

TOC	OVERALL CONCLUSION		
Screen size			
If based on a station visit, name of the station			
	Conclusion	Comments	Way forward
1. Tickets to travel immediately to common destinations from the station	Available / easy	This feature on Northern large screen TVMs (eg Dore & Totley) should be universal: Display has next five available services, with cheapest fares for each. Option to display later / earlier services. the cheapest through fares are indicated (including Advance).	Evolution. Whilst generally "fine", improvements still of benefit (eg the inability in an otherwise welcome change on Northern's TVMs to allow the continued purchase of tickets for delayed services).
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Available / easy	It is typically available but needs to be more intuitive (that it exists), so as to allow for purchasing off-peak tickets towards the end of the peak.	TVMs should be better at handling the transition from peak to off-peak; there is time period when both peak and off-peak tickets are equally wanted - eg a more dynamic home page around the end of peak times
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Available / Mixed	Whilst it is logical that TVM Home screens focus on tickets from 'here' to common destinations, any station to any station needs to always be an option (generally we found this to be the case, but a few TVMs only sell tickets from "here".	Always enable "Any to Any"; for flexible ticket only journeys without seat reservations, explain options by reference to time bands, not specific trains.
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Varied - sometimes not possible	Unless Advance Tickets or seat reservations are a possibility for the journey being chosen, we don't think it is ever appropriate to insist on return journey times being chosen - instead time bands should be offered.	This is particularly important if Ticket Offices are to be closed.
5. Season tickets	Limited	Often issue weeklys, renew monthlys	In the current status quo (TVMs and Ticket Offices) we would not advocate change, but with the proposed demise of many Ticket Offices, enhanced functionality is needed.
6. Advance Fare Tickets	Rarely available	With the exception of LNER, Advance Ticket sales were only found on modern TVMs with large screens. But not all modern large screen TVMs (eg not on GTR). Advance Ticket sales requires the TVM to be in real-time communication with the back offices systems of the TOCs in order to receive dynamic timings, availability and prices	A generation of TVMs were created focusing mainly on same day travel at a time when Advance Tickets were not available for same day travel. This has now changed and TVMs need to catch up. This will require significant architectural changes to the TVM software (and possibly greater connectivity) as data needs to be exchanged real time to 'build' the transaction
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Rarely available	A basket function is a partial mitigant, but it is not unreasonable for multiple railcards to be in use	Add this functionality
8. GroupSave is available	Mixed - sometimes not available	Missing on occasions when the owning TOC (eg EMR) does not offer the product on their own services	Needs to be made universally available
9. A Basket feature – ie can buy multiple unrelated tickets together	Available, sometimes difficult	Needs to be clear, can address #7 in part	Needs to be clear, can address #7 in part
10. Seat Reservations (as standalone transaction)	Never found		With mandatory seat reservations now sometimes required, this service needs to be supported.
11. Rover & Ranger tickets	Unusual		Product needs to be added
12. Cash payment accepted	Some machines	Larger stations usually have a mix of card / cash and card only machines, but where a station has just one, or a few often none of them are cash	At least one per station.

TOC
Screen size
If based on a station visit, name of the station
1. Tickets to travel immediately to common destinations from the station
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)
3. This station to any station flexible tickets (Do specific trains have to be selected?)
4. Any station to any station flexible tickets (Do specific trains have to be selected?)
5. Season tickets
6. Advance Fare Tickets
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)
8. GroupSave is available
9. A Basket feature – ie can buy multiple unrelated tickets together
10. Seat Reservations (as standalone transaction)
11. Rover & Ranger tickets
12. Cash payment accepted

TOC	Screen size	Location
3 Chiltern	Large	Marylebone
4 Elizabeth Line - Transport for London operated	Medium	Paddington
5 EMR	Small	Hykeham
6 EMR	Small	Lincoln
7 EMR	Small / Large	Market Harborough
8 EMR	Large	Sheffield
9 Greater Anglia	Small	Cambridge
10 Greater Anglia	Small	Ely
11 GTR / Gatwick Express	Large	Gatwick Airport
12 GTR / Thameslink	Small	Harpenden
13 GWR	Small	Blackwater
14 GWR	Small	Paddington
15 LNER	Small	London Kings Cross
16 London Northwestern	Small	Stone
17 London Overground	Large	West Hampstead
18 Northern	Large	Dore & Totley
19 Southeastern	Small	Ashford International
20 Southeastern	Small	London Victoria (SE side)
21 SWR	Large	Shawford
22 TfW Rail	Small	Gobowen
23 TfW Rail	Small	Prestatyn
24 TfW Rail	Small	Waungron Park
25 TPE	Large	Scunthorpe

TOC	Chiltern	
Screen size	Large	
If based on a station visit, name of the station	Marylebone	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy / Depends	For destinations listed on first page: No; for others specific services have to be selected
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy / Depends	The TVM does a journey plan but tickets also lists the tickets which can be selected directly. Unclear if it only lists the tickets valid for the journey plan, or whether it lists all tickets for that station pair.
5. Season tickets	Yes, details not know	Need to specify a photocard to get to the season ticket page so cannot check which versions can be bought
6. Advance Fare Tickets	Easy	Including Seat Reservation with specification (table or not etc)
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Easy	Not everyone needs to have the same railcard
8. GroupSave is available	Yes	And automatically offered
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	Yes
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	I could not see any option to do this
12. Cash payment accepted	Often	
	<p>Although this was a large, vertically mounted, screen (c 150cm height) only the central portion was used; there was a button to 'lower' the portion of the screen to be used.</p> <p>Small screen TVM at Kings Cross (LNER) uses identical software engine.</p> <p>A member comments: The machine at Great Missenden is the same: Machines sometimes request which trains will be used, even if there are no restrictions of when tickets of the selected type can be used. Time wasting.</p> <p>Areas of the touchscreens can be non-responsive (build up of fingerprints?) making the required purchase impossible. From experience, over half the machines at Marylebone are often unusable by mid-evening. It can be difficult to read the Missenden machine screen in direct sunlight.</p> <p>Machines can refuse to issue requested tickets when replacement buses are being provided (GMN). Queues often build up at the GMN machine when the office is closed.</p> <p>PAYG Oyster to Aylesbury would make life much easier.</p>	

TOC	Elizabeth Line - Transport for London operated	
Screen size	Medium	
If based on a station visit, name of the station	Paddington	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy / No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy / No	
5. Season tickets	TfL Products only	
6. Advance Fare Tickets	No	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	No	
8. GroupSave is available	Yes	
9. A Basket feature – ie can buy multiple unrelated tickets together	No	
10. Seat Reservations (as standalone transaction)	No	
11. Rover & Ranger tickets	No	
12. Cash payment accepted	Some	

TOC	EMR	
Screen size	Small	
If based on a station visit, name of the station	Hykeham	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	• Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	• Easy	It gives you all options. You can also buy tickets for future dates between any stations as well as this one.
3. This station to any station flexible tickets (Do specific trains have to be selected?)	• Easy • Yes	You have to select trains in both directions but it tells you that you do not have to use them. It prints the trains selected on the ticket but again tells you that you don't have to use those trains.
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	• Easy • Yes	You select a train for you first journey each way and then the itinerary is printed on the ticket. I went to Trowbridge and back using an off-peak period return and it told me to change at Nottingham and Cheltenham but before I had selected that it offered me a journey an hour faster changing at East Midlands Parkway, Derby and Bristol Temple Meads.
5. Season tickets	• Not possible	
6. Advance Fare Tickets	• Hidden (then easy)	Only comes up when you select your journey then it gives a variety of tickets to choose from including advance purchase tickets.
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	• Easy	You chose number of passengers then number of railcards.
8. GroupSave is available	• Easy • Automatic	As a station adopter I was helping a passenger who had not used our Smart Kiosk (a new kind of machine used by EMR which can incorporate an information screen showing the next few trains for those stations that don't already have a screen for that) and when he put 2 Adults and three children in it came up with a Group Save as the first option.
9. A Basket feature – ie can buy multiple unrelated tickets together	• not obvious	It can be done however.
10. Seat Reservations (as standalone transaction)	• Not possible	
11. Rover & Ranger tickets	• Not possible	
12. Cash payment accepted	• Not possible	
	Although the Smart Kiosk can do tickets bought in advance and split tickets it can't issue tickets on collection and you can't buy a ticket at the machine to load onto an EMR Smartcard. It is so new it must be able to issue any ticket if programmed properly. It won't issue tickets that include tube travel as it issues paper tickets that are not compatible with the Underground's barriers. Would a paper annual season ticket last for 12 months.	

TOC	EMR	
Screen size	Small	
If based on a station visit, name of the station	Lincoln	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	· Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	· Easy	Not sure about tickets for future dates
3. This station to any station flexible tickets (Do specific trains have to be selected?)	· Easy · No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	· Easy · No	
5. Season tickets	· Easy	I think I could do all of them
6. Advance Fare Tickets	· Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	· Easy	
8. GroupSave is available	· Difficult · Must opt in	Definitely doesn't automatically offer groupsave. I'm told it is possible to get one but I couldn't see how to do it
9. A Basket feature – ie can buy multiple unrelated tickets together	· not obvious	
10. Seat Reservations (as standalone transaction)	· Not possible	
11. Rover & Ranger tickets	· Not possible	
12. Cash payment accepted	· Often	
	I made four attempts to try things out and gave way to someone wanting to actually purchase a ticket each time.	

TOC	EMR	
Screen size	Small / Large	
If based on a station visit, name of the station	Market Harborough – TVM in booking hall	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	Popular tickets already set up on initial screen
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	...except that off-peak tickets are only available from shortly before their eligibility, and for Day Travelcards, after the first relevant train has departed.
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	Some destination stations not (yet?) set up, e.g. Meridian Water is not listed. OK, not many, and unlikely to cause a problem, but...
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	As Q3. A few stations not (yet?) listed.
5. Season tickets	Not possible (longer than monthly) Easy (7 days and renewals for monthly)	7 days easy; Flexi not possible; Longer than 7 days, there is an option to renew existing seasons, starting with entering your photocard ID. I am told the TVM will do 7 day and monthly but not longer.
6. Advance Fare Tickets	Not possible	Normal-fare tickets for future dates are available, but not reduced fare Advance tickets. Pre-purchased tickets can be collected using the eight-digit reference code: ticket on departure.
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Hidden (then easy)	As Q9. – mixed tickets can be bought with a 'basket'. Not obvious, but easy when you find it.
8. GroupSave is available	Not possible	
9. A Basket feature – ie can buy multiple unrelated tickets together	not obvious	This is available. 'Not obvious' at first, but it is there. Covers Q7 above.
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Occasionally	One of the four TVMs on the station accepts cash.
	There are sufficient TVMs: two in the booking hall (of which one takes cash as well as cards) and two in the car park (both card-only). The ticket issuing functionality of all of them is the same. They are quite high-spec machines, though there are numerous transactions they cannot handle, including rail vouchers. 'Buttons' on the touch-screens can stick: one TVM in the booking hall would not 'Add Railcard' last week when I tried to use it.	

TOC	EMR	
Screen size	Large	
If based on a station visit, name of the station	Sheffield	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Difficult	
5. Season tickets	Easy	
6. Advance Fare Tickets	Difficult	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Difficult	
8. GroupSave is available	Not possible	
9. A Basket feature – ie can buy multiple unrelated tickets together	Not obvious	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Often	Some machines provided that facility and some didn't.
	By the time I finished, I was slowly losing the will to live.....	

TOC	Greater Anglia	
Screen size	Small	
If based on a station visit, name of the station	Cambridge	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	• Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	• Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	• Easy	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	• Easy	
5. Season tickets	• Easy • 7 Days	More than 7 days and flexi not available
6. Advance Fare Tickets	• Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	• Not possible	Multiple passengers possible but not with a mix of railcards
8. GroupSave is available	• Easy	Automatically offered when 3 or more passengers for a ticket
9. A Basket feature – ie can buy multiple unrelated tickets together	• Obvious	
10. Seat Reservations (as standalone transaction)	• Not possible	
11. Rover & Ranger tickets	• Not possible	
12. Cash payment accepted	• Often	
	Responsive and easy to use - just lacking support for some ticket types I just checked a GTR (Great Northern TVM at King's Cross and it was identical to the Greater Anglia TVM at Cambridge. Note: (also same functionality at Bury St Edmunds and Newmarket) The member later commented 'I also checked a Southern TVM and perhaps predictably (being part of GTR) this is identical to the Great Northern machines at Kings Cross (which are also the same as the Greater Anglia ones)'	

TOC	Greater Anglia	
Screen size	Small	
If based on a station visit, name of the station	Ely	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Difficult	
3. This station to any station flexible tickets (Do specific trains have to be selected?)		
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Not possible	
5. Season tickets		More than 7 days and flexi not available
6. Advance Fare Tickets		
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)		Multiple passengers possible but not with a mix of railcards
8. GroupSave is available		Automatically offered when 3 or more passengers for a ticket
9. A Basket feature – ie can buy multiple unrelated tickets together		
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Not possible	
	Our member commented: I frequently buy rovers/rangers. The fact that is impossible to buy these from a machine, means the loss of ticket office staff is the single reason why I will not be travelling by train in future. Also, I frequently buy off-peak tickets with more than 30 minutes to go before the off-peak period begins (than go and park the car) – I will not be able to do this if there is no ticket staff!	

TOC	GTR / Gatwick Express	
Screen size	Large	
If based on a station visit, name of the station	Gatwick Airport	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	But near future is limited to later the same day - no option to buy for future days
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
5. Season tickets	Not possible	But would be available from other designs at the station
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Not possible	
8. GroupSave is available	Yes	Automatically offered. Home page confirmed available
9. A Basket feature – ie can buy multiple unrelated tickets together	Not assessed	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Some machines	But not this design
	3 designs of machines - two smaller screen designs seen widely on the GTR network and 2 large screen ones (the assessed type) - these not regularly seen, but are at Luton Airport DART terminal side where they are the only type	

TOC	GTR / Thameslink	
Screen size	Small	
If based on a station visit, name of the station	Harpenden	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	But not intuitive. Not natural to think of "Future travel" including in the next 30 minutes
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
5. Season tickets	Easy	7 days & monthly renewals
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Not possible	
8. GroupSave is available	Yes	Automatically offered. Home page suggested not available...
9. A Basket feature – ie can buy multiple unrelated tickets together	Yes	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Some machines	
	7 machines in total, all small screen.	

TOC	GWR	
Screen size	Small about 12 x 9 inches	
If based on a station visit, name of the station	Blackwater	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	• Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	• Easy	Quick selection options are time based but don't know whether machine prevents purchase of an offpeak ticket during peak period
3. This station to any station flexible tickets (Do specific trains have to be selected?)	• Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	• Not possible	
5. Season tickets	• Hidden	• 7 Days
6. Advance Fare Tickets	• Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	• Not possible Easy Hidden (then easy) Difficult	Not tried – I think not
8. GroupSave is available	• Not possible	
9. A Basket feature – ie can buy multiple unrelated tickets together	• not obvious	
10. Seat Reservations (as standalone transaction)	• Not possible	
11. Rover & Ranger tickets	• Not possible	
12. Cash payment accepted	• Not possible	Facility removed several years ago after ram-raids at several stations on the line.
	Station unmanned. One machine at entrance to each platform	

TOC	GWR	
Screen size	Small about 12 x 9 inches	
If based on a station visit, name of the station	Paddington	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy / No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy / No	
5. Season tickets	Hidden	· 7 Days
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Not possible	Not tried – I think not
8. GroupSave is available	Yes	
9. A Basket feature – ie can buy multiple unrelated tickets together	Yes	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Some	

TOC	LNER	
Screen size	Small	
If based on a station visit, name of the station	London Kings Cross	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy / Depends	For destinations listed on first page: No; for others specific services have to be selected
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy / Depends	The TVM does a journey plan but tickets also lists the tickets which can be selected directly. Unclear if it only lists the tickets valid for the journey plan, or whether it lists all tickets for that station pair.
5. Season tickets	Yes, details not know	Need to specify a photocard to get to the season ticket page so cannot check which versions can be bought
6. Advance Fare Tickets	Easy	Including Seat Reservation with specification (table or not etc)
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Easy	Not everyone needs to have the same railcard
8. GroupSave is available	Yes	And automatically offered
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	Yes
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	I could not see any option to do this
12. Cash payment accepted	Often	
	<p>A member comments: About 3 weeks ago, I tried to buy from the LNER machine on Darlington station and I failed to find the Anytime Day Single, which is the only ticket that gives flexibility between the 3 operators on that route.</p> <p>Large screen TVM at Marylebone (Chiltern) uses identical software engine</p>	

TOC	London Northwestern	
Screen size	Small about 12 x 9 inches	
If based on a station visit, name of the station	Stone (Staffs)	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Hidden sometimes (then easy)	see below for serious overcharging if previous defaults used
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy · No	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Not possible	Only for a start point in WMT territory. Limits options for split-ticketing
4. Any station to any station flexible tickets (Do specific trains have to be selected?)		
5. Season tickets	Possible	Renewals possible, requires card number and postcode.
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Not clear	Never tried, but can't work out how to enter all the information in a single transaction. Maybe do several purchases in one basket?
8. GroupSave is available	Easy	Automatically asks
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	Used for split ticket saving
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Not possible	
	<p>I discovered that the default for common destinations was Anytime Day Return, even at Off-Peak times. Did not advise that when Off-Peak Day Return not available, an Off Peak (period) return would be best option. You had to know how to search for best ticket. I complained to LNR and it has been corrected on our TVM at least, saving £7 each trip to Birmingham and £2 each trip to Manchester. Split ticketing at Stafford saved several pounds more. Conductors usually knew this!</p> <p>PS after December, WMT are removing the direct service from here to Birmingham!!!</p>	

TOC	London Overground	
Screen size	Large	
If based on a station visit, name of the station	West Hampstead	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy Yes	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy Yes	
5. Season tickets	Oyster products only	
6. Advance Fare Tickets	Easy	No ability to prioritise chosen seat (eg as Window / Aisle)
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Easy	
8. GroupSave is available	Easy	
9. A Basket feature – ie can buy multiple unrelated tickets together	Not possible	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Easy - National & Local only	7 & 14 Day all line Rover + 6 local (not London: - eg Kent Rover)
12. Cash payment accepted	Some	

TOC	Northern	
Screen size	Large	
If based on a station visit, name of the station	Dore & Totley (unstaffed)	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	Only 9 pre-programmed options possible.
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	Display shows next five available services, with cheapest fares for each. Option to display later/earlier services. the cheapest through fares are indicated (including advance), but I don't think split-ticketing.
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy Yes	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy Yes	Minor issue with selecting London destination as these appear in alphabetical order of arrival station. London St Pancras and London Terminals both require scrolling to the second screen. Occasional users would perhaps expect 'London' option. when asking for Luton Airport Parkway to London Travelcard Zones 1-6, I was offered several advance and anytime fares that didn't include the Travelcard
5. Season tickets	Easy	Couldn't test this fully but the options were to renew season ticket, or buy 7-dy season. Second step for both options was to enter photocard number so I couldn't proceed further.
6. Advance Fare Tickets	Easy	Always have to specify trains to be used, thus advance fares are offered where available. However, fares offered are determined by the trains shown on each screen; only five departures are shown at a time and if looking at peak trains, only cheapest peak fares are shown. Looking at later trains will reveal cheaper fares, but it is not possible to approach this by fare, i.e. to select the cheapest fare from the fares menu, to see on which trains that is valid.
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Easy	
8. GroupSave is available	Difficult	Inconclusive result. The Northern Duo ticket is available and clearly offered. Luton Airport Parkway to London Travelcard Zones 1-6 proved very difficult – finding the correct destination option took a while. Paddington-Bristol Temple Meads on various dates generated a 'No Fares Available' message (wouldn't even offer an anytime return). Reading-Bristol Temple Meads worked on one attempt, not others, but no evidence that a Groupsave fare had been offered. I assumed Groupsave is still available on this route? <u>Long time since I last purchased such.</u>
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	Offered option to buy another ticket before heading to pay.
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Easy Many	Initial menu shows seven common examples, with option to search others. These are presented in alphabetical order so could be tricky to find if not sure of exact name of product. NOT POSSIBLE TO BUY IN ADVANCE.
12. Cash payment accepted	Not possible	
	<p>For all ticket options it is necessary to specify which trains will be used. In the case of immediate travel, once the scheduled departure time of a train has passed it is no longer possible to buy a ticket for that train, even if it is running late (the TVM can show real-time running information). Thus, any passenger arriving between the scheduled and actual departure must specify a later scheduled train to purchase a ticket. Potentially confusing.</p> <p>Exact conditions for every ticket can be read just before basket, by selecting 'Show Details'. Details screen also generates a QR code which leads to multiple useful information on the National Rail website. This is potentially very useful, albeit smartphone users are less likely to be using the TVM in the first place.</p> <p>TVM offers assistance in the form of a video call with a help centre, but this didn't work. Called twice but no response in the time I was there (50 minutes). I know from other users the facility does work but only very occasionally.</p> <p>Advance tickets are accessed through the Journey Planner option – this could be made clearer. Minor point.</p> <p>TVM also offered Ticket Collection (used before, very easy), Smartcard (unable to test), Live Departures and Promise to Pay options. PlusBus always offered before basket where appropriate.</p> <p>When making a reservation I was given options for Window/Aisle, Forwards/Backwards, Power Socket/Quiet Coach/Table</p>	

TOC	Southeastern	
Screen size	Small	
If based on a station visit, name of the station	Ashford International	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	· Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	· Easy	Could not specifically check the Off-Peak in 30 mins criteria
3. This station to any station flexible tickets (Do specific trains have to be selected?)	· Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	· Not possible n/a	
5. Season tickets	· Easy 7 Days	
6. Advance Fare Tickets	· Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	· Not possible	Multiple passengers but for a mix of railcards
8. GroupSave is available	Easy Must opt in	
9. A Basket feature – ie can buy multiple unrelated tickets together	· Obvious	
10. Seat Reservations (as standalone transaction)	· Not possible	
11. Rover & Ranger tickets	· Not possible	
12. Cash payment accepted	· Often	
	South Eastern (small screen) TVMs have the most limited range of functionality found in the survey	

TOC	Southeastern	
Screen size	Small	
If based on a station visit, name of the station	London Victoria (SE side)	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	Could not specifically check the Off-Peak in 30 mins criteria
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Not possible	
5. Season tickets	Not possible	
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Not possible	Multiple passengers but for a mix of railcards
8. GroupSave is available	Easy Must opt in	
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Often	
	South Eastern (small screen) TVMs have the most limited range of functionality found in the survey	

TOC	SWR	
Screen size	Large	
If based on a station visit, name of the station	Shawford	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	Comment for Farnborough: Quick ticket options are time based bit I don't know whether the machine prevents you buying an off-peak ticket during the peak period. 'Tickets for future travel' is only for tomorrow.
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
5. Season tickets		Not used but understand available for weekly
6. Advance Fare Tickets	Not possible Easy Hidden (then easy) Difficult	No but via the app and then TOD.
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Hidden (then easy)	
8. GroupSave is available	Easy Automatic	
9. A Basket feature – ie can buy multiple unrelated tickets together	Obvious	
10. Seat Reservations (as standalone transaction)	Not possible Easy Hidden (then easy) Difficult	Not that I am aware of
11. Rover & Ranger tickets		Not certain but can be ordered via TOD
12. Cash payment accepted	Often	
	Supplement re Farnborough: there are 4 machines, 2 inside and 2 outside; only one accepts cash, outside.	

TOC	TfW Rail	
Screen size	Small	
If based on a station visit, name of the station	Gobowen	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Hidden (then easy)	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Hidden (then easy) No	
5. Season tickets	Not possible Easy > 7 days	Renewals only
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Difficult	
8. GroupSave is available	Hidden (then easy) Must opt in	
9. A Basket feature – ie can buy multiple unrelated tickets together	not obvious	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Not possible	

TOC	TfW Rail	
Screen size	Small	
If based on a station visit, name of the station	Prestatyn	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	Only 8 pre-programmed options possible.
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	As above
3. This station to any station flexible tickets (Do specific trains have to be selected?)	No	No option to gain different fares on different service. No distinguishing of Avanti West Coast from TfW Rail
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	No	As above
5. Season tickets	Easy	Couldn't test this fully but the options were to renew season ticket, or buy 7-dy season. Second step for both options was to enter photocard number so I couldn't proceed further.
6. Advance Fare Tickets	Easy	Always have to specify day to travel. No distinguishing of fares
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Easy	TfW offers a 3 person ticket though when I pressed the i button for information a blank pop up screen appeared. pressing to the next step showed it was for three people
8. GroupSave is available	Easy	As above
9. A Basket feature – ie can buy multiple unrelated tickets together	No	Not available
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not available	Or I couldn't find it
12. Cash payment accepted	Yes	
	The machine offers destination then the ticket type, single, day return or return. Smart ticketing is offered which is a contactless card. TVM also offered Ticket Collection (used before, very easy), Smartcard (unable to test), Compared to other ticket machines seems rather limited	

TOC	TfW Rail	
Screen size	Small	
If based on a station visit, name of the station	Waungron Park – a small Cardiff suburban station	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Varies	It won't allow off peak fares if ticket purchased before they become available
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Easy No	
5. Season tickets	Looks Easy	Only weekly seasons can be purchased, but other seasons with a photocard can be renewed. Seasons can also be loaded onto smartcards at the machine – see "other"
6. Advance Fare Tickets	Not possible	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Difficult	Even buying two identical tickets with senior railcard requires two transactions or using the basket function, which is annoying
8. GroupSave is available	Not possible	Something called "small group" is available for local journeys, but no indication of the criteria
9. A Basket feature – ie can buy multiple unrelated tickets together	Not obvious	I've never noticed it before – I'll try it in future
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	Not possible	
	Until recently, there were two machines on this small station, one on each platform. Recently the one on the less used platform, which has been broken for some time, has been removed. There is a smart card option – which can load tickets on certain routes (including this line) onto the card, which can then be used to tap in or out. Currently this only seems to be for seasons.	

TOC	TPE	
Screen size	Large	
If based on a station visit, name of the station	Scunthorpe	
	Assessment	Optional Comments
1. Tickets to travel immediately to common destinations from the station	Easy	
2. Tickets to travel in the near future to common destinations from the station (most noticeably for an Off-Peak starting within the next 30 minutes)	Easy	
3. This station to any station flexible tickets (Do specific trains have to be selected?)	Not possible	
4. Any station to any station flexible tickets (Do specific trains have to be selected?)	Not possible	
5. Season tickets	Not possible	
6. Advance Fare Tickets	Difficult	
7. Multiple passengers – a mix of Railcards / some with & some without Railcards (in one transaction)	Difficult	
8. GroupSave is available	Not possible	
9. A Basket feature – ie can buy multiple unrelated tickets together	Not possible	
10. Seat Reservations (as standalone transaction)	Not possible	
11. Rover & Ranger tickets	Not possible	
12. Cash payment accepted	No	
	Although this machine is under the station canopy, I was doing this during driving rain so not a lot of fun; wonder how many people will cope with that. It was also on a strike day when ticket office is shut so passengers are diverted through a gate from the car park and straight over the bridge with no indication that there is a TVM further back down the platform.	