



HOUSE OF COMMONS

LONDON SW1A 0AA

20th October 2023

Dear Contribute,

RE: RAILWAY STATION TICKET OFFICES

Thank you for your recent correspondence in respect of your concerns regarding the future of ticket offices at railway stations. I have read your comments with interest.

Train companies are consulting on plans to modernise customer service across the railway network. I understand that proposals will see staff move from behind the ticket office screens to more visible and accessible roles around stations, in order to better support customers.

I know ministerial colleagues are keen to see multiskilled, customer-facing staff on railways, and stations may need to change what they do, or how they do it, to ensure that passengers get the required service. Staff will be able to provide a more personal service in future, which can be crucial for those who need additional support at stations and those who cannot, or do not want to, use contactless or mobile tickets.

It is important to note that ticket offices have seen a significant decline in use over the last decade. In 2022/23, around one in ten transactions occurred at a ticket office; this is down from one in three a decade earlier and equates to 13 percent of total revenue, yet the number of ticket offices has not substantially changed.

An estimated 99 percent of all transactions made at ticket offices last year can be made at Ticket Vending Machines (TVMs), or online and where needed. I understand that TVMs across the network will be improved and upgraded.

The process for train operators to propose any changes to the opening hours of ticket offices, or close ticket offices, is set out in the 'Ticketing and Settlement Agreement'. The agreement regulates what train operators do in terms of fares ticketing and retailing across the network and requires train operators to put notices at the station advising passengers of any proposals and what any changes could mean for them. As such, Transport Focus and London TravelWatch opened a consultation which is now closed. Over the coming weeks, these organisations will continue to analyse the train operator proposals and public consultation responses, before responding to train operators. The responses were originally due to be assessed by the 6th October, however, they have had this extended until the 31st October given the scale of consultation responses.

I believe in making it as easy as possible for passengers across the country to travel on our railways and you can be assured that I have been actively ensuring any and all views on this expressed to me by local people have been heard by Ministers, as they consider these matters.



Once again, thank you for having taken the time to contact me and if I can ever be of any further assistance to you then please do not hesitate to contact me again.

With best wishes,

[Signature]

**TOM PURSGLOVE MP
MEMBER OF PARLIAMENT
CORBY & EAST NORTHAMPTONSHIRE**