

From: Govia Thameslink Railway

Sent: 22 October 2020 16:36

To: Neil Middleton

Subject: **e-Ticket roll out continues across network**

E-tickets now available at new stations

Good afternoon,

We are delighted to confirm the continued roll-out of e-tickets across the Govia Thameslink Network to support customers to travel flexibly.

e-tickets use a barcode to open the gateline, they can be displayed on a smartphone or alternatively, printed at home. e-tickets can help passengers travel with confidence and are ideal for advanced singles, peak and off-peak singles, and peak and off-peak day return tickets.

The system relies on the installation of a special reader on the station gateline. Previously these readers were found at fifteen major stations such as Brighton or St Pancras International and e-tickets could be used for journeys between stations with barcode readers and / or any small station that does not have a gateline.

As of today, readers have been fitted at twelve additional stations on the coastal route between Chichester and Eastbourne further expanding the network.

An additional twenty-nine stations are due to have readers fitted by spring of 2021, expanding the network to locations such as Redhill, Welwyn Garden City and Radlett.

e-Tickets are especially popular for "walk-up" travel as they enable customers to travel without collecting a paper ticket.

Coronavirus has accelerated the trend towards e-tickets, now accounting for a third of UK rail sales, compared to a quarter prior to March 2020.

The system complements other smart ticket options across the Govia Thameslink Railway network, such as the "Key" smartcard for season tickets, and "KeyGo" the optional add-on which turns the Key into a 'tap in-tap out' ticket for much of the network that automatically charges the lowest possible walk-up fare.

Gated stations with barcode readers (new installations shown in bold) as of 22/10/2020

Chichester, Bognor Regis, Barnham, Littlehampton, Angmering, Worthing, Lancing, Shoreham-by-Sea, Portslade, Eastbourne, Lewes, Falmer, Brighton, East Croydon, Gatwick Airport, London Bridge, London Blackfriars, City Thameslink, London Victoria, St Pancras International, St Albans City, Luton, Luton Airport Parkway, Bedford, London Kings Cross, Stevenage, King's Lynn

Additional stations for installation in late 2020 / Spring 2021

Hassocks, Burgess Hill, Haywards Heath, Three Bridges, Horsham, Crawley, Dorking, Leatherhead, Ashted, East Grinstead, Oxted, Reigate, Huntingdon, St Neots, Sandy, Royston, Letchworth, Hitchin, Leagrave (2020)

Horley, Redhill, Merstham, Hertford North, Welwyn Garden City, Hatfield, Potters Bar, Harpenden, Radlett, Hove (Spring 2021)

If you have any questions about e-tickets, please let us know and we hope you give the new system a try.

Best wishes,

Paul,

Paul Codd

Senior Stakeholder Manager