**Full Council 24th July 2023 Agenda Item 13 Consultation on Ticket Office Closures.**

Background (taken from Rail Delivery Group – National Rail website)

* Train operators have launched public and employee consultations, facilitated by [Transport Focus](https://www.transportfocus.org.uk/train-station-ticket-office-consultation/) and [London TravelWatch](https://www.londontravelwatch.org.uk/ticket-offices-have-your-say/), on proposed changes to bring station staff closer to customers.
* [Public consultation](https://www.raildeliverygroup.com/uk-rail-industry/customer-focused-reform/customer-focused-stations.html#consultation) for passengers will last for 21 days ending on 28th July.
* These proposals are designed to move staff out of ticket offices and onto station platforms and concourses to support better, face-to-face interactions, with the potential to close ticket offices in a number of locations.
* New, multi-skilled ‘customer help’ roles – which are already in place at many stations – will mean staff are able to help more customers across a whole range of needs, from buying tickets, to offering travel advice and helping those with accessibility needs. If accepted, the proposed changes would be phased in gradually.
* The proposals would help bring station retailing up to date from the mid-90s, when the rules on how to sell tickets were last reviewed, long before the invention of the smartphone. Back then, an estimated 82% of all sales were from ticket offices, compared to just 12% on average today.

**Notes from Cllr Richard Knowles**

* Northern's proposed closure of Shipley Station Ticket Office is a huge mistake. Shipley is a very busy station and the friendly ticket office staff as well as selling tickets, help passengers with timetable and fare enquiries, and print timetables on request.
* Northern would have to install multiple TVM ticket machines to replace their Ticket Office sales, and many passengers would be at risk, particularly elderly, disabled and those who do not own smartphones.
* Shipley Station is a very busy train hub and its car park is full before 9am on weekdays. Northern risk losing many passengers permanently if it closes Shipley Station Ticket (and Information!) office.
* Passengers are often unable to buy tickets at TVM machines that are defective or out of action Fortunately the Ticket Office staff dealt efficiently, as always, with all ticket sales and numerous requests for train information.
* Pensioners without smartphones are unable to buy these concessionary tickets at Baildon Station but can do so at Shipley Station Ticket Office.

Councillors are asked to formulate a BTC position and consultation comment for the Clerk to upload onto the TicketOffice.Northern consultation website.