

Draft email

To: TicketOffice.Northern@transportfocus.org.uk

Proposed closure of remaining railway station ticket offices

I am writing to oppose the proposals in the current consultation for the closure of the remaining railway station ticket offices and the reduction of hours when stations will be staffed. I believe that the proposals will disproportionately adversely affect people who are vulnerable in some way, through age, disability (physical and mental) or because they travel with children in pushchairs or with heavy luggage.

My immediate concern is for vulnerable passengers who require escorted assistance over the foot crossings at Settle and Appleby: we are very concerned that if staffing hours are shortened, this facility will not be available for all trains. Our bridges look beautiful but are steep and difficult to cross for anyone with a disability, (which could be physical or mental, including those living with dementia) or for those with children in pushchairs, carrying heavy luggage etc. **At present, people can be escorted over the line, but as the proposals for both stations would reduce staffing so that no-one would be available after 1pm Monday to Saturday, and not at all on a Sunday, this will impact the service massively, meaning many people will be unable to travel at those times.**

Additionally, the proposals comment that only 12% of tickets are bought from ticket offices. That is already quite a significant number, but in fact, at both Appleby and Settle stations, around 30% of tickets are bought in this

way, reflecting both local demographics (especially age) and their prominence as tourist destinations. Vulnerable and disabled people are much more likely to want to buy tickets in person, than to use a Smartphone or PC for reasons of internet security, and machines, when working, do not offer enough flexibility around journey options.

I am copying this to my MP

Signed