



December 2022

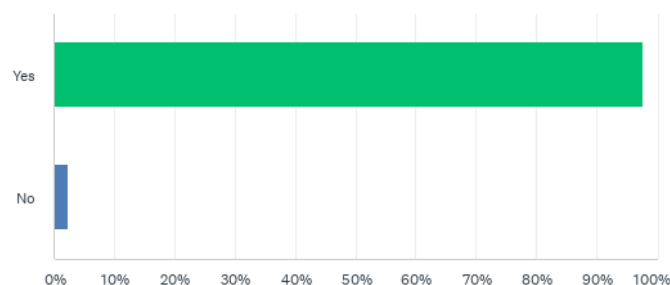
## Ticket Office Closures & Accessibility

### RMT Ticket Office Member Survey

In November 2022, RMT surveyed its ticket office members to ask for their views on the Government and Train Companies' plans to close the vast majority of ticket offices across the rail network, and how these proposals would impact passengers.

A massive 98% of ticket office staff reported that they thought that plans to close ticket offices and make passengers use online ticketing or Ticket Vending Machines (TVMs) would worsen disabled and elderly people's access to the railway:

Q12 Do you think that closing ticket offices and making passengers get tickets from Ticket Vending Machines or online will worsen disabled and elderly people's access to the railway?



Ticket office workers also dismissed the Government's statements that ticket office closures are simply about 'getting staff from behind glass counters', and instead **97% said the plans would lead to less staffing at stations**. Concerningly, nearly **80% of ticket office members said their company had already reduced station staffing in the last year**.

Members expressed their concerns about the impact of widespread ticket office closures on the accessibility of the rail network for disabled and older people. For instance:

*"I deal with elderly, vulnerable, and disabled customers on a daily basis. All are totally against these proposals. Not everyone can or want to use machines or computers."*

*"Ticket office staff are the first point of contact for people with disabilities. We have the knowledge to offer best options to passengers and offer advice on journeys."*

*"Had so many older customers already worried about assisted travel - help with luggage,*

*ramps for those with difficulty walking and also saying they would be unable to use ticket machines."*

*"Many vulnerable and disabled passengers' safety and accessibility would be put at risk without ticket office staff at stations"*

*"I think if ticket offices are closed you are alienating a vast majority of the travelling public. We deal with disabilities, language barriers, ticket issues, elderly and the vulnerable. We are the first eyes on passengers when they enter the station and play a very active role in security and safety of staff, other passengers and the vulnerable."*

*"I think getting rid of ticket offices discriminates against those who rely on them, particularly the elderly and vulnerable. The railway should be for everyone."*

*"A move to digital tickets is nothing more than a cost saving measure for the employer to reduce wage bills and increase ticket costs. TVM's and online purchases are inherently ableist, not everyone has or wants to use new technologies. Forcing people to go digital during a cost-of-living crisis is abhorrent."*

**RMT believes that ticket office closures across the rail network will mean that many disabled people are excluded from using the railway altogether. RMT is calling on the Government and train companies to withdraw these damaging plans.**