

EMERGENCY MOTION

‘Ticket sales – keeping the human touch’

Proposed by Stephen Waring

Seconded by Ann Hindley

Ticket sales – keeping the human touch

This AGM (15 July 2023):

- welcomes Railfuture campaigning on ticket offices
- argues that a staff presence is essential and rejects ill-considered closures of ticket offices, ie without effective alternatives being in place
- values the expertise of ticket office staff, which must be retained
- recognises the need for central help points, not least for those with special needs or disabilities. These hubs attract people to stations for human contact unobtainable online or by vending machine
- notes concerns about the short timing and the use of the TSA framework for the present consultation

Railfuture will:

- encourage urgent responses to the consultation
- create a vision of how stations should work
- be open to broadening station retailing – selling snacks, travel goods etc - alongside full-range ticket sales. Any reforms should be appropriate to location, putting passengers first:
→ **"One size" does not fit all.**

