

NOTICES OF MOTIONS

Motion 1

Save Bletchley and Wolverton Ticket Offices

Councillor Trendall (18 August 2023)

- “1. That this Council notes that:
 - a) in July this year, the Rail Delivery Group that represents train operators across the UK announced that it was moving ahead with plans to close up to 1000 rail ticket offices across England over the next 3 years;
 - b) not all residents are able to use station ticket machines or have the means to book a ticket in advance such as the elderly, disabled, visually impaired, and those with poor literacy and IT skills;
 - c) according to Age UK, 3 million elderly people in the UK do not have access to the internet, and data from data the Royal National Institute for Blind People shows that only 3% of those with partial or full sight loss feel able to use ticket machines; and
 - d) plans to close ticket offices could lead up to 2,000 job losses.
2. That this Council believes that:
 - a) ticket offices provide a vital service to residents across Milton Keynes travelling from Wolverton and Bletchley train stations, Bletchley especially is likely to see an increase in footfall once East West Rail works are complete linking communities from Oxford and Bletchley;
 - b) having a sign posted ticket office to help people with enquiries provides certainty and confidence to customers who may otherwise struggle to locate staff to help;
 - c) the closure of ticket offices will disproportionately affect vulnerable customers, including the elderly, disabled, and visually impaired, as well as those with poor literacy and IT skills;
 - d) those customers without easy access to the internet will struggle to get the best possible price for their journey;
 - e) customers who are travelling on long distance trips that have multiple changes can find these journeys confusing and stressful, these customers would benefit from speaking to a member of ticket office staff who can explain the journey and ensure they don't incur fines or pay more than is necessary for their trip; and
 - f) current ticket office staff will be affected, and it is concerning that there will be redundancies – given that there will be no regulations for minimum staffing levels at stations and on platforms.

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3. That this Council resolves to ask the Chief Executive of the City Council to write to the Secretary of State for Transport, the Chief Executive of the Rail Delivery Group, and London Northwestern Railway to express the City Council's opposition to plans to close staffed rail ticket offices at Bletchley and Wolverton."

Note:

The consultation period has been extended and will now run until 1 September 2023.