

# Public Document Pack



Chairman and Members of the  
Council

Your contact: Katie Mogan  
Tel: 01279 502174  
Date: 8 August 2023

cc. All other recipients of the  
Council agenda

Dear Councillor,

## **COUNCIL - 26 JULY 2023**

Please find attached the letter that was sent to the Secretary of State for Transport following the motion on the Closure of Ticket Offices at agenda item 12a.

(D) Letter to the Secretary of State for Transport (Pages 2 - 3)

# Agenda Item 12d



-  EastHertsDC
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Mr Mark Harper  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DRA

01 August 2023

Dear Mr Harper, Secretary of State for Transport

East Hertfordshire District Council supported a motion at their Full Council meeting on 26 July 2023 to write to yourself, the Chief Executive of the Rail Delivery Group, our local MPs and the train companies that serve East Herts to express concern over the potential closure of 1,000 rail ticket offices across England over the next three years.

The Council notes that the staff in the ticket offices at Bishop's Stortford, Hertford North, Hertford East, Sawbridgeworth, Ware, Stanstead St Margarets and Watton-at-Stone provide invaluable advice and service to residents in determining the best routes to take and tickets to purchase.

Having a clearly sign-posted place in the station for people with ticket enquiries provides certainty and confidence for customers who may struggle to otherwise locate station staff and also acts as a point of safety for passengers. At many stations, access to facilities such as toilets and waiting rooms is reliant on ticket office staff.


Council is also concerned that the closure of the ticket offices will disproportionately affect elderly and disabled residents in East Herts as well as those with poor literacy and IT skills on lower incomes. This is confirmed by data from both Age UK and the RNIB.

Council welcomed that the consultation on the closures has been extended to 1 September 2023 and looks forward to seeing the results of the consultation. However, Council believes that the ticket offices provide a vital service to residents in East Herts and strongly opposes their closure.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Ben Crystall', with a long horizontal flourish extending to the right.

Councillor Ben Crystall  
Leader of the Council

A handwritten signature in black ink, appearing to read 'Mione Goldspink', written in a cursive style.

Councillor Mione Goldspink  
Deputy Leader of the Council

Councillor David Jacobs  
Leader of the Labour Group