

Ticket Office Letter

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Key information

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The **London Assembly Transport Committee** has published a letter to London TravelWatch regarding the Rail Delivery Group's proposals to close ticket offices at train stations across the country.

A key concern of the Committee is the risk of train stations becoming inaccessible for disabled passengers. Ticket offices are often the first point of contact for disabled passengers and are also the only designated point in the station with a hearing induction loop. Many deaf people may be unable to access assistance without this.

Consideration must also be given to the impact destaffing stations would have on the perception of safety and security on the railways, and how that would impact ridership.

The proposals, which are currently out for consultation until Friday 1 September, would see more than 150 ticket offices in London closed.

The Committee heard from stakeholders at a recent Transport Committee meeting on outer London transport, who raised concerns about the proposals and the impact any closures would have on Londoners.

[Read the Letter](#)