



HOUSE OF COMMONS

LONDON SW1A 0AA

Mr Michael Roberts
London TravelWatch
PO Box 5594
Southend-on-Sea
SS1 9PZ

JL24172
31 August 2023

Dear Mr Roberts,

Further to my attached letter dated 25 July, I wanted to submit further feedback to this consultation following its extension until 1 September.

In my initial response I outlined that my main concern with C2C's proposals was that they did not provide for any floorwalkers to be present at Upminster Station on Sundays. As noted then, this represents a clear and significant reduction in service with no alternative provision and I wish to emphasise that I believe it is crucial that this specific aspect of the proposals be revisited.

Since my initial response, I have received further comments from a number of constituents who have sight impairments. One of whom has quoted the Royal National Institute of Blind People's finding that only 3% of blind or partially sighted people could use a ticket vending machine without problems. Other constituents highlighted their concern that it may be difficult for blind or partially sighted people to find new floorwalkers or station staff as there will no longer be a ticket office which they can attend, this may also prove challenging for those with other disabilities. I note that the consultation materials state that help points are available on all platforms and trains however access to platforms may be more challenging to those with mobility issues, I therefore believe that it is imperative that there is access to help points, or a facility through which a passenger may call floorwalkers to them, at entry points.

Constituents have sought assurances that there will be enough staff members to manage the ticket machines at both entrances to Upminster station, particularly if these machines go wrong. I would also welcome greater clarification on how quickly faulty ticket vending machines are reported and fixed by C2C, as the practicality of these machines is often cited as the most significant barrier to disabled people accessing the railway.

Telephone: 020 7219 2631
Email: julia.lopez.mp@parliament.uk
Web: www.julialopez.co.uk Twitter: @julialopezmp



Another constituent is concerned that the closure of the Upminster ticket office will not allow him to use his 60+ Oyster Card to its fullest advantage. In order to purchase tickets commencing at the boundary of the zone, instead of the terminus London station, this constituent has to do so using a ticket office. This constituent has suggested he is unable to buy the equivalent ticket from the machines on the concourse. If the ticket office is closed, my constituent is worried that he will be forced into purchasing a more expensive ticket. It would be greatly appreciated if you could advise whether the ticket machines could be improved to allow the purchasing of tickets from the boundary of the 60+ Oyster Card zone.

Finally, in my earlier comments I noted my concern that the proposals may lead to losses of jobs and station staff, not just a change to the delivery of the service. Many constituents have shared similar concerns and I would be grateful for clarification on this alongside confirmation that full time roles will not be replaced by part time roles.

I would welcome these comments being considered alongside my earlier letter dated 25 July.

With best wishes,

Julia Lopez MP

Member of Parliament for Hornchurch & Upminster