

Save Our Ticket Offices

This council notes:

- The proposals from the Department for Transport and the Rail Delivery Group to close almost all railway ticket offices nationwide, including all ticket offices in the South West region.
- There are many stations in the South West which do not have ticket machines.
- The proposed closures have caused particular concern **across all political parties**, amongst unions, disabled-led campaign groups and metro-mayors, including West of England Combined Authority Mayor Dan Norris.
- **Years of work from local campaigning and community groups, together with this Labour-led council and WECA's work to improve rail travel in Bristol, has finally born fruit and seen the Portway Park and Ride, the first new station in Bristol for 96 years, open to the public.** Ashley Down station is under construction and Henbury station has had planning documents submitted. In the wider region, Filton North station has had planning permission approved; Pill and Portishead stations are set to open in 2025.
- The Temple Quarter regeneration project – which is set to double Temple Meads' capacity – and its ongoing work with the Temple Quarter Accessibility Advisory Group, to ensure this landmark station is as accessible as possible.
- Lawrence Hill and Parson Street stations both have stepped access to each platform.

This Council believes:

- The closure of ticket offices will disproportionately affect older people, disabled people and people who do not have regular access to the internet.
- The council and its partners have a duty to ensure that our railway stations are accessible for all.
- The lack of staff in the station will likely lead to more antisocial behaviour, making stations feel more unsafe, leading people to use alternate forms of travel.
- The proposed closure of ticket offices should be condemned.

This Council resolves to:

- Publicly oppose the proposal to close ticket offices and make further representations to both the Department for Transport and the Rail Delivery Group.
- If the Government is intent on moving ahead with these plans, call on the Mayor to instruct officers to work with partners to ensure every station in the South West has ticket machines installed.
- Refer this issue to Growth and Regeneration Scrutiny Committee with the recommendation that representatives from Great Western Railways and **all relevant unions, including RMT and ASLEF**, are invited to attend a Scrutiny Meeting at the earliest possible point to discuss future plans for ticket offices and staffing.
- Call on Party Group Leaders to ask the West of England Combined Authority to bring forward plans to improve accessibility at Lawrence Hill and Parson Street stations as a priority and look to improve accessibility at Bedminster and Stapleton Road.