645	0910-1650
Muirend	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0800-1440	Closed
Nairn	0810-1514	0810-1514	Closed	0810-1300	0810-1430	0810-1400	Closed
Neilston	0658-2215	0658-2215	0910-1650	0630-1230	0645-1915	0830-1530	0910-1650
Newton Lanark	0610-2310	0610-2310	0910-1650	0615-1215	0615-1800	0745-1730	0910-1650
Paisley Gilmour Street	0555-2310	0555-2310	0725-2305	0555-2145	0555-2145	0555-2145	0700-2200
Partick	0550-2330	0550-2330	0810-2330	0550-2100	0550-2330	0550-2330	0810-2100
Pitlochry	0805-1830	0805-1830	1040-1820	0805-1700	0805-1700	0805-1700	1040-1700
Pitlokshields East	0640-1344	0640-1344	Closed	0640-1320	0640-1320	0640-1320	Closed
Polmont	0655-2049	0655-2049	Closed	0655-1830	0655-1915	1655-1815	Closed
Port Glasgow	0615-0000	0615-0000	0745-0000	0630-1800	0645-1900	0815-1930	1115-1345
Prestwick Town	0635-1750	0635-1750	0910-1650	0630-1345	0645-1715	0800-1630	0930-1415
Queens Park Glasgow	0640-2100	0620-2120	Closed	0630-1445	0645-1530	0730-1645	Closed
Rutherglen	0625-2315	0625-2315	0825-2315	0625-1815	0625-1815	0745-2000	0910-1750
Saltcoats	0623-1818	0623-1818	0940-1920	0645-1200	0730-1415	0815-1600	1015-1300
Scotstounhill	0620-2030	0620-2030	Closed	0640-1715	0640-1745	0800 - 1715	Closed
Shettleston	0600-1948	0600-1948	Closed	0600-1800	0600-1900	0700-1800	Closed
Shotts	0630-1320	0630-1320	Closed	0645-0915	0645-0915	0815-1230	Closed
Singer	0630-2014	0630-2014	Closed	0715-0930	0715-1645	0945- 1500	Closed
Springburn	0630-1322	0630-1322	Closed	0730-1015	0645-1115	Closed	Closed
Stirling	0620-2100	0620-2100	0850-2200	0620-2000	0620-2015	0620-2000	0850-1915
Stonehaven	0710-1855	0800-1504	Closed	0710-1800	0710-1800	0800-1500	Closed
Stranraer	0930-1900	0930-1900	0930-1900	1000-1130	1000-1500	1000-1145	0930-1115
Troon	0635-1750	0635-1750	1010-1750	0630-1315	0630-1530	0745-1530	1015-1400
Uddingston	0620-2004	0620-2004	0910-1630	0630-1645	0630-1845	0730-1845	0910-1650
Wemyss Bay	0610-2320	0610-2320	0855-2130	0610-1230	0610-1330	0700-1430	0855-1330
Westerton	0630-2053	0630-2053	0910-1650	0630-1930	0630-1930	0630-1930	0910-1500
Whitcraigs	0655-1359	0655-1359	Closed	0700-1340	0700-1340	0800-1440	Closed
Wick	1010-1714	1010-1714	Closed	0750-1330	0750-1330	Closed	Closed</

