

# Changes to ticket offices at train stations

What we found out



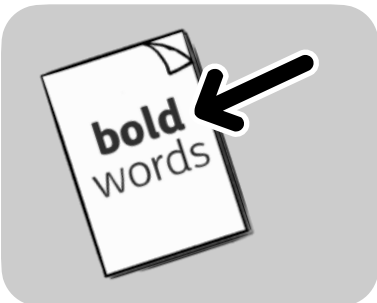
# Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



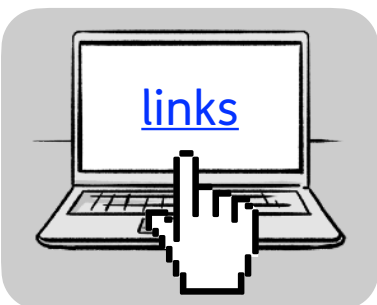
This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.

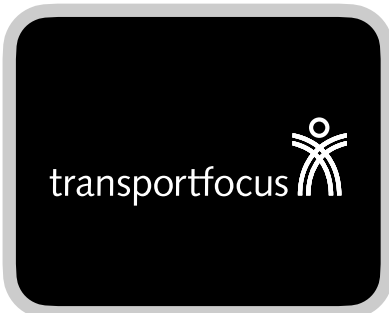


[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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# About this booklet



Transport Focus is an independent group that looks into transport issues and speaks up for transport users.



We got lots of comments from the public about train companies' plans to change ticket offices in train stations.



In this booklet, we will tell you about:

- What people told us about the plans.



- How we made a decision about whether the plans are right for everyone.



- What we have decided.

# What people told us about the plans



We got more than 680 thousand comments from the public about the plans.

The 3 biggest worries that people had about the plans were:



1. Being able to buy train tickets in the future if ticket offices close.



2. Getting information about journeys.

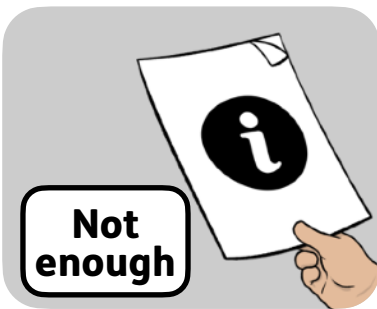


3. Finding help to get on the train if people need it.



Train companies asked people what they thought about the plans. But people only had between 5 and 26 July 2023 to say what they thought.

Some people said they were worried about this because:



- There was not enough information about the plans.

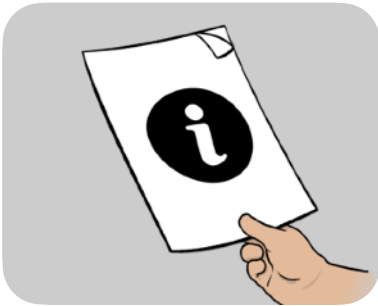


- Disabled people did not have the information in a way that they needed, like Easy Read.



- People felt they had not been given enough time to say what they think.

After hearing people's worries, train companies did:



- Share more information about how the plans will affect different groups of people.



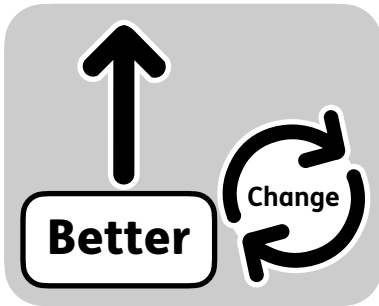
- Share information in different ways, like Easy Read.



- Give people more time to say what they thought of the plans - until 1 September 2023.

# How we made a decision about the plans

The rules say that changes to ticket offices can be made if:



- The changes would make the service better.



- The public could still buy tickets easily.



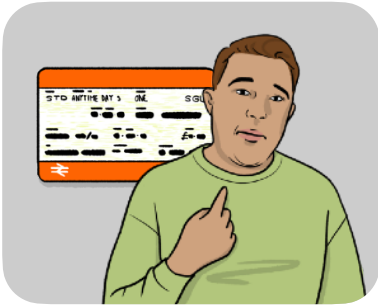
We can decide to object to the changes if they do not do these things.



If we object then the Government can decide if the changes can happen or not.



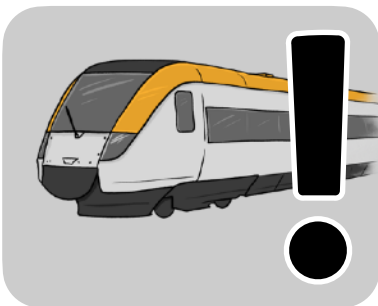
When deciding if we should object to the plans or not, we thought about:



- How easy it is for people to buy the right ticket for their journey.



- How people can get support in a quick and easy way.



- How people can get information about their journey, like if a train is running late or not running.

When deciding if we should object to the plans or not, we also thought about:



- If people feel safe at the station.



- If people might be punished if they cannot buy the ticket they need at a station.



- If people can still use facilities at the station, like toilets.

# What we have decided



We have finished looking at the plans, including reading the comments from the public.



We understand that train companies have improved their plans after people shared their worries.



But we still have worries about these plans.



So we have objected to the plans to close ticket offices.

We understand that:



- The plans were made because the way people buy train tickets has changed and more people buy online.



- Only around 1 in 10 people buy their ticket from a ticket office.



- The plans were made because of this change in how people buy tickets.



- Train companies want staff to support people around the station instead of being in a ticket office.

# Our main worries

## Welcome Points



Train companies plan to have 'welcome points' at stations where people can get support.



We think this could be a good idea but it needs to be worked on.



Welcome points were not included in the plans that people commented on.



We think train companies need to talk to disabled people to plan how welcome points might work.



We think welcome points should be tried in a few stations first to see if they work.

## Buying different types of tickets



At some stations, we do not think people would be able to buy all the types of tickets they can at the moment.

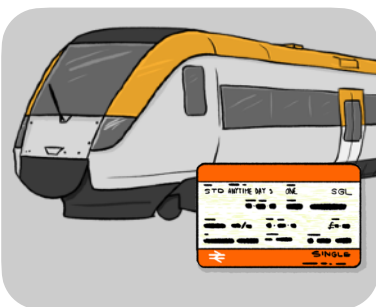
This includes things like:



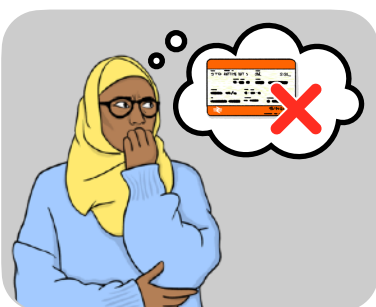
- Buying railcards.



- Ways for people to pay with cash if they need to.



Train companies have said that people can buy tickets on trains if they cannot buy them at the station.



But we are worried that people would not know about this and may be worried that they will be punished for not having a ticket.

## Buying tickets at stations



We are worried that some stations will not have enough ticket machines for people to buy tickets.



There may be long queues for people to buy tickets from ticket machines.



We want train companies to check how long people are queuing to buy tickets from machines.

## Staff at stations



Train companies have changed their plans to lower the amount of time staff are at stations.



Some stations will still have staff for a shorter amount of time.



At these stations, we are worried that the plans would not improve the service for people.

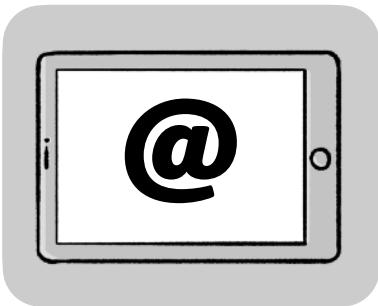


It is important that train companies listen to people in the future if they plan to lower the amount of time that staff are at stations.



# Contact us

If you would like this information in a different way to meet your needs, you can contact us by:



- Email: [advice@transportfocus.org.uk](mailto:advice@transportfocus.org.uk)



- Phone: 0300 123 2350



- Post:  
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