



TJ. Roberts  
By email: TJ.Roberts [request-479891-a27a933d@whatdotheyknow.com](mailto:request-479891-a27a933d@whatdotheyknow.com)

Network Rail  
Freedom of Information  
The Quadrant  
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MK9 1EN

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E [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk)

3<sup>rd</sup> May 2018

Dear TJ

**Information request**  
**Reference number: FOI2018/00480**

Thank you for your email of 24<sup>th</sup> April 2018, in which you requested the following information:

- Could I please access the following information; 1. The number of railway stations which have staffed ticket offices.  
2. The location of these stations & their operator.  
3. The opening hours of these offices.*

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA) and I can confirm that we do hold the information you have requested.

The information that you have requested is already publically available under section 21 of the FOIA. We are not required to provide information in response to a request if it is reasonably accessible to you by other means. Network Rail only holds information for its own managed stations, details of which are available via the following link:

<https://www.networkrail.co.uk/communities/passengers/our-stations/>

I have been advised by the Stations and Depots Leasing manager that the information for all stations as per your request can be found on the National Rail website via the following link:

[http://www.nationalrail.co.uk/stations\\_destinations/default.aspx](http://www.nationalrail.co.uk/stations_destinations/default.aspx)

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

**Claire Duncan**  
**Information Officer**

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### **Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk). Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF